Agenda

I. Call to Order/Welcome

II. Approval of Agenda

III. Public Comment

IV. Approval of Minutes from June 8, 2016 meeting .............................................. 2-6

V. Consent Items (separate from agenda packet)
   C.1 Common Measure Performance Updates PY 2015-16 Q4
   C.2 Eligible Training Provider Lists (ETPL) Annual Report PY 2015-16
   C.3 RFP Center/Program Services PY 2017-18
   C.4 WIOA Partner MOU Phase II
   C.5 WIOA Final Budget PY 2016-17
   C.6 Youth Contract and Budget PY 2016-17
   C.7 Youth Program Annual Report PY 2015-16
   C.8 Slingshot Meeting Recap
   C.9 Proposition 39 Pre-Apprenticeship Training Agreement with Monterey County

VI. Presentation Items .................................................................................................. 7
   P.1 WIOA Youth Services Video – Sueños Program
   P.2 Gerlinde Brady, Interim Dean of CTE and Workforce Development, Cabrillo College
   P.3 Heather Putnam, Executive Director, Santa Cruz Works

VII. Administration
   A.1 Data Dashboard .................................................................................................. 8
   A.2 Strategic Plan Report 2016-17 ........................................................................... 9
   A.3 Workforce Development Board Overview, John Chamberlin, WDB Consultant ............................................................................................................. 10

VIII. Committee Reports

IX. Chairperson’s Report

X. Adjournment

Next Meeting: Executive Committee Meeting
Wednesday, February 1, 2017 @ 8:30 a.m.
1000 Emeline Street
Santa Cruz, CA 95060

Workforce Development Board Meeting
Wednesday, February 22, 2017 @ 8:30 a.m.
Simpkins Swim Center
979 17th Avenue
Santa Cruz, CA 95062

The County of Santa Cruz does not discriminate on the basis of disability, and no person shall, by reason of a disability, be denied the benefit of the services, programs, or activities. This meeting is located in an accessible facility. If you are a person with a disability and require special assistance in order to participate in the meeting, please call (831) 763-8900 (TDD/TTY-711) at least 72 hours in advance of the meeting in order to make arrangements. Persons with disabilities may request a copy of the agenda in an alternative format. As a courtesy to those affected, please attend the meeting smoke and scent free.
The Chair called the meeting to order at 8:41 a.m., and a quorum was established.

**Board Members in Attendance**
Diane Berry-Wahrer  
Greg Caput (Supervisor)  
Jack Carroll  
Christina Cuevas  
Marshall Delk  
James Dion  
Cecilia Espinola  
Andy Hartmann  
Sean Hebard  
Mark Hodges  
Rock Pfotenhauer  
Francisco Rodriguez  
Howard Sherer  
Carol Siegel – Vice Chair  
Ron Slack – Chair

**Members not in Attendance**
Alan Aman  
Alia Ayyad  
Maria Elena De La Garza  
Elyse Destout  
Dave Hood  
Julie Lambert  
Rob Morse  
Bill Tysseling  
Andy Van Valer

**Staff in Attendance**
Teresita Hinojosa – Senior Human Services Analyst  
Sara Paz-Nethercutt – Senior Human Services Analyst  
Andy Stone – WIB Director  
Brenda Zeller – WIB Administrative Coordinator

**Guests**
Michael Paynter – Santa Cruz County Office of Education  
Glen Schaller – Monterey Bay Central Labor Council, AFL-CIO  
Sharolynn Ullestad – Workforce Santa Cruz County

**Subject:** Call to Order/Welcome
Discussion: Chair Ron Slack welcomed members, staff, and guests present.

Subject: Approval of Agenda
There were no changes to the agenda.

Subject: Public Comment
There was no public comment.

Action: Approve the February 24, 2016 Meeting Minutes.

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

Subject: Consent Items 1 through 5

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

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

Status:
Motion to Approve: Jack Carroll
Motion Seconded: Carol Siegel
Abstentions: None
Committee Action: All in favor, motion passed.

VI. Presentation Items:
Retiring board member Howard Sherer was thanked for his commitment and contribution to the WIB and presented with proclamations from the Santa Cruz County Board of Supervisors and Assemblymember Mark Stone.

VII. Administration Items

A.1 Data Dashboard
Director Andy Stone gave board members an overview of the Data Dashboard for Quarters 1 through 3 of Program Year 2015-16, noting that the expenditures presented
did not include 3rd Quarter invoices. He also pointed out that the 7.5% unemployment rate for Santa Cruz County in April had improved by 0.4% over the previous year.

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 grant was awarded with classes in Monterey to begin in September 2016 and classes in Santa Cruz to begin in January 2017. He gave an update on the Slingshot WorkKeys project, noting that the project is in the planning stages and the focus is shifting to the Health Care industry. He also gave an update on the Regional Planning Grant, stating that Monterey County is in the process of hiring a consultant to develop a regional plan. The Tourism and Hospitality training program was put on hold in order to allow time to develop a three year budget and sustainability plan. The Pilot Scholarship List allowed the amount of support for participants to be increased to cover the entire cost of a degree with 14 participants and about $98,500 to provide training. A Business Engagement Retreat/Strategy Session was held and the contractor, Business U, will provide a written strategy by the end of June 2016.

Action: Accept the WIB Strategic Plan Status Report as presented.

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

A.3 WDB Board Composition Update
Discussion: Director Andy Stone summarized the Executive Committee’s discussion of the WDB board composition, and presented the approved slate of members.

Action: Approve the proposed membership of the Workforce Development Board.

Status: 
Motion to Approve: Andy Hartmann 
Motion Seconded: Sean Hebard 
Abstentions: None 
Committee Action: All in favor, motion passed.

A.4 WDB Officer Nominations PY 2016-17
Discussion: Former Chair Howard Sherer presented the slate of officer candidates for Program Year 2016-17.

