Workforce Investment Board
Community Foundation Santa Cruz County
7807 Soquel Drive, Aptos, CA 95003
Wednesday, June 8, 2016 @ 8:30 a.m.

I. Call to Order / Introductions

II. Approval of Agenda

III. Public Comment- For items not listed on the agenda. Limited to 3 minutes

IV. Approval of Minutes: February 24, 2016 ............................................ 2-5

V. Consent Items (separate from agenda packet)
   C.1 WIOA Partner Memorandum of Understanding (MOU)
   C.2 WIOA Program Monitoring PY 2015-16
   C.3 WIB Policies
   C.4 WIOA WIB/WDB Ordinance & Bylaws
   C.5 CEDS Committee Transition to County Economic Development

VI. Presentation Items
   P.1 Recognition of Howard Sherer’s Service to the WIB

VII. Administration
   A.1 Data Dashboard ................................................................. 6
   A.2 Strategic Plan Report......................................................... 7-8
   A.3 WDB Board Composition Update.................................... 9-10
   A.4 WDB Officer Nominations PY 2016-17 ............................ 11-12
   A.5 Proposed WIOA Budget and Service Plans PY 2016/17 .... 13-14
   A.6 RFP Center/Program Services PY 2017/18 ....................... 15-16
   A.7 WDB & Committee Meeting Calendar PY 2016/17 .......... 17-18

IX. Chairperson’s Report

X. Adjournment

Next Meetings:
Executive Committee Meeting
Wednesday, August 3, 2016 @ 8:30 a.m.
1000 Emeline St, Santa Cruz, CA 95060

Workforce Investment Board
Wednesday, October 26, 2016 @ 8:30 a.m.
Simpkins Swim Center
979 17th Ave., Santa Cruz
The Chair called the meeting to order at 8:35 a.m., and a quorum was established.

Board Members in Attendance
Alia Ayyad
Greg Caput (Supervisor)
Jack Carroll
Christina Cuevas
Maria Elena De La Garza
Elyse Destout
James Dion
Cecilia Espinola
Sean Hebard
Mark Hodges
Dave Hood
Rob Morse
Rock Pfotenhauer
Francisco Rodriguez
Howard Sherer
Carol Siegel – Vice Chair
Ron Slack – Chair
Bill Tysseling

Members not in Attendance
Alan Aman
Diane Berry-Wahrer
Marshall Delk
Andy Hartmann
Julie Lambert
Andy Van Valer

Staff in Attendance
Teresa Carrillo – Senior Employment and Training Specialist
Teresita Hinojosa – Senior Human Services Analyst
Sara Paz-Nethercutt – Senior Human Services Analyst
Andy Stone – WIB Director
Brenda Zeller – WIB Administrative Coordinator

Guests
David Hinojosa – Regional Advisor, EDD
Todd Livingstone – Watsonville/Aptos Adult School
Nohemi Macias – Santa Cruz County Office of Education
Kathy Marcove – Goodwill Central Coast
Subject: Call to Order/Welcome

Discussion: Chair Ron Slack acknowledged members, staff, and guests present. He asked members and guests to briefly introduce themselves.

Subject: Approval of Agenda

There were no changes to the agenda.

Subject: Public Comment

There was no public comment.

Subject: Approval of October 28, 2015 Meeting Minutes

Discussion: There was no discussion.

Action: Approve the October 28, 2015 Meeting Minutes.

Status: Motion to Approve: Christina Cuevas
Motion Seconded: Sean Hebard
Abstentions: Cecelia Espinola
Committee Action: All in favor, minus noted abstention, motion passed.

Subject: Consent Items 1 through 5

C.1 Annual Report to the Board of Supervisors
C.2 Individual Training Account Scholarship Project
C.3 Common Measures Performance PY 15/16: Quarter 1
C.4 WIOA Youth Program Work Experience Policy
C.5 WIOA Contractor Performance Update

Action: Approve Consent Items C.1 through C.5.

Status: Motion to Approve: Carol Siegel
Motion Seconded: Rob Morse
Abstentions: None
Committee Action: All in favor, motion passed.
VI. Presentation Items:

WIB Member Rob Morse, Senior Manager in the Central Coast Division of PG&E, and Dave Vincent, Executive Director of Leadership Santa Cruz, gave brief presentations. Rob Morse described PG&E's workforce composition and challenges; PG&E programs to train future employees, such as Power Pathways (targeting unemployed, underemployed, and veterans), Solar Suitcase (solar power curriculum for High Schools), Bright Minds (scholarship program for Science, Technology, Engineering, and Math (STEM) students), and Internships for Graduate and Undergraduate STEM students; and Economic Vitality Grants given to local organizations such as Digital NEST and the Pajaro Valley Kitchen Incubator. Dave Vincent gave an overview of the Leadership Santa Cruz program and its benefits to attendees and the community.

VII. Administration Items

A.1 Data Dashboard
Director Andy Stone gave board members an overview of the Data Dashboard for Quarter 1 and Quarter 2 of Program Year 2015-16, noting that the data presented did not include the Santa Cruz County Office of Education (COE) invoice and that the WIB budget is currently 42% spent at 50% through the year after including the COE invoice.

A.2 Strategic Plan Report
Discussion: Director Andy Stone briefly recapped the WIB’s strategic goals and explained the steps being taken to meet each of the goals. He gave an update on the Proposition 39 grant, stating that the proposal was submitted in December 2015 and a decision was expected by the end of February 2016. He gave an update on the WorkKeys project, noting that the project was approved by the California Workforce Development Board (CWDB) and the WIB received a grant to plan implementation of the project. One of the strategic plan goals includes increasing WIB effectiveness, and Director Stone stated that there would be future development opportunities for board members, and announced that invitations would be forthcoming for a Business Engagement Retreat.

A.3 WIOA Report
Discussion: Director Andy Stone gave an update on the process for transitioning to a smaller twenty-five member Workforce Development Board (WDB) and shared the proposed composition and timeline. Several WIB members expressed concern over reduced representation for underserved populations in the new WDB composition, such as K-12 and low income populations. Bill Tysseling explained that the WIB was originally created to give the private sector control over federal funds going to the community, essentially allowing the private sector to steer WIB strategies to be in line with economic trends and develop the workforce to meet private sector needs. He stressed that the reduction of the amount of members on the WDB necessitates finding very dedicated/committed private sector members. Dave Hood recommended developing and instituting a resignation policy for WDB members. Rock Pfotenhauer
suggested making the WDB even smaller because the valuable work doesn’t happen at WIB meetings.

A.4 Update on Event and Resource Discussion
Discussion: Director Andy Stone summarized the results from the October 28, 2015 WIB Event and Resource Discussion, and noted that in lieu of planning a WIB event, the WIB is sponsoring the Santa Cruz County 82% Micro Business Summit to be held on April 22, 2016 and giving a presentation on a to be determined topic such as Hiring Your 1st Employee or Tax Breaks. He also mentioned that WIB staff is researching a Business Focused email newsletter to be utilized to inform local businesses of WIB resources available to them. Andy Stone then gave suggestions for training topics for WIB members and asked for opinions. Board members expressed interest in trainings on the following topics: The new WIOA system and program performance expectations, career pathways development, and sector strategies.

VI. Presentation Items:
Jim Toohey, Vocational Coordinator for The Bay School, gave a brief presentation on The Bay School and their efforts to place students with autism and/or developmental disabilities in jobs appropriate for their skills and abilities, allowing them to become a part of the community. He mentioned that they are always looking for more employers willing to work with their school and place students into open positions.

VI. Chairperson’s Report
Chair Ron Slack thanked everyone for attending, and asked members to inform Andy Stone or Ron Slack if they do not want to continue serving on the WIB as it transitions to the WDB.

Meeting adjourned at 10:19 a.m.

Next Meeting:  Executive Committee Meeting
Wednesday, April 6, 2016 @ 8:30 a.m.
1000 Emeline Street
Santa Cruz, CA 95060

Workforce Investment Board Meeting
Wednesday, June 8, 2016 @ 8:30 a.m.
Community Foundation Solari Room
7807 Soquel Drive
Aptos, CA 95003
A.1 Data Dashboard

PY 15/16 Budget: $3,988,995

Funding

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<th>$-</th>
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<td>$2,468,004</td>
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PY 15/16 Jobseeker Visits

Total Visits by Quarter:

- Goodwill Central Coast Career Center: 1,656
- Watsonville Career Center: 2,094
- Capitola Career Center: 1,471

Annual Unique Visitors:

- Watsonville: 1,906
- Capitola: 903
- Goodwill: 477

TOTAL: 3,286

Expenditures To Date

- Administration, $245,259
- Special Projects, $9,949
- WIB Program Services, $211,280
- Staff services, $173,677
- Training, $246,245
- Supportive Services, $11,585
- Contracted Services, $622,492
- Operational, $504

PY15/16 Rapid Response: Number of Lay-offs

- Q1 Total=28
- Q2 Total=2
- Q3 Total=82
- Total= 112

Annual Lay-offs

- Q1 Total=28
- Q2 Total=2
- Q3 Total=82
- Total= 112

Unemployment Rates

- Santa Cruz: 8.8%
- State: 5.6%
- Nation: 5.1%

Month:

- Apr-15
- May-15
- Jun-15
- Jul-15
- Aug-15
- Sep-15
- Oct-15
- Nov-15
- Dec-15
- Jan-16
- Feb-16
- Mar-16
A.2 Strategic Plan Report

COMMITTEE: Workforce Investment Board MEETING DATE: June 8, 2016

STAFF NAME: Andy Stone, WIB Director

SUMMARY:

On October 8, 2015 the WIB approved the WIB Director's PY 2015-16 Operational Plan which lays out the specific actions for the program year designed to ensure that the Strategic Plan's goals are met. The attached scorecard represents the PY 2015-16 outcomes for the approved goals and action steps.

Both the Strategic Plan and the WIB Director's Operational Plan incorporate the 2014-17 Strategic Goals referenced below.

2014-2017 Strategic Goals for Workforce Santa Cruz County

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

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

Goal 3: Develop strategic relationships with educators, employers and community partners to:
   • Increase the skill levels of youth and adult job seekers, and
   • Create opportunities for employment, career mobility, and self-sufficiency

Goal 4: Increase Board (WIB) Effectiveness

Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to accept the WIB Strategic Plan Status Report as presented.

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### Program Services

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

- **Regional Strategies implemented in 2014/15:**
  - Proposition 39 Pre-Apprenticeship Development Grant

**2015-16 Target:** Deliver two WIB approved regional projects

**2015-16 Operational Goals to meet Target:**
- Expand regional pre-apprenticeship program via a Proposition 39 Implementation Grant.
- Strengthen relationships with regional partners through a board approved regional project and a WorkKeys focused Slingshot project.

**YTD:**
- Prop 39 Grant 2.0 Awarded - Seeking Training Location.
- Slingshot Focus Shifting to Health Care - Project Approved by CWDB.
- Regional Planning Grant Application ($123,355) - Monterey WDB.

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

- In 2014/15, WIB implemented a Prop 39 Pre-Apprenticeship Development Grant for Construction Careers

**2015-16 Target:** Partner with economic development on one sector strategy

**2015-16 Operational Goals to meet Target:**
- Develop training program for hospitality/tourism workers.

**YTD:**
- Hospitality Training Program Group: Identified Potential Training Program - Seeking Startup Funding from CEDS - Putting Together MOU and Budget

**Goal 3**
Develop strategic relationships with educators, employers and community partners to:
- Increase the skill levels of youth and adult job seekers, and
- Create opportunities for employment, career mobility, and self-sufficiency

- Reconvening of Career Center Operators Committee
- Suenos and Work4Youth developing new Agricultural Skills Academy

**2015-16 Target:** Align training scholarships with in-demand careers

**2015-16 Operational Goals to meet Target:**
- Release Initial County Jobs Report using LMI and Employer Input.
- Create WIB scholarship list based on in-demand jobs.

**YTD:**
- Running Pilot Scholarship List; County Jobs Report - In Development

### Board Effectiveness

**Goal 4**
Increase Board (WIB) Effectiveness

- Approved new 25 member board

**2015-2016 Target:** Transition from WIB to WDB

**2015-16 Operational Goals to meet Target:**
- Provide development opportunities for each WIB member.
- Develop a new Workforce Development Board strategic plan.

**YTD:**
- 62 - WIB Business Engagement Strategy Session; Identified WIB/WDB Development Topics and Trainers

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**Benchmark** = beginning of the strategic plan

**Target** = planned to be at the end of the year

- **Green** on track to meet planned target for the year
- **Yellow** needs to be watched
- **Red** in danger of not meeting target for the year
A.3 WDB Board Composition Update

COMMITTEE: Workforce Investment Board  MEETING DATE: June 8, 2016

STAFF NAME: Andy Stone, WIB Director

SUMMARY:

On February 24, 2016, the Workforce Investment Board approved the proposed composition of a smaller twenty-five member Workforce Development Board (WDB) and the Executive Committee met on May 18, 2016 and made the following recommendation for the new WDB’s membership. Attached, for your approval is the final WDB composition recommendation.

SUGGESTED MOTION: (if applicable)

I move to approve the following proposed membership of the Workforce Development Board.

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## Workforce Development Board Member Slate

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<tr>
<td>Local Business (min 51%)</td>
<td>Alan Aman</td>
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<tr>
<td>Local Business</td>
<td>Marshall Delk</td>
</tr>
<tr>
<td>Local Business</td>
<td>Elyse Destout</td>
</tr>
<tr>
<td>Local Business</td>
<td>Dave Hood</td>
</tr>
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<td>Local Business</td>
<td>Julie Lambert</td>
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<td>Rob Morse</td>
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<td>Carol Siegel</td>
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<td>Ron Slack</td>
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<td>William Tysseling</td>
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<td>Andy Van Valer</td>
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<td>VACANT</td>
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<tr>
<td>Local Business</td>
<td>VACANT</td>
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<tr>
<td>Economic/Community Development (1)</td>
<td>Barbara Mason</td>
</tr>
<tr>
<td>Labor &amp; Pre-Apprenticeship (min 15-20%)</td>
<td>Andy Hartmann</td>
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<td>Labor &amp; Pre-Apprenticeship</td>
<td>Sean Hebard</td>
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<td>Labor &amp; Pre-Apprenticeship</td>
<td>Francisco Rodriguez</td>
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<td>Labor &amp; Pre-Apprenticeship</td>
<td>Glen Schaller</td>
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<td>Higher Education (1)</td>
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<td>Adult Educational Entities (1)</td>
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<td>Vocational Rehab (1)</td>
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<td>Wagner-Peyser (EDD) (1)</td>
<td>James Dion</td>
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<tr>
<td>CBOs that serve displaced workers, youth, veterans or disabled (optional)</td>
<td>Maria Elena De La Garza</td>
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<td>WIB Nominated - At-Large (optional)</td>
<td>Alia Ayyad</td>
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<tr>
<td>County Board of Supervisors or Designee (optional)</td>
<td>Mark Hodges</td>
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| Total                  | 25  |

- **Current Business Percentage** (required to be majority of 51%)
  - 52%
- **Labor & Pre-Apprenticeship** (min 15-20%)
  - 16%
- **Labor/CBO Percentage** (at least 15% labor and at least 20% combined)
  - 20%
A.4 WDB Officer Nominations PY 2016-17

COMMITTEE: Workforce Investment Board  MEETING DATE: June 8, 2016

STAFF NAME: Andy Stone, WIB Director

SUMMARY:

The Nominating Committee, consisting of Alia Ayyad, Jim Dion, Dave Hood, Howard Sherer and Ron Slack developed the attached slate of candidates for the 2016-17 Program Year for election at the WIB's June 8, 2016 meeting.

Changes and additional nominations may be made from the floor at the WIB meeting.

I move to approve the proposed slate of Officers of the Workforce Development Board and to forward to the WIB board for approval.

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<td>WDB Governing Body</td>
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<tr>
<td><strong>Full Board / Executive Committee</strong></td>
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<td>At Large Member</td>
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<td><strong>Business Services</strong></td>
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<td>Vice-Chair</td>
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<td><strong>Youth Council</strong></td>
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<td><strong>CEDS</strong></td>
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Changes and additional nominations may be made from the floor at the WIB meeting.
**A.5 Proposed WIOA Budget PY 16/17**

**COMMITTEE:** Workforce Investment Board  
**MEETING DATE:** June 8, 2016

**STAFF NAME:** Andy Stone, WIB Director; Teresita Hinojosa, Sr. Analyst; Sara Paz-Nethercutt, Sr. Analyst

**SUMMARY:**

The Employment Development Department released the WIOA allocations for PY 2016/17 for the Adult, Dislocated Worker and Youth funding sources on April 21, 2016 (WSIN15-45). The Rapid Response allocation has not yet been released by EDD. A proposed budget for WIOA Adult, Dislocated Worker (DW), Youth and Rapid Response has been developed.

It is recommended that WIOA contract services continue with the current services providers. Adult, DW and Business Services funding is proposed to continue with Goodwill Central Coast with student support services contracted to Cabrillo Student Resources and Support Network (SRSN) and WIOA Youth services with Santa Cruz County Office of Education. Rapid Response proposed service plans include continuing with the Cabrillo Small Business Development Center contract for job retention layoff aversion services and to use a portion of the funding for the Business Services component of the GCC contract.

Once your Board approves the proposed budget and the Board of Supervisors approves the county budget, the contractors will be requested to propose the service numbers and budget to operate. With this information the scope of work is written and budgets are negotiated by WIB staff with the service contractors. When and if there is agreement on the terms for the services, the contracts are signed, and approved by the Board of Supervisors. The negotiations on the scope of work with the service goals and the budget will be done in July/August with the services retroactive to July 1, 2016, according to the County's continuing contract agreements process. If the the proposal for WIOA Adult and Dislocated Worker services is accepted, Goodwill Central Coast has requested their contract approval be as close to the beginning of the program year as possible with a Board of Supervisor approval date of August 16, 2016. With the proposed budget, the other contracts can be negotiated and presented to the Board of Supervisors on September 27, 2016.

**SUGGESTED MOTION: (if applicable)**

I move to approve the proposed WIOA budget for PY 2016/17 and authorize staff to begin program planning and negotiations for the WIOA service providers and prepare contracts for approval by the Board of Supervisors.

**Attachment(s)**

**COMMITTEE DATE** 05/18/16  
**COMMITTEE APPROVAL:** ✓Yes ☐No Other:

**BOARD DATE**  
**BOARD APPROVAL:** ☐Yes ☐No Other:
## WORKFORCE INVESTMENT ACT: FY 15/16 and FY 16/17 Budget Comparison


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<th>FY 15/16 Authorized Budget</th>
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<tr>
<td><strong>WIB Services</strong></td>
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*Final Carry-In for FY 15/16 was determined in August 2015, after year end close and completion of the 4th quarter County Expense Claim.

<table>
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<td>SCCOE Youth Services</td>
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<td><strong>Total</strong></td>
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* Portion of contract is paid by Rapid Response ($25,000)
**A.6 RFP Center/Program Services PY 17/18**

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<th>Workforce Investment Board</th>
<th>MEETING DATE:</th>
<th>June 8, 2016</th>
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<tr>
<td>STAFF NAME:</td>
<td>Andy Stone, WIB Director; Sara Paz-Nethercutt, Sr. Analyst</td>
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**SUMMARY:**

As you may recall, the Adult (A) and Dislocated Worker (DW) program is currently under contract with Goodwill Central Coast (GCC). Goodwill staff provides eligibility determination and comprehensive case management services to participants that are WIOA enrolled in vocational training, including On-the-Job training opportunities. Additionally, GCC provides business outreach services and links employers to programs and services in the community. Santa Cruz County's Adult and Dislocated Worker services staff are currently housed in the full-service career center in Watsonville and the satellite center on Encinal Street in Santa Cruz, with services also provided in the EDD satellite center on 40th Avenue in Capitola.

With WIOA, there is a requirement to procure the career center operator services for the workforce system that must now be implemented. Career Center Operator duties and A/DW program services, duties, and responsibilities are distinct and separate from one another but can be under one contractor.

Recently WIB staff was notified that GCC will be closing their Encinal site effective June 2017. Due to this information, coupled with the requirement to procure the career center operator by July 1, 2017, it is recommended that the following proposed services be procured for all of our local area, including north and south county, in the 2015/16 program year for services to begin with program year 2017/18.

1. Career Center Operator;
2. Adult and Dislocated Worker Program, including OJT program;
3. Business Services Representative Program

**SUGGESTED MOTION: (if applicable)**

I move to approve the RFP procurement and direct WIB staff to take the necessary steps to issue and implement the RFP with the appropriate time line for full contract implementation to begin with program year 2017/18.

<table>
<thead>
<tr>
<th>COMMITTEE DATE</th>
<th>05/18/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>COMMITTEE APPROVAL:</td>
<td>☑ Yes ☐ No Other:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BOARD DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>BOARD APPROVAL:</td>
</tr>
</tbody>
</table>

[Attachment(s)]
<table>
<thead>
<tr>
<th>Date</th>
<th>Benchmark</th>
<th>WHO?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2016</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>May 2016</td>
<td>- WDB staff work with General Services Purchasing Department (GSD) to establish timelines and review County Procurement process</td>
<td>WDB</td>
</tr>
<tr>
<td>May 18, 2016</td>
<td><strong>Executive Committee Meeting</strong>- approval for issuance of RFP</td>
<td>WDB</td>
</tr>
<tr>
<td></td>
<td>- RFP Timeline Considered</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Request authority to make minor adjustments to RFP language to improve effectiveness;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Evaluation criteria to remain unchanged</td>
<td></td>
</tr>
<tr>
<td>June 8, 2016</td>
<td><strong>Full WDB Meeting</strong></td>
<td>WDB</td>
</tr>
<tr>
<td>September 1, 2016</td>
<td>RFP due to GSD</td>
<td>GSD</td>
</tr>
<tr>
<td>September 30, 2016</td>
<td>GSD return RFP to WDB</td>
<td></td>
</tr>
<tr>
<td>October 5, 2016</td>
<td><strong>Executive Committee Meeting</strong></td>
<td>GSD</td>
</tr>
<tr>
<td></td>
<td>- Update RFP process</td>
<td></td>
</tr>
<tr>
<td>October 26, 2016</td>
<td><strong>Full WDB Meeting</strong></td>
<td>WDB</td>
</tr>
<tr>
<td></td>
<td>- Update RFP process</td>
<td></td>
</tr>
<tr>
<td>November/ December</td>
<td>Form RFP Review Committee</td>
<td>WDB</td>
</tr>
<tr>
<td>November 1, 2016</td>
<td><strong>Board of Supervisors meeting to release RFP – 1st letter</strong></td>
<td>GSD</td>
</tr>
<tr>
<td></td>
<td>10/4/16-Fiscal</td>
<td></td>
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<tr>
<td></td>
<td>10/12/16-CE</td>
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<tr>
<td></td>
<td>10/19/16-CAO</td>
<td></td>
</tr>
<tr>
<td>November 7, 2016</td>
<td>1st Ad released Sentinel, Register Pajaronian</td>
<td>GSD</td>
</tr>
<tr>
<td>November 14, 2016</td>
<td>2nd Ad released Sentinel, Register Pajaronian</td>
<td>GSD</td>
</tr>
<tr>
<td>November 29, 2016</td>
<td>Pre-proposal conference from 9-11am (Bidders Conference)</td>
<td>GSD</td>
</tr>
<tr>
<td>December 2, 2016</td>
<td>Additional questions (following pre-proposal conference) due to GSD by 5pm</td>
<td>WDB</td>
</tr>
<tr>
<td>December 9, 2016</td>
<td>GSD sends Answers via email &amp; WDB posts notice advising to inquire about Q&amp;A through GSD</td>
<td>GSD</td>
</tr>
<tr>
<td><strong>2017</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>January 6, 2017</td>
<td>Proposals Due by 2:00 PM @ GSD – Bid opening</td>
<td>GSD</td>
</tr>
<tr>
<td>January 25, 2017</td>
<td><strong>Rating sheets due to GSD from Review Committee</strong></td>
<td>GSD</td>
</tr>
<tr>
<td>January 26-27, 2017</td>
<td><strong>Conference call with Review Committee &amp; final recommendation made on awardee(s)</strong></td>
<td>GSD</td>
</tr>
<tr>
<td>February 1, 2017</td>
<td><strong>Executive Committee Meeting</strong></td>
<td>WDB</td>
</tr>
<tr>
<td></td>
<td>Approve RFP Review Committee Funding Recommendation</td>
<td></td>
</tr>
<tr>
<td>February 22, 2017</td>
<td><strong>Full WDB Meeting-Approve RFP Review Committee Funding Recommendation</strong></td>
<td>WDB</td>
</tr>
<tr>
<td>March- May</td>
<td><strong>Contract Negotiations and Development begin</strong></td>
<td>WDB</td>
</tr>
<tr>
<td>June 6, 2017</td>
<td>**Board of Supervisors letter to recommend approval of contract(s) for PY 2017-18- 2nd BOS letter</td>
<td>GSD</td>
</tr>
<tr>
<td>June</td>
<td>Notify Respondents</td>
<td>WDB</td>
</tr>
<tr>
<td>July 1, 2017</td>
<td><strong>New Contract(s) Implemented</strong></td>
<td>WDB</td>
</tr>
</tbody>
</table>
A.7 WDB Meeting Calendar PY 16/17

<table>
<thead>
<tr>
<th>COMMITTEE:</th>
<th>Workforce Investment Board</th>
<th>MEETING DATE:</th>
<th>June 8, 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>STAFF NAME:</td>
<td>Andy Stone, WIB Director; Brenda Zeller, WIB Administrative Coordinator</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

SUMMARY:

Each year staff develops a calendar of meetings for the Workforce Development Board (WDB) and its subcommittees.