Action: Approve the proposed slate of Officers of the Workforce Development Board as follows:
### WDB Governing Body

<table>
<thead>
<tr>
<th>WDB Governing Body</th>
<th>Position</th>
<th>Member</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Full Board / Executive Committee</strong></td>
<td>Chair</td>
<td>Carol Siegel</td>
</tr>
<tr>
<td><strong>Full Board / Executive Committee</strong></td>
<td>Vice-Chair</td>
<td>Rob Morse</td>
</tr>
<tr>
<td><strong>Immediate Past Chair / At Large Member</strong></td>
<td></td>
<td>Ron Slack</td>
</tr>
<tr>
<td><strong>Business Services</strong></td>
<td>Chair</td>
<td>Marshall Delk</td>
</tr>
<tr>
<td><strong>Business Services</strong></td>
<td>Vice-Chair</td>
<td>Andy Van Valer</td>
</tr>
<tr>
<td><strong>Youth Council</strong></td>
<td>Chair</td>
<td>Elyse Destout</td>
</tr>
<tr>
<td><strong>Youth Council</strong></td>
<td>Vice-Chair</td>
<td>Andy Hartman</td>
</tr>
<tr>
<td><strong>CEDS</strong></td>
<td>Chair</td>
<td>Carol Siegel</td>
</tr>
<tr>
<td><strong>CEDS</strong></td>
<td>Vice-Chair</td>
<td>Rob Morse</td>
</tr>
</tbody>
</table>

**Status:**
- Motion to Approve: Howard Sherer
- Motion Seconded: Christina Cuevas
- Abstentions: Andy Hartman, Carol Siegel, Marshall Delk
- Committee Action: All in favor, minus noted abstentions, motion passed.

#### A.5 Proposed WIOA Budget PY 2016-17

**Discussion:** Director Andy Stone presented the proposed budget, emphasizing that it is not final. He noted that the proposed budget included a carry-in amount (unspent money from the previous year in all programs) and that there was a slight increase in the total budget over all programs. He stated that the final budget would be presented at the next WDB meeting in October 2016.

**Action:** 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.

**Status:**
- Motion to Approve: Carol Siegel
- Motion Seconded: Jack Carrol
- Abstentions: Rock Pfotenhauer
- Committee Action: All in favor, minus noted abstention, motion passed.
A.6 RFP Center/Program Services PY 2017-18

Discussion: Director Andy Stone informed the board that WIOA has a requirement that Career Center Operator (CCO) services must be procured, but that the CCO duties could be combined under one contractor with Adult/Dislocated Worker (A/DW) services. He stated that the Request for Proposal (RFP) for program year 2017-18 would combine the CCO, A/DW Program, and the Business Services Representative Program so as to combine their functions and not leave the CCO isolated.

Action: Approve the RFP procurement and direct WIB staff to take the necessary steps to issue and implement the RFP with the appropriate timeline for full contract implementation to begin with program year 2017-18.

Status: Motion to Approve: Marshal Delk
       Motion Seconded: Jack Carrol
       Abstentions: None
       Committee Action: All in favor, motion passed.

A.7 WDB Meeting Calendar PY 2016-17

Discussion: Director Andy Stone presented the proposed WDB meeting calendar for program year 2016-17.

Action: Approve the proposed WDB Annual Meeting Calendar for Program Year 2016-17.

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

VI. Chairperson’s Report
Chair Ron Slack thanked everyone for attending.

Meeting adjourned at 9:24 a.m.

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

Workforce Development Board Meeting
Wednesday, October 26, 2016 @ 8:30 a.m.
Simpkins Swim Center
979 17th Ave.
Santa Cruz, CA 95062
Workforce Development Board
Guest Presenters
October 26, 2016

Nohemi Macias
Coordinator, Sueños Program
Santa Cruz County Office of Education

Gerlinde Brady
Interim Dean, CTE and Workforce Development
Cabrillo College

Heather Putnam
Executive Director
Santa Cruz Works
PY 16/17 Budget: $4,344,286

A.1 Dashboard

July 1, 2016 To September 30, 2016

PY 16/17 Rapid Response:
Number of Lay-offs

Annual Lay-offs
Q1 Total=14
Total= 14

Unemployment Rates

Santa Cruz: September 5.3%
State: September 5.3%
Nation: September 4.8%
A.2 Strategic Plan Report

COMMITTEE: Workforce Development Board  MEETING DATE: October 26, 2016

STAFF NAME: Andy Stone, WDB Director

SUMMARY:

On October 8, 2015 the WIB approved the WDB 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 updated PY 2016-17 outcomes for the approved goals and action steps.

Both the Strategic Plan and the WDB 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 (WDB) Effectiveness

Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to adopt the WDB Director's Operational Plan update for PY 2016-17 and recommend approval by the Workforce Development Board.

<table>
<thead>
<tr>
<th>COMMITTEE DATE</th>
<th>COMMITTEE APPROVAL:</th>
<th>BOARD DATE</th>
<th>BOARD APPROVAL:</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/07/16</td>
<td>Yes</td>
<td>10/26/16</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td></td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Other: Executive Committee</td>
<td>Other:</td>
<td></td>
</tr>
</tbody>
</table>
# STRATEGIC PLAN STATUS REPORT PY 2016-2017

<table>
<thead>
<tr>
<th>Goal 1</th>
<th>Increase effectiveness of local and regional workforce development system to meet job seekers, business and community needs</th>
</tr>
</thead>
</table>
| **Benchmark** (2015-16) | Regional Strategies implemented in 2015/16:  
- Awarded Proposition 39 Pre-Apprenticeship Grant  
- Awarded Slingshot Grant for Health Care |
| **2016-17 Target** | In 2016-17: Deliver three WDB approved projects |
| **2016-17 Operational Goals to meet Target** | - Implement regional pre-apprenticeship training program  
- Obtain and implement second round Slingshot grant for Health Care Sector  
- Launch Local Tech Industry Partnership |
| **YTD** | Prop 39: Scheduled to launch in January  
Slingshot: First meeting in August, focus on care coordination and talent  
Tech Partnership: In discussions with Santa Cruz Works |

<table>
<thead>
<tr>
<th>Goal 2</th>
<th>Align workforce development strategies to support local economic development</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Benchmark</strong> (2015-16)</td>
<td>In 2015/16, Transitioned CEDS Committee management to the County’s Economic Development Office</td>
</tr>
<tr>
<td><strong>2016-17 Target</strong></td>
<td>In 2016-17: Partner with economic development to help employers attract and retain talent</td>
</tr>
</tbody>
</table>
| **2016-17 Operational Goals to meet Target** | - Create a county asset map of employment related business incentives  
- Provide staff/partner training on business engagement practices  
- Adopt Business Engagement Plan |
| **YTD** | Asset Map: Working w/ County Economic Development  
Training: Provided by Business U on 9/26  
Business Engagement Plan: Scheduled for Business Services Committee |

| 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 |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Benchmark</strong> (2015-16)</td>
<td>In 2015/16, Launched WDB Scholarship list pilot program</td>
</tr>
<tr>
<td><strong>2016-17 Target</strong></td>
<td>In 2016-17: Use data and messaging to strategically target employers and job seekers</td>
</tr>
</tbody>
</table>
| **2016-17 Operational Goals to meet Target** | - Release Initial County Hot Jobs Report  
- Formalize the WDB Scholarship process with WDB input  
- Establish new WDB messaging and update website content and materials |
| **YTD** | Hot Jobs Report: Initial report completed; set to be released to public in early November  
WDB Scholarship List: Preparing PO for technical assistance  
WDB Messaging: Preparing PO for marketing services |