Proposed details:

- WDB will meet three (3) times.
- Executive Committee will meet six (6) times.
- Business Services Committee will meet two (2) times.
- Youth Council will meet three (3) times.
- All WDB and subcommittee meetings will be scheduled on Wednesdays.

I move to approve the proposed Workforce Development Board (WDB) Annual Meeting Calendar for Program Year (PY) 2016-17.

<table>
<thead>
<tr>
<th>COMMITTEE DATE</th>
<th>05/18/16</th>
<th>COMMITTEE APPROVAL:</th>
<th>Yes</th>
<th>No</th>
<th>Other: Executive Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td>BOARD DATE</td>
<td></td>
<td>BOARD APPROVAL:</td>
<td>Yes</td>
<td>No</td>
<td>Other:</td>
</tr>
</tbody>
</table>
### 2016-2017 WDB & Committee Meeting Calendar

#### Workforce Development Board

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 26, 2016</td>
<td>Simpkins Swim Center: 979 17th Ave., Santa Cruz</td>
</tr>
<tr>
<td>February 22, 2017</td>
<td>Location: Simpkins Swim Center</td>
</tr>
<tr>
<td>June 7, 2017</td>
<td>Location: Simpkins Swim Center</td>
</tr>
</tbody>
</table>

#### Executive Committee

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 3, 2016</td>
<td>County of Santa Cruz: 1000 Emeline Ave., Santa Cruz</td>
</tr>
<tr>
<td>September 7, 2016</td>
<td></td>
</tr>
<tr>
<td>October 5, 2016</td>
<td></td>
</tr>
<tr>
<td>February 1, 2017</td>
<td></td>
</tr>
<tr>
<td>April 5, 2017</td>
<td></td>
</tr>
<tr>
<td>May 3, 2017</td>
<td></td>
</tr>
</tbody>
</table>

#### CEDS Committee*

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 21, 2016</td>
<td>Location: TBD</td>
</tr>
<tr>
<td>January 18, 2017</td>
<td></td>
</tr>
<tr>
<td>May 17, 2017</td>
<td></td>
</tr>
</tbody>
</table>

#### Youth Council

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 28, 2016</td>
<td>Sueños Youth Employment Services: 17 Aspen Way, Watsonville</td>
</tr>
<tr>
<td>December 14, 2016</td>
<td>Community Foundation Santa Cruz County: 7807 Soquel Dr., Aptos</td>
</tr>
<tr>
<td>April 26, 2017</td>
<td>Sueños Youth Employment Services: 17 Aspen Way, Watsonville</td>
</tr>
</tbody>
</table>

#### Business Services Committee

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>November 16, 2016</td>
<td>Watsonville Career Center: 18 W. Beach St., Watsonville (all meetings) **</td>
</tr>
<tr>
<td>March 8, 2017</td>
<td></td>
</tr>
</tbody>
</table>

---

*Tentative Schedule: CEDS Committee meeting management transferred to the Santa Cruz County Economic Development office.

**Please Note: Meeting location subject to change. Please check website for current information.
Under the Workforce Innovation and Opportunity Act (WIOA), local boards with the agreement of the chief elected official, are required to develop and enter into a Memorandum of Understanding (MOU) between the local board and one-stop core required partners.

The MOU development process will take place in two phases. Phase I for the Service Coordination must be completed no later than June 30, 2016. Phase II for Shared Resources and Costs must be completed no later than December 31, 2017. Phase II will build upon the agreements established in Phase I and determine how best to support the service delivery model through the sharing of resources and costs.

The Employment Development Department (EDD) Workforce Services has issued directives for Phase I, WSD15-12, dated January 20, 2016; WSIN15-23, dated January 22, 2016 and WSIN15-42, dated April 16, 2016 for assistance and guidance in developing the local MOUs. WIB Staff has been meeting regularly through the Career Center Operators group to develop and negotiate the local MOU with all of its partners.

Since the May 18, 2016 Executive Committee Meeting where the MOU was approved, there was a change requested by EDD to add the "Hold Harmless/Indemnification/Liability" clause on page 20. County Counsel reviewed and approved on May 19, 2016 and that version is before this board as the attachment.

I move to approve the Memorandum of Understanding as drafted and negotiated by WIB staff and authorize WIB Chair to sign the MOU on behalf of the Board.
Memorandum of Understanding
for
Workforce Santa Cruz County
Between the
Workforce Development Board, the Workforce Partners,
and the
County Board of Supervisors

Preamble/Purpose of MOU
The Workforce Innovation and Opportunity Act (WIOA) requires that a Memorandum of Understanding (MOU) be developed and executed between the Local Board and the America’s Job Center of California℠ (AJCC) partners to establish an agreement concerning the operations of the AJCC delivery system. The purpose of the MOU, is to establish a cooperative working relationship between the parties and to define their respective roles and responsibilities in achieving the policy objectives. The MOU also serves to establish the framework for providing services to employers, employees, job seekers and others needing workforce services.

This MOU is entered into in a spirit of cooperation for the purpose of collaborative operation and management of Workforce Santa Cruz County (WFSCC), the local “One-Stop” Career Center system by the signatory agencies, hereafter referred to as “Partners”. This MOU supersedes the May 2000 MOU under the Workforce Investment Act (WIA).

California’s one-stop delivery system, the AJCC, is a locally-driven system which develops partnerships and provides programs and services to achieve three main policy objectives established by the California Workforce Development Strategic Plan, which includes the following:

- Foster demand-driven skills attainment
- Enable upward mobility for all Californians
- Align, coordinate, and integrate programs and services

These objectives will be accomplished by ensuring access to high-quality AJCCs that provide the full range of services available in the community for all customers seeking the following:

- Looking to find a job.
- Building basic educational or occupational skills.
- Earning a postsecondary certificate or degree.
- Obtaining guidance on how to make career choices.
- Seeking to identify and hire skilled workers.

Local/Regional Vision Statement, Mission Statement, and Goals

“Building Economic Prosperity Through Workforce Development”

Vision: Workforce Santa Cruz County is a fully integrated workforce development system that maximizes human and business capital by promoting a well trained workforce for Santa Cruz County employers, insuring individual economic security and community vitality. Led by a dynamic Board that is empowered to effect change, WFSCC is committed to customer satisfaction and standards of performance in meeting the needs of job seekers, incumbent workers and local business alike.

Mission: The Workforce Santa Cruz County (WFSCC) system is a network that links public and private partners to strengthen the community by assisting individuals and businesses to reach their full economic potential. This is accomplished through the collaborative integration of
employment, training, education and economic development services for job seekers, students, workers, and employers into a system which will be:

- **Integrated**: offering as many employment, training and education services as possible for employers and individuals seeking jobs or wishing to enhance their skills and affording universal access to the system overall.

- **Comprehensive**: offering a large array of useful information with wide and easy access to needed services.

- **Customer-Focused**: providing the means for customers to judge the quality of services and make informed choices; and

- **Performance-Based**: based on mutually negotiated outcomes between core partners and methods for measurement; and the means toward measuring and attaining customer satisfaction.

**Goals:**

- **A Well-trained Workforce**: Develop a well-trained workforce which links our job-seeking customers with county employers.

- **A Dynamic Empowered Board**: Engages business, local government, education and the community in its work and is empowered to think regionally, share responsibility and take action on behalf of the community.

- **Community Vitality**: Fosters economic development by increasing skills and knowledge, productivity and the effective use of resources to broaden prosperity, empower and enable individuals to gain a higher standard of living.

- **Self-sufficiency**: Self-sufficiency for our job-seeking and already employed customers.

- **Meaningful Economic Development Contributions**: To meaningfully contribute to the success of the County’s Overall Economic Development Plan.

- **Integrated Workforce Development System**: To develop a fully integrated workforce development system that exceeds the expectations of local employers in assisting to meet their business and recruitment needs.

- **Customer Satisfaction and Continual Improvement**: To consistently meet and/or exceed the needs of our customers.

- **Economic Opportunity**: To ensure that meeting the needs of welfare recipients and the working poor is a critical part of a multifaceted approach to a comprehensive workforce development system.

- **Customer Satisfaction Measures**: To develop universal customer satisfaction performance indicators.
## Parties to the MOU
Required partners include local/regional representatives of the following programs:

<table>
<thead>
<tr>
<th>WIOA Clause</th>
<th>Required Programs</th>
<th>Partner Agency</th>
<th>Program Services</th>
<th>Access</th>
</tr>
</thead>
</table>
| (i) programs authorized under this title; | WIOA Title I Adult, Dislocated Worker, and Youth | Workforce Development Board | • Information and referral system; UI application/access point  
• Public access to resource room: computer stations; Labor Exchange (job seekers & employers) using the State CalJOBS system  
• Job Seeker self-services  
• Job Fairs and Hiring Events  
• Labor Market Information  
• Employer Services, including rapid response and lay-off aversion services  
• Supportive Services needed to succeed for eligible participants (Adult, DW & Youth)  
• Follow-up services for program participants (Adult, DW & Youth)  
• Training funds, including on-the-job training for eligible participants (Adult, DW & Youth)  
• WIOA Program eligibility determination for Adult and Dislocated Worker  
  • WIOA basic and individualized career services  
  • Supportive Services needed to succeed for eligible participants  
  • Job Search assistance for participants, job boards, job leads  
• WIOA Program eligibility determination for Youth program  
  • Career Pathway opportunities  
  • Job Preparedness Opportunities, including internships  
  • Work Experience Opportunities  
  • Entrepreneurial Skills and Pre-Apprenticeship Exploration  
  • Leadership Opportunities  
  • Adult Mentoring  
  • Guidance and Counseling  
  • Post-Secondary Education; Alternative Secondary School Services | • Co-location  
• Comprehensive Career Center  
• Cross information  
• Direct access |

<table>
<thead>
<tr>
<th>Youth Build</th>
<th>N/A</th>
</tr>
</thead>
</table>

| Job Corps | Job Corps | • No-cost, residential & non-residential, academic and vocational training program for low-income, at-risk 16-24 year old young people  
• WIOA Program eligibility determination  
• Supportive Services needed to succeed, e.g. transportation, housing, clothing, food services, health and welfare | • Cross information  
• Direct access |
<table>
<thead>
<tr>
<th>Native American Programs (Section 166)</th>
<th>N/A</th>
<th>Co-location Career Center</th>
<th>Cross information</th>
<th>Direct access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Migrant Seasonal Farmworkers (MSFW) (Section 167)</td>
<td>Center for Employment Training</td>
<td>Information and referral system; UI application/access point</td>
<td>Comprehensive Career Center</td>
<td>Co-location Career Center</td>
</tr>
<tr>
<td></td>
<td></td>
<td>WIOA/MSFW Program eligibility determination</td>
<td>Cross information</td>
<td>Direct access</td>
</tr>
<tr>
<td></td>
<td></td>
<td>WIOA basic and individualized career services</td>
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<tr>
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<td>Short-term training programs; CPR and Forklift Certifications</td>
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<td>In-house supportive services, e.g. stipends; Vocational English as a Second Language (VESL) courses; financial aid/ Pell Grants; instructional programs for High School Equivalency (GED)</td>
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<td></td>
<td></td>
<td>Human Development Sessions: e.g. financial literacy; life skills workshops</td>
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<td>Testing site: Ability to Benefit</td>
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<tr>
<td></td>
<td></td>
<td>Job Placement assistance services for participants</td>
<td></td>
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<td></td>
<td></td>
<td>Follow-up assistance -post training</td>
<td></td>
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<tr>
<td>(ii) programs authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.):</td>
<td>WIOA Title III Wagner-Peyser</td>
<td>Initial assessment of skill levels</td>
<td>Cross information</td>
<td>Co-location Career Center</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Provision of referrals to and coordination of activities;</td>
<td>Direct access</td>
<td>Co-location Career Center</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Provision of workforce and labor market employment statistics information</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Provision of information relating to the availability of supportive services or assistance</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>On-site using staff who are properly trained in UI claims, filing, and/or the acceptance of information necessary to file a claim</td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Public access to computer stations; Labor Exchange (job seekers &amp; employers) using the State CalJOBS system</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>State Disability Insurance Program application/access point</td>
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<td></td>
<td></td>
<td>Employer Services</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td>Job Fairs and Hiring Events</td>
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<tr>
<td></td>
<td></td>
<td>Youth Employment Opportunity Program (YEOP) access; Case management for eligible youth participants</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Job Club: Profile of Santa Cruz, Chapter of Experience Unlimited (EDD)</td>
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<tr>
<td></td>
<td></td>
<td>Instructional programs for High School</td>
<td></td>
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</tbody>
</table>
C.1 Attachment

<table>
<thead>
<tr>
<th>Equivalency</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EDD Provides:</strong></td>
</tr>
<tr>
<td>- Outreach to Dislocated Workers</td>
</tr>
<tr>
<td>- Intake</td>
</tr>
<tr>
<td>- Orientation</td>
</tr>
<tr>
<td>- Initial assessment</td>
</tr>
<tr>
<td>- Referral to Partners</td>
</tr>
<tr>
<td>- Provide Job Search Information</td>
</tr>
<tr>
<td>- Labor Exchange</td>
</tr>
<tr>
<td>- LMI</td>
</tr>
<tr>
<td>- UI/DI Information, website and filing assistance</td>
</tr>
<tr>
<td>- Business Services</td>
</tr>
<tr>
<td>- Phones dial phones to UI and Tax Branch</td>
</tr>
<tr>
<td>- VSN Assessment</td>
</tr>
<tr>
<td>- Job Search Workshops</td>
</tr>
<tr>
<td><strong>Personal Job Search Assistance</strong></td>
</tr>
<tr>
<td><strong>Workshops</strong></td>
</tr>
<tr>
<td>- Conduct workshop</td>
</tr>
<tr>
<td>- Report issues/attendance to UI</td>
</tr>
<tr>
<td>- Refer to AJCC (partner) services</td>
</tr>
<tr>
<td>- Refer and provide supportive services information</td>
</tr>
<tr>
<td>- Assist CalJOBS registration, resume &amp; UI forms</td>
</tr>
<tr>
<td>- WSBCO provide standardize presentation material/training</td>
</tr>
<tr>
<td>- Résumé preparation &amp; critique</td>
</tr>
<tr>
<td>- Career &amp; skills assessment</td>
</tr>
<tr>
<td>- Typing Certificates</td>
</tr>
<tr>
<td>- CalJOBS™ Help Desk Activities (Truckee-El Centro)</td>
</tr>
<tr>
<td>- Well-structured complaint process</td>
</tr>
<tr>
<td>- Discrimination &amp; H2A</td>
</tr>
<tr>
<td><strong>Fidelity Bonding</strong></td>
</tr>
<tr>
<td>- Educate clients &amp; employers</td>
</tr>
<tr>
<td>- Provide individual assistance to process bonding</td>
</tr>
<tr>
<td>- Assist with bonding paperwork</td>
</tr>
<tr>
<td>- Assist and write bond</td>
</tr>
<tr>
<td>- Assist to process bonding</td>
</tr>
<tr>
<td>- Assist with bonding paperwork</td>
</tr>
<tr>
<td><strong>H-2A Temporary Agriculture Program</strong></td>
</tr>
<tr>
<td>- Recruitments and Job Referrals</td>
</tr>
<tr>
<td>- Enter job order in CalJOBS</td>
</tr>
<tr>
<td>- Screen for potential applicants</td>
</tr>
<tr>
<td><strong>LMI</strong></td>
</tr>
<tr>
<td>- Labor Market Information for regional economies, local areas, and California</td>
</tr>
<tr>
<td>- Self-service website: accessible to all customers with our LMI products &amp; data</td>
</tr>
<tr>
<td>- Occupational Guides/Profiles</td>
</tr>
<tr>
<td>- Wage data</td>
</tr>
</tbody>
</table>
- Skills info & skills transference
- In-demand occupations
- Education and licensing requirements
- Crosswalk occupation and education program offerings
- ETPL certified training organizations
- Commute pattern data
- Evaluating in-demand industries/occupations
- Using LMI in your policy/decision making
- How to use LMI
- How to navigate through our LMI info website
- LMI training for WIOA partners
- Training through various mediums

**Employer Services**
- Employer Advisory Council (EAC) coordination & activities
- CalJOBS Registration
- CalJOBS navigation & assistance
- Help-Desk Employer assistance (Truckee/EI Centro)
- Targeted Recruitment
- Hiring Incentives
- Job Development
- Job Fairs
- Employer panels
- Chamber of Commerce
- Employer Seminars
- Employer Outreach (Federal Contractors)
- Education on Services
- CalJOBS assistance, training, education
- Resume Retrieval & Screening
- Coordination with LMI assistance
- Educate on Employer training panel

**Rapid Response (RR)**
- Participation:
  - Member of the RR team for planning (UI resources determined by event)
- Provide info on EDD programs & services:
  - Work Share Program
  - Partial Program
  - TAA/TRA
  - AJCC services
  - UI services
  - CTB
  - Veterans
  - Youth

**Work Opportunity Tax Credits**
- Educate practitioner staff and employers
- Pre-Certification job seekers
Provide practitioner training

Worker Adjustment Retraining Notification (WARN) Act
- Review WARN notice for potential TAA Petitions
- Coordinate with local rapid response teams.
- Determine if rapid response event is necessary

Workshops
- Job search
- Resume
- Interviewing/Mock
- Social media
- How to get a state job
- LMID/Career exploration
- Customer Service
- How to work a job fair
- Employer Panels
- CalJOBS
- UI
- Veteran Boot Camps
- Computer Basics
- Bilingual workshops
- Soft Skills

Youth Employment Opportunity Program
- Financial Aid information
- Outreach
- Orientations
- CalJOBS registration
- Workshops
- Provide practitioner training
- Educational Counseling
- Job Placement Assistance
- Case Management
- Workshops
- Co-enrollment
- Referral to training institutions

CalJOBS™
- Employer/client education & assistance:
  - Registration
  - Resume
  - Case Management
  - Job listings
  - Job search
  - Job referrals
  - Ad-hoc reports
  - Customer Relationship Management (CRM)
- Virtual Recruiter set up
- Facilitate labor exchange CalJOBS Reports
- CalJOBS Ad-hoc Reports
- Marketing
| (iii) adult education and literacy activities authorized under title II; | WIOA Title II Adult Education and Literacy | Santa Cruz Adult Education Consortium (AEBG) | • Instructional programs for High School Equivalency
• Testing site for CASAS; GED
• Short-term Vocational, and Career and Technical Educational Programs
• English as a Second Language (ESL) courses
• Agriculture Academy Program
• AB109 Public Safety Realignment Rountree Medium Facility Support Services Partnership |
| (iv) programs authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.) (other than section 112 or part C of title I of such Act (29 U.S.C. 732, 741); | WIOA Title IV Vocational Rehabilitation | Department of Rehabilitation | • Information and referral system
• Assistance to those with a documented disability (barrier to finding or keeping a job): guidance counseling, career exploration, assessment, job search workshops, job placement assistance, job coaching
• Pre-employment Transition Services for In-school Youth
• Supportive Services for eligible participants, e.g. transportation, clothing & equipment, variety of medical services, childcare,
• Assistive technology (assessment and equipment)
• Training funds, including on-the-job training
• Benefit counseling for those with Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI)
• Disability awareness training for employers |
| (v) activities authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.); | Title V Older Americans Act | Peninsula Family Service | • Information and referral system
• Labor Market Information
• Labor Exchange (job seekers & employers)
• Workforce Preparation
• Financial literacy assistance |

- Help desks
- Labor exchange
- Outreach and education
- (AJCC & agricultural fields)
- Workshops to clients/employers
- Education on how to use the UI EDD debit card
- Job Search Workshops
- Résumé preparation
- Individual Assessment
- Career Counseling
- Job Coaching
- Co-enrollment
- Referral to training institutions

- Direct access
- Co-location
- Comprehensive Career Center
- Cross information
| (vi) career and technical education programs at the postsecondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.); | Carl Perkins Career Technical Education | Cabrillo College | • Job Search Assistance  
• Individualized Employment Plan development  
• Internships, work experience opportunities for participants  
• Supportive Services Information  
• Information and referral system for on and off-campus services  
• Educational planning; career planning  
• Case management, coaching and emotional support  
• Study lab, lounge, computer and printer access  
• Tutoring services  
• Financial aid information dissemination and application assistance  
• Ancillary services: book store voucher assistance  
• Financial literacy assistance  
• On-campus Job Fairs and Hiring Events  
• Direct access |
| --- | --- | --- | --- |
| (vii) activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.); | Trade Adjustment Assistance Act | Employment Development Department | • Training or re-training allowance  
• Employment Services, including job search and relocation allowances  
• Write Petitions  
• Rapid Response Presentations, Lay Off aversion (eg. workshare)  
• Orientations  
• Respond to TAA FAQs  
• WSBCO provide practitioner training  
• Out-of-area job search and relocation assistance  
• Individual Assessments  
• Provide education assistance and funding  
• Job Placement  
• Facilitate UI processing  
• Co-enrollment  
• Provide supportive services  
• Labor market research  
• Write training contract  
• Invoicing  
• Out-of-area job search and relocation assistance  
• ETPL Navigation & Guidance  
• Provide supportive services, Job Placement, Follow up, OJT, apprenticeship, job development, job search  
• Case management throughout training period  
• Cross information  
• Direct access |
| (viii) activities authorized under chapter 41 of title 38, United States Code; | Veterans | Employment Development Department | • Information and referral system  
• Public access to computer stations; Labor Exchange (job seekers & employers) using the State CalJOBS  
• Cross information  
• Direct access |

5/16/2016
| (ix) employment and training activities carried out under the Community Services Block Grant Act (42 U.S.C. 9901 et seq.); | Community Services Block Grant | Community Action Board of Santa Cruz County, Inc. | - Shelter Project: Emergency rent assistance for those facing eviction  
- SmartHIRE Program: subsidized employment opportunities for CalWORKs eligible participants and employers  
- Job readiness workshops (soft skills training)  
- Support for women in non-traditional jobs  
- Support for farmworkers, and other seasonal workers  
- AB109 Public Safety Realignment, Ex-offender employment support  
- Support for adjudicated youth  
- Immigration and legal advice/support  
- Job search and retention assistance  
- Public access to computer stations | - Cross information  
- Direct access |
| (x) employment and training activities carried out by the Department of Housing and Urban Development; | Housing & Urban Development Family Self-Sufficiency Program | Housing Authority of the County of Santa Cruz | - Family Self-Sufficiency Program for those in the Housing Choice Voucher and Low Income Public Housing Programs | - Cross information  
- Direct access |
| (xi) programs authorized under State unemployment compensation laws | Unemployment Compensation | Employment Development Department | Program Eligibility  
The EDD provides UI claim information online to customers on UI Online™ and by mailing the following documents that can be | - Cross information  
- Direct access |
utilized when determining eligibility for the local Title I programs.
- Notice of Unemployment Insurance Award (DE 429Z)
- Notice of Unemployment Insurance Claim Filed (DE 1101CLMT)

If the customer is unable to provide sufficient information, the Data Consent Authorization Form (DCAF) is available for AJCC staff to complete and fax/mail to the EDD. The form is signed by the claimant authorizing the partner to have access to confidential UI claim information (such as, basic claim info and wages reported in previous quarters) for one year. The EDD UI Program responds within three business days upon receipt.