<table>
<thead>
<tr>
<th>Goal 4</th>
<th>Increase Board (WDB) Effectiveness</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Benchmark</strong> (2015-16)</td>
<td>In 2015/16, Approved new 25 member board</td>
</tr>
<tr>
<td><strong>2016-2017 Target</strong></td>
<td>In 2016-2017: Establish the WDB as Workforce Development Experts</td>
</tr>
</tbody>
</table>
| **2016-2017 Operational Goals to meet Target** | - Provide development opportunities for every WDB member  
- Establish a new WDB member on-boarding process  
- Conduct a full WDB policy review and update to meet WDB goals and comply with WIOA |
| **YTD** | Development Opportunities: WIOA Training Scheduled for 10/26 WDB Meeting  
New WDB Orientation: To be completed by working with a contractor  
WDB Policy Review: To be completed working with a contractor |

**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 Overview - John Chamberlin

COMMITTEE: Workforce Development Board

MEETING DATE: October 26, 2016

STAFF NAME: Andy Stone, WDB Director

SUMMARY:

WDB Consultant: John Chamberlin, Chamberlin and Associates, Portland, OR

John Chamberlin is a workforce development consultant and attorney with over thirty years of experience in designing and managing workforce development, education reform, economic development and welfare reform initiatives. He has consulted with hundreds of local boards, governments, agencies and partnerships in 47 states. His written work has been circulated nationally by the United States Department of Labor, the National Governors Association, The National Association of Counties, The United States Conference of Mayors and the National Association of Workforce Boards. At this meeting, Mr. Chamberlin will provide an overview of the current workforce development system, including the impact of the Workforce Innovation and Opportunity Act (WIOA) and the evolving role of Workforce Development Boards.

☐ Attachment(s)

SUGGESTED MOTION: (if applicable)

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

<table>
<thead>
<tr>
<th>BOARD DATE</th>
<th>BOARD APPROVAL:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>☐ Yes  ☐ No  Other:</td>
</tr>
</tbody>
</table>
C.1 Common Measure Performance PY 15-16 Q4

COMMITTEE: Workforce Development Board  MEETING DATE: October 26, 2016

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

SUMMARY:

The attached Performance Update for 4th Quarter PY 2015-16 gives an indication of local performance as of June 30, 2016 for Adult, Dislocated Worker and Youth program services. The state only considers annual performance and requires local areas meet 80% of the assigned goal. Although the Workforce Innovation and Opportunity Act (WIOA) was enacted effective July 1, 2015, the performance measures used under WIA remained in effect until June 30, 2016. The LWIA has met or exceeded all the goals.

As a reminder, this is preliminary data through 4th quarter and includes data on up to 56 Adults, 83 Dislocated Workers, and 150 Youth depending on the specific measure. The State will review the data for validation of WIOA numbers and provide FINAL actual program year performance results after the program year ends.

SUGGESTED MOTION: (if applicable)

I move to accept the WIOA Common Measure Performance Update for 4th quarter for PY 2015-16.

Attachment(s)

COMMITTEE DATE:  COMMITTEE APPROVAL:  ☐ Yes  ☐ No  Other:

BOARD DATE:  10/26/16  BOARD APPROVAL:  ☐ Yes  ☐ No  Other:
## Adult and Dislocated Worker Formula 4th Quarter Performance (as of 6/30/16)

<table>
<thead>
<tr>
<th>Adult and DW Performance Goals</th>
<th>Participant Categories</th>
<th>PY 2015-16 Santa Cruz LWIA Goal</th>
<th>Performance Level through 6/30/16</th>
<th>Met Goal</th>
<th>Met 80% Target?</th>
<th>Success Rate % of goal met</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate</td>
<td>Adult</td>
<td>72.0%</td>
<td>68.75%</td>
<td>NO</td>
<td>YES</td>
<td>95.4%</td>
</tr>
<tr>
<td></td>
<td>Dislocated Worker</td>
<td>70.5%</td>
<td>81.08%</td>
<td>YES</td>
<td>YES</td>
<td>115%</td>
</tr>
<tr>
<td>Retention Rate – 9 months</td>
<td>Adult</td>
<td>85.0%</td>
<td>82.14%</td>
<td>NO</td>
<td>YES</td>
<td>96.6%</td>
</tr>
<tr>
<td></td>
<td>Dislocated Worker</td>
<td>84.0%</td>
<td>89.16%</td>
<td>YES</td>
<td>YES</td>
<td>106.1%</td>
</tr>
<tr>
<td>Average Earnings:</td>
<td>Adult</td>
<td>$16,500</td>
<td>$19,249.08</td>
<td>YES</td>
<td>YES</td>
<td>116.6%</td>
</tr>
<tr>
<td></td>
<td>Dislocated Worker</td>
<td>$15,050</td>
<td>$18,252.71</td>
<td>YES</td>
<td>YES</td>
<td>121.2%</td>
</tr>
</tbody>
</table>

## WIA Youth Formula 4th Quarter Performance (as of 6/30/16)

<table>
<thead>
<tr>
<th>Youth Performance Goals</th>
<th>PY 15-16 Goals</th>
<th>Performance Level through 6/30/16</th>
<th>Met Goal</th>
<th>Met 80% Target?</th>
<th>Success Rate % of goal met</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Education or Employment Rate</td>
<td>70.5%</td>
<td>82.2%</td>
<td>YES</td>
<td>YES</td>
<td>116.59%</td>
</tr>
<tr>
<td>Attained Degree or Certificate</td>
<td>64.0%</td>
<td>83.1%</td>
<td>YES</td>
<td>YES</td>
<td>129.84%</td>
</tr>
<tr>
<td>Literacy &amp; Numeracy Gains</td>
<td>72.0%</td>
<td>86.4%</td>
<td>YES</td>
<td>YES</td>
<td>120%</td>
</tr>
</tbody>
</table>

*The State of California requires local areas meet 80% of the assigned goal.*
C.2 ETPL Annual Report PY 2015-16

COMMITTEE: Workforce Development Board

MEETING DATE: October 26, 2016

STAFF NAME: Andy Stone, WDB Director; Teresita Hinojosa, Sr. Analyst

SUMMARY:

The WDB staff has reviewed the training placements from PY 2015-16 in order to gauge the performance of each Eligible Training Provider List (ETPL) vendor (Attachment 1). Although the WDB has 20 schools approved to provide training, the attached chart (Attachment 2) lists the expenditures for only those schools that were attended during the 2015-16 Program Year. Additionally, the charts (Attachment 3) indicate the top five schools in terms of enrollments, and the top five schools' Individual Training Account expenditures for PY 2015-16.

Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to accept the annual ETPL Report for PY 2015-16.

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

<table>
<thead>
<tr>
<th>BOARD DATE</th>
<th>BOARD APPROVAL:</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/26/16</td>
<td>☐ Yes  ☐ No  Other:</td>
</tr>
<tr>
<td>School</td>
<td>Percentage of Total</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Amfasoft</td>
<td>2.2%</td>
</tr>
<tr>
<td>BAY AREA MEDICAL ACADEMY, INC</td>
<td>0.0%</td>
</tr>
<tr>
<td>Bay Area Video Coalition</td>
<td>0.6%</td>
</tr>
<tr>
<td>Cabrillo College</td>
<td>41.9%</td>
</tr>
<tr>
<td>Center for Employment Training</td>
<td>0.6%</td>
</tr>
<tr>
<td>CENTRAL COAST COLLEGE</td>
<td>0.0%</td>
</tr>
<tr>
<td>Goodwill Central Coast</td>
<td>2.2%</td>
</tr>
<tr>
<td>MONSBEY COLLEGE</td>
<td>0.6%</td>
</tr>
<tr>
<td>MTS Training Academy</td>
<td>1.7%</td>
</tr>
<tr>
<td>OSC Computer Training</td>
<td>1.1%</td>
</tr>
<tr>
<td>Santa Cruz County ROP</td>
<td>14.0%</td>
</tr>
<tr>
<td>Truck Driver Institute</td>
<td>22.9%</td>
</tr>
<tr>
<td>UCSC EXTENSION</td>
<td>0.6%</td>
</tr>
<tr>
<td>UCSC Extension Silicon Valley</td>
<td>3.9%</td>
</tr>
<tr>
<td>Watsonville Institute of Cosmetology</td>
<td>1.1%</td>
</tr>
<tr>
<td>Watsonville/Aptos Adult Education</td>
<td>6.7%</td>
</tr>
<tr>
<td>Totals</td>
<td>100.0%</td>
</tr>
<tr>
<td>Rank</td>
<td>Vendor/Training Provider</td>
</tr>
<tr>
<td>------</td>
<td>-------------------------------------------------------------</td>
</tr>
<tr>
<td>1</td>
<td>Amfasoft Corporation</td>
</tr>
<tr>
<td>2</td>
<td>Bay Area Video Coalition, Inc.</td>
</tr>
<tr>
<td>3</td>
<td>Cabrillo College</td>
</tr>
<tr>
<td>4</td>
<td>Goodwill Central Coast</td>
</tr>
<tr>
<td>5</td>
<td>MTS Training Academy</td>
</tr>
<tr>
<td>6</td>
<td>OCS Computer Training</td>
</tr>
<tr>
<td>7</td>
<td>Santa Cruz County Office of Education (ROP)</td>
</tr>
<tr>
<td>8</td>
<td>Truck Driver Institute</td>
</tr>
<tr>
<td>9</td>
<td>UCSC: Regents Univ Cal Santa Cruz</td>
</tr>
<tr>
<td>10</td>
<td>Watsonville Institute of Cosmetology</td>
</tr>
<tr>
<td>11</td>
<td>Watsonville/Aptos Adult School</td>
</tr>
<tr>
<td></td>
<td><strong>Total Training Providers</strong></td>
</tr>
</tbody>
</table>
The top five schools in terms of enrollments for PY 2015-16 were:

<table>
<thead>
<tr>
<th>School Name</th>
<th># of Enrollments</th>
<th>% of Total Enrollments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cabrillo College</td>
<td>75</td>
<td>42%</td>
</tr>
<tr>
<td>Truck Driver Institute</td>
<td>41</td>
<td>23%</td>
</tr>
<tr>
<td>Santa Cruz County Office of Education Regional Program</td>
<td>25</td>
<td>14%</td>
</tr>
<tr>
<td>Watsonville/Aptos Adult Education</td>
<td>12</td>
<td>7%</td>
</tr>
<tr>
<td>UCSC Extension Silicon Valley</td>
<td>7</td>
<td>4%</td>
</tr>
</tbody>
</table>

The top five schools in terms of Individual Training Account (ITA) expenditures for PY 2015-16 were:

<table>
<thead>
<tr>
<th>School Name</th>
<th>ITA Expenditures</th>
<th>% of ITA Expenditures</th>
<th>Average cost of training* per participant</th>
<th>Average Wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Santa Cruz County Office of ED – ROP</td>
<td>$103,511</td>
<td>36%</td>
<td>$4,140</td>
<td>$12.83</td>
</tr>
<tr>
<td>Truck Driver Institute</td>
<td>$94,250</td>
<td>33%</td>
<td>$2,299</td>
<td>$17.72</td>
</tr>
<tr>
<td>Watsonville/Aptos Adult Education</td>
<td>$28,513</td>
<td>10%</td>
<td>$2,376</td>
<td>$12.78</td>
</tr>
<tr>
<td>Cabrillo College</td>
<td>$11,546</td>
<td>4%</td>
<td>$154</td>
<td>$20.21</td>
</tr>
<tr>
<td>Watsonville Institute of Cosmetology</td>
<td>$11,000</td>
<td>4%</td>
<td>$5,500</td>
<td>n/a</td>
</tr>
</tbody>
</table>

*Cost to vendors only, does not include supportive services amounts PY 2015-16 Training Budget: $950,022; $283,625 spent on ITA's (30%)

**Note:** Formula funds are 2-year grants. The amount spent on ITAs includes payments made in the PY 2015-16 only.
C.3 RFP Center/Program Services PY17-18

COMMITTEE: Workforce Development Board  MEETING DATE: October 26, 2016

STAFF NAME: Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst

SUMMARY:
As you may recall, your board at its June 8, 2016 meeting, approved a time line for the development and release of the Request For Proposal (RFP) for the procurement of Career Center Operator, Adult (A), Dislocated Worker (DW) and Business Services programs with a November 1, 2016 Board of Supervisor (BOS) release date.

On August 26, 2016, WDB staff was notified of BOS meeting dates changes with the cancellation of the BOS meeting scheduled for November 1, 2016. On account of this, the RFP has a new release date of November 15, 2016 and necessitates a change in subsequent tasks associated with the required procurement.