**UI Claim Filing Assistance and Information**

The WIOA outlines the 10th Basic Career Service as providing meaningful assistance in filing a UI claim in the one-stop delivery system.

- The UI program is committed to providing AJCC staff with training on resources available on the EDD website for filing a UI claim, accessing UI Online, viewing tutorials, and FAQs.
- The AJCC staff should be guiding customers through the online methods for filing a UI claim available on the EDD website. If the individual is considered late/delayed or all other means to provide meaningful assistance have been exhausted, the AJCC staff can direct the customer to the PSP line.
- The UI program is committed to making the PSP line available in the offices to provide the real-time technology for providing meaningful access after all in-person attempts by cross-trained AJCC staff have been exhausted.

**California Training Benefits (CTB)**

Participate in consistent and meaningful collaboration and communication pathways within the California Training Benefits (CTB) programs, including a streamlined and expedited response time to determination requests sent to UI for CTB eligibility received from the local areas.

**Trade Adjustment Assistance (TAA)/ Trade Readjustment Allowance (TRA)**

(UIB) Contribute to consistent and meaningful collaboration and
communication pathways within the Trade Adjustment Assistance (TAA) program, specific to the Trade Readjustment Allowance (TRA).

(WSB) Commit to writing Petitions, Case Management, Rapid Response Presentations, Lay Offversion (eg. workshare)

Rapid Response
- Participate in the planning of a Rapid Response event.
- Participate as a member of the Rapid Response team.
- Participate as a member of the Rapid Response Roundtable.
- Provide information on EDD programs and services at orientation:
  Work Share Program,
  Partial Program,
  TAA/TRA,
  UI services, and CTB.

NOTE: UI resources determined by event.

Reemployment Services and Eligibility Assessment (RESEA), Personalized Job Search Assistance (PJSA), and Initial Assistance Workshop (IAW) Workshops
Committed to profiling and scheduling job seekers to IAW, PJSA, and RESEA workshops.
Committed to collaborating with the local areas to establish one reemployment workshop that includes all core components for IAW, PJSA, and RESEA while retaining individual tracking and reporting for each respective workshop.
Committed to collaborating on feedback loops for reporting UI eligibility issues that may arise during interaction with the customer during the reemployment workshops.

Work Share
Committed to providing lay off averse information to Employers.

MSFW
Committed to continued collaboration to provide specialized UI claim filing services in specific locations for migrant and seasonal farmworkers.
Outreach, intake (including identification through the state's Worker Profiling and Reemployment Services system of unemployment insurance (UI) claimants
(xii) programs authorized under section 212 of the Second Chance Act of 2007 (42 U.S.C. 17532); and

<table>
<thead>
<tr>
<th>Temporary Assistance for Needy Families/CalWORKs</th>
<th>Second Chance</th>
<th>N/A</th>
</tr>
</thead>
</table>

(xiii) programs authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), subject to subparagraph (C).

County of Santa Cruz, Human Services Department, Employment & Benefit Services Division

- Information and referral system
- TANF Eligible participants:
  - Temporary financial assistance for food, shelter, utilities and expenses other than medical
  - Initial Assessment
  - Career planning and counseling
  - Individualized Employment Plan development
  - Comprehensive Assessment
  - Short-term prevocational services
  - Supportive Services Information
  - Workforce Preparation workshops
  - Job Search Assistance
  - Labor Exchange (job seekers & employers)

- Co-location
- Comprehensive Career Center
- Cross information
- Direct access

N/A: There is no local or regional grant recipient.

**One-Stop System Services**

WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. WIOA provides for a workforce system that is
universally accessible, customer centered and training that is job-driven. Services are delivered through the comprehensive and affiliate career centers.

<table>
<thead>
<tr>
<th>One-Stop System Shared Customers</th>
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<tbody>
<tr>
<td>• Underemployed</td>
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<tr>
<td>• Job seekers</td>
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<tr>
<td>• Seasonal workers</td>
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<tr>
<td>• Unemployed</td>
</tr>
<tr>
<td>• Youth</td>
</tr>
<tr>
<td>• Farm workers</td>
</tr>
<tr>
<td>• Dislocated Worker</td>
</tr>
<tr>
<td>• Migrant workers</td>
</tr>
<tr>
<td>• Information Seekers</td>
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<tr>
<td>• Veterans</td>
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<tr>
<td>• Spouses of Veterans</td>
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<tr>
<td>• Individuals looking for career advancement, training or re-training</td>
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<tr>
<td>• Students: returning; adult education; post-secondary</td>
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<tr>
<td>• Individuals with hurdles to employment</td>
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<tr>
<td>• Disabled</td>
</tr>
<tr>
<td>• Ex-offenders</td>
</tr>
<tr>
<td>• Low-income individuals</td>
</tr>
<tr>
<td>• Limited English language</td>
</tr>
<tr>
<td>• TANF recipients</td>
</tr>
<tr>
<td>• Homeless</td>
</tr>
<tr>
<td>• Employers</td>
</tr>
<tr>
<td>• Businesses</td>
</tr>
<tr>
<td>Planning to hire, train or lay-off</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AJCC Sites</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Comprehensive AJCC Site</strong></td>
</tr>
<tr>
<td>Watsonville Career Center 18 West Beach Street Watsonville, CA 95076 Phone: 831-763-8700</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Career Services</th>
<th>Training Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provided in any order; no sequence requirement</td>
<td>May be provided after an interview, evaluation or assessment, and career planning, determines that the individual:</td>
</tr>
<tr>
<td>1. Basic Career Services</td>
<td>• Is unlikely or unable to obtain or retain employment, that leads to economic self sufficiency or wages comparable to or higher than wages from previous employment through career services alone;</td>
</tr>
<tr>
<td>Initial assessment of skill levels</td>
<td>• Is in need of training services to obtain or retain employment that leads to economic self sufficiency or wages comparable to or higher than wages from previous employment, through career services alone; and</td>
</tr>
<tr>
<td>Provision of referrals to and coordination of activities; Provision of workforce and labor market employment statistics information</td>
<td>• Has the skills and qualifications to successfully participate in the selected program of training services.</td>
</tr>
<tr>
<td>Provision of information relating to the availability of supportive services or assistance</td>
<td></td>
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<tr>
<td>On-site using staff who are properly trained in UI claims, filing, and/or the acceptance of information necessary to file a claim Provide:</td>
<td></td>
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<tr>
<td>• Outreach to Dislocated Workers</td>
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<tr>
<td>• Intake</td>
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<td>• Orientation</td>
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<tr>
<td>• Initial assessment</td>
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<tr>
<td>• Referral to Partners</td>
<td></td>
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<tr>
<td>• Provide Job Search Information</td>
<td></td>
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<tr>
<td>• Labor Exchange</td>
<td></td>
</tr>
</tbody>
</table>
C.1 Attachment

- Labor Market Information
- UI/DI Information, website and filing assistance
- Business Services
- Phones - Dial phones to UI and Tax Branch
- Veteran Service Navigator (VSN) Assessment
- Job Search Workshops
- Résumé preparation & critique
- Career & Skills assessment
- Typing Certificates
- CalJOBS™ Help Desk Activities
- Deaf and Hard of Hearing
- Well-structured complaint process
- Discrimination Complaints & H2A

2. Individualized Career Services
Short-term pre-vocational services, including development of
learning skills, communication skills, interviewing skills,
punctuality, personal maintenance skills, and professional
conduct to prepare individuals for unsubsidized employment or
training, in some instances pre-apprenticeship programs may
be considered as short-term pre-vocational services
- Job Search Workshops
- Résumé preparation
- Individual Assessment
- Career Counseling
- Job Coaching
- Honor a Hero, Hire a Veteran
- Veteran Hiring Incentives
- Veteran Standdowns
- WOTC

3. Follow-up services
Follow-up services must be provided as
appropriate for participants who are placed in
unsubsidized employment, for up to 12 months
after the first day of employment. Counseling
about the workplace is an appropriate type of
follow-up service. Follow-up services do not
extend the date of exit in performance reporting.

Services Provided to Employers
- Business outreach to focus on meeting the needs of local businesses and job seekers
- Job developing to match businesses with job seekers
- Specialized recruitments or job fairs
- Rapid Response Services
- Layoff Aversion Services

Must be provided through an Individual Training
Account (ITA), or
On-the-Job Training Contract
Training Services must be linked to in-demand
employment opportunities in the local area or
planning region or in a geographic area in which
the adult or dislocated worker is willing to commute
or relocate.
Maximizes customer choice.
Informed by the performance of relevant training
providers
Coordinated, to the extent possible with other
sources of assistance (WIOA sec. 134(c)(3)
Service Integration Flow

- Job Corps
- Cabrillo
- EDD
- WIOA Youth
- AEBG
- HA
- CET
- TANF
- Peninsula Family
- DOR
- CAB

Direct Access
Co-Location
Cross Information
Cross Information
Responsibility of AJCC Partners
Parties to the MOU (AJCC partners) agree to participate in joint planning, plan development, and modification of activities to accomplish the following:

- Continuous partnership building.
- Continuous planning in response to state and federal requirements.
- Responsiveness to local and economic conditions, including employer needs.
- Adherence to common data collection and reporting needs.

- Make the appropriate service(s) applicable to the partner program available to customers through the one-stop delivery system.
- Participate in the operation of the one-stop system, consistent with the terms of the MOU and requirements of authorized laws.
- Participate in capacity building and staff development activities in order to ensure that all partners and staff are adequately cross-trained.

Funding of Services and Operating Costs
All relevant parties to this MOU agree to share in the operating costs of the AJCC system, either in cash or through in-kind services. The cost of services, operating cost, and infrastructure costs of the system will be funded by all AJCC partners through a separately negotiated cost sharing agreement based on an agreed upon formula or plan.

AJCC partners will ensure that the shared costs are supported by accurate data, the shared costs are consistently applied over time, and the methodology used in determining the shared costs are reflected in a separate Cost Sharing Agreement that will be attached to this MOU as Phase II.

Methods for Referring Customers
Parties to the MOU have a shared commitment to mutually implement processes for the referral of customers to services not provided on-site. Parties agree to use the Universal Referral Form (URF) as developed by the Career Center Operators committee to do the following:

- Ensure that intake and referral processes are customer-centered
- Ensure that general information regarding AJCC programs, services, activities and resources are made available to all customers, as appropriate.

Access for Individuals with Barriers to Employment
AJCC partners will ensure access for individuals with barriers to employment. Individuals who may face barriers to employment include:

- Basic skills deficient;
- Disabled;
- Homeless;
- Low-income or public assistance recipients;
- Older workers;
- Ex-Offenders;
- Veterans and
- Limited English speaking ability.

It is the policy of the Workforce Investment Board to implement a Priority of Service for designated populations of WIOA customers/applicants. Priority shall be given to the following:

- Recipients of public assistance and other low-income individuals
- Veterans and their spouses
- Residents of Santa Cruz County
Shared Technology and System Security
WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including client tracking, common case management, reporting, and data collection. To support the use of these tools, each AJCC Partner agrees to the following:

- Comply with the applicable provisions of WIOA, Welfare and Institutions Code, California Education Code, Rehabilitation Act, and any other appropriate statutes or requirements.
- The principles of common reporting and shared information through electronic mechanisms, including shared technology.
- Commit to share information to the greatest extent allowable under their governing legislation and confidentiality requirements.
- Maintain all records of the AJCC customers or partners (e.g. applications, eligibility and referral records, or any other individual records related to services provided under this MOU) in the strictest confidence, and use them solely for purposes directly related to such services.
- Develop technological enhancements that allow interfaces of common information needs, as appropriate.
- Understand that system security provisions shall be agreed upon by all partners.

Confidentiality
The AJCC Partner agrees to comply with the provisions of WIOA as well as the applicable sections of the Welfare and Institutions Code, the California Education Code, the Rehabilitation Act, and any other appropriate statute or requirement to assure the following:

- All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services.
- No person will publish, disclose use, or permit, cause to be published, disclosed or used, any confidential information pertaining to AJCC applicants, participants, or customers overall unless a specific release is voluntarily signed by the participant or customer.
- The AJCC partner agrees to abide by the current confidentiality provisions of the respective statutes to which AJCC operators and other AJCC partners must adhere, and shall share information necessary for the administration of the program as allowed under law and regulation. The AJCC partner, therefore, agrees to share client information necessary for the provision of services such as assessment, universal intake, program or training referral, job development or placement activities, and other services as needed for employment or program support purposes, to the extent allowed by applicable statutory provisions.
- Client information shall be shared with a signed Release of Information and solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties.

Non-Discrimination and Equal Opportunity
The AJCC partner shall not unlawfully discriminate, harass or allow harassment against any employee, applicant for employment or AJCC applicant due to gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation or marital status. The AJCC partner agrees to comply with the provisions of the Fair Employment and Housing Act (Government Code Section 12990) and related, applicable regulations.
The AJCC partner will assure compliance with the Americans with Disabilities Act of 1990 and its amendments, which prohibits discrimination on the basis of disability, as well as other applicable regulations and guidelines issued pursuant to the Americans with Disabilities Act.

**Grievances and Complaints Procedure**
The AJCC partner agrees to establish and maintain a procedure for grievance and complaints as outlined in WIOA. The process for handling grievances and complaints is applicable to customers and partners. These procedures will allow the customer or entity filing the complaint to exhaust every administrative level in receiving a fair and complete hearing and resolution of their grievance. The partner further agrees to communicate openly and directly to resolve any problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

**Americans with Disabilities Act and Amendments Compliance**
The AJCC partner agrees to ensure that the policies and procedures as well as the programs and services provided at the AJCC are in compliance with the Americans with Disabilities Act and its amendments, in order to provide equal access to all customers with disabilities. Additionally, partners agree to fully comply with the provisions of WIOA, Title VII of the Civil Rights act of 1964, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, 29 CRF Part 37 and all other regulations implementing the aforementioned laws.

**Effective Dates and Term of MOU**
This MOU shall be binding upon each party hereto upon execution by such party. The term of this MOU shall be three years, commencing on the date of execution by all parties. The MOU will be reviewed not less than once every three years to identify any substantial changes that have occurred.

**Modifications and Revisions**
This MOU constitutes the entire agreement between the parties and no oral understanding not incorporated herein shall be applicable to any of the parties hereto. This MOU may be modified, altered, or revised, as necessary, by mutual consent of the parties, by the issuance of a written amendment, signed and dated by the parties.

**Termination**
The parties understand that implementation of the AJCC system is dependent on the good faith effort of every partner to work together to improve services to the community. The parties also agree that this is a project where different ways of working together and providing services are being tried. In the event that it becomes necessary for one or more parties to cease being a part of this MOU, said entity shall notify the other parties, in writing, 30 days in advance of that intention.

**Administrative and Operations Management Sections**

**Dispute Resolution**
The parties agree to try to resolve policy or practice disputes at the lowest level, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management staff of the respective staff employer and the operator, for discussion and resolution.

**Communications**
The parties agree to utilize the AJCC logo developed by the State of California and the Local Board on buildings identified for AJCC usage. This also includes letterhead, envelopes, business cards, any written correspondence and fax transmittals.
**Mutual Hold Harmless/Indemnification/Liability**

In accordance with provisions of Section 895.4 of the California Government Code, each party hereby agrees to indemnify and save harmless each and the other from any and all claims, suits in law or in equity, of any nature whatsoever, paying for any damages or otherwise arising from any alleged negligent act or omission of any of their respective employees or agents which may occur during the performance of this MOU. In addition, except for Departments of the State of California which cannot provide for indemnification of court costs and attorneys fees under the indemnification policy of the State of California, all other parties to this MOU agree to indemnify, defend and hold harmless each other from and against all court costs and attorneys fees arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

<table>
<thead>
<tr>
<th>Required Programs</th>
<th>Partner Agency</th>
<th>Signatories: Name/Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>WIOA Title I Adult, Dislocated Worker, and Youth</td>
<td>Workforce Development Board</td>
<td>Ron Slack</td>
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<tr>
<td></td>
<td></td>
<td>Workforce Development Board Chair</td>
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<tr>
<td>Job Corps</td>
<td>Job Corps</td>
<td>Leslie Gilroy</td>
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<td></td>
<td></td>
<td>Job Corps Center Director</td>
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<tr>
<td>Migrant Seasonal Farmworkers (Section 167)</td>
<td>Center for Employment Training</td>
<td>Hermelinda Sapien</td>
</tr>
<tr>
<td></td>
<td></td>
<td>President/Chief Executive Officer</td>
</tr>
<tr>
<td>WIOA Title III Wagner-Peyser</td>
<td>Employment Development Department</td>
<td>Rick Derache</td>
</tr>
<tr>
<td>Trade Adjustment Assistance Act</td>
<td></td>
<td>Deputy Division Chief</td>
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<tr>
<td></td>
<td></td>
<td>Workforce Services Branch</td>
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<tr>
<td>Veterans</td>
<td>Employment Development Department</td>
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<tr>
<td></td>
<td></td>
<td>Victoria Huynh</td>
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<tr>
<td></td>
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<td>Employment Development Administrator</td>
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<td>Unemployment Insurance Branch</td>
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<td>Unemployment Compensation</td>
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<tr>
<td>WIOA Title II Adult Education and Literacy</td>
<td>Adult Education Block Grant (AEBG)</td>
<td>Melody Canady</td>
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<tr>
<td></td>
<td></td>
<td>Chief Business Officer</td>
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<tr>
<td></td>
<td></td>
<td>Dr. Nancy Bilicich</td>
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<tr>
<td></td>
<td></td>
<td>Director, PVUSD Adult Education</td>
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<tr>
<td>Program</td>
<td>Contact</td>
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<tr>
<td>WIOA Title IV Vocational Rehabilitation</td>
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<tr>
<td>Carl Perkins Career Technical Education</td>
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<td>Michael Robins</td>
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<td></td>
<td>Director of Purchasing, Contracts &amp; Risk Management</td>
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<td>Maria Elena De La Garza</td>
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<td>Housing &amp; Urban Development Family Self Sufficiency Program</td>
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<td></td>
<td>Jennifer Panetta</td>
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<tr>
<td>Temporary Assistance for Needy Families/CalWORKs</td>
<td>County of Santa Cruz, Human Services Department, Employment &amp; Benefit Services Division</td>
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<td>Cecilia Espinola</td>
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<td></td>
<td>Bruce McPherson</td>
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<td>Chair</td>
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</tbody>
</table>

 Approved as to Form:  

[Signature]

County Counsel  

Date: 5/19/16
C.2 WIOA Program Monitoring PY 15-16

COMMITTEE: Workforce Investment Board

MEETING DATE: June 8, 2016

STAFF NAME: Andy Stone, WIB Director; Sara Paz-Nethercutt, Sr. Analyst; Teresita Hinojosa, Sr. Analyst

SUMMARY:

WIB Staff monitored the following contracted services in December 2015:

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

The monitoring includes the following:

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

Goodwill Central Coast had four (4) findings. WIB staff next steps include the following:

- Work with GCC staff on creating formal written procedures as referenced in the report.
- Discuss staffing during contract negotiations for PY 2016/17.

Cabrillo SRSN had one finding but overall is meeting applicable WIOA requirements in program operations and the required WIB contracted services. Cabrillo SBDC had no findings.

COE Youth program had one observation and no findings. Budget expenditures as of 12/31/15 were at 33%, well below the expected 50% at the end of the second quarter.

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

<table>
<thead>
<tr>
<th>COMMITTEE DATE</th>
<th>COMMITTEE APPROVAL:</th>
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<td></td>
<td>No</td>
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<td>Other:</td>
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</tbody>
</table>
Service Provider: Goodwill Central Coast (GCC)

Workforce Investment Board Analyst: Sara Paz-Nethercutt, WIB Sr. Analyst
831.763.8756
Sara.Paz-Nethercutt@hra.co.santa-cruz.ca.us

Monitoring Dates: On site December 14- December 18, 2015

Term of Contract: July 1, 2015 through June 30, 2016

Overview of Scope of Work
Contractor is the designated service provider for Adult and Dislocated Worker Workforce Innovation and Opportunity Act (WIOA) programs in the Career Center (One-Stop). WIOA services are offered at the full-service, comprehensive career center located at 18 West Beach Street in Watsonville, and a satellite center at 350 Encinal Street, Santa Cruz. Contractor provides Universal Services to the public in the Watsonville Career Center Resource Room as well as coordinating service delivery in the “one stop” system with other public “partners”.

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

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

Contractor uses the Santa Cruz Virtual Career Center (VCC) system to register, enroll, and track the WIOA participants they serve and to provide the information needed to measure program outcomes.

Contractor also offers workshops, called the Job Seekers Toolkit. These workshops are held monthly in both Career Centers.

Contractor provides business outreach and rapid response services with Business Services Representatives (BSRs) who work closely with the WIB and partners to focus on meeting the needs of local businesses and job seekers through the services offered by Workforce
Santa Cruz County. Contractor BSR staff function as job developers to match businesses with job seekers maximizing employment opportunities and making successful job matches.

**Current Findings and Recommendations**  The following represents four (4) findings that were identified:

<table>
<thead>
<tr>
<th>Findings:</th>
<th>Corrective Action(s):</th>
</tr>
</thead>
<tbody>
<tr>
<td>WIA Section 136: Submission of timely and accurate data is required.</td>
<td>Provide written assurance that all WIOA participants will have an archived <em>Education Plan</em> in coordination with contracted service provider Cabrillo College SRSN staff before creating the Individual Employment Plan and enrolling in the performance measured training activity.</td>
</tr>
<tr>
<td>1. Contractor developed an Individual Employment Plan (IEP) without an Education Plan from the training provider.</td>
<td></td>
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<tr>
<td>Participant (State ID# 17848) was WIOA enrolled in vocational training at Cabrillo College without an <em>Education Plan</em>. The <em>Educational Plan</em> is the basis for the IEP as a WIOA mandated individualized career service and includes the length of the training activity (e.g. number of terms) as developed jointly by the participant and the WIOA case manager. WIOA case manager enrolled the participant without the documented plan for training services.</td>
<td></td>
</tr>
<tr>
<td><em>Citation:</em> WIA 20 CFR 663.240; 20 CFR 663.245; WIOA sec. 185(a)(1); WIOA NPRM 680.180; CalJOBS Data validation: source documentation for activities tied to expenditures or required activities (e.g. IEP); Cabrillo SRSN Operational Service Flow as referenced in Scope of Work, page 4; WIOA SRSN Operational Service Flow, page 3</td>
<td></td>
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</table>

| Summary of GCC Response: The case was not on the list of cases for GCCs monitoring review. The missing document was the Student Resource & Support Network (SRSN) Education Plan. GCC developed a written procedure to verify all required documentation and communication necessary to enroll a participant in a training activity and provide supportive services. | WIB Resolution: While the case was not on the list, reviewing it completely falls within the scope of a monitoring visit and review. Furthermore, even though there are multiple contractors involved in the provision of services, it is the ultimate responsibility of the primary contractor (GCC) to obtain the necessary documents. The WIB staff has received the *Approval Request Checklist* from GCC and will work with GCC staff to create a formal written procedure within the next 60 days. |
This written procedure will include the steps necessary to ensure that all WIOA participants who have chosen Cabrillo College as their training provider have an archived Education Plan from which staff can base the Individual Employment Plan (IEP).

2. The Individual Employment Plan (IEP) was not developed for a participant.

Participant (State ID# 68946) was WIOA enrolled without having developed the Individual Employment Plan (IEP) as one of the required individualized career services.

*Citation: WIA 20 CFR 663.240; 20 CFR 663.245; WIOA sec. 134(c)(2)(A)(xii); WIOA NPRM 680.150; NPRM 680.180; Goodwill WIA Services and OJT Operational Flow document, page 3;

**Summary of GCC Response:** GCC’s understanding does not indicate the IEP to be a required service. GCC developed a written procedure to verify all required documentation and communication necessary to enroll a participant in a training activity and provide supportive services.

**WIB Resolution:** The WIB staff has received the Approval Request Checklist from GCC and will work with GCC staff to create a formal written procedure within the next 60 days which ensures that all WIOA participants have an Individual Employment Plan (IEP) on file as well as a corresponding CalJOBS (VCC) activity code for State performance data tracking purposes.

3. Supportive Services activity code was not entered in CalJOBS (VCC) for a WIOA funded activity.

Participant (State ID# 69425) was WIOA enrolled and received supportive services as a funded service without the proper corresponding VCC activity code for State performance and financial data tracking purposes.

*Citation: WIA 20 CFR 663.800; 20 CFR 663.805; WIOA sec. 185(a)(1); WIOA NPRM 680.900; CalJOBS Data validation: source documentation for activities tied to expenditures or required activities;

Provide written assurance that all enrolled WIOA participants who receive a WIOA funded activity, e.g. supportive services will have the corresponding VCC activity code for State performance and financial data tracking purposes.

**NOTE:** Subsequent to the monitoring review, the supportive services activity code of 185 was created retroactively to 12/2/15 and $110.00 transportation reimbursement was provided to participant.
<table>
<thead>
<tr>
<th>Goodwill WIA Services and OJT Operational Flow document, page 7; for October 2015.</th>
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<tbody>
<tr>
<td><strong>Summary of GCC Response:</strong> GCC developed a written procedure to verify all required documentation and communication necessary to enroll a participant in a training activity and provide supportive services.</td>
</tr>
<tr>
<td><strong>WIB Resolution:</strong> The WIB staff has received the Approval Request Checklist from GCC and will work with GCC staff to create a formal written procedure within the next 60 days. This written procedure will include the steps necessary to ensure that all approved WIOA funded activities have a corresponding CalJOBS (VCC) activity code for State performance data tracking purposes.</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>4. Contractor does not meet the bi-lingual staffing requirement.</th>
<th>Provide written assurance that the proper staffing requirements will be met. The intent of the contract language was to require the following bilingual staff:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upon review of Contractors staffing, the following staff are bi-lingual:</td>
<td></td>
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<tr>
<td>• 1 case manager, contract budget identified Employment Services Specialists (ESSs)</td>
<td></td>
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<tr>
<td>• 1 Clerk- Watsonville Career Center</td>
<td></td>
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<tr>
<td>• 1 Resource Room staff at the full-service Career Center in Watsonville, contract budget identified as Front Door Universal Services Staff</td>
<td></td>
</tr>
<tr>
<td><strong>Citation:</strong> Board of Supervisors approved [June 9, 2015] Independent Contractors Agreement, Scope of Work for Program year 2015/16, page 6: <strong>Contractor will provide bilingual staffing, with a minimum of two (2) case managers and one (1) clerk. The full service career center Resource Room in Watsonville will be staffed during operational hours with bilingual staff at all times.</strong></td>
<td></td>
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<tr>
<td>Other contracted staff (not required to be bi-lingual include:</td>
<td></td>
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<tr>
<td>• 1 Resource Room staff at the satellite career center in Santa Cruz, contract budget identified as Front Door Universal Services Staff</td>
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<tr>
<td>• 2 OJT/Business Services Representatives</td>
<td></td>
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<tr>
<td>• 1 Program Manager</td>
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<tr>
<td><strong>Summary of GCC Response:</strong> Goodwill contends that the staffing pattern fulfills the contractual obligation to have 2 bilingual case managers. There are five employees who carry cases. Three are titled</td>
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</tr>
<tr>
<td><strong>WIB Resolution:</strong> GCC staffing accepted as it is, however, the WIB will be looking to expand the bi-lingual staffing at the Watsonville Career</td>
<td></td>
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</tbody>
</table>
Employment Services Specialists (ESS) and two are titled Business Service Representatives/Job Placement Specialists (BSR). One ESS and one BSR are bi-lingual.

Center for the Employment Services Specialist category while maintaining the bi-lingual requirement for the resource room and clerical staff for the next contract year.

*WIOA is not yet codified; Notice of Proposed Rulemaking (NPRM) is published in the Federal Register.

WIB next steps:
- Work with GCC staff on creating formal written procedures as referenced above.
- Discuss staffing during contract negotiations for PY 2016/17.
- Review all at the next annual monitoring visit.

Recommendations (No response necessary):
1. It is recommended that Contractor develop a strategy to improve the workshop attendance. Although it is not a contractual performance based goal, the WIB staff is monitoring attendance. There have been 21 workshops and a total of 5 attendees.

2. It is recommended that Goodwill staff create a plan for meeting the remaining contractual performance objectives, primarily those that are tied to expenditures.

3. It is recommended that the Contractor develop internal protocols:
   a. To ensure all copies of vouchers for expenditures are in each corresponding case file;
   b. To avoid rejected/returned paperwork from County Fiscal e.g. a review method for processing transportation reimbursements;
   c. To ensure Virtual Career Center (VCC) activity codes match the hard copy corresponding document; [e.g. employment plan activity and document]
   d. To avoid having any expired activities use the VCC case management reports. Since Santa Cruz County currently maintains a side by side case management system between VCC and CalJOBs, the WIB staff can assist with data issues. Once the VCC system is completely replaced by CalJOBs, local staff will not have the ability to correct data entry errors;
   e. To avoid eligibility issues and ensure completed forms, e.g. Dislocated Worker Self-Certification forms as part of the eligibility process. Dislocated Worker eligibility determination is the participant status from the most recent employment history. When a participant’s most recent employment history is self-employment, that status is used to determine the funding stream eligibility. i.e. Use the Technical Assistance Guide (TAG) as a reference for acceptable DW eligibility documentation for self-employment. It is not acceptable to skip to the second most previous employment status when laid off from that job;
   f. To eliminate reserving expenditures that are no longer needed by participants, submitting timely voucher change forms; and
To seek additional job orders and track them in VCC by the Business Services Representatives.

4. It is recommended that Contractor begin the process of developing sector initiatives between business, education, workforce and economic development representatives as mandated by the Scope of Work. [Page 10]

5. It is recommended that Contractor use the WIB staff approved version of the Spanish language On-the-Job flyer. When the new Business Service Representative came on board in November a different version of the flyer was in circulation.

6. It is recommended that Contractor submit weekly job blast information according to the required format and time frame. A comprehensive training session was provided to contractor staff on October 20, 2015 and it is recommended that training materials be referenced on a regular basis prior to submitting the weekly job blast information. Assigning an editor/quality control point of contact could reduce the formatting and grammar errors. Job blast information is time sensitive and communication about the weekly details should be prioritized by a single point of contact.

7. It is recommended that Contractor remove the name of the WIB staff listed on the newly developed GCC Assessment form. Contractor developed a GCC Assessment form which appears to be very similar to the WIOA Pre-application form used at the Orientation event and redundant to ask the participant the same questions several times on different documents. It could be beneficial to include a box for staff to enter the documented need for supportive services.

Observations (No response necessary):
1. The WIB conducts an annual program monitoring of its contractors between the months of February and March. This program year because of the new contracted service provider for the WIOA program services, the monitoring was conducted during the month of December with data available through October 2015.

2. Although posting job orders in the Virtual Career Center (VCC) is not a contractual obligation, BSR staff is contracted to function as a job developer to match businesses with jobseekers, work with workforce development partners for maximizing employment opportunities and making successful job matches. The VCC is a case management system ideal for tracking the matches.

3. All case files contained a “WIOA file directory” form for ease of locating paperwork in the case file.

4. Contractor provided a list of outreach sites that are contacted on a monthly basis.
Contract Questionnaire: Completed by Ellen Murtha, Interim Workforce Services Director

Financial Questionnaire: Derek Scranton, Sr. Accountant, completed the WIOA Financial Questionnaire.

Administrative Questionnaire: Completed by Ellen Murtha, Interim Workforce Services Director

Participant Interviews: Five (5) participants and one employer were interviewed on site, face to face, or via phone interview.

Entrance Conference conducted with Ellen Murtha, Interim Workforce Services Director

Exit Conference conducted with Ellen Murtha, Interim Workforce Services Director

Planned verses Actual Performance/Expenditures:
The program year is 33.3% of the contract period completed. Ideally, the year to date actual performance goals should be in line with that percentage. At this juncture, there is some concern about the pace of meeting the goals and the contractor was notified of this at the exit conference. A Performance Update chart was provided to Ellen Murtha, Interim Workforce Services Director and is also attached to this report.

<table>
<thead>
<tr>
<th>Program Year 15-16</th>
<th>Total</th>
<th>Adult</th>
<th>Dislocated Worker (DW)</th>
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<tbody>
<tr>
<td>Planned Number of Training Enrollments*</td>
<td>181</td>
<td>84</td>
<td>97</td>
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<tr>
<td>Actual as of 10/31/15</td>
<td>56</td>
<td>38</td>
<td>18</td>
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<td>Percentage of Planned goal</td>
<td>30.9%</td>
<td>45.2%</td>
<td>18.5%</td>
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<tr>
<td>Training Completions (vocational certificates)</td>
<td>128</td>
<td>63</td>
<td>65</td>
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<td>Actual as of 10/31/15</td>
<td>2</td>
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<td>Percentage of Planned goal</td>
<td>1.5%</td>
<td>1.5%</td>
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<tr>
<td>Training Related Employment</td>
<td>122</td>
<td>57</td>
<td>65</td>
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<td>Actual as of 10/31/15</td>
<td>2</td>
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<tr>
<td>Percentage of Planned goal</td>
<td>1.6%</td>
<td>1.7%</td>
<td>1.5%</td>
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*Scope of Work Enrollment Chart; differs from PBO numbers (A=79; DW=82)
**OJT CONTRACTS WITH EMPLOYERS**

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<th>Program Year 15-16</th>
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<th>Dislocated Worker (DW)</th>
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<td>2</td>
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<tr>
<td>Percentage of Planned goal</td>
<td>1.0%</td>
<td>0%</td>
<td>13.3%</td>
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<td>Planned Number of Placements</td>
<td>16</td>
<td>4</td>
<td>12</td>
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<td>Actual as of 10/31/15</td>
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<tr>
<td>Percentage of Planned goal</td>
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**SERVICE PLAN FOR BUSINESS SERVICE REPRESENTATIVES**

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<th>Program Year 15-16</th>
<th>Planned Total</th>
<th>Actual as of 10/31/15</th>
<th>Percentage of Planned goal</th>
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<tr>
<td>Referrals/Employers Information in VCC</td>
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<td>19</td>
<td>47.5%</td>
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<td>Job Fairs</td>
<td>2</td>
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**PROGRAM EXPENDITURES**

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<thead>
<tr>
<th>Program Year 15-16</th>
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<th>Adult</th>
<th>Dislocated Worker</th>
<th>Rapid Response</th>
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<tr>
<td>Planned Operations Cost</td>
<td>$600,000</td>
<td>$287,500</td>
<td>$287,500</td>
<td>$25,000</td>
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<td>Expended as of 10/31/2015 claims*</td>
<td>$151,749.47</td>
<td>$78,580.75</td>
<td>$71,257.68</td>
<td>$191,110.04</td>
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<tr>
<td>Percent Expended</td>
<td>25.29%</td>
<td>27.3%</td>
<td>24.7%</td>
<td>7.6%</td>
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</table>

*Contractor submitted claims through October 31, 2015

**File Review:** Fifteen (15) case files were randomly selected for file and service review. Contracted staff conducted the intake eligibility on eleven (11) of the fifteen (15) cases and the monitoring review focused on the work performed by the contractor. Fourteen (14) of the fifteen (15) case records contained the mandated WIOA eligibility documentation. There were inconsistencies between the employment plan VCC activity dates and the hard copy document on 6 of eleven (11) case files. There were also instances of case files with recently expired job search activities in VCC. One case file had missing dislocated worker eligibility determination documentation and contractor was able to obtain prior to the monitoring week expiring. Since November 5, 2015 County Fiscal staff, who is responsible for processing all expenditure paperwork, was rejecting and returning all paperwork which contained errors or omissions. As of this monitoring week, those errors continue and
contracted staff should be mindful to submit paperwork that has been completely reviewed by staff.

- One case file was missing an Employment Plan and could not be resolved during the monitoring—it is a finding as noted.
- Three (3) cases had either missing VCC supportive services activity dates or had dates but weren’t consistent with the dates on the supporting documentation. [e.g. If the activity dates start on 1-1-16 then all reimbursements (supporting documentation) must fall ON or AFTER that date—it is a finding as noted.
- During the monitoring week of another contractor for which there is collaboration on enrollments for the WIOA program, the required documentation (Education Plan) was missing for the training enrollment activity; coordination is required between the two service providers and for Goodwill Central Coasts’ role in the issue — it is a finding as noted.

**Participant-Employer Interview Results:** Goodwill Central Coast staff was given a list of nine (9) randomly selected participants for interviewing purposes. Only five (5) participants (55.5%) were interviewed as the contractor could not reach the other four (4) for scheduling. One (1) employer was interviewed. The results are:

**Satisfaction Scale** of 1- 10 with 1 being Very Dissatisfied and 10 being Very Satisfied:
The average participant response was 8.6.
- One participant gave a score of 3 and went on to say there have been communication challenges with staff not returning phone calls timely. A call has been placed to discuss further with the Interim Workforce Services Director.
- Another participant gave a score of 10 despite never having met their respective case manager.
- All have recommended the program to family and friends.

The employer response was 9.0.
- In spite of all the paperwork, some of which was thought to be redundant and unnecessary, employer believed it was worth the effort. Suggested going paperless for the forms and paperwork.

**Fiscal Sampling Review Results:**
A fiscal sampling review was conducted by Michael Mc Lay, HSD Accountant. He reviewed accounting records and systems; cash management and payroll systems; internal audit controls; cost classification and allocation systems. No issues were identified in this review.

**Administrative Questionnaire:** Based on the review, there is continued compliance in all areas and there are no major concerns.
Contract Questionnaire: Based on the review, the areas of concern are so noted as recommendations and findings with requests for corrective action plans.

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

__________________________________________
Andy Stone  
Director, Workforce Investment Board  
Human Services Department

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

Workforce Investment Board Analyst: Sara Paz-Nethercutt, Senior Analyst  
831.763.8756  
Sara.paz-nethercutt@hra.co.santa-cruz.ca.us

Monitoring Dates: On site: December 7, 2015 through December 10, 2015

Term of Contract: July 1, 2015 through June 30, 2016

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

In the current program year (2015-2016), with a 12-month contract, SRSN has been contracted to provide services for 60 WIOA participants which includes 12 Adult and 20 Dislocated Worker participants, the remaining 28 participants were carried in (18 Adult;10 DW) from previous program years.

Current Findings and Recommendations
Overall, SRSN is meeting applicable WIOA requirements in program operations and the required WIB contracted services. The following represents a finding that was identified:

Finding(s):
1. Board approved Contract and Scope of Work between Cabrillo College SRSN and Santa Cruz County WIB for PY 15/16 states, SRSN provides a system of support which includes: Development of an Education Plan that specifies the sequence of courses to be taken to reach the participants educational and employment goals. [Page 3] SRSN will complete Education Plans for all WIOA- SRSN training participants and the Education plan will serve as basis for the development of the Individual Employment Plan (IEP). [Page 6]
C.2 Attachment 2
Santa Cruz County Workforce Investment Board
DRAFT
Monitoring Report 2015-16
Cabrillo College – Student Resource and Support Network (SRSN)
WIOA contracted services require that all students (participants) who chose Cabrillo College have an archived Education Plan. During the review of sampled case files, there was one instance that was found where the participant (State ID# 17848) did not have the necessary Education Plan. WIOA contracted staff enrolled the participant with a training start date of August 31, 2015 without the necessary Education Plan. It is unclear what information the WIOA staff used to create the participant’s training activity enrollment, as the plan denotes the length of training for the individual.

Corrective Action(s):
Obtain an archived Education Plan for the participant which has been identified for the contractor. Provide written assurance that the contractual requirement will be enforced and create a staff procedure to ensure a participant is not enrolled into the WIOA program services without the required elements.

NOTE: This issue was raised with the contractor on December 9, 2015 during the onsite monitoring visit. The contractor provided a procedure to the monitor on December 10, 2015 to ensure this error is not repeated. The required Education Plan was provided to the monitor and the WIOA contracted case manager on December 15, 2015 prior to the writing of this monitoring report. It is therefore noted that the corrective action for this finding has already been resolved.

SRSN Response:
   a. The student has completed the education plan and WIOA staff was sent a copy, as well as the WIB Monitor.
   b. A written procedure was provided to the monitor on December 10, 2015 to ensure this error is not repeated.
   c. Subsequent book vouchers have not been provided to students without verifying that a valid education plan is in place prior to providing ancillary services.

Recommendation(s) (No response necessary):
1. It is recommended that SRSN staff revise its WIOA services brochure to include the complete list of assistance provided to the participants/student under the WIOA funded services.
   SRSN Response: A revision of marketing materials, including the WIOA services brochure, is scheduled for March 2016 to include a complete list of WIOA funded services provided to participants/students.

2. It is recommended that SRSN and WIB staff review the Operational Service Flow document to ensure it contains the appropriate guidance on program operations between contracted WIOA staff and SRSN. Specifically, the transportation reimbursement process which necessitates collaboration between the two entities must be consistently followed. County fiscal staff who processes the paperwork for payment is receiving incomplete or inaccurate Cabrillo College participant documents from both the contracted service provider and SRSN staff.
   SRSN Response:
a. Cabrillo College- SRSN has revised the transportation reimbursement process to include a review by the SRSN program specialist for WIOA delivered services. (In the absence of the program specialist, the director will review these documents. Previously front desk staff would forward documents to WIOA staff when they were brought in by students.)

b. Regular and open communications are being conducted between SRSN staff and WIOA staff in regards to written documents.

c. A comprehensive review of the Operational Services Flow document will be made by the SRSN director in March 2016 and suggestions, if any, provided to the WIB senior analyst.

3. It is recommended that SRSN staff ensure that the expenditure amounts listed on bookstore voucher and the book list match. Together, those two (2) documents authorize the expenditure. The receipt from the bookstore is the actual expenditure and all three are submitted to County Fiscal for processing and payment.

   **SRSN Response:** Cabrillo College-SRSN has revised the book voucher procedure. The book list now has a section for “required materials” in which required materials can be itemized; this is in addition to the $25.00 miscellaneous supplies which a student is authorized to select. The process includes a review by the SRSN program specialist responsible for all WIOA delivered services. (In the absence of the program specialist, the director will review these documents.) Note: In many instances the purchased total (per the receipt) will be less than the authorized amount, a result of books or materials not in stock or because the student was able to purchase used texts instead of new texts thus reducing the needed expenditure.

4. It is recommended that SRSN staff review the Commit and Pay system (CnP) to verify that sufficient funds exist when approving books store vouchers and college fees and document this task by creating a case note entry in VCC. The program monitoring report for PY 14/15 contained the same recommendation. Access to CnP was provided to SRSN staff as a result of the programmatic monitoring from PY 13/14. It has continued to be an issue; therefore, it is also recommended that contractual language be added for the PY 16/17 scope of work to ensure that staff complies.

   **SRSN Response:** Program staff are reviewing the CnP when preparing vouchers and noting the CnP amount on the document. However, if a new password is required this can delay the ability to review the CnP prior to the time needed, especially when providing the student with a book voucher. Note: SRSN staff will request a “CnP” balance line on the next printing of the book vouchers.

5. It is recommended that SRSN staff notify the WIB staff and or the County Help desk immediately for any Commit and Pay (CnP) system issues.

   **SRSN Response:** We are now tracking the CnP as recommended.

6. It is recommended that SRSN maintain their comprehensive training manual for new staff. The program specialist position has had staffing changes six times in eight years (2008-2015).

   **SRSN Response:** We are updating the procedures binder for this position, and are also keeping each procedure stored electronically.
7. It is recommended that SRSN provide information on whether students can purchase public transportation (Transit) bus passes on campus. If so, a consistent process for reimbursement can be established.

**SRSN Response:** The SRSN director is reviewing the procedure for purchasing transit passes as well as other needed items such as compliance fees with the Vice President of Student Services and Cabrillo College IT to determine if we can place these charges on student accounts and then write a voucher for the expenses. This conversation is in process and we hope to have conclusions by May 31, 2016.

**Observation(s) (No response necessary):**

1. SRSN staff is creating a Virtual Career Center (VCC) case note entry consistently when a voucher is completed for an expenditure but there is no reference to having reviewed the CnP system to check the funding allocation availability. SRSN staff had been without CnP access for some time due to password expiration issues. While onsite, the monitor opened a County help desk ticket which was resolved during the monitoring week.

2. Assisting with the mandated college orientation is part of the system of support contractually provided to the participant; however, it is difficult to ascertain whether the student has actually received the SRSN assistance for this or whether the student completed the college orientation on their own.

3. Case files contained a WIOA checklist of the required documents.

4. Many documents in the case file had been stamped with a “sent to ETS” rubber stamp to verify that copies of those documents had been provided to the County Employment Training Specialist (ETS) staff.

5. In order to maintain the consistent branding of services, all SRSN staff should refer to WIOA contracted service staff as “Workforce Santa Cruz County” staff or “WIOA staff” or any other reiteration of this.

**Interviews held with:**

- **Contract/Staff Interview Questionnaire:** Completed by the monitor based on an interview with Karen Reyes, Director of SRSN. SRSN Director requested additional staff training for tracking performance based outcomes via VCC.

- **Financial Questionnaire:** Completed by Graciano Mendoza, Cabrillo College Director of Business Services.

- **Administrative Questionnaire:** Completed by Karen Reyes, Director of SRSN.
**Participant Interviews:** Five (5) participants were randomly selected for an interview; three (3) were interviewed on site, and the remaining two (2) were scheduled for phone interviews.

**Entrance Conference** conducted with Karen Reyes, Director of SRSN and Sharon Spence, Program Specialist.

**Exit Conference** conducted with Karen Reyes, Director of SRSN and Sharon Spence, Program Specialist.

**Planned versus Actual Performance and Expenditures:**
With one term already near completion in the program year, SRSN has another opportunity to recruit students for the spring and summer terms to reach their program performance objectives.

Currently SRSN is at 21.6% expenditure level with claims submitted through September 2015; customarily expenditure levels at that time of year would be closer to 25% in a 12-month contract year. It should be noted that at the end of the 2014/15 program year, SRSN expended 89.1% of the contracted allocation. The WIB may choose to revisit the allocation amount for subsequent program years.

**NUMBER OF PARTICIPANTS**

<table>
<thead>
<tr>
<th>Program Year 15-16</th>
<th>TOTAL</th>
<th>Adult</th>
<th>Dislocated Worker</th>
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<tbody>
<tr>
<td>Carry-in from previous year</td>
<td>28</td>
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<td>10</td>
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<table>
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<th>Program Year 15-16</th>
<th>Total New</th>
<th>Adult</th>
<th>Dislocated Worker</th>
</tr>
</thead>
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<tr>
<td>Planned new enrollments</td>
<td>32</td>
<td>12</td>
<td>20</td>
</tr>
<tr>
<td>Actual as of 9/30/2015</td>
<td>6</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Percentage of Planned goal</td>
<td>20%</td>
<td>8.3%</td>
<td>25%</td>
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**PROGRAM EXPENDITURES**

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<th>Program Year 15-16</th>
<th>Total</th>
<th>Adult</th>
<th>Dislocated Worker</th>
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<td>$37,500</td>
<td>$37,500</td>
</tr>
<tr>
<td>Expended as of 9/30/2015 invoice</td>
<td>$16,209.70</td>
<td>$7,836.03</td>
<td>$8,373.67</td>
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<tr>
<td>Percent Expended</td>
<td>21.6%</td>
<td>20.9%</td>
<td>22.3%</td>
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**File Review:**
Nine (9) SRSN participant case files were randomly selected for file and service review. Eight (8) of the nine (9) case records provided mandated WIOA eligibility documentation, educational plans, vouchers and progress information. Three (3) case files had missing expenditure plans. Four (4) case files had incomplete document issues (e.g.
transportation reimbursement form, Individual Training Account voucher form). One case file had inconsistent booklist expenditure amounts when compared to the accompanying bookstore voucher form. All, but one, case file issues were resolved during the monitoring visit. The remaining Educational Plan issue could not be resolved and is a finding as noted.

**Participant Interview Results:**
Student Resource and Support Network was given a list of five (5) randomly selected participants for interviewing purposes. All five (5) participants were interviewed. Three (3) of the five were interviewed in person onsite and two were interviewed via telephone. The results are:

**Satisfaction scale of 1 - 10 with 1 being “Very dissatisfied” and 10 “Very satisfied”:**
The average response was 10.0.
- One participant commented about communication between WIOA contracted services and SRSN staff needing improvement.
- Several participants praised the helpfulness of SRSN staff.
- All five (5) participants commended the book store voucher process.