SUGGESTED MOTION: (if applicable)
I move to approve the revised RFP time line as drafted by WIB staff and authorize staff to proceed with the required tasks.

COMMITTEE DATE  COMMITTEE APPROVAL:
☐ Yes  ☐ No  Other:

BOARD DATE  BOARD APPROVAL:
☐ Yes  ☐ No  Other:
<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>
</tbody>
</table>
| May 18, 2016   | **Executive Committee Meeting**-approval for issuance of RFP  
- RFP Timeline Considered  
- Request authority to make minor adjustments to RFP language to improve effectiveness;  
- Evaluation criteria to remain unchanged | WDB    |
| June 8, 2016   | **Full WDB Meeting**                                                                                  | WDB    |
| September 6, 2016 | RFP due to GSD                                                                                      | GSD    |
| September 30, 2016 | GSD return RFP to WDB                                                                             | GSD    |
| October 5, 2016 | **Executive Committee Meeting**- Update RFP process                                                   | WDB    |
| October 26, 2016 | **Full WDB Meeting**  
- Update RFP process                                                                                 | WDB    |
| November/ December | Form RFP Review Committee                                                                         | WDB    |
| November 15, 2016 | **Board of Supervisors meeting to release RFP – 1st letter**  
10/18/16-Fiscal  
10/25/16-CE  
11/1/16-CAO | WDB    |
| November 21, 2016 | 1st Ad released Sentinel, Register Pajaronian                                                       | GSD    |
| November 28, 2016 | 2nd Ad released Sentinel, Register Pajaronian                                                       | GSD    |
| December 5, 2016 | Pre-proposal conference **from 1-3pm (Bidders Conference)**                                             | GSD    |
| December 9, 2016 | Additional questions (following pre-proposal conference) due to GSD by 5pm                           | WDB    |
| December 13, 2016 | GSD sends Answers via email & WDB posts notice advising to inquire about Q&A through GSD             | GSD    |
| **2017**      |                                                                                                      |        |
| January 9, 2017 | Proposals Due by 2:00 PM @ GSD– Bid opening                                                          | GSD    |
| January 25, 2017 | **Rating sheets due to GSD from Review Committee**                                                   | GSD    |
| January 26-27, 2017 | **Conference call with Review Committee & final recommendation made on awardee(s)**                  | GSD    |
| February 1, 2017 | **Executive Committee Meeting**  
Approve RFP Review Committee Funding Recommendation                                                        | WDB    |
| February 22, 2017 | **Full WDB Meeting- Approve RFP Review Committee Funding Recommendation**                           | WDB    |
| March- May     | **Contract Negotiations and Development begin**                                                       | WDB    |
| June 6, 2017   | **Board of Supervisors letter to recommend approval of contract(s) for PY 2017-18-**  
2nd BOS letter | WDB    |
| June           | Notify Respondents                                                                                    | WDB    |
| July 1, 2017   | **New Contract(s) Implemented**                                                                     | WDB    |
As you may recall, 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 Employment Development Department (EDD) Workforce Services issued an initial guidance directive (WSD15-12) which outlined the two (2) required phases and the respective due dates.

Phase I for the Service Coordination was completed and approved by the Board of Supervisors on June 28, 2016. Phase II for Shared Resources and Costs, including infrastructure and other system costs, 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. Local WDB staff were notified on August 5, 2016 that the due date for Phase II has been changed from December 31, 2017 (as previously stated in WSD15-12) to June 30, 2017.

Infrastructure cost budgets will be reviewed and updated annually. WDB Staff continues to meet regularly through the Career Center Operators group to develop and negotiate the local MOU with all of its partners.
### C.5 WIOA Final Budget PY 2016-17

<table>
<thead>
<tr>
<th>COMMITTEE:</th>
<th>Workforce Development Board</th>
<th>MEETING DATE:</th>
<th>October 26, 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>STAFF NAME:</td>
<td>Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**SUMMARY:**

As is customary practice after the prior year's (PY) budget. Your board approved a proposed budget at its June 8, 2016 meeting using the WIOA allocation for PY 2016/17 for Adult, Dislocated Worker and Youth funding which had been released on April 21, 2016 (WSIN 15-45). The Rapid Response allocation was released on June 9, 2016 (WSIN 15-51) and this final PY 2016/17 budget now incorporates all funding sources and the final carry-in funding levels from PY 15/16 over into PY 16/17.

**SUGGESTED MOTION: (if applicable)**

I move to approve the Final PY 2016/17 WIOA Budget with final carry-in from PY 15/16 for the formula WIOA Adult, Dislocated Worker (DW), Rapid Response, and Youth programs; authorize WDB Director to determine how best to use unallocated funds and allocated funds if not fully expended to meet program goals and report on any changes.

<table>
<thead>
<tr>
<th>COMMITTEE DATE</th>
<th>COMMITTEE APPROVAL:</th>
<th>BOARD DATE</th>
<th>BOARD APPROVAL:</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/07/16</td>
<td>❑ Yes</td>
<td></td>
<td>❑ Yes</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td></td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Other: Executive Committee</td>
<td></td>
<td>Other:</td>
</tr>
</tbody>
</table>
# WORKFORCE INVESTMENT ACT: FY 15/16 and FY 16/17 Budget Comparison

**Prepared:** 8/23/2016

## FY 15/16 Proposed Budget (Includes Projected Carry-In*)

<table>
<thead>
<tr>
<th>WIB Services</th>
<th>ADULT</th>
<th>DW</th>
<th>YOUTH</th>
<th>RR</th>
<th>FORMULA</th>
<th>% to FY 16/17</th>
<th>% of FY 16/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>84,399</td>
<td>99,524</td>
<td>96,563</td>
<td>-</td>
<td>280,486</td>
<td>7.1%</td>
<td>292,217</td>
</tr>
<tr>
<td>Program Services</td>
<td>88,644</td>
<td>106,644</td>
<td>12,735</td>
<td>97,512</td>
<td>305,535</td>
<td>7.7%</td>
<td>332,239</td>
</tr>
<tr>
<td>Unobligated Funds</td>
<td>151,251</td>
<td>247,476</td>
<td>75,281</td>
<td>-</td>
<td>474,008</td>
<td>12.0%</td>
<td>476,223</td>
</tr>
<tr>
<td>Contracts</td>
<td>338,802</td>
<td>338,802</td>
<td>915,000</td>
<td>74,606</td>
<td>1,667,210</td>
<td>42.1%</td>
<td>1,308,533</td>
</tr>
</tbody>
</table>