**Staff Interviews:**
The SRSN Director answered the questions during the monitoring. All information requested by the monitor was provided.

**Fiscal Sampling Review Results:**
A fiscal sampling review was conducted by Michael McLay, HSD Accountant. He reviewed accounting records and systems; cash management and payroll systems; internal audit controls; cost classification and allocation systems for the first quarter of program year 2015/16. There were no findings.

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

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

**Fiscal Questionnaire Results:**
Based on the review, there is continued compliance in all areas and there are no major concerns.
C.2 Attachment 3
Santa Cruz County Workforce Investment Board
DRAFT
Monitoring Report 2015-16
Cabrillo College Small Business Development Center

Service Provider: Cabrillo College Small Business Development Center

Workforce Investment Board Analyst: Sara Paz-Nethercutt, Senior Analyst
831.763.8756
Sara.paz-nethercutt@hra.co.santa-cruz.ca.us

Monitoring Dates: On site: December 16, 2015

Term of Contract: July 1, 2015 through June 30, 2016

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

In the current program year (2015-2016), with a 12-month agreement, SBDC is contracted to provide assistance to 35 at-risk businesses, averting layoffs or retaining at least 51 jobs. The funding for this contract is completely allocated from the Workforce Investment Board's (WIB) Rapid Response funding stream.

Current Findings and Recommendations
SBDC responses as noted, otherwise accept report as written.

Finding(s): None.

Recommendation(s):
1. It is recommended that SBDC update the program services brochure.

2. It is recommended that SBDC provide the Client Satisfaction survey results generated by the SBDC lead center (Humboldt State University). The survey looks at the economic impact and client satisfaction of services.
   SBDC Response: Survey responses can be shared with WIB monitoring staff during the monitoring visit.

3. It is recommended that SBDC provide the WIB with a copy of the Newsletter whenever it is published.
   SBDC Response: WIB staff can be added to the newsletter distribution list.
Observations:

1. SBDC provided WIB staff with the list of New Client Satisfaction Survey questions asked of businesses that receive a minimum of five (5) hours of SBDC services.

2. SBDC could offer additional assistance to local businesses or entrepreneurial opportunity assistance. The WIB may want to explore SBDC for expansion of other program services.

3. A local business who received SBDC layoff aversion services will be featured in the January 2016 Newsletter.

Interviews held with:

Participant Interview: Monitor conducted one phone interview with a local business owner who received layoff aversion services. They rated their satisfaction with a score of 9 and commented on what a good experience they had with the two (2) consultants that provided the expert services. The business owner went on to add that Teresa Thomae provided oversight of the whole process and has no complaints whatsoever. Note: Satisfaction scale of 1 - 10 with 1 being “Very dissatisfied” and 10 “Very satisfied”.

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

Contract Questionnaire: Completed by Teresa Thomae, SBDC Director.

Financial Questionnaire: Completed by Graciano Mendoza, Cabrillo College Director of Business Services.

Administrative Questionnaire: Completed by Teresa Thomae, SBDC Director.

Entrance Conference conducted with Teresa Thomae, SBDC Director.

Exit Conference conducted with Teresa Thomae, SBDC Director.

Planned versus Actual Performance and Expenditures:

Currently SBDC is at 15.2% expenditure level with claims submitted through September 2015; expenditure levels at that time of year should be approximately 25%. There are no concerns with the contractor claiming the contract allocation as they are on target with their service plan. SBDC is projected to expend the allocation and will be claiming appropriate staff for the remaining quarters in the contract and anticipates exceeding the service plan goals.
SERVICE PLAN TABLE

<table>
<thead>
<tr>
<th>Program Year 15-16 Units of service</th>
<th>Planned Total (Annual Goal)</th>
<th>Year to Date (As of 9/30/15)</th>
<th>% of Annual TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of new at-risk businesses served</td>
<td>35</td>
<td>9</td>
<td>25.7%</td>
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<tr>
<td>Number of actual Layoffs averted/jobs retained</td>
<td>51</td>
<td>18</td>
<td>35.2%</td>
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PROGRAM EXPENDITURES

<table>
<thead>
<tr>
<th>Program Year 15-16</th>
<th>Total</th>
</tr>
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<td>Planned Operations Cost</td>
<td>$44,000</td>
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<td>Expended as of 9/30/2015 invoice</td>
<td>$6,704.30</td>
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<tr>
<td>Percent Expended</td>
<td>15.2%</td>
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Fiscal Sampling Review Results:

A fiscal sampling review was conducted by Michael McLay, HSD Accountant. He reviewed expenditure report records for the first quarter of the program year. There were no issues noted during the fiscal monitoring.

Administrative Questionnaire:

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

Contract Questionnaire:

Based on the review, there is continued compliance in all areas and there are no major concerns. Recommendations are solely suggested as a continuous quality improvement.

Fiscal Questionnaire Results:

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

________________________     ______________
Andy Stone        Date
Director, Workforce Investment Board
Human Services Department
Santa Cruz County Office of Education
WIOA Youth Services – Sueños Program
Monitoring Report PY 2015-2016

Service Provider: Santa Cruz County Office of Education

Workforce Investment Board Staff: Teresita Hinojosa, Sr. Analyst
Teresita.Hinojosa@santacruzcounty.us
Michael McLay, Accountant III
Michael.McLay@santacruzcounty.us

Monitoring Dates: Onsite: February 17 through February 23, 2016

Term of Contract: July 1, 2015 through June 30, 2016 for Formula WIA Youth Services. The service period reviewed was July 1, 2015 through December 31, 2015.

Overview of Scope of Work:

The Santa Cruz County Office of Education (COE) is the lead agency for the Sueños (Dreams: Success, Unity, Education/Employment, Networking, Outreach, Skills Development) Program and also includes the Community Action Board of Santa Cruz County (CAB) as a sub-contractor to COE. The Sueños Program provides all required elements of the Workforce Innovation and Opportunity Act (WIOA) Youth Services program. As a result of the FY 13-14 contract procurement process, this program year is the second of four potential years for continuing to be the WIOA Youth Services contractor. This year a total of 150 youth will be provided services during the period of July 1, 2015 to June 30, 2016. COE will conduct the annual monitoring of its sub-contractor CAB before June 30, 2016.

The WIB monitoring focused on the Formula WIOA Youth Services year-round program.

Current Findings, Recommendations(s) and Response(s):

There were no findings on compliance with WIOA regulations or contract Scope of Work. However, during the review PY 2014-2015, there was one observation as follows and has been resolved.

Response to Prior Year Recommendation:
Last year’s monitoring recommended that COE add clarifying language to its sub-contract with CAB regarding performance outcomes, activities, and ensure that all contract exhibits are attached to the signed contract.

Action Requested: Ensure that COE’s subcontract for next fiscal year includes specific language that details the performance outcomes and activities to reach the annual goals, and to have WIB approval of contract prior to execution.
C.2 Attachment 4

**Recommendation:** COE to add additional language to subcontract agreement that addresses specific contractual elements, outcomes, timeframes and numbers, and activities. COE will work with the WIOA staff to ensure that its subcontract is in conformance with WIOA standards and will be approved by the WIB prior to contractor signing the agreement.

**Action Taken in Response to Prior Year Recommendation:**
COE is in compliance with the recommendation.

**Observation #1:**
This year’s monitoring concentrated on implementation of WIOA requirements including fiscal compliance with a new budgeting formula, overall service delivery model, and review of management and staffing changes. The Director retired in December 2015 and a new COE staff person at a lower staffing level was put in place to take over the some of the management duties. However, recently a new manager was put in place to oversee all of the Student Support Services programs that includes Sueños. Additionally, the credentialed teacher left the program at the beginning of the program year and a new teacher has not been hired due teacher shortages in the county. In the interim, the Project Specialist who is also a teacher has temporarily taken over the academies in addition to his regular on-going assignment. COE Human Resources has worked diligently to try and recruit a permanent teacher and substitute teacher but have had no success in recruiting for this position. As a result of these staffing changes only 33% of the budget was expended as of December 31, 2015.

**Action Requested:** That COE provide a mid-year budget adjustment due to staffing changes and a 33% expenditure rate at the end of the 2nd quarter. Put a budget in place that will ensure at least 80% of the budget is expended by year end. Additionally, that COE submit a plan of action to hire a teacher before the end of this fiscal year.

**Recommendation:** Work with COE management staff to develop a budget and action hiring plan, and to submit a formal request for a mid-year revision.

**Participant Enrollments:**
Program enrollments are currently above the goals for the period, with 62% of planned enrollments for Formula WIOA. The WIOA year round program runs from July 1, 2015 through June 30, 2016, with 93 actual enrollments as of December 31, 2015 with a goal of 150.

**Program Expenditures:**
Expenditures for the Formula WIOA grant are at 33% as of December 31, 2015 and are below the 50% projection. Since many of the program outcomes occur after exit most of the expenditures occur near and after exit, it is anticipated that the 3rd and 4th quarter invoices will be higher than the mid-year expenditures. The new WIOA requirement of a 75% expenditure of funds on Out-of-School Youth (OSY) is at 72% as of the 2nd quarter.
Fiscal Sampling Review Results:
A fiscal sampling review was conducted by Michael McLay, Human Services Department Accountant III. Accounting records and systems, cash management and payroll systems, internal audit controls, cost classification and allocation systems for the first quarter of this fiscal year were reviewed. There were no findings.

Interviews:
Santa Cruz County Office of Education
- Nohemi Macias, Program Coordinator
- Beatriz Muñoz, Project Coordinator/Counselor/Case Manager
- Celeste Gutierrez, Work Experience Specialist
- Sarai Zayas, Receptionist
- Michelle Coffman, Financial Analyst for Internal Finance, COE Business Services

Participants
- 8 Sueños participants were interviewed in person or by telephone.
- 4 of 5 Sueños employers were interviewed at their designated worksite.

File Review:
Files were reviewed to evaluate the eligibility determinations made by COE as well as to determine whether or not participants had received services as required by their Individual Service Strategy (ISS). A total of 14 case files were proposed for review based on the WIOA monitoring formula. A total of fourteen (14) Sueños participant files were reviewed, representing two participants who had exited, six who have been in the program for more than six months, and six who have been enrolled in the program less than six months.

The WIOA Youth Case File Review Worksheet was used to review the case files. COE files were reviewed for program eligibility, individual service strategy, program elements, and performance goals. All case files contained the information necessary to document the basic skills deficiency, services provided and attainments. Case narrative documentation was on file in each case, as well as in the Virtual Career Center individual files. All supporting eligibility verifications were on file in each of the cases.

Participant Interview Results:
A total of eight (8) Sueños participants were interviewed either on-site or by telephone as they were unable to come into the Youth Services office either because they were in school or their working hours. All participants interviewed reported receiving assessments of basic skills and abilities, mentoring or counseling, work experience and all of them could name their teacher, or case manager, or their counselor. Most also
reported frequent contact with Sueños staff and many commented that they could call either their counselors or their teacher for assistance with any problems they had. All praised the support they had received from Sueños program staff.

Participants rated their overall satisfaction with the Youth Services program on a scale of 1 (Very Dissatisfied) to 10 (Very Satisfied). Scores ranged from 8.5 to 10 with an average overall score of 9.56. Many of the participants added comments such as “gives people my age a lot of skills they need”, “good advice and support”, “I like it, I love it, it’s great, and don’t change anything”, and “I really enjoyed the classes in the academy, and “all the staff are nice and care about what they are doing”. In general, the participants were enthusiastic about the program. Resume assistance, training academy, work readiness training, customer service training, work experience, clothing for work, and transportation assistance were among some of the services that were cited by participants as being the most valuable aspects of the program. One youth who came into the program was monolingual, learned English during the program and during her WEX experience, and now works in a PVUSD middle school. She says that her support from staff has given her the confidence to take challenges in all areas of her life and most of all to keep practicing her English and continuing her education. Some participants also stated that the work experience (WEX) had helped them get in tune with the real work world, learn what employers would expect of them, how to inter-react with people, and organizational skills. Of the eight (8) participants interviewed, six (6) have recommended the program to family, friends and fellow students, and two (2) of the participants stated that they were referred to the program by a former participant and by a family member.

Those that participated in work experience expressed the need to have more paid hours as it is a valuable experience as most are being employed for the first time or have a poor work history, and work experience gives them exposure they otherwise wouldn’t have.

**Employer Satisfaction:**
WIB staff visited five (5) work sites of which (4) work site employers were available to be interviewed. Youth are placed in work experience positions at various locations throughout the county. All employers were satisfied with the level of understanding that they had received about the program, expectations of employers, and youth placement requirements. Some employers asked that the WEX hours be increased back to the previous 200 hours they used to receive, since this would increase benefits for the youth, provides a level of consistency for the youth and the employer, and is more efficient in terms of staff time spent training a new youth.

The County Office of Education is required to annually survey work site employers to determine the degree of employer satisfaction with the program for those worksites that agreed to accept WIOA youth work placements. A survey was e-mailed to work site employers with 12 responding. The results for the Year Round program are as follows:

- Employer worksites included 25% in Public Services; 25% in the private sector; and 58% in the non-profit sector.
- Placements in career pathway sectors included 67% in Public Services; 67% in Education, Child Development and Family Services; 17% in Information Technology; and 17% in Marketing, Sales and Services. Employers were able to
choose more than one career pathway sector resulting in a percentage over 100%.

- On a scale of 1 to 10, with 10 being “most satisfied”, the overall level of satisfaction with services provided for the 12 employers was 9.58. The number of employers responding to the survey was small, however the responses ranged from 8 to 10.
- Ratings for the extent to which the program met employer expectations were 9. The responses ranged from 4 to 9.
- When asked to compare the services received with the employer's ideal set of services the average response was 8.5. The responses ranged from 6 to 10.

**Fiscal Questionnaire Results:**
The Fiscal Questionnaire was completed by Michelle Coffman, Financial Analyst of Internal Finance for COE Business Services office and reviewed by Michael McLay, WIOA Accountant III. A copy of COE’s Annual Audit was provided to WIB staff during the course of the monitoring as required. There were no areas of non-compliance.

**Administrative Questionnaire Results:**
The Administrative Questionnaire was reviewed with Nohemi Macias, Program Coordinator of Student Support Services and Beatriz Muñoz, Project Coordinator for Sueños. There were no areas of non-compliance.

**Contract Questionnaire Results (Program):**
The Contract Questionnaires (General WIB and COE specific) were completed during interviews with Sueños staff including: Beatriz Muñoz, Project Coordinator; Celeste Gutierrez, WEX Specialist, and Sarai Zayas, Administrative Assistant. There were no areas of non-compliance.

Approved by:

_______________________________          _ _____________
Andy Stone       Date
Director, Workforce Investment Board
Human Services Department
### C.3 WIB Policies

**COMMITTEE:** Workforce Investment Board  
**MEETING DATE:** June 8, 2016

**STAFF NAME:** Sara Paz-Nethercutt, Sr. Analyst; Teresita Hinojosa, Sr. Analyst

**SUMMARY:**

From time to time, policy updates are necessary. With the implementation of the Workforce Innovation and Opportunity Act (WIOA), Employment Development Department Workforce Services will be issuing directives that local areas must apply. WSD15-14, entitled, WIOA Adult Program Priority of Service directive was issued on January 22, 2016. WSIN15-10, entitled, DOL WIOA Operating Guidance TEGL 3-15 was issued on September 16, 2016. The following policies are before this committee for review and approval:

1. Priority of Service Policy (Attachment 1)
   - This policy now includes eligibility guidelines and incorporates the WIOA priority populations.

2. Individual Training Account Policy (Attachment 2)
   - This ITA policy incorporates and retracts the previously WIB approved *Immediate Referral to Training Policy* because under WIOA there is no sequence of service requirement for career and training services and a policy to receive training without other services first is no longer necessary.

3. Supportive Services Policy (Attachment 4)
   - This policy incorporates WIOA language into the previous approved WIA policy.

4. A new, never before issued On-the-Job Training (OJT) Policy (Attachment 3) has been developed and is also before this committee for review and approval.

WIOA Youth program Work Experience (WEX) policy (Attachment 5) was approved by your Board on February 24, 2016, however the item reflected 180 hours not the 250 hours that your Board approved. Refer to the attached corrected policy.

**SUGGESTED MOTION: (if applicable)**

I move to approve the WIOA Adult/Dislocated Worker Operations Policies and the amended Youth WEX policy as drafted by WIB staff.

<table>
<thead>
<tr>
<th>COMMITTEE DATE</th>
<th>COMMITTEE APPROVAL:</th>
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<tr>
<td>05/18/16</td>
<td>☑ Yes ☐ No Other: Executive Committee</td>
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WIOA Priority of Service & Wait List Policy
Policy Memorandum 16-01

Date:       June 8, 2016
To:         All WIOA Service Providers
Purpose:    To provide guidance to contractors (service providers) enrolling participants in the WIOA program.
Rescissions: WIA Priority of Service Policy (October 30, 2013)
References: WIOA Section 134(c)(3)(E)

Background:
Under the Workforce Investment Act (WIA) a priority of service was implemented if funds allocated for adult and dislocated workers training activities were limited. WIOA removes that provision and adds criteria for additional priority of service populations.

Policy:
A. General Provisions

WIOA Section 134(c)(3)(E) states that individualized career services and training services funded with WIOA adult funds, priority of service must be given to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient. Veterans and eligible spouses continue to receive priority of service among all eligible individuals.1

Basic career services (formerly core and intensive services under the Workforce Investment Act) are not subject to the priority of service requirement (Attachment I). However, individualized career services (Attachment I) and training services are subject to the requirement.2

Priority of service status is established at the time of eligibility determination and does not change during the period of participation. Priority does not apply to the dislocated worker population.3

B. Outreach and Recruitment

Contracted service provider will provide outreach and recruitment consistent with local procedures and priority of service policy. Contractor will recruit participants for WIOA services and ensure that participants have access to self-directed services through CalJOBS (https://www.caljobs.ca.gov).

C. Participant Selection and Eligibility

Contracted service provider will select and screen participants for WIOA eligibility, and enroll selected participants into the WIOA program. All interested applicants are to be reviewed for eligibility within 30 days of submitting a WIOA application. Participants who are screened and determined to be ineligible for WIOA will receive basic career services.

1 WIOA Section 134(c)(2)(A)(xii)
2 Title 20 CFR NPRM Section 680.150
3 WSD15-14, dated January 22, 2016
Contractor will ensure they meet the mandated enrollment date criteria. To ensure the data uploads to the state performance roster are met, all participants must be entered into the case management system and have a WIOA activity assigned within 30 days of the eligibility date.

D. Eligibility Criteria

Contracted service provider will be responsible for WIOA Adult and Dislocated eligibility determinations and for collecting verification documents as required by WIOA regulation.

WIOA Eligibility Criteria is summarized below.

**WIOA Adult Eligibility**
To be eligible to receive WIOA services as an adult in the adult and dislocated worker programs, an individual must:
1. Be 18 years of age or older;
2. Be a citizen or noncitizen authorized to work in the US; and
3. Meet Military Selective Service registration requirements (males only).

**WIOA Dislocated Worker Eligibility**
To be eligible to receive WIOA services as a dislocated worker in the adult and dislocated worker programs, an individual must:
1. Be a citizen or noncitizen authorized to work in the US;
2. Meet Military Selective Service registration requirements (males only); and
3. Meet the definition of dislocated worker at WIOA §3(15).

**Definition of Dislocated Worker**
A dislocated worker is an individual who meets one of the following criteria
1. The individual:
   a) has been terminated or laid off, or has received a notice of termination or layoff, from employment;
   b) is eligible for or has exhausted entitlement to unemployment compensation, or has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under the state’s Unemployment Insurance law; and
   c) is unlikely to return to a previous industry or occupation.

2. The individual:
   a) has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise;
   b) is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or
   c) for purposes of eligibility to receive services other than training services described in section 134(c)(3), career services described in section 134(c)(2)(A)(xii), or support services, is employed at a facility at which the employer has made a general announcement that such facility will close.

3. The individual
   a) was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters.

4. The individual
a) is a displaced homemaker.

**Definition of Displaced Homemaker:** An individual who has been providing unpaid services to family members in the home and who:

a) has been dependent on the income of another family member but is no longer supported by that income; or

b) is the dependent spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) and whose family income is significantly reduced because of a deployment (as defined in section 991(b) of title 10, United States Code, or pursuant to paragraph (4) of such section), a call or order to active duty pursuant to a provision of law referred to in section 101(a)(13)(B) of title 10, United States Code, a permanent change of station, or the service-connected (as defined in section 101(16) of title 38, United States Code) death or disability of the member; and

c) is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

5. Is the spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of title 10, United States code), and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such members; or is the spouse of a member of the Armed Forces on active duty and who is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment (section 3 paragraph (16)(B)).

**E. Priority of Service Policy**

It is the policy of the Workforce Investment Board to implement a *Priority of Service* for designated populations of WIOA customers/applicants for those interested in individualized career services and training services.

Priority shall be given for individualized career services and training services at all times and not only when funds are limited to the following:

- Recipients of public assistance and other low-income individuals. This does not apply to dislocated workers;
- Individuals who are basic skills deficient;
- Veterans;
- Spouses of veterans; and
- Residents of Santa Cruz County

**F. Priority of Service Procedure**

WIOA Case managers will use the WIOA Pre-application for individualized career services and training services screening purposes of all applicants for priority of service determination. If the priority applies it will be indicated on the case file when assigned to WIOA staff.

All current WIOA enrollment guidelines apply. Applicants must have an assessed need for any service they receive (individualized career services and training services) and the need must be documented in the case file via a case note entry.

See Attachment IV for a list of acceptable documentation to verify whether an adult participant qualifies for priority of service under WIOA.
G. Public Assistance Recipient ~Priority

Priority of service is given to an individual that receives federal, state, or local government cash payments for which eligibility is determined by a needs or income test.

H. Low-income ~Priority

Priority of service is given to an individual that meets one of the four criteria below:

1. Receives, or in the past six months has received, or is a member of a family that is receiving, or in the past six months has received, assistance through the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance For Needy Families (TANF), program supplemental security income program, or state or local income-based public assistance;
2. In a family with total family income that does not exceed the higher of the following:
   a. The poverty line; or
   b. 70 percent of the Lower Living Standard Income Level (Attachment II)
3. A homeless individual; or
4. An individual with a disability whose own income does not exceed the income requirement, but is a member of a family whose total income does.

I. Basis Skills Deficient ~Priority

Priority of service is given to an individual that is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society\(^4\). Criteria used to determine whether an individual is basic skills deficient includes the following:

- Lacks a high school diploma or high school equivalency and is not enrolled in post-secondary education.
- Enrolled in a Title II Adult Education/Literacy program, e.g English language acquisition program.

ADULT EDUCATION.—The term “adult education” means academic instruction and education services below the postsecondary level that increase an individual’s ability to—
(A) read, write, and speak in English and perform mathematics or other activities necessary for the attainment of a secondary school diploma or its recognized equivalent;
(B) transition to postsecondary education and training; and
(C) obtain employment.

ADULT EDUCATION AND LITERACY ACTIVITIES.—The term “adult education and literacy activities” means programs, activities, and services that include adult education, literacy, workplace adult education and literacy activities, family literacy activities, English language acquisition activities, integrated English literacy and civics education, workforce preparation activities, or integrated education and training.

ENGLISH LANGUAGE ACQUISITION PROGRAM.—The term “English language acquisition program” means a program of instruction—
(A) designed to help eligible individuals who are English language learners achieve competence in reading, writing, speaking, and comprehension of the English language; and
(B) that leads to—
(i) attainment of a secondary school diploma or its recognized equivalent; and
(ii) transition to postsecondary education and training; or
(iii) employment.

- English, reading, writing, or computing skills at an 8.9 or below grade level.

\(^4\) WIOA Section 3[5]
• Determined to be Limited English Skills proficient through staff-documented observations.

J. Veterans and their Spouses ~Priority

An individual must first qualify for WIOA before a priority of service can be applied. When veterans are identified as eligible applicants for Adult or Dislocated Worker WIOA individualized career services and training services they will become priorities for such services.

The veteran’s priority is not to be construed as an entitlement for WIOA service, but eligible veterans are given priority over non-veterans for all available services. Dislocated workers who are veterans will receive priority for individualized career services and training services over non-veteran dislocated workers.