Subtotal: 663,096 792,446 1,099,579 172,118 2,727,239 68.9% 1,898,426

## WFSCC Operations

| Career Center Operations | 96,236 | 100,737 | - | - | 196,973 | 5.0% | 196,973 |
| Training-OJT | 440,413 | 509,609 | - | - | 950,022 | 24.0% | 950,022 |
| Supportive Services | 37,750 | 43,681 | - | - | 81,431 | 2.1% | 81,431 |

Subtotal: 574,399 654,027 1,099,579 172,118 2,727,239 68.9% 1,923,539

**TOTAL:** 1,237,495 1,446,473 1,099,579 172,118 3,955,665 100.0%

### 16/17 v 15/16

<table>
<thead>
<tr>
<th>% to FY 16/17</th>
<th>% of FY 16/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>31.3%</td>
<td>36.6%</td>
</tr>
<tr>
<td>27.8%</td>
<td>4.4%</td>
</tr>
<tr>
<td>100.0%</td>
<td></td>
</tr>
</tbody>
</table>

*Final Carry-In to FY 15/16 was determined in August 2015, after year-end close and completion of the 4th quarter County Expense Claim.*

## FY 16/17 Proposed Budget (Includes Projected Carry-In*)

<table>
<thead>
<tr>
<th>CONTRACT STATUS</th>
<th>ADULT</th>
<th>DW</th>
<th>YOUTH</th>
<th>RR</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cabrillo College, SRSN</td>
<td>37,500</td>
<td>37,500</td>
<td>-</td>
<td>-</td>
<td>75,000</td>
</tr>
<tr>
<td>Cabrillo College, SBDC</td>
<td>-</td>
<td>-</td>
<td>44,000</td>
<td>44,000</td>
<td></td>
</tr>
<tr>
<td>Goodwill Central Coast</td>
<td>287,500</td>
<td>287,500</td>
<td>25,000</td>
<td>600,000</td>
<td></td>
</tr>
<tr>
<td>SCCOE Youth Services</td>
<td>-</td>
<td>-</td>
<td>915,000</td>
<td>915,000</td>
<td></td>
</tr>
<tr>
<td>Various PO's</td>
<td>13,802</td>
<td>13,802</td>
<td>-</td>
<td>5,606</td>
<td>33,210</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>338,802</td>
<td>338,802</td>
<td>915,000</td>
<td>74,606</td>
<td>1,667,210</td>
</tr>
</tbody>
</table>

### 16/17 v 15/16

<table>
<thead>
<tr>
<th>DIFF</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>

*Final Carry-In to FY 16/17 will be determined in August 2016, after year-end close and completion of the 4th quarter County Expense Claim. Carry-in used for budget calculations includes:*

| Adult | $457,423 |
| DW | $675,967 |
| Youth | $152,699 |
| RR | $4,693 |

**Total**: $1,290,781

---

*Adult $393,498 Adult $457,423 DW $451,221 DW $675,967 Youth $133,948 Youth $152,699 RR $13,928 RR $4,693 Total $992,595 Total $1,290,781*
C.6 Youth Contract & Budget PY 16-17

COMMITTEE: Workforce Development Board
MEETING DATE: October 26, 2016

STAFF NAME: Andy Stone, WDB Director; Teresita Hinojosa, WDB Sr. Analyst

SUMMARY:
At the WIB Board meeting of June 8, 2016, your Board approved a contract for WIOA Youth Services with the Santa Cruz County Office of Education (COE) in the amount of $850,000. WDB staff is now proposing an increase of $225,497.59 including carry-in to the budget for a total contract amount of $1,075,497.59.

During budget negotiations, the WDB staff proposed that the contractor increase services to expand the breadth of services for OSY youth, especially with the newer requirements of serving 75% Out-of-School youth and using a minimum of 20% of funds on Work Experience. This would also provide an opportunity to enhance the types of services that are accessible to youth in the program.

This past contract year provided us with a better understanding of the difficulty in serving OSY youth. The array of case management staff time required, community and partnership outreach and coordinating efforts, wrap-around services, and follow-up when a youth falls out of the program all lead to the need to expand the approach for this harder to serve population.

COE is proposing to increase contracted services for tutoring, leadership development, comprehensive guidance and counseling, entrepreneurial skills training, and occupational skills training. With the additional funds, COE will also be able to fund a full time OSY Work Experience specialist, a .5 FTE Academy teacher, a Secretary (previously a Receptionist) for the program, and increased Supportive Services and Incentives.

SUGGESTED MOTION: (if applicable)
I move to accept the changes to the WIOA Youth Services contract and budget for PY 2016-17.
C.7 Youth Services Annual Report 2015-16

COMMITTEE: Workforce Development Board  
MEETING DATE: October 26, 2016

STAFF NAME: Andy Stone, WDB Director; Teresita Hinojosa, Sr. Analyst; Nohemi Macias, Project Coordinator

SUMMARY:

Annually the WIOA Youth Services contractor, Santa Cruz County Office of Education (COE) Sueños Program, provides a report (attached) on the final results for PY 2015/16.

COE successfully met all the state performance goals, and continued to implement the new requirement of seventy-five (75%) enrollment and twenty percent (20%) expenditures for Out-of-School (OSY) youth. WIOA legislation made a significant change in how many and how much funds are to be expended on OSY, who are the hardest to serve.

Forty-six percent (46%) of the participants were OSY with an average age of 18 years, of which sixty-five percent (65%) were recent high school graduates. Seventy-seven percent (77%) of expenditures were for OSY youth. Fifty-four percent (54%) of enrollments were for In-School Youth (ISY) with an average age of 16 years. The majority of program participants were female at sixty-five percent (65%).

The three top Work Experience placements were in Public Service (25), Hospitality, Tourism and Customer services (19), and Education and Child Development (19), and a total of 67 youth participated in a paid work experience at 87 work sites throughout the county.

Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to accept the WIOA Youth Services Annual Report for PY 2015-16.

<table>
<thead>
<tr>
<th>COMMITTEE DATE</th>
<th>COMMITTEE APPROVAL:</th>
<th>BOARD DATE</th>
<th>BOARD APPROVAL:</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/28/16</td>
<td>✔ Yes</td>
<td>10/26/16</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
<td>Other: Youth Council</td>
</tr>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
<td>Other: Youth Council</td>
</tr>
</tbody>
</table>
Santa Cruz County Office of Education, ALCANCE Community Action Board, and Workforce Santa Cruz County

SUEÑOS COLLABORATIVE PARTNERSHIP

Youth Council Report Program Year 2015-16
WIOA Youth Employment Program – Sueños

WIOA Formula Grant - Sueños Updates

The Sueños program provides workforce development services to youth in targeted Watsonville zip codes between the ages of 16 - 24. Services include a Hospitality, Tourism and Customer Service Occupational Certification Academy; Agriculture Academy pilot; tutorial support and enrollment in Alternative Education, Adult Education and Cabrillo College; subsidized job placement; a partnership with ALCANCE/Community Action Board (CAB) to assist in identifying work sites aligned with individual participant career goals; a variety of supportive services to ensure youth can achieve the WIOA common measures of High School Graduation; attainment of a GED or occupational skills certification; entered employment, post secondary training or the military upon service completion. Out-of-school youth that are basic skills deficient receive instruction in basic workplace math and literacy skills.