K. Santa Cruz County Residents ~Priority

Priority of Service for Santa Cruz County Residents is effective at all times for the ADULT program and not when funds reach a certain threshold or dollar allocation. WIOA Case managers will use the WIOA Pre-application for individualized career services and training services screening purposes to determine priority as a Santa Cruz County resident. Three (3) different forms of verification to prove residency are required:

1. Rental agreement, mortgage statement or property tax bill, and
2. Utility bill (ex. P G & E bill) and one of the following:
   a. California Drivers License or California Identification Card, OR
   b. Bank statement, OR
   c. Other acceptable documentation, i.e. financial aid paperwork

   NOTE: All residency verification/documentation must include and list a Santa Cruz County address.

L. Exception to Policy

The WIOA case manager, through the assessment process, can identify any individual that would benefit from a training scholarship. The exception must be approved by the WIOA Program Manager and documented in case notes, with “exception to priority of service” in the case note subject line.

M. Wait List Policy

It is the policy of the Workforce Investment Board to review the monthly WIOA training commitments and determine whether or not to implement a Wait List for designated populations of WIOA customers/applicants who are interested in obtaining a training scholarship, otherwise known as an Individual Training Account (ITA).

WIOA management staff review training commitments and expenditures on a monthly basis. When commitments reach the 90% threshold, a wait list procedure may be implemented. The policy becomes effective at the direction of the local WIB Director. The WIB Director will notify WIOA staff via a WIB Communication should it become necessary to implement or suspend the policy.

Should it become necessary to implement a wait list, this decision is disseminated to all workforce partners. During the WIOA orientation, customers will be informed that a wait list is being established for training scholarships and will be instructed to complete the WIOA pre-application with their email or mailing address contact information. This information will be used to contact the individual when the wait list will begin to be served.
N. Training Services

This section imposes requirements under WIOA and replaces the WIB approved Immediate Referral to Training Services Policy dated 10/29/2014.

Under WIOA, there is no sequence of service requirement for career and training services. Staff may determine training is appropriate regardless of whether the individual has received basic or individualized career services first. When referring the customer immediately to training, staff will base the evaluation/review on the criteria below:

- Staff will review the WIOA pre-application and reason for referral (why partner believes customer will benefit from WIOA training) listed on the Universal Referral form;
- Evaluation of assessment results;
- Work history, education, skills, experience and abilities, and
- Type of training customer selected.

The plan for immediate training will be documented on the Individual Employment Plan (IEP) and the evaluation decision will be so noted in case notes for the individual participant.

Action: All WIOA Service Providers shall comply with the attached Priority of Service & Wait List 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: None

This policy authorized by:
Basic Career Services must be made available to all individuals seeking services served in the one-stop delivery system, and includes:

- **Determinations** of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- **Outreach, intake** (including identification through the state’s Worker Profiling and Reemployment Services system of unemployment insurance (UI) claimants likely to exhaust benefits), and orientation to information and other services available through the one-stop delivery system;
- **Initial assessment** of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs;
- Labor exchange services, including—
  - **Job search and placement assistance**, and, when needed by an individual, career counseling, including—
    - Provision of information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA); and,
    - Provision of information on nontraditional employment (as defined in sec. 3(37) of WIOA);
- **Provision of referrals** to and coordination of activities with other programs and services, including those within the one-stop delivery system and, when appropriate, other workforce development programs;
- **Provision of workforce and labor market employment statistics information**, including the provision of accurate information relating to local, regional, and national labor market areas, including—
  - Job vacancy listings in labor market areas;
  - Information on job skills necessary to obtain the vacant jobs listed; and
  - Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs;
- **Provision of performance information and program cost information on eligible providers of training services by program and type of providers**;
- **Provision of information** about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area’s one-stop delivery system;
- **Provision of information** relating to the availability of support services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the State’s Medicaid program and Children’s Health Insurance Program; benefits under the Supplemental Nutrition Assistance Program (SNAP); assistance through the earned income tax credit; housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban Development (HUD);1 and assistance under a State program for Temporary Assistance for Needy Families (TANF), and other supportive services and transportation provided through that program;
- **Assistance** in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA; and
- **Provision of information and assistance regarding filing claims under UI programs**, including meaningful assistance to individuals seeking assistance in filing a claim—
  - **Meaningful assistance means providing assistance:**
    - On-site using staff who are properly trained in UI claims, filing, and/or the acceptance of information necessary to file a claim, or
    - By phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time;

If one-stop center staff determine that individualized career services are appropriate for an individual to obtain or retain employment, these services must be made available to the individual. These services must be available in all one-stop centers. One-stop center staff may use recent previous assessments by partner programs to determine if individualized career services would be appropriate. These services include:

- **Comprehensive and specialized assessments** of the skill levels and service needs of adults and dislocated workers, which may include—
  - Diagnostic testing and use of other assessment tools; and In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- **Development of an individual employment plan**, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers;
- Group and/or individual **counseling and mentoring**;
- Career planning (e.g. **case management**);
- **Short-term pre-vocational services**, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training, in some instances pre-apprenticeship programs may be considered as short-term prevocational services;
- **Internships** and **work experiences** that are linked to careers;
- **Workforce preparation activities** that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment;
- **Financial literacy** services;
- **Out-of-area job search assistance** and relocation assistance; and
- **English language acquisition and integrated education** and training programs.

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1. HUD stands for the US Department of Housing and Urban Development.
PLEASE COMPLETE THE FOLLOWING INFORMATION TO ASSIST US TO DETERMINE HOW WE CAN HELP YOU BECOME RE-EMPLOYED AND/OR ADVANCE IN YOUR CAREER.

Date: ____________________ Social Security: ____________________

Full Name: __________________________________________________________

Address, City, State, Zip: ____________________________________________

Telephone: ____________________ Cell Phone: ________________________

Email Address: ______________________________________________________

Date of Birth: ____________________ Gender: Male: ________ Female: ________

What services are you seeking from the Career Center? ______________________

________________________________

Have you received services from us in the past? Yes____ No____ If Yes, what services did you receive, and when did you receive them? ______________________

________________________________

Ethnic Origin: __________________________________ U.S. Citizen   Yes: ________ No: ________

If you are not a citizen, is your employment authorized? Yes: ________ No: ________

Expiration date of your Alien Registration Card _____/_____/_____

Did you register with Selective Services? (If male, born after January 1, 1960)

Yes: ________ No: ________ Not Applicable: ________

Are you a US Veteran? Yes: ________ Separation Date: _____/_____/____ No: ________

Are you married to a Veteran? Yes: ________ No: ________

Are you a Migrant Worker? Yes: ________ No: ________ Farm Worker? Yes: ________ No: ________

Are you currently employed? Yes: ________ Full Time: ________ Part-Time: ________ No: ________

Have you been affected by any of the following:


Name of Business/Company: ____________________ When: ____________________

If unemployed, are you currently collecting Unemployment Insurance Benefits?

Yes: ________ Claim Exhausted: ________ Ineligible: ________

Have not applied: ________ Applied, Claim Pending: ________

Family Income for the past 6 months: $________ Family Size: ________

Have you been looking for a job? Yes: ________ For how long? ________ No: ________

What do you think is preventing you from finding a job? ______________________
Would any of the following affect your ability to find and keep a job:

- Physical Impairment
- Mental Impairment
- Convictions
- Other (please specify)

- Felony or a misdemeanor
- Homelessness
- Drug and/or alcohol problem

Are you currently receiving, or have you received any of the following within the last 6 months:
- CalWorks (Cash Aid)
- Food Stamps
- SSI (Supplemental Security Income)
- G.A. (General Assistance)
- TAA/TRA
- Department of Rehabilitation
- State Disability
- Worker’s Compensation
- Housing Authority
- Financial Aid (ex. Pell Grant, BOGW)
- Other: __________________

Please list and include amount: ____________

Education Status: Check highest grade completed:
- 0-11th
- GED
- HS Diploma
- AA/AS
- BA/BS
- Master’s Degree
- Ph.D.

Major course of study: _________________________________________________________

Additional Skills: Licenses, computer skills, trainings, foreign languages:
________________________________________________________________________
________________________________________________________________________

What is your current employment goal:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

What type of work are you looking for right now:

1st Choice: ______________________________________________________________

2nd Choice: ______________________________________________________________

WORK HISTORY:
Company: __________________________________ Job Title: ____________________
Address: __________________________________ Phone Number: ________________
Employed from ___/___/___ to ___/___/___ Hourly Wage: $____________________
Hours per Week: ____________ Job Duties: __________________________________

Reason for leaving: _______________________________________________________

Company: __________________________________ Job Title: ____________________
Address: __________________________________ Phone Number: ________________
Employed from ___/___/___ to ___/___/___ Hourly Wage: $____________________
Hours per Week: ____________ Job Duties: __________________________________

Reason for leaving: _______________________________________________________
Company: ___________________________ Job Title: ___________________________
Address: __________________________ Phone Number: _______________________
Employed from ___/___/___ to ___/___/___ Hourly Wage: _______________________
Hours per Week: ____________ Job Duties: ___________________________________
________________________________________________________________________
Reason for leaving: _______________________________________________________

LIST TWO EMERGENCY CONTACTS:

Name: __________________________ Relationship: __________________________
Phone Number: __________________ Address: _____________________________

Name: __________________________ Relationship: __________________________
Phone Number: __________________ Address: _____________________________

CAN YOU PROVIDE EMPLOYMENT REFERENCES IF REQUESTED:
Yes: _____    NO: _____

IS THERE ANYTHING ELSE YOU CAN SHARE WITH US TO ASSIST YOU WITH YOUR
EMPLOYMENT:__________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________

Applicant Certification: I certify under penalty of perjury that all of the information is true and
complete. I agree that any information I have supplied is subject to verification. I understand that
falsification of any item is grounds for termination from the Workforce Innovation and
Opportunity Act Program.

Signature of Applicant: ___________________________ Date: _______________________

Rev.7/1/2015
The Lower Living Standard Income Level (LLSIL) and poverty guidelines are used to establish low-income status for Workforce Innovation and Opportunity Act (WIOA) Title I programs.

Since the income received during the six-month period immediately prior to the individual’s application for WIOA funded services is used for income determination, each chart below shows the six-month, as well as the annual, figures for each family size. A comparison of the applicant’s actual family income during the six-month income determination period with the six-month figures on the charts enables the reviewer to immediately determine an individual’s eligibility.

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

*EDD Workforce Services Directive, WSD15-1; July 17, 2015*
Use the following sources to verify whether an adult participant qualifies for priority of service under WIOA:

<table>
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<tr>
<th>Priority of Service Criteria</th>
<th>Acceptable Documentation</th>
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| 1. Recipient of Public Assistance | - Cross-match with public assistance database  
- Copy of authorization to receive cash public assistance  
- Copy of public assistance check  
- Medical card showing cash grant status  
- Public assistance records  
- Refugee assistance records |
| 2. Low Income | - Alimony agreement  
- Award letter from veteran’s administration  
- Bank statements  
- Compensation award letter  
- Court award letter  
- Pension statement  
- Employer statement/contact  
- Family or business financial records  
- Housing authority verification  
- Pay stubs  
- Public assistance records  
- Quarterly estimated tax for self-employed persons  
- Social Security benefits  
- Unemployment Insurance documents  
- Self attestation* |
| 3. Basic Skills Deficient | - School Records  
  o A referral or records from a Title II Basic Adult Education program or English Language Learner program  
- Results of academic assessment (e.g. CASAS test)  
- Case notes^  
- Self-Attestation* |

^ Case Notes: Paper or electronic statements by the case manager that identifies, at a minimum: (1) a participant's status for a specific data element, (2) the date on which the information was obtained, and (3) the case manager who obtained the information. If case notes are used as a documentation source, the case notes must provide an auditable trail back to the source of information verified. The case manager does not need to keep a hard copy of the information verified in the participant’s case file.

*Self-Attestation: To be used as a documentation source only when the preferred options of paper documentation or third party corroboration are not available. Not to be used as the primary method of gathering documentation to verify data elements.
WIOA Individual Training Account Policy
Policy Memorandum 16-02

Date: June 8, 2016
To: All WIOA Service Providers
Purpose: To provide guidance to contractors (service providers) utilizing Individual Training Accounts (ITAs) to provide training services for eligible clients.
Rescissions: WIA Individual Training Account Policy (July 8, 2014)
References: Employment and Training Guidance Letter WIOA, No.3-15; WIOA Section 134

Background:
WIOA authorizes three types of “career services” for adults and dislocated workers: basic career services, individualized career services, and follow-up services. These services can be provided in any order; there is no sequence requirement for these services. WIOA service providers must determine WIOA eligibility to be able to receive assistance from the adult or dislocated worker programs.

The Workforce Innovation and Opportunity Act further provides that training services be focused on occupations for which a demand for trained workers exists or is forecast to occur in the future. Section 134(c)(3)(A) of the Workforce Innovation and Opportunity Act of 2014 references:

“Training services … directly linked to occupations that are in demand in the local area, or in another area to which an adult or dislocated worker receiving such services is willing to relocate. In alignment with the WIOA key reform principals, and service requirements, statistical information on industry and occupational projections must be provided and given strong consideration when determining training.”

Policy:

A. Local Guidelines for Training Services

1. In accordance with WIOA, if available, other funding sources (non-WIOA) will be utilized as the first source of payment for training programs. This includes but is not limited to Pell grants, Board of Governor’s Enrollment Fee Waiver (BOG), scholarships, and others.

2. ITAs will be capped/limited to $10,000 for the duration of WIOA enrollment. The $10,000 does not include the cost of Supportive services for adult and dislocated workers which are available to a maximum total of $200 for the duration of enrollment.

3. If similar training (curricula and timeframes) is available at both public and private training institutions, the local WDB will only pay up to the cost of training at the public training institution. The WIOA participant could opt for the private school but would only receive an ITA for an amount equal to the Public School’s cost.

4. The standard training is considered to be one year. Maximum training time will be 2 years. In instances where training extends over a two-year period, WIOA staff will prepare one
voucher to reflect the total cost of the training that is to be committed. Vouchers should be submitted for the training and supply costs outlined by the institution such as Cabrillo.

5. ITAs and On-The-Job Trainings (OJTs) can be combined as long as total funding stays below a $10,000 cap.

6. The maximum amount for an ITA will be paid for sector occupations including health care careers, construction, and the retail sub sector of trade transportation and utilities sectors for occupations linked to in-demand employment opportunities on the Priority Occupations List. ITAs can be written for unlisted occupations that will be paid at $3,500 maximum.

7. Service Provider staff will inform and facilitate career decisions. However, the customer retains the choice to access training for WDB-approved demand occupations from any ITA-eligible training provider on the statewide eligible training provider list.

8. ITAs are valid for a period of one semester, one quarter or the equivalent division of training from the date of issuance. ITAs are renewable based on successful completion of each training period, funding availability and continued occupational demand.

9. The WIOA Service Provider must input the required information into the State’s CalJOBS system for all ITA activity.

10. The WIOA Service Provider is responsible for completing the training agreement, obtaining progress reports, assisting clients with placement in a job, and conducting follow-up. WIOA Service Providers must maintain contact with clients to help assure successful participation and completion. Case-notes are required to be updated in CalJOBS on a monthly basis at minimum throughout the training period to document program progression.

B. Eligibility for Training

There is no sequence of service requirement for career and training services using WIOA funds for the provision of occupational classroom training. Under WIOA, training services may be provided if after an interview, evaluation or assessment, and career planning. That the individual:

1. Is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone;
2. Is in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone;
3. Has the skills and qualifications to successfully participate in the selected program of training services

C. Eligible Training Provider List

The intent of the Workforce Innovation and Opportunity Act (WIOA) is to allow job seekers, who are eligible to receive training services, freedom of choice in selecting a training program from the State’s Eligible Training Provider List.

California’s Eligible Training Provider List (ETPL) was established in compliance with the Workforce Investment Act (WIA) of 1998 and amended by the Workforce Innovation and Opportunity Act (WIOA) of 2014 to provide customer-focused employment training resources for adults and

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1 WIOA Section 134 (c) (3)
dislocated workers. Training providers who are eligible to receive Individual Training Accounts (ITAs) through WIOA Title I-B funds are listed on the ETPL. The WIOA ETPL Policy and Procedures issued in November 2015, governs the operation of the ETPL in California.

California’s statewide list of qualified training providers offers a wide range of educational programs, including classroom, correspondence, online and apprenticeship programs.

D. Demand Occupations

All training services supported through the Santa Cruz County Workforce Development Board must be directly linked to occupations that are in demand in the local area, or in another area to which an adult or dislocated worker receiving such services is willing to relocate. Exceptions may be granted on a case-by-case basis.

Occupations in demand of skilled workers or occupations in industries with a sustained high demand or growth are defined by the Santa Cruz County Workforce Development Board. This information is periodically updated and released through the attached Priority Occupations List.

E. Exception to policy

Under special circumstances, on a case-by-case basis and with proper justification, WIOA Service Providers could request a waiver to exceed the $3,500 from the WDB Sr. Analyst and with approval from the Workforce Development Board Director.

WIOA Service Providers should submit an ITA Policy Exception Memo (Attachment II) with the explanation and justification (ie. labor market information) for the exception.

F. Individual Training Account Payment Timeframes

Individual Training Account voucher payments will be made in two separate installments for all private, for-profit training vendors as follows:
- Enrollment Payment = 50% of Total
- Midpoint Payment = 50% of Total

For the initial payment, WIOA enrollment and training vendor enrollment must be verified.

For the midpoint invoice payment, the participant must have completed 50% of the course hours and a corresponding progress report should be included with the invoice. The progress report must indicate that the training midpoint has been reached. WIOA staff must make a verifiable case note entry in Cal JOBS to correspond to this information.

G. Priority of Service Policy

WIOA Service Providers will implement the WDB’s Priority of Service Policy for designated populations of WIOA customers/applicants for those interested in individualized career services and training services.

H. Supportive Services

WIOA Service Providers will arrange for supportive services during training and employment to eliminate barriers and improve retention according to the WDB’s Supportive Service Policy. This may include work clothing, tools, childcare, finger printing, and transportation assistance. The need for supportive services will be documented in the Employment Plan or Career Advancement Plan, as well as Cal JOBS case notes. The need will be revised as needed. Supportive services are paid based on an approved invoice and backed up by receipts and/or provider signatures. Using the Commit and Pay (CnP) system, WIOA Service Providers will track Supportive Service amounts authorized and stay within budget allocation and the WDB Supportive Service Policy.
Supportive Services claims will be submitted on a monthly basis but no later than 30 days after the conclusion of the training activity.

**Action:** All WIOA Service Providers shall comply with the attached ITA 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. Demand Occupations List/Priority Occupations List

II. ITA Exception Memo

This policy authorized by:
Santa Cruz County
High Demand Job Opportunities

Santa Cruz County continues to see jobs returning to the local economy and prospects for lower unemployment are improving. Over the next five years, Santa Cruz County is projected to add more than 8,500 jobs. The occupations within the industry sectors identified by the Workforce Investment Board of Santa Cruz County that have the best job prospects are shown below.