With a goal to serve 150 WIOA eligible youth by June 2016, the program was able to meet 100% of the projected enrollments. The Chart below depicts program outcomes for 2015-16.

<table>
<thead>
<tr>
<th>Program</th>
<th>Enrollments</th>
<th>ISY</th>
<th>OSY</th>
<th>Exits</th>
<th>Credentials</th>
<th>Employed</th>
<th>Entered Post-Second</th>
<th>Military</th>
<th>OSY Literacy/ Numeracy Gains</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>150</td>
<td>81</td>
<td>69</td>
<td>85</td>
<td>76</td>
<td>29</td>
<td>32</td>
<td>0</td>
<td>32</td>
</tr>
</tbody>
</table>

In addition, staff served 96 youth in follow-up services for the required one year, ensuring additional positive outcomes were attained and aligned with participants’ Individual service plans.

<table>
<thead>
<tr>
<th>Program</th>
<th>Follow-Up</th>
<th>Credential</th>
<th>Employed</th>
<th>Post-Secondary</th>
<th>Both Employed &amp; Post-Sec</th>
<th>Military</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>96</td>
<td>77</td>
<td>52</td>
<td>22</td>
<td>15</td>
<td>0</td>
</tr>
</tbody>
</table>

Forty-six percent (46%) of participants were out-of-school youth, with an average age of 18 years. Sixty-five percent (65%) of OSY participants were recent High School/GED graduates, twenty-eight percent (28%) were drop-outs, and seven percent (7%) had Certificates of Completion. The goal was 50% OSY enrollments and 75% OSY expenditures of which exceeded to a 77% rate. The average age of in-school participants was 16 years. The majority (65%) of our participants were female. The charts below provide a graphic representation of the age, gender and OSY/ISY demographics of youth participants.
### Gender and Age of Participants

<table>
<thead>
<tr>
<th>Age</th>
<th>Female</th>
<th>Male</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age 16</td>
<td>27</td>
<td>15</td>
<td>42</td>
</tr>
<tr>
<td>Age 17</td>
<td>22</td>
<td>7</td>
<td>29</td>
</tr>
<tr>
<td>Age 18</td>
<td>24</td>
<td>16</td>
<td>40</td>
</tr>
<tr>
<td>Age 19</td>
<td>9</td>
<td>6</td>
<td>15</td>
</tr>
<tr>
<td>Age 20</td>
<td>5</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>Age 21</td>
<td>6</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>Age 22</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Age 23</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Age 24</td>
<td>4</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>TOTAL</td>
<td>98</td>
<td>52</td>
<td>150</td>
</tr>
</tbody>
</table>

### Job Sector Distribution - 87 worksites

- **Public**
- **Private**
- **Community Based**

- **Welding and Metal Fabrication**
  - Public: 1
  - Private: 1
  - Community Based: 1

- **Transportation**
  - Public: 11
  - Private: 1
  - Community Based: 13

- **Public Services**
  - Public: 4
  - Private: 4
  - Community Based: 9

- **Marketing, Sales and Service**
  - Public: 3
  - Private: 5
  - Community Based: 10

- **Information and Communication Technology**
  - Public: 3
  - Private: 5
  - Community Based: 6

- **Hospitality, Tourism and Customer Service**
  - Public: 2
  - Private: 13
  - Community Based: 6

- **Health Science and Medical**
  - Public: 3
  - Private: 5
  - Community Based: 10

- **Fashion and Interior Design**
  - Public: 2
  - Private: 13
  - Community Based: 6

- **Education, Child Development and...**

- **Arts, Media and Entertainment**

- **Ag and Natural Resources**

67 youth were placed in paid work experience at 87 different worksites during 2015-16. Some youth had the opportunity to experience more than one worksite.

Public sector businesses range from public service; hospitality tourism; education; and child development. Community based business range from transportation; public service; information and communication technology. Private business range from Direct Services, Customer Services, and Child Care.
Participant Customer Satisfaction

This year was the fifth year of a survey monkey customer satisfaction survey that was incorporated into the HTCS Academy. The charted responses below are from the 86 participants that completed the survey monkey customer satisfaction survey between January and July 2016.

The first chart represents the number of services accessed by participants at the time of the survey. All participants were enrolled in either an HTCS class or other training program.

Q4 Which of the following services have you received?

Answered: 86  Skipped: 0

- HTCS Academy: 40.70%
- Tutoring: 13.95%
- Paid Work Experience: 69.77%
- Guidance Counseling: 11.63%
- Job Shadow: 37.21%
- Workshops (such as...): 45.35%
- Training programs...: 11.63%
- Leadership Opportunity...: 15.12%
- Mentoring: 19.77%
- Bus passes: 50.00%
- Clothing: 77.91%
- Incentives: 24.42%
- Material and supplies: 12.79%
The next chart displays the helpfulness of services in obtaining participant’s goals. All averaged ratings are ranking between the 9 and 10 rate of helpfulness to the participant.

<table>
<thead>
<tr>
<th>Service</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>HTCS Academy</td>
<td>9</td>
</tr>
<tr>
<td>Tutoring</td>
<td>9</td>
</tr>
<tr>
<td>Paid Work Experience</td>
<td>10</td>
</tr>
<tr>
<td>Guidance Counseling</td>
<td>9</td>
</tr>
<tr>
<td>Job Shadows</td>
<td>9</td>
</tr>
<tr>
<td>Special Workshop(s)</td>
<td>9</td>
</tr>
<tr>
<td>Training program</td>
<td>9</td>
</tr>
<tr>
<td>Leadership Opportunity...</td>
<td>9</td>
</tr>
<tr>
<td>Mentoring</td>
<td>9</td>
</tr>
<tr>
<td>Bus passes</td>
<td>9</td>
</tr>
<tr>
<td>Clothing</td>
<td>9</td>
</tr>
<tr>
<td>Incentives</td>
<td>9</td>
</tr>
<tr>
<td>Material and supplies</td>
<td>9</td>
</tr>
</tbody>
</table>
The next chart displays the satisfaction of participants with the Sueños staff and services they received. All ratings are ranked a 9 for satisfaction.

Q6 On a scale of 1 to 10 (with 1 being the least satisfied and 10 being the most satisfied) please rate your overall satisfaction with the Sueños Program staff and services?

Answered: 86  Skipped: 0

[Bar chart showing ratings for different aspects of Sueños Program]

In addition, as customary there was a 100% positive response to the question asking if participants would refer friends and family to Sueños and a 100% positive response to the question asking if the Sueños program and services better prepared participants for employment, college or future goals.
Employer Customer Satisfaction

Only twelve of our employers completed the employer customer satisfaction survey last year. The survey has become a valuable tool to evaluate both worksite satisfaction and youth employability skills. Below are a few of the results of the survey:

Q6 How satisfied are you with each of the following experiences with the Sueños or SYEP youth employment programs? (Note: If you did not receive a youth placement - please respond N/A for question B and answer others accordingly.)

Answered: 12  Skipped: 0

- A. Staff courtesy and... 10
- B. Quality of youth placement 10
- C. Response time from staff 10
- D. Quality of information... 9
- E. Overall satisfaction... 10
Q7 Considering all of the expectations you may have had about the services, to what extent have the following services met your expectations? (Note: If you did not receive a youth placement - please respond N/A for question B and answer others accordingly.)

Answered: 12  Skipped: 0

A. Response to requests ...

B. Skills of youth placed...

C. Support from Sueños...

D. Overall expectations...

0 1 2 3 4 5 6 7 8 9 10
Sueños offers wrap-around quality of services and relationships that are changing the lives of participants. Below are quotes from our employers and participants that tell the real story of our success:

**Employers:**

**Santa Cruz County Immigration Project**
“Adrian was an excellent worker always ready to work and extremely helpful clients and coworkers.”

**Watsonville Police Activities League (P.A.L)**
“Marco is great young individual that is ready for the workforce.”
Jumpstart Preschool
“Jalessa is incredible with the children. The kids love her and we enjoyed having her in the classroom.”

Karen Mallory, Attorney at Law
“I am impressed with Daisy’s skills, including writing, research, and her ability to understand instructions. I am so grateful for her help this year.”

Youth:

“Keep it up!”
“I liked being with the Sueños program because it helped me a lot.”
“I like how they help the youth I don’t think they need improvement”
“I really enjoyed being in the program.”
“Continue perfection”
“It was an amazing help. I am utterly grateful.”
“Excellent program”

A success story - one of many:

Daisy A. joined the Sueños Program on April 24th of 2015. Since then, Daisy has been hired at Karen Mallory Attorney at Law firm in a permanent position. Daisy was hired after she completed a total of 160 hours of paid work experience through the Sueños program. After Daisy began her placement in October of 2015 she quickly demonstrated her strong work ethic and dedication. Her skills grew more and more with the help of the mentorship that the Sueños HTCS Academy offers, as well as the amazing mentorship of Karen Mallory, Attorney at Law her employer. Daisy has become an indispensable part of Karen Mallory Attorney at Law team. However, Daisy will be leaving her job this fall because she will begin her first undergraduate year at the University of California Berkeley. Her goal is to pursue a degree in political science and ultimately go on to Law School. Sueños staff is certain that Daisy will accomplish her dreams of becoming a lawyer.
Summary:
On August 11, 2016, the WDB partnered with the Health Improvement Partnership of Santa Cruz County to hold the first local Slingshot meeting to begin determining priorities for collective action. The facilitated meeting began with business leaders identifying the most important opportunities or drivers of growth of the health care sector in the region. Next, participants focused on the most important requirements to capitalize on the opportunities. By the conclusion of the meeting, participants had chosen talent development and care coordination as their two priorities for collective action.

Priority for Action: Talent Development

Business leaders were in strong agreement that the most important requirement is access to quality talent. Without people possessing the right mix of skills, their operations cannot be sustained and/or grow in the region.

Priority for Action: Care Coordination

The other major priority identified by the local health care industry was to strengthen care coordination among institutions and types of care along the continuum. There is a need to first develop an industry-wide definition of care coordination --describing what it means and how it would work.

Next Steps

The Health Improvement Partnership of Santa Cruz County will create two working groups to follow-through on the priorities identified:

- A Talent Development Working Group will develop an action plan for meeting cross-cutting skill requirements, occupation-specific needs, and a comprehensive talent pipeline initiative.
- A Care Coordination Working Group will develop an industry-wide definition and action plan for a comprehensive Care Coordination Initiative.

Both working groups will meet before the end of October 2016 and develop action plans for implementation by early 2017.
C.9 Proposition 39 Pre-Apprenticeship

As you may recall, the Santa Cruz County Workforce Investment Board was the lead on the First Phase of a Proposition 39 Pre-Apprenticeship grant. Monterey County has been awarded as the lead in the Second Phase of the grant and is subcontracting with Santa Cruz County in the amount of $123,533 to serve 25 individuals.

Background:
Proposition 39 First Phase (Development Grant)
A Proposition 39 Pre-Apprenticeship Development grant was awarded to Santa Cruz County on May 2, 2014, by the State of California for the purpose of developing a regional pre-apprenticeship program for clean/green energy related jobs. The WDB collaborated with Monterey and San Benito Counties to develop partnerships with regional educators and building trades labor representatives to create the pre-apprenticeship program which would serve workers throughout the region. As a result of the collaboration, the partnership successfully piloted the pre-apprenticeship training class.

Proposition 39 Second Phase
The goal of the second phase of the project is to create apprenticeship and pre-apprenticeship programs in the construction and green energy trades serving at-risk youth, women, veterans, and disadvantaged or disconnected job seekers. In this phase of the project, the three County region will implement green job skills training for 55 participants. The Santa Cruz County WDB will be responsible for training 25 of the 55 individuals. Participants in Santa Cruz County will be recruited from CalWORKs.

At this time, staff is recommending your approval of the Agreement with Monterey County in the amount $123,533 to ensure that services can be provided and completed by the end of the grant period (September 30, 2017). The Agreement was considered and approved by the Board of Supervisors on September 27, 2016. Agreement available for review by request and may be reviewed via this link: https://goo.gl/3fQvn6

SUGGESTED MOTION: (if applicable)
I move to approve the Agreement with Monterey County to contract with the Santa Cruz County Workforce Development Board in the amount of $123,533 to provide Proposition 39 Pre-apprenticeship services to 25 individuals as recommended by the Executive Committee and as also approved by the Santa Cruz County Board of Supervisors.