<table>
<thead>
<tr>
<th>SOC</th>
<th>Agriculture</th>
<th>Business &amp; Financial Operations</th>
<th>Education &amp; Public Administration</th>
<th>Information/Technology and Science</th>
<th>Manufacturing, Construction &amp; Transportation</th>
<th>Retail &amp; Hospitality</th>
</tr>
</thead>
<tbody>
<tr>
<td>45-2092</td>
<td>Farmworkers and Laborers, Crop, Nursery, and Greenhouse</td>
<td>4,323</td>
<td>148</td>
<td>73</td>
<td>2%</td>
<td>$10.36</td>
</tr>
<tr>
<td>45-2093</td>
<td>Agricultural Equipment Operators</td>
<td>338</td>
<td>23</td>
<td>31</td>
<td>6%</td>
<td>$10.46</td>
</tr>
<tr>
<td>45-2093</td>
<td>Farmworkers, Farm, Ranch, and Aquacultural Animals</td>
<td>472</td>
<td>16</td>
<td>8</td>
<td>2%</td>
<td>$12.84</td>
</tr>
<tr>
<td>43-9061</td>
<td>Office Clerks, General</td>
<td>2,255</td>
<td>80</td>
<td>150</td>
<td>7%</td>
<td>$16.02</td>
</tr>
<tr>
<td>43-6014</td>
<td>Secretaries and Administrative Assistants</td>
<td>2,030</td>
<td>58</td>
<td>159</td>
<td>8%</td>
<td>$17.69</td>
</tr>
<tr>
<td>11-1021</td>
<td>General and Operations Managers</td>
<td>1,790</td>
<td>54</td>
<td>96</td>
<td>5%</td>
<td>$23.73</td>
</tr>
<tr>
<td>13-2052</td>
<td>Personal Financial Advisors</td>
<td>1,099</td>
<td>47</td>
<td>129</td>
<td>12%</td>
<td>$28.38</td>
</tr>
<tr>
<td>13-2011</td>
<td>Accountants and Auditors</td>
<td>1,175</td>
<td>43</td>
<td>12</td>
<td>1%</td>
<td>$31.37</td>
</tr>
<tr>
<td>43-1011</td>
<td>First-Line Supervisors of Office and Administrative Support Workers</td>
<td>1,033</td>
<td>40</td>
<td>69</td>
<td>7%</td>
<td>$26.99</td>
</tr>
<tr>
<td>43-3031</td>
<td>Bookkeeping, Accounting, and Auditing Clerks</td>
<td>1,701</td>
<td>33</td>
<td>87</td>
<td>5%</td>
<td>$19.90</td>
</tr>
<tr>
<td>13-1111</td>
<td>Management Analysts</td>
<td>1,256</td>
<td>29</td>
<td>40</td>
<td>3%</td>
<td>$34.41</td>
</tr>
<tr>
<td>43-9199</td>
<td>Office and Administrative Support Workers, All Other</td>
<td>539</td>
<td>21</td>
<td>27</td>
<td>5%</td>
<td>$16.29</td>
</tr>
<tr>
<td>25-1089</td>
<td>Postsecondary Teachers</td>
<td>2,326</td>
<td>78</td>
<td>200</td>
<td>9%</td>
<td>$33.04</td>
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<tr>
<td>11-9141</td>
<td>Property, Real Estate, and Community Association Managers</td>
<td>1,539</td>
<td>58</td>
<td>101</td>
<td>7%</td>
<td>$33.04</td>
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<tr>
<td>25-9041</td>
<td>Teacher Assistants</td>
<td>1,035</td>
<td>37</td>
<td>61</td>
<td>6%</td>
<td>$14.13</td>
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<tr>
<td>25-2021</td>
<td>Elementary School Teachers</td>
<td>825</td>
<td>32</td>
<td>59</td>
<td>7%</td>
<td>$32.46</td>
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<tr>
<td>25-3098</td>
<td>Substitute Teachers</td>
<td>1,281</td>
<td>31</td>
<td>44</td>
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<td>$14.37</td>
</tr>
<tr>
<td>25-2031</td>
<td>Secondary School Teachers</td>
<td>747</td>
<td>27</td>
<td>30</td>
<td>4%</td>
<td>$33.63</td>
</tr>
<tr>
<td>33-3051</td>
<td>Police and Sheriff’s Patrol Officers</td>
<td>477</td>
<td>21</td>
<td>27</td>
<td>6%</td>
<td>$41.62</td>
</tr>
<tr>
<td>33-9032</td>
<td>Security Guards</td>
<td>580</td>
<td>20</td>
<td>54</td>
<td>9%</td>
<td>$13.82</td>
</tr>
<tr>
<td>31-1011</td>
<td>Home Health Aides</td>
<td>884</td>
<td>80</td>
<td>296</td>
<td>33%</td>
<td>$12.22</td>
</tr>
<tr>
<td>29-1114</td>
<td>Registered Nurses</td>
<td>1,484</td>
<td>67</td>
<td>176</td>
<td>12%</td>
<td>$37.41</td>
</tr>
<tr>
<td>31-1014</td>
<td>Nursing Assistants</td>
<td>604</td>
<td>37</td>
<td>121</td>
<td>20%</td>
<td>$14.28</td>
</tr>
<tr>
<td>21-1093</td>
<td>Social and Human Service Assistants</td>
<td>556</td>
<td>34</td>
<td>86</td>
<td>15%</td>
<td>$15.45</td>
</tr>
<tr>
<td>19-3031</td>
<td>Clinical, Counseling, and School Psychologists</td>
<td>863</td>
<td>32</td>
<td>65</td>
<td>10%</td>
<td>$27.56</td>
</tr>
<tr>
<td>31-9092</td>
<td>Medical Assistants</td>
<td>644</td>
<td>24</td>
<td>50</td>
<td>8%</td>
<td>$19.89</td>
</tr>
<tr>
<td>43-6013</td>
<td>Medical Secretaries</td>
<td>587</td>
<td>22</td>
<td>73</td>
<td>12%</td>
<td>$18.05</td>
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<tr>
<td>29-2061</td>
<td>Licensed Practical and Licensed Vocational Nurses</td>
<td>284</td>
<td>21</td>
<td>61</td>
<td>21%</td>
<td>$27.54</td>
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<tr>
<td>29-2021</td>
<td>Dental Hygienists</td>
<td>296</td>
<td>14</td>
<td>31</td>
<td>10%</td>
<td>$46.78</td>
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<tr>
<td>11-9151</td>
<td>Social and Community Service Managers</td>
<td>254</td>
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<td>37</td>
<td>15%</td>
<td>$34.32</td>
</tr>
<tr>
<td>21-1021</td>
<td>Child, Family, and School Social Workers</td>
<td>295</td>
<td>14</td>
<td>34</td>
<td>12%</td>
<td>$28.35</td>
</tr>
<tr>
<td>29-1123</td>
<td>Physical Therapists</td>
<td>183</td>
<td>13</td>
<td>35</td>
<td>19%</td>
<td>$46.01</td>
</tr>
<tr>
<td>31-1134</td>
<td>Web Developers</td>
<td>320</td>
<td>12</td>
<td>33</td>
<td>10%</td>
<td>$31.85</td>
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<tr>
<td>15-1151</td>
<td>Computer User Support Specialists</td>
<td>411</td>
<td>10</td>
<td>16</td>
<td>4%</td>
<td>$24.84</td>
</tr>
<tr>
<td>15-1121</td>
<td>Computer Systems Analysts</td>
<td>392</td>
<td>10</td>
<td>14</td>
<td>4%</td>
<td>$35.31</td>
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<tr>
<td>53-7062</td>
<td>Laborers and Freight, Stock, and Material Movers</td>
<td>1,447</td>
<td>70</td>
<td>115</td>
<td>8%</td>
<td>$12.14</td>
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<tr>
<td>43-5071</td>
<td>Shipping, Receiving, and Traffic Clerks</td>
<td>584</td>
<td>21</td>
<td>25</td>
<td>4%</td>
<td>$14.31</td>
</tr>
<tr>
<td>53-3033</td>
<td>Light Truck or Delivery Services Drivers</td>
<td>701</td>
<td>16</td>
<td>21</td>
<td>3%</td>
<td>$17.33</td>
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<tr>
<td>51-9199</td>
<td>Production Workers, All Other</td>
<td>332</td>
<td>15</td>
<td>29</td>
<td>9%</td>
<td>$12.73</td>
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<tr>
<td>53-3031</td>
<td>Driver/Sales Workers</td>
<td>385</td>
<td>15</td>
<td>41</td>
<td>11%</td>
<td>$17.19</td>
</tr>
<tr>
<td>51-6011</td>
<td>Laundry and Dry-Cleaning Workers</td>
<td>209</td>
<td>14</td>
<td>34</td>
<td>16%</td>
<td>$11.37</td>
</tr>
<tr>
<td>51-2092</td>
<td>Team Assemblers</td>
<td>429</td>
<td>12</td>
<td>24</td>
<td>6%</td>
<td>$13.53</td>
</tr>
<tr>
<td>35-3021</td>
<td>Combined Food Preparation and Serving Workers, Including Fast Food</td>
<td>2,572</td>
<td>181</td>
<td>350</td>
<td>14%</td>
<td>$10.10</td>
</tr>
<tr>
<td>41-2011</td>
<td>Cashiers</td>
<td>3,202</td>
<td>176</td>
<td>166</td>
<td>5%</td>
<td>$12.21</td>
</tr>
<tr>
<td>41-2031</td>
<td>Retail Salespersons</td>
<td>3,611</td>
<td>167</td>
<td>182</td>
<td>5%</td>
<td>$15.03</td>
</tr>
<tr>
<td>39-8021</td>
<td>Personal Care Aides</td>
<td>1,500</td>
<td>141</td>
<td>635</td>
<td>42%</td>
<td>$11.13</td>
</tr>
<tr>
<td>35-3031</td>
<td>Waiters and Waitresses</td>
<td>2,127</td>
<td>138</td>
<td>155</td>
<td>7%</td>
<td>$13.63</td>
</tr>
<tr>
<td>41-9022</td>
<td>Real Estate Sales Agents</td>
<td>4,031</td>
<td>76</td>
<td>164</td>
<td>4%</td>
<td>$19.85</td>
</tr>
<tr>
<td>35-3022</td>
<td>Counter Attendants, Cafeteria, Food Concession, and Coffee Shop</td>
<td>845</td>
<td>54</td>
<td>11</td>
<td>1%</td>
<td>$10.72</td>
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<tr>
<td>35-2014</td>
<td>Cooks, Restaurant</td>
<td>1,255</td>
<td>54</td>
<td>137</td>
<td>11%</td>
<td>$12.87</td>
</tr>
<tr>
<td>43-4001</td>
<td>Customer Service Representatives</td>
<td>956</td>
<td>50</td>
<td>112</td>
<td>12%</td>
<td>$18.38</td>
</tr>
<tr>
<td>41-1011</td>
<td>First-Line Supervisors of Retail Sales Workers</td>
<td>1,688</td>
<td>50</td>
<td>26</td>
<td>2%</td>
<td>$17.53</td>
</tr>
<tr>
<td>41-4012</td>
<td>Sales Representatives, Wholesale and Manufacturing</td>
<td>1,196</td>
<td>47</td>
<td>99</td>
<td>8%</td>
<td>$42.46</td>
</tr>
<tr>
<td>35-1012</td>
<td>First-Line Supervisors of Food Preparation and Serving Workers</td>
<td>752</td>
<td>41</td>
<td>88</td>
<td>11%</td>
<td>$19.90</td>
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<tr>
<td>35-9011</td>
<td>Dining Room and Cafeteria Attendants and Bartender Helpers</td>
<td>562</td>
<td>32</td>
<td>34</td>
<td>6%</td>
<td>$11.57</td>
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<tr>
<td>35-2021</td>
<td>Food Preparation Workers</td>
<td>647</td>
<td>32</td>
<td>61</td>
<td>9%</td>
<td>$12.19</td>
</tr>
<tr>
<td>SOC</td>
<td>Services</td>
<td>2015 Jobs</td>
<td>Annual Openings</td>
<td>5-Year Projected Growth</td>
<td>5-Year Projected Growth %</td>
<td>Avg. Hourly Earnings</td>
</tr>
<tr>
<td>-------</td>
<td>---------------------------------------</td>
<td>-----------</td>
<td>-----------------</td>
<td>-------------------------</td>
<td>--------------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>39-3091</td>
<td>Amusement and Recreation Attendants</td>
<td>397</td>
<td>28</td>
<td>36</td>
<td>9%</td>
<td>$11.84</td>
</tr>
<tr>
<td>35-9012</td>
<td>Hairstylists, Hairstylists, and Cosmetologists</td>
<td>746</td>
<td>28</td>
<td>43</td>
<td>6%</td>
<td>$13.11</td>
</tr>
<tr>
<td>35-9031</td>
<td>Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop</td>
<td>292</td>
<td>28</td>
<td>23</td>
<td>8%</td>
<td>$10.91</td>
</tr>
<tr>
<td>41-3021</td>
<td>Insurance Sales Agents</td>
<td>634</td>
<td>27</td>
<td>58</td>
<td>9%</td>
<td>$27.96</td>
</tr>
<tr>
<td>35-9021</td>
<td>Dishwashers</td>
<td>402</td>
<td>25</td>
<td>31</td>
<td>8%</td>
<td>$10.83</td>
</tr>
<tr>
<td>41-3031</td>
<td>Securities, Commodities, and Financial Services Sales Agents</td>
<td>748</td>
<td>24</td>
<td>17</td>
<td>2%</td>
<td>$23.11</td>
</tr>
<tr>
<td>35-2011</td>
<td>Cooks, Fast Food</td>
<td>723</td>
<td>24</td>
<td>44</td>
<td>6%</td>
<td>$10.40</td>
</tr>
<tr>
<td>41-3099</td>
<td>Sales Representatives, Services, All Other</td>
<td>550</td>
<td>23</td>
<td>37</td>
<td>7%</td>
<td>$25.62</td>
</tr>
<tr>
<td>41-9021</td>
<td>Real Estate Brokers</td>
<td>1,072</td>
<td>21</td>
<td>44</td>
<td>4%</td>
<td>$28.99</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SOC</th>
<th>Other</th>
<th>2015 Jobs</th>
<th>Annual Openings</th>
<th>5-Year Projected Growth</th>
<th>5-Year Projected Growth %</th>
<th>Avg. Hourly Earnings</th>
</tr>
</thead>
<tbody>
<tr>
<td>37-2011</td>
<td>Janitors and Cleaners, Except Maids and Housekeeping Cleaners</td>
<td>2,618</td>
<td>109</td>
<td>282</td>
<td>11%</td>
<td>$12.84</td>
</tr>
<tr>
<td>37-2012</td>
<td>Maids and Housekeeping Cleaners</td>
<td>1,782</td>
<td>90</td>
<td>260</td>
<td>15%</td>
<td>$11.39</td>
</tr>
<tr>
<td>37-3011</td>
<td>Landscaping and Groundskeeping Workers</td>
<td>1,586</td>
<td>72</td>
<td>147</td>
<td>9%</td>
<td>$13.31</td>
</tr>
<tr>
<td>49-9071</td>
<td>Maintenance and Repair Workers, General</td>
<td>1,282</td>
<td>43</td>
<td>85</td>
<td>7%</td>
<td>$19.13</td>
</tr>
<tr>
<td>49-3023</td>
<td>Automotive Service Technicians and Mechanics</td>
<td>519</td>
<td>20</td>
<td>24</td>
<td>5%</td>
<td>$21.21</td>
</tr>
</tbody>
</table>

These occupations are in industries with projected growth from 2015-2020, that pay an annual wage of $20,000 or more, and have an education/experience level at or below the Bachelor's Degree level. 5/6/2016
ITA POLICY EXCEPTION

DATE:

TO: Workforce Investment Board Director:

FROM: WIOA Program Manager:

SUBJECT:  
☐ Exception to $3500 ITA Limit Policy
☐ Exception to One Year Training Period Policy
☐ Exception to Supportive Service Limit $200.00

Participant last name, first initial:

Vocational Goal:

Explanation:

☐ Cabrillo College Program
☐ CalWORKs participant
☐ Labor market demand
☐ ITA Scholarship Proj: soc
☐ Uniqueness of training:
☐ Wage at placement:
☐ Hardship of individual:
☐ Other: Explain in comment section

Comments:

WIOA Program Manager: Authorized signature

Workforce Investment Board Staff Approval:  
☐ Yes  ☐ No  Explain Below

Return copy to sender.

Copy must be in participant’s case file.

Rev. 1/15/2016
WIOA On-The-Job Training (OJT) Policy
Policy Memorandum 16-03

Date: June 8, 2016
To: All WIOA Service Providers
Purpose: To provide guidance to contractors (service providers) utilizing On-The-Job Training (OJT) services for eligible clients.
Rescissions: None
References: WIOA Section 3(44); WIOA Section 134(c)(3)(h)

Background:
On-the-Job Training (OJT) is training by an employer given to a participant who, after objective assessment and in accordance with the Individual Employment Plan (IEP), has been referred to and hired by the employer following the development of an agreement with the employer to provide occupational training in exchange for partial reimbursement of the employer’s extraordinary costs.

OJT occurs while the participant is engaged in productive work that provides knowledge and skills essential to full and adequate performance on-the-job. OJT may be sequenced with or accompanied by other types of training such as classroom training or literacy training.

Policy:
A. OJT Recruitment
WIOA Service Providers will assume primary responsibility for outreach and recruitment of potential WIOA OJT trainees. Information on the availability of Workforce Santa Cruz County Job Seeker services at the Career Centers as well as information about WIOA program eligibility and training opportunities accessed at the full service Career Center are to be included in the outreach efforts. All promotional materials for the OJT program must have prior approval by WDB Contract Analyst and include the statement “funded by the Workforce Development Board of Santa Cruz County and the County Board of Supervisors”, and contain language consistent with the Americans with Disabilities Act requirements. Additionally, outreach and recruitment tools developed by the Contractor will be in English and Spanish.

The recruitment strategy will promote the benefits of training, the upward mobility potential and advancement opportunities. These may include strategies for incumbent workers, local employers for entry-level positions, open houses, presentations to employers, press announcements, and advertisements.

A description of OJT employment training opportunities will be included in customer orientations at the full service Career Center and WIOA Service Providers will refer potential participants for an OJT based on the needs and interests of the participant.
B. OJT Job Search Activities

WIOA Service Providers shall provide each participant with active assistance in seeking the OJT employer who will agree to training and employment. Additionally, job development selections and referrals will be related to the participant's goal as stated on the Employment Plan.

The Individual Employment Plan and assessment documents on record may include the following information:

- personal information (with participants signed release)
- Interests, skills and work readiness information
- educational and employment history
- financial situation as it relates to employment goals
- short and long term employment goals
- barriers to employment / advancement and plan to mitigate barriers
- physical accommodations related to employment needs

C. Identifying OJT Employers

Outreach to business and employers will be conducted throughout Santa Cruz County. WIOA assigned staff will seek to identify and work closely with successful employers that offer outstanding employment opportunities including company sponsored training, benefits (health, and other), promotional opportunities, and stable employment. For limited English proficient participants, WIOA Service Providers will identify appropriate employers.

Selection of an employer for an OJT contract requires that employers shall have:

- Federal and state tax identification numbers;
- Workers' compensation insurance;
- Reasonable business history and business license;
- Identifiable job with corresponding equipment, materials and supervision to perform the training;
- Ability to commit to skill training outline;
- Ability to enhance marketable skills of OJT employee;
- Ability to support assurances of OJT contract;
- Ability to transition the OJT employee into permanent (more than six months) unsubsidized employment upon completion of training;
- Accounting system that allows for tracking of OJT employee salaries and invoicing procedures; and
- A past performance with OJT contracting (if applicable) that did not indicate serious deficiencies in their ability to train and transition participants.

D. Employer Contracts

The WDB approved OJT Employer Contract form shall be used. All OJT contracts with employers are to begin between July 1 and May 1 of each program year. Contracts are to end by June 30th unless approval has been received from the WDB Analyst to extend training into the next fiscal year. WIOA Service Providers will be responsible for assuring that the:

- OJT contract is well matched to the participant's occupational interest
- OJT placements are matched to the participant's required working conditions
- OJT position is matched to the participant's financial situation
- OJT training is well matched to the skills the participant needs to acquire in order to continue in on-going unsubsidized employment.
Specific OJT prerequisites are established by individual employers and participants who have some aptitude for a specific occupation can be placed into an OJT even though they lack the basic education. All contracts will include a job specific training plan, using the ONET occupations and related job descriptions. The Standard Vocational Preparation (SVP) code and the participant's education and work history will be used as a guide in determining the length of each participant's OJT contract.

The length of training time shall not be less than 240 hours and shall not exceed six (6) months or 1040 hours, OJT contracts will be for full-time employment (30 hours or more per week).

Employers with whom OJT contracts are written will be reimbursed from the WDB’s training account for extraordinary costs associated with training at a rate not to exceed 50% of a participant's wages during the OJT contract period. All skill training will be provided by the employer as specified in the OJT Employer Contract.

Contracts will be written with employers that have not been seriously deficient in their conduct or participation in any U.S. Department of Labor program, State of California, or Santa Cruz County Employment and Training program. Health and safety standards established under state and federal law, otherwise applicable to working conditions of employees, shall be equally applicable to working conditions of participants. To the extent that a State Workers' Compensation law is applicable, benefits in accordance with such law shall be available with respect to injuries suffered by participants. All participants shall be provided benefits and working conditions at the same level and to the same extent as other employees working a similar length of time and doing the same type of work. For unionized employers, compliance with collective bargaining agreements will be observed and signatures of concurrence obtained.

E. Job Site Monitoring

WIOA assigned staff will visit the worksite monthly to assess training progress and monitor the validity and propriety of amounts claimed for reimbursement. Monitoring visits, and all other contacts with either the participant or the employer related to training will be documented in CalJOBS case notes. WIOA Service Providers will document site visits using an OJT Monthly Progress Report. This report will be completed and signed by the participant's supervisor AND the participant each month. A copy of the Progress Report, will be given to the employer, a second copy will be filed in the physical case file. Claims submitted to the County are to be substantiated by copies of payroll (i.e. documentation used by the employer to determine the amount to be paid to the participant for a set pay period) and time and attendance records.

F. Follow-up and Retention Services

Participants and OJT employers will be surveyed and provided a customer satisfaction feedback form for their completion to rate the OJT services and program. A summary of the feedback will be provided to the WDB Service Providers via a Final Service Report by July 30th following the end of the program year.

The WIOA Service Provider must input the required information into the State’s CalJOBS system for all OJT activity.

The WIOA Service Provider is responsible for completing the training agreement, obtaining progress reports, assisting clients with placement in a job, and conducting follow-up. WIOA Service Providers must maintain contact with clients to help assure successful participation and completion. Case-notes are required to be updated in CalJOBS on a monthly basis at a minimum throughout the training period to document program progression.
G. Priority of Service Policy

WIOA Staff will implement the WIB’s Priority of Service Policy for designated populations of WIOA customers/applicants for those interested in individualized career services and training services.

H. Supportive Services

WIOA Staff will arrange for supportive services during training and employment to eliminate barriers and improve retention according to the WIB’s Supportive Service Policy. This may include work clothing, tools, childcare, finger printing, and transportation assistance. The need for supportive services will be documented in the Employment Plan or Career Advancement Plan, as well as Cal JOBS case notes. The need will be revised as needed. Supportive services are paid based on an approved invoice and backed up by receipts and/or provider signatures. Using the Commit and Pay (CnP) system, WIOA Staff will track Supportive Service amounts authorized and stay within budget allocation and the WIB Supportive Service Policy.

Supportive Services claims will be submitted on a monthly basis but no later than 30 days after the conclusion of the training activity.

Action: All WIOA Service Providers shall comply with the attached OJT 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: None

This policy authorized by:
**WIOA Supportive Services Policy**

**Policy Memorandum 16-04**

Date: June 8, 2016

To: All WIOA Adult and Dislocated Worker Service Providers

Purpose: To provide guidance to contractors (service providers) utilizing Supportive Services for eligible Adult and Dislocated Worker participants.

Rescissions: WIA Supportive Services Policy (Dated June 5, 2013)

References: Employment and Training Guidance Letter WIOA, No.3-15; WIOA Section 134

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

- Services provided under this policy are necessary to enable participants to participate in activities under Title I of WIOA.
- Provision of supportive services under this policy is contingent upon the availability of WIOA funds.
- Additionally, at the discretion of the local Workforce Development Board this Supportive Service Policy is subject to change.

**Policy:**

**A. General Provisions**

Supportive services and needs-related payments for adult and dislocated workers are available to a maximum total of $200 for the duration of WIOA enrollment. Supportive services and needs-related payments will only be provided to an individual after they are enrolled into WIOA and during their WIOA participation. All requests for participant supportive services and all collaborating information detailing the need will be documented in the participant’s plan. Services provided do not duplicate services available from other sources and are coordinated with the services of partners and community service providers. To the extent possible, similarly situated participants receive similar services.

**B. Procedure**

1. **Eligibility**
   Supportive Services may only be provided to individuals who are:
   - Participating in Adult and Dislocated Worker programs with activities authorized under WIOA; and
   - Unable to obtain supportive services through other programs providing such services.

2. **Identifying & Assessing/Establishing Need**
   Service provider staff, within the scope of responsibility for case management, will identify the need for supportive services. Staff will assess the need by determining whether or not the customer needs the support to enable him/her to fully participate in WIOA Adult/Dislocated Worker Services activities, leading to goal achievement(s). Staff will identify the need for supportive services to enable the customer to participate in the activities that correspond to the support and attainment of the WIOA performance goals.
3. **Documented Need**  
Staff will document the assessed need in the CalJOBS case note system entry for each WIOA Adult and Dislocated Worker participant who has been approved for supportive services.

4. **Consideration of Community Resources**  
Before providing supportive services to any customer, the staff person must consider what other community resources are available to provide these same services. At a minimum, the Staff must be aware of all supportive services offered by the workforce partners.

**Pell Grants:**  
Participants enrolled or accepted for enrollment at an accredited college, in a course of study eligible for Federal or State financial aid and, leading to a certificate or degree must apply for a Federal Pell Grant. No Supportive Services will be provided until this action is accomplished, as verified by a copy of the Pell Grant Application or award letter. Copies of the verification documents will be maintained in the participant's file.

Upon award of a Pell Grant, full or partial, the participant's supportive services may be reduced or terminated. The participant's needs will be reassessed and documented to determine appropriate level of assistance from WIOA funding.

**C. Supportive Services Available**

1. **Transportation Assistance:**  
   - Bus passes, or  
   - Gas reimbursement rates are $5.00 per day for in-county and $10.00 per day for out-of-county travel, up to $200 for the duration of enrollment. However, the sum of all Supportive Services (transportation, child care, other services) cannot exceed $200.

Transportation will be provided at two payment points as follows:  
- Mid-semester and end of semester for public education institutions  
- Mid-point and end point for private for profit and private not for profit institutions.

2. **Childcare Assistance:**  
Participants with children 12 years or younger are eligible for childcare who do not have another source of funds to pay for child care.

Participants qualifying for childcare will be reimbursed at the amount of $20.00 per day per child up to $200 for the duration of enrollment. However, the sum of all Supportive Services (transportation, child care, and other services) cannot exceed $200.

3. **Additional services, if needed and justified:**  
   - **Clothing:** $200.00 maximum allowance.  
   - **Eye care:** Maximum allowance of $160.00 at one of the HSD contracted eye care professionals.  
   - **Tools/Software/Internet Connections:** Maximum allowance of $200.00  
   - **Counseling:** On a referral basis, counseling sessions include an assessment visit and up to 5 subsequent counseling sessions as needed at one of the contracted professionals.

4. **Other Supportive services** required helping the individual stay in training or being able to successfully complete program participation; and which the WIOA Adult and Dislocated Worker participant cannot afford, will be provided on an individual case-by case basis. Each situation will be evaluated on a case by case basis as the need arises. The determination will
be made on whether support is needed and will be approved/denied by the WIOA Program Manager. WIOA staff will submit a completed Exception Memo for approval justifying the additional supportive service need.

D. Needs-Related Payments

A participant must be enrolled in a WIOA Adult and Dislocated Worker training program in order to receive needs-related payments. It is designed to provide participants with resources for the purposes of enabling them to participate in training services. Needs-related payments can help individuals meet their non-training expenses and help them to complete training successfully.

E. Exception to policy

There may be emergency or extenuating circumstances which would warrant a higher than average expenditure in any of the service categories. Any authorizations exceeding the average expenditure as listed above will be justified in case notes. Amounts exceeding $200 must be approved by the WIOA Program Manager. The WDB Director and/or designee will be informed of the approvals. There will be a fiscal monitoring mechanism in place so as not exceed the annual budgeted amount.

F. Availability of Funding

Service providers will take necessary steps to disburse the supportive services in a manner so as to provide services throughout the program year to customers who are in need. It is expected that the availability of funds will fluctuate during the program year as participant need varies.

Supportive Services funds distribution is ultimately contingent upon the availability of funds. In response to changing needs and the resulting variations in usage, the supportive service average amounts is subject to change.

Action: All WIOA WIOA Adult and Dislocated Worker Service Providers shall comply with the attached Supportive Services 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. Exception Memo

This policy authorized by:
ITA POLICY EXCEPTION

DATE:

TO: Workforce Investment Board Director:

FROM: WIOA Program Manager:

SUBJECT:  
- Exception to $3500 ITA Limit Policy
- Exception to One Year Training Period Policy
- Exception to Supportive Service Limit $200.00

Participant last name, first initial:

Vocational Goal:

Explanation:

☐ Cabrillo College Program  ☐ Uniqueness of training: __________________________
☐ CalWORKs participant  ☐ Wage at placement: __________________________
☐ Labor market demand  ☐ Hardship of individual: __________________________
☐ ITA Scholarship Proj: soc  ☐ Other: Explain in comment section

Comments:

WIOA Program Manager: Authorized signature

Workforce Investment Board Staff Approval:  ☐ Yes  ☐ No  Explain Below

Return copy to sender.

Copy must be in participant’s case file.

Rev. 1/15/2016
# WORKFORCE INVESTMENT BOARD OF SANTA CRUZ COUNTY
## POLICY ON YOUTH WORK EXPERIENCE

| Section: Workforce Investment Board Manual | Date Issued: January 24, 2002  
Revised: December 9, 2015 (YC)  
Revised: April 6, 2016 (EC) |
| --- | --- |
| Policy: WIOA YOUTH: Youth Work Experience Program | Effective Date: January 24, 2002  
Revision Effective Date: January 1, 2016 |

### Purpose
The purpose of this policy is to make provision for work experience opportunities for youth enrolled into the Title I WIOA Youth program.

### References
- WIOA (Public Law 113-128) Sections e, 107, 116, 123, 128, and 129; WIA (Public Law 105-220) Sections 101 and 129; TEGL 23-14 WIOA Youth Program Transition (3/26/2015); and WSD15-03 WIOA Youth Program Requirements

### Definition
- A work experience provides In-School-Youth (ISY) and Out-of-School Youth (OSY) with an opportunity to develop work place skills.

### General Principles
- The duration of work experience assignment
- The limitations on the number of hours
- Appropriate incentives and stipends shall be provided as appropriate
- WEX activities must be tied to activities that achieve the WIOA Youth program elements (WIOA 129(c)(2)(A)
- Requires that 20% of youth formula funds be used on paid and unpaid work experiences (WIOA Section 129 (c)(4)
- Program contractors shall include in their program design those incentives and supportive services that they deem most appropriate for their participants work experience; but these awards must conform to the guidelines set forth in the Workforce Innovation and Opportunity Act and this policy.

### Policies
- A minimum of 20% of youth formula allocation must be spent on paid and unpaid work experience.
- An average work experience assignment may be from four to 12 weeks and exceptions may be made based on availability of funding, and approved by the Project Coordinator,
- Hours of paid and unpaid work experience will be offered at a minimum of 60 hours to 250 hours, based on the availability of funding, and approved by the Project Coordinator
- Hourly wage is based on the state minimum wage requirements, or may be approved by another state agency (educational), and may be higher based on the availability of funding and approval by the Project Coordinator and WIOA Youth Analyst
- Appropriate incentives and/or supportive services may be provided based on the Incentive and Supportive Services policy allowances, and as needed for the successful completion the work experience
- Incentive and supportive services payments must be scheduled and documented in each participant’s Individual Service Strategy (ISS) and case notes. A signature of receipt by the participant must be included in the participant’s file.
As you may know, on July 17, 2015, the California Workforce Investment (now Development) Board notified the WIB that its application for initial designation as a local Workforce Development Area was accepted for the period July 1, 2015, to June 30, 2017. At the same time, the WIB was also certified as a board for the period July 1, 2015 through June 30, 2016. The resulting WDB needs to again be certified (recertified) by the state for the period of July 1, 2016, through June 30, 2018. As a part of the WIB/WDB’s application to the state, the Board Composition must be updated. Additionally, in order to formally update the Board structure in keeping with WIOA, including size, composition and name (Workforce Development Board (WDB)), it is necessary to repeal the County ordinance which established the Workforce Investment Board (WIB) and establish a new ordinance for the WDB. As a part of this, the WIB must also develop new bylaws. The bylaws are a part of the ordinance. The Ordinance and Bylaws were updated since the Executive Committee meeting in keeping with the motion that the Executive Committee took allowing for changes to be made as needed. These were made with County Counsel's direction. The version that is attached is, therefore, updated slightly from what went to the Executive Committee in May.

This must be done through a formal County process. The calendar is as follows:

- Develop draft of ordinance and bylaws. Work with County Counsel on drafts (ongoing)
- May 18 Executive Committee.
- June 8 WIB (today’s agenda).
- June 14 Board of Supervisors - Ordinance and bylaws first hearing/open hearing.
- June 20 submission (no later than) of Recertification to the State.
- June 28 Board of Supervisors final approval of ordinance and bylaws/final hearing.

I move to approve the new proposed ordinance and bylaws for the Workforce Development Board, in keeping with the Workforce Innovation and Opportunity Act, and to recommend them to the County Board of Supervisors for approval and submission to the state as part of the WDB certification process.
ORDINANCE NO. 2.111

ORDINANCE REPEALING CHAPTER 2.110
TO ELIMINATE WORKFORCE INVESTMENT BOARD
FOR WORKFORCE INVESTMENT ACT, AND
ADDING CHAPTER 2.111 TO THE SANTA CRUZ COUNTY CODE
RELATIVE TO THE WORKFORCE DEVELOPMENT BOARD

The Board of Supervisors of the County of Santa Cruz ordains as follows:

SECTION I

Chapter 2.110 of the Santa Cruz County Code is hereby repealed.

SECTION II

Title 2 of the Santa Cruz County Code is hereby amended by adding Chapter 2.111 thereto, said new Chapter to read:

Chapter 2.111

WORKFORCE DEVELOPMENT BOARD

Sections:

2.111.010 Purpose and Statutory Authority
2.111.020 Membership
2.111.030 Term of Office
2.111.040 Powers and Duties
2.111.050 Organization, Procedures and Bylaws

2.111.010 PURPOSE AND STATUTORY AUTHORITY

The local workforce development board for Santa Cruz County, hereinafter the Workforce Development Board or the WDB, is established pursuant to the authority of the federal the Workforce Innovation and Opportunity Act (WIOA) of 2014, Public Law 113-128 (hereinafter WIOA), as they may be amended from time to time, and in compliance with Chapter 2.38 of Santa Cruz County Code.

2.111.020 MEMBERSHIP

Appointments Members of the WDB shall be appointed by the Santa Cruz County Board of Supervisors (Board of Supervisors). Whenever possible, the appointment process shall consider the geographic, demographic and industrial makeup of the business community and workforce of the Workforce Development Area.

Number and Composition The number of members and composition of the WDB shall be determined by the Board of Supervisors, subject to the requirements set forth below.
A. The WDB membership must represent all geographical areas of the County, whenever possible. The WDB must include all representatives required by the Workforce Innovation and Opportunity Act (WIOA) of 2014, Public Law 113-128 (hereinafter WIOA), as amended from time to time. The WDB must include all representatives required by the Governor and the State of California Workforce Development Board and the California State Legislature, including, but not limited to, terms of the provisions of WIOA §107.

B. The WDB shall consist of up to twenty-five (25) at-large voting members, the majority of whom shall be residents of the County of Santa Cruz. In order to meet the federal and state criteria concerning membership, members of the WDB shall be appointed by the Board of Supervisors as follows:

1. Two (2) representatives of Local Educational Entities (including one (1) eligible provider administering adult education and literacy activities under WIOA title II and one (1) representative from an institution of higher education providing workforce investment activities, including community colleges).

2. Three (3) representatives of Governmental and Economic and Community Development, with:
   a. one (1) representative of economic and community development entities;
   b. one (1) representative from the state Employment Service Office (EDD) under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) serving the Local Area; and
   c. one (1) representative from programs carried out under title I of the Rehabilitation Act of 1973, other than Section 112 or Part C of that title.

3. One (1) at-large WDB nominated individual.

4. One (1) representative of the Santa Cruz County Board of Supervisors or designee.

5. Four (4) Workforce Representatives: As per WIOA Section 107(b)(2)(B), not less than 20 percent of the members of each Local Board shall be representatives of the workforce within the Local Area, who— (i) shall include representatives of labor organizations (for a Local Area in which employees are represented by labor organizations), who have been nominated by local labor federations, or (for a Local Area in which no employees are represented by such organizations) other representatives of employees; (ii) shall include a representative, who shall be a member of a labor organization or a training director, from a joint labor-management apprenticeship program, or if no such joint program exists in the area, such
a representative of an apprenticeship program in the area, if such a program exists; (iii) may include representatives of community based organizations that have demonstrated experience and expertise in addressing the employment needs of individuals with barriers to employment, including organizations that serve veterans or that provide or support competitive integrated employment for individuals with disabilities; and (iv) may include representatives of organizations that have demonstrated experience and expertise in addressing the employment, training, or education needs of eligible youth, including representatives of organizations that serve out-of-school youth. As follows:

a. Two (2) representatives of labor organizations, where such organizations exist in the Local Area. Where labor organizations do not exist, representatives must be selected from other employee representatives.

b. One (1) representative of a joint labor-management, or union affiliated, registered apprenticeship program within the area who must be a training director or a member of a labor organization. If no union affiliated registered apprenticeship programs exist in the area, a representative of a registered apprenticeship program with no union affiliation must be appointed, if one exists.

c. One (1) representative of Community-Based Organizations that serve displaced workers, youth, veterans or disabled.

California Unemployment Insurance Code (CUIC) Section 14202(c) further requires and specifies that at least 15 percent of Local Board members shall be representatives of labor organizations unless the local labor federation fails to nominate enough members. If this occurs, then at least 10 percent of the Local Board members shall be representatives of labor organizations.

6. A minimum of fifty-one percent (51%) of WDB membership must be representatives of business, nominated by local business organizations and business trade associations and shall include persons who:

a. are owners of businesses, chief executives or operating officers of businesses, or other business executives or employers with optimum policymaking or hiring authority;

b. represent businesses, including small businesses, or organizations representing businesses described in this clause, that provide employment opportunities that, at a minimum, include high-quality, work-relevant training and development in in-demand industry sectors or occupations in the Local Area; and
c. are appointed from among individuals nominated by local business organizations and business trade associations.

d. Must include two (2) or more members that represent small business as defined by the U.S. Small Business Administration.

Where appropriate, one person may represent more than one category of membership.

2.111.030 TERM OF OFFICE

Term of Office Each member shall serve for a term of four years. However, the terms of thirteen of the initial members of the board shall instead be two years, to be determined by lot. Thereafter the membership terms shall be for staggered four-year terms. There are no term limits. Members may serve as many terms as they are appointed by the Board of Supervisors.

Resignation Any WDB or WDB committee member may resign by submitting written or oral notice to the WDB Chairperson and WDB Director. The WDB Director shall provide written notice of all resignations to the Board of Supervisors and Clerk of the Board.

Removal of Members A WDB or WDB committee member's appointment may be terminated by resignation, death, incapacity, or removal.

Failure to Regularly Attend Meetings A WDB or WDB committee member may be terminated by the WDB Chairperson for failure to attend three (3) consecutive meetings without good cause entered into the meeting minutes.

2.111.040 POWERS AND DUTIES

Workforce Development Board The WDB shall have the powers and duties specified by Congress in the enabling act and further by the State of California through applicable statutes or regulations. Its goals relating to workforce development for Santa Cruz County and its role toward that end are more fully set out in the Strategic Local Plan and as follows:

The purpose of the WDB shall be to provide oversight of Santa Cruz County's comprehensive workforce development system consisting of workforce education and training, workforce preparation services, and economic development. The WDB shall:

A. Develop the Local Plan — In partnership with the chief elected official for the local area involved, develop a comprehensive local plan to implement WIOA.

B. Conduct workforce research and regional labor market analysis.

C. Convene, broker, and leverage with local workforce development system stakeholders to assist in development of the local plan and in identifying non-Federal expertise and resources to leverage support for workforce development activities.
D. Lead efforts to engage with a diverse range of employers and entities in the region to promote business representation; to develop effective linkages with employers to support utilization of the workforce system; to ensure that workforce investment activities meet the needs of employers and support economic growth in the region; and to implement proven or promising strategies for meeting the employment and skill needs of workers and employers (such as establishment of industry/sector partnerships).

E. Provide program oversight, which includes developing Memorandums of Understanding (MOUs) with required one-stop partners.

F. Negotiate local performance accountability measures.

G. Designate and/or certify one-stop operators.

H. Identify eligible training providers.

I. Conduct oversight for local youth workforce investment activities, including identifying eligible providers of youth program elements in the local area by awarding grants or contracts on a competitive basis.

J. Develop local WIOA Budget - local board shall develop a budget (in conjunction with the designated local grant recipient) for the activities in the local area, consistent with the local plan and duties of the local board.

K. Develop career pathways – lead efforts, with representatives of secondary and postsecondary education programs, in the local area to develop and implement career pathways within the local area.

L. Lead efforts in the local area to identify, promote, and disseminate proven and promising strategies and initiatives to meet the needs of employers and workers with disabilities.

M. Develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, workers and jobseekers.

N. Coordinate with education providers - The local board shall coordinate activities with education and training providers in the local area, including workforce, adult education and literacy, career and technical education, and Vocational Rehabilitation activities. Specifically this includes reviewing applications to provide adult and literacy activities under title II for the local area to determine whether applications are consistent with the local plan, and implementing cooperative agreements with Vocational Rehabilitation agencies to enhance provision of services to individuals with disabilities.

O. Assess one-stop accessibility for individuals with disabilities.
P. Comply with applicable federal and State laws and regulations.

Q. Have the authority to establish and sunset standing committees such as Business Services Committee, Executive Committee, Youth Council and others as needed, except those standing committees required by federal, state or local (Board of Supervisors) mandate. A maximum of four standing committees not mandated by Federal, State or local law may be convened at any time.

R. Have the authority to establish and sunset other ad hoc committees as necessary, with a maximum of three (3) ad hoc committees convened at any one time.

S. Allow the Chairperson and Vice-chairperson of each committee to establish its schedule of meetings, and require that each committee submit regular attendance and activity reports to the WDB.

2.111.050 ORGANIZATION, PROCEDURES AND BYLAWS

Certification The WDB shall be subject to certification by the Governor as set forth in the WIOA Sections 106 and 107.

WDB Membership. The WDB shall recommend candidates for the WDB to the Board of Supervisors.

WDB Officers The WDB shall elect as its officers a Chairperson and Vice-Chairperson from among the business representatives on the WDB. The Chairperson shall preside over all regular and special meetings except that in the Chairperson’s absence the Vice-Chairperson shall preside. The officers of the WDB and committees are elected annually by the WDB at the last scheduled WDB meeting of the fiscal year.

WDB Executive Committee Officers The Chairperson and Vice-Chairperson of the WDB shall also function as the Chairperson and Vice-Chairperson of the Executive Committee. Vice-Chairpersons of WDB committees shall serve as alternates to their specific committee’s Chairperson on the Executive Committee. They may attend meetings but only vote in the case where their specific committee Chairperson is absent.

WDB Executive Committee Composition The composition of the WDB Executive Committee shall include:

A. The WDB Chairperson and Vice-Chairperson;

B. The Chairpersons of each WDB standing committee; and

C. A seat for the immediate-past Chairperson of the WDB providing that person remains a member of the WDB.

If the immediate past Chairperson is no longer a member of the WDB, then an at large member may be appointed.
WDB Executive Committee: The Executive Committee shall:

A. Analyze information from standing and ad hoc committees, and their work.

B. Set agendas for WDB meetings.

C. Participate on ad hoc committees and work-groups as needed.

D. Guide and direct the activities of committees established by the WDB.

Comprehensive Economic Development Strategy (CEDS) Committee:

A. In conjunction with representatives of the Cities of Capitola, Santa Cruz, Scotts Valley and Watsonville and County Economic Development, the WDB shall function as the Comprehensive Economic Development Strategy (CEDS) Committee pursuant to section 302 of the Public Works and Economic Development Act of 1965 (42 U.S.C. § 3162) and EDA's regulations at 13 C.F.R. part 303.

B. The Chairperson and Vice-Chairperson of the WDB shall also function as the Chairperson and Vice-Chairperson of the CEDS Committee.

C. To meet Economic Development Administration (EDA) requirements for CEDS Committee membership, WDB members who also serve as members of the CEDS Committee, to the extent possible, should represent the main economic interests of the Region, including the private sector, public officials, community leaders, private individuals, institutions of higher education, minority and labor groups, and others who can contribute to and benefit from improved economic development in the Region. If the above CEDS Strategy Committee requirements are not met with WDB members who also sit on the CEDS Committee, the CEDS Committee must also contain non-WDB members who meet the requirements noted above.

Procedures: Except as otherwise provided herein, the WDB shall comply with Chapter 2.38 of Santa Cruz County Code:

A. Quorum. A quorum shall consist of a majority of those persons who have been appointed to the WDB. For WDB committees, a quorum shall be the number of members equal to 40% of the appointed voting members of the specific WDB committee provided that no fewer than three (3) members are present.

B. Vacancies. A vacancy shall exist and be reported to the Board of Supervisors, Clerk of the Board, and the member vacating his or her seat when a WDB member fails to attend three regular meetings within a calendar year without good cause.

C. Residence. Nonresidents of the County of Santa Cruz may be appointed as WDB members in the following circumstances: (1) Representing businesses: Nonresidents may be appointed who have a business located and headquartered in
Santa Cruz County; provided that a majority of business representatives are County residents. (2) Representing all other categories: Nonresidents may be appointed as WDB members when the WDB determines that residents are unavailable to represent specific required categories.

D. WDB Committee Structure. The WDB shall have the authority to:

1. Establish and sunset standing and ad hoc committees as provided at 2.111.040.

2. Establish and sunset other ad hoc committees as necessary, with a maximum of three (3) ad hoc committees convened at any one time.

3. Allow a standing committee to go on hiatus for not more than one (1) year and for good reason. During the hiatus the WDB may convene an additional time limited committee which must disband upon the end of the standing committee’s hiatus.

E. Committee Service. WDB members are strongly encouraged to serve on WDB committees. They may also recommend a designee on their behalf to serve on a specific committee, except the Executive Committee. The WDB Chairperson may approve these designee recommendations on a case-by-case basis. Designees may vote on the committee to which they are assigned but will not be WDB members. The WDB, or acting on its behalf, the Chairperson, may also seat, as needed and as appropriate, other committee members who are not also seated WDB members as long as these members do not constitute more than half the specific committee membership. These non-WDB committee members may vote on the specific committee on which they are seated only.

F. WDB members are responsible for notifying the WDB and County of any changes in their status relative to the category of membership to which they were appointed. A member who no longer fills a position in the category to which he/she was appointed shall resign his/her membership, though, at the discretion of the WDB, may remain on the WDB for a period not to exceed 90 days pending reemployment in a similar position in the same membership category. For those members for whom the WDB extends the membership for 90 days but who did not obtain re-employment in the same category, the resignation will be effective at the end of the 90-day period. No more than two (2) members may be in this “pending” status at any one time.

If reemployed in another WDB membership category (not the one to which he/she was originally appointed), he or she may apply to fill a vacant seat in that category should there be one. If not reemployed within 90 days in the same category, or if reemployed in a category for which there is no vacant seat, the member’s position will be automatically vacated.

G. Meetings of the WDB
1. Regular meetings of the WDB shall be held no fewer than three (3) times per year on a schedule adopted at the first calendar meeting of each year. Special meetings may be called by the Chairperson.

2. All meetings of the WDB shall be duly noticed and conducted in compliance with the Ralph M. Brown Act (California Government Code '54950 et seq.), including the following:

   A. At least seventy-two (72) hours prior to each regular meeting, an agenda for the regular meeting shall be forwarded to each WDB member, and representatives of the news media and to each other person who has submitted a written request to the WDB for notification of meetings, and shall be posted at least seventy-two (72) hours prior to the regular meeting at a location that is freely accessible to the public. The agenda shall contain a brief general description of each item of business to be transacted or discussed at the meeting. No action or discussion shall be undertaken on any item not appearing on the posted agenda except that when statements are made or questions are posed by persons exercising their public testimony rights, WDB members may ask a question for clarification, refer the matter to staff or to other resources for factual information, or request staff to report back at a subsequent meeting concerning any matter. Notwithstanding the foregoing, action may be taken on an item of business not appearing on the posted agenda upon a determination by two-thirds vote of the membership of the WDB, or if less than two-thirds of the members are present, by unanimous vote of those members present, that there is a need to take immediate action and that the need for action came to the attention of the County subsequent to the agenda being posted.

   B. At least twenty-four (24) hours prior to each special meeting, an agenda for the special meeting shall be forwarded to each WDB member and to representatives of the news media and to each other person who has submitted a written request to the WDB for notification of meetings; and shall be posted at least twenty-four (24) hours prior to the special meeting at a location that is freely accessible to members of the public. No business other than that listed on the agenda shall be considered at a special meeting.

   C. Public participation in WDB meetings shall be allowed in keeping with the Standard Code of Parliamentary Procedure (Sturgis) and the Ralph M. Brown Act.

All committees shall comply with the notice and agenda requirements otherwise applicable to the WDB in these bylaws, except for committees composed solely of less than a quorum of the members of the WDB which are not standing committees of the WDB with either a continuing subject matter jurisdiction or a meeting schedule fixed by resolution or other formal action of the WDB.
3. The Director of the Santa Cruz County Human Services Department shall designate staff of such Agency to serve as professional, technical and clerical staff to the WDB. The County Administrative Office shall designate Economic Development staff to serve as professional, technical and clerical staff to the CEDS Committee.

4. Meetings shall be conducted according to The Standard Code of Parliamentary Procedure (Sturgis).

H. Conflict of Interest

1. The WDB shall adopt a Conflict of Interest Code for WDB members pursuant to the Political Reform Act (California Government Code ' 81000 et seq.)

2. No member shall participate in a WDB decision in which he or she has a financial interest (California Government Code ' 87100). Members may consult the Fair Political Practices Commission concerning individual responsibilities and obligations arising under Paragraphs 4.1 and 4.2.

3. A WDB member shall be allowed to enter into a contract with the WDB where allowable by Government Code Section 1090.

4. A member may not:

   A. Vote on a matter under consideration by the local WDB which

      1. Regards the provision of services by such member (or by an entity that such member represents); or

      2. Would provide direct financial benefit to such member or the immediate family of such member; or

   B. Engage in any other activity determined by the Governor to constitute a conflict of interest as specified in the State plan.

5. Concerning matters on which a member may not vote, the member shall not participate in discussions with other WDB members.

I. Use of Technology

5.1 To the extent possible, technology shall be used to improve board functions, broker relationships with stakeholders, and enhance and facilitate processes associated with the work of the board.
SECTION II

This ordinance shall take effect on the 31st day after the date of final passage.

SECTION III

PASSED AND ADOPTED this ____ day of ____________, 2016, by the Board of Supervisors of the County of Santa Cruz by the following vote:

AYES: SUPERVISORS
NOES: SUPERVISORS
ABSENT: SUPERVISORS
ABSTAIN: SUPERVISORS

__________________________
Chairperson of the
Board of Supervisors

Attest:

__________________________
Clerk of the Board

APPROVED AS TO FORM:

[Signature]

DISTRIBUTION: County Counsel
Human Services Department
C.5 CEDS Committee Transition to Ec Dev

COMMITTEE: Workforce Investment Board
MEETING DATE: June 8, 2016

STAFF NAME: Andy Stone, WIB Director

SUMMARY:

With the opening, and just completed full staffing, of the County's Economic Development office, the County is seeking to transition the meetings management function for the CEDS Committee to the Economic Development Office. The Economic Development Division already develops the Comprehensive Economic Development Strategy (CEDS) Plan itself.

It is anticipated that the CEDS Committee structure will remain the same, including having the Committee chaired and vice-chaired by the WIB Chair and Vice-Chair and the Committee will remain an official WIB subcommittee.

As you know, the WIB is transitioning to the Workforce Development Board (WDB) (Item A.3). A key piece of this transition is establishing a new Ordinance and Bylaws with the County and rescinding the Ordinance and Bylaws that established the WIB. The CEDS Committee was a subset of the WIB in the WIB Ordinance and Bylaws. The CEDS Committee is not a required part of the Workforce Investment Act nor the Workforce Investment Opportunity Act. The CEDS function is included in the WDB Ordinance and Bylaws.

The CEDS Committee discussed this transition at its May 4, 2016 meeting.

SUGGESTED MOTION: (if applicable)

I accept the report on the transition of the CEDS meetings management, to the County Economic Development department.

COMMITTEE DATE 05/18/16
COMMITTEE APPROVAL: Yes No Other: Executive Committee

BOARD DATE
BOARD APPROVAL: Yes No Other: