



**Workforce Development Board  
 Career Services Committee  
 Wednesday, April 21, 2021, 3:00 p.m.  
 18 W. Beach Street, Watsonville**

18 W. Beach Street  
 Watsonville, CA 95076  
 (831) 763-8900  
[www.santacruzwb.com](http://www.santacruzwb.com)

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**Call in: (916) 318-9542**

**Meeting ID: 986 715 90#**

**Agenda**

**Career Services Committee MEMBERS:**

Elyse Destout, Chair  
 Photography by Elyse Destout

Denise Moss, Vice-Chair  
 GOAL/Cabrillo College

Christina Cuevas  
 Cabrillo College

MariaElena De La Garza  
 Community Action Board

Malina Long  
 Your Future Is Our Business

Fernando Giraldo  
 Santa Cruz County Probation Department

Burr Guthrie,  
 WASCE PVUSD

LeNae Liebetrau  
 Department of Rehabilitation

Henry Michel,  
 SCCOE

Annabelle Rodriguez,  
 Cabrillo College

**DIRECTOR:**  
 Andy Stone

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

- I. Call to Order/Welcome**
- II. Introductions**
- III. Public Comment** – For items not listed on the agenda (limited to 3 minutes)
- IV. Service Provider Activity Reports** – Sueños, Cabrillo College, Goodwill Central Coast, Career Center Operator, Community Action Board
- V. Consent Items**
  - C.1 Approval of minutes: January 13, 2021 ..... **2-5**
  - C.2 Contractor Activity Reports (thru Q2 PY20/21) ..... **6**
  - C.3 WIOA Contractor Monitoring : CCOPs, GCC, SBDC ..... **7-35**
  - C.4 AJCC Hallmarks of Excellence Action Plans ..... **36**
  - C.5 WIOA Partner Memorandum Of Understanding (MOU): SCAIR ..... **37**
- VI. Presentation:** 2020 August Wildfires, Fire Impact Recovery Efforts..... **38**
- VII. Administration**
  - A.1 WDB Staff Updates ..... **39**
  - A.2 AJCC Certification Baseline/Indicators ..... **40**
  - A.3 Pre-apprenticeship Program Update..... **41**
- VIII. Chairperson's Report**
- IX. Announcements/Information Sharing**
- X. Adjournment**

**Next Meeting: TBD  
 Location: TBD**

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Action Consent Information Discussion

SANTA CRUZ COUNTY  
**WORKFORCE**  
DEVELOPMENT

## C.1 Approval of Meeting Minutes

<b>COMMITTEE:</b> Career Services Committee	<b>MEETING DATE:</b> April 21, 2021
<b>STAFF NAME:</b> Andy Stone, WDB Director; Laurel Gazza, Administrative Aide	

**SUMMARY:**

Requesting approval of the January 13, 2021 Career Services Committee meeting minutes, as part of the consent agenda.

Attachment(s)

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**SUGGESTED MOTION: (if applicable)**

I move to approve the January 13, 2021 Career Services Committee meeting minutes, as part of the consent agenda.

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



**Workforce Development Board  
Career Services Committee  
Watsonville Career Center,  
Wednesday, January 13, 2021, 3:00 p.m.**

C.1 Attachment

18 W. Beach Street  
Watsonville, CA 95076  
(831) 763-8900  
[www.santacruzwb.com](http://www.santacruzwb.com)

**NOTE: Due to the COVID-19 pandemic, and the directive of Governor Gavin Newsom in adjusting the Brown Act rules, public meetings will be allowed to be attended virtually until further notice. A public meeting room was made available for this meeting, but all participants chose to attend virtually, via Microsoft Teams.**

**The Vice-Chair, Denise Moss called the meeting to order at 3:00 p.m., and a quorum was virtually established. Members, staff and guests introduced themselves.**

**Committee Members in Attendance**

Christina Cuevas  
Fernando Giraldo  
Burr Guthrie  
LeNae Liebetrau  
Malina Long  
Denise Moss – Vice Chair

**Committee Members Absent**

Elyse Destout - Chair  
MariaElena De La Garza  
Henry Michel  
Annabelle Rodriguez

**Staff in Attendance**

David Beardsley – HSD Senior Analyst  
Katy Chevalier – EBSD Program Manager  
Peter Detlefs – WDB Business Services Manager  
Laurel Gazza – WDB Administrative Aide  
Lacie Gray – WDB Senior Analyst  
Sara Paz-Nethercutt – WDB Senior Analyst  
Andy Stone – WDB Director

**Guests**

Alia Ayyad  
Will Basler  
Julie Edwards  
Candice Elliott  
Shelby Mason  
Bea Munoz  
Amanda Winter

**Subject: Public Comment**

**Career Services Committee MEMBERS:**

Elyse Destout, Chair  
Photography by Elyse Destout

Denise Moss, Vice Chair  
Cabrillo College

Christina Cuevas, Trustee  
Cabrillo College

MariaElena De La Garza,  
Executive Director  
Community Action Board

Burr Guthrie,  
Watsonville/Aptos/Santa Cruz Adult Ed.

Malina Long,  
Executive Director  
Your Future Is Our Business

Fernando Giraldo, Chief Probation Officer  
Santa Cruz County Probation Department

LeNae Liebetrau,  
Senior Vocational Rehabilitation Counselor  
Department of Rehabilitation

Henry Michel,  
Santa Cruz County Office of Education

Annabelle Rodriguez  
GOAL/Cabrillo College

DIRECTOR:  
Andy Stone

There were no public comments.

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**Subject: Service Providers' Activity Report**

Representatives from COE-Suenos, Goodwill Central Coast and the Watsonville Career Center gave current updates on their respective programs/locations, including enrollment/completion statistics, referral form tracker. Cabrillo College did not have a representative present.

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**Subject: Consent Items:**

- C.1 Approval of the September 23, 2020 Meeting Minutes**
- C.2 Contractor Activity Reports (thru Q1 PY 20/21)**
- C.3 WIOA Transitional Jobs Policy**
- C.4 AJCC Hallmarks of Excellence Action Plans**
- C.5 Re-contracting PY 21/22 WIOA Services**

**Action:** It was moved to approve the Consent Agenda.

<b>Status:</b>	Motion to Approve Consent Items:	LeNae Leibetrau
	Motion Seconded:	Christina Cuevas
	Abstention:	None
	Committee Action:	All in favor, motion passed

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**Presentation item:**

Will Basler, Lead Employment Specialist with Leaders in Community Alternatives, gave a presentation on their company's case management duties/enrollments/outcome expectations for the Prison2Employment (P2E) program, and explained that the program is targeting justice involved women.

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**Subject: Administration Items:**

**A.1 – WDB Staff Updates**

WDB Director Andy Stone and staff gave updates on current duties involving program/contract monitoring, WIOA Youth Local Re-design, WIOA Local Transitional Jobs Policy, and Career Services website update. CalWORKS Employment Services also gave update on current status of how COVID has impacted services and enrollment.

**Action:** No action taken, informational item only.

**Subject: Administration Items:**

**A.2 – WIOA Contract Amendment GCC**

WDB Director Andy Stone and staff went over proposed PY 20-21 contract amendment recommendations.

**Action:** It was moved to accept the PY 20/21 contract amendment recommendations and direct staff to move forward with the required actions upon receipt of approvals.

<b>Status:</b>	Motion to Approve:	LeNae Leibetrau
	Motion Seconded:	Malina Long
	Abstention:	None
	Committee Action:	All in favor, motion passed

**Chairperson’s Report** – None given, Chair-Person Elyse Destout was absent and Vice-Chair Denise Moss did not have a report.

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**VII. Announcements/Information Sharing**

WDB member Alia Ayyad stated that her organization, Center for Employment Training, was continuing to help the public with EDD unemployment claims. Vice-Chair Denise Moss mentioned the upcoming IT Institute at Cabrillo College and Burr Guthrie from Watsonville-Aptos-Santa Cruz Adult Education mentioned their new cosmetology program.

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**Meeting adjourned at 4:06 p.m.**

**Next Meeting: Workforce Development Board Meeting  
Thursday, April 1, 2021  
TBD**

**Career Services Meeting  
Wednesday, April 21, 2021  
TBD**



Action  Consent  Information  Discussion

## C.2 Contractor Activity Reports

<b>COMMITTEE:</b> Career Services Committee	<b>MEETING DATE:</b> April 21, 2021
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<b>STAFF NAME:</b> Katy Chevalier, Program Manager; Sara Paz-Nethercutt, Sr. Analyst
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**SUMMARY:**

Reports outlining each workforce services contractor's financial, federal (if applicable), and contract performance can be found here: <https://bit.ly/2Qn8K76>

Attachment(s)

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**SUGGESTED MOTION: (if applicable)**

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



Action Consent Information Discussion

SANTA CRUZ COUNTY  
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### C.3 WIOA Program Monitoring PY 2020-21

<b>COMMITTEE:</b> Career Services Committee	<b>MEETING DATE:</b> April 21, 2021
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**STAFF NAME:** Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst

**SUMMARY:**

WDB Staff monitored the following contracted services for program year 2020/2021 and drafted reports are attached:

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

The monitoring includes the following:

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

WDB staff next steps include the following:

- Implement the Corrective Action Plan as outlined (SCCOE, SRSN, GCC)
- Apply the internal protocols as developed. (SCCOE, SRSN, GCC)
- Review during contract negotiations for PY 21/22 (SCCOE, SRSN, CCOps, SBDC, GCC)
- Review at the next annual monitoring visit. (SCCOE, SRSN, CCOps, SBDC, GCC)

Attachment(s)

**SUGGESTED MOTION: (if applicable)**

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

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

**Santa Cruz County Workforce Development Board**  
**DRAFT**  
**Monitoring Report 2020-2021**  
**Santa Cruz County Office of Education**  
**Workforce Innovation and Opportunity Act Services**

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

**Workforce Investment Board Analyst:** Sara Paz-Nethercutt, WDB Sr. Analyst  
 831.763.8756  
[Sara.Paz-Nethercutt@santacruzcounty.us](mailto:Sara.Paz-Nethercutt@santacruzcounty.us)

**Monitoring Dates:** Remote review November 16 -20, 2020; overall monitoring period concluded December 9, 2020; As a result of the COVID -19 pandemic necessary safety precautions were implemented with regard to conducting local monitoring events. A complete monitoring review was conducted remotely, using virtual platforms for interviews and remote case file review.

**Term of Contract:** July 1, 2020 through June 30, 2021

**Overview of Scope of Work**

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

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

**Current Findings:** The following represents one (1) finding that was identified:

<b>Findings:</b>	<b>Corrective Action(s):</b>
<p><b>1. Data Validation</b></p> <p style="padding-left: 20px;"><b>a. Incentive Payment activity code was erroneously claimed as “dropped out of activity” in CalJOBS for a WIOA funded activity.</b>                      Participant (State ID # 1002864837) was WIOA enrolled and received incentive payment</p>	<p style="padding-left: 20px;">a. Provide written assurance that all enrolled WIOA participants who receive a WIOA funded activity, e.g. incentive payments will have the corresponding CalJOBS activity completion</p>



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<p>services (leadership development activity, \$25.00) as a funded service without the proper corresponding CalJOBS completion code for State performance and financial data tracking purposes.</p> <p><b>*Citation:</b> CalJOBS Data validation: source documentation for activities tied to expenditures or required activities; WIOA Sueños Contract Scope of Work;</p>	<p>code for State performance and financial data tracking purposes.</p> <p>NOTE: These all are allowable expenses with the corresponding documentation/activity and completion code. Sueños entered 393 activities for the 14 participants. Error rate is less than 1%.</p>
<p><b>SCCOE Response, 1/28/2021:</b>  <i>Accept the contents of the report. Program Staff will ensure that WIOA enrolled participants who receive a WIOA funded activity will have the corresponding CalJOBS completion code for State performance and financial data tracking purposes.</i></p>	

**Next steps:**

- Provide response to draft report by deadline to address the Finding.
- Review recommendations for development of internal protocols, if necessary.
- Review monitoring report during contract negotiations for PY 21/22 to determine whether to modify any contract language;
- Review overall monitoring at the next annual monitoring visit.

**Recommendations (No response necessary):**

1. It is recommended that Contractor consider using the Lean *kaizen*<sup>1</sup> methodology for improving the Objective Assessment process. Sueños staff updated the Objective Assessment form as a result of the PY 17/18 monitoring report recommendation. This is an example of using the Lean methodology for continuous improvement.
2. It is recommended that Contractor update the *Follow-up* form kept in the case file as it references Workforce Investment Act (WIA) which was replaced by WIOA in 2015.
3. It is recommended that Contractor work with the WDB analyst for possible strategy for obtaining documents for entire households to deem a youth eligible for WIOA. In some cases, more than 3 birth certificates for family members were requested to document family size.
4. It is recommended that Contractor revise the Incentive Form to include a tracking component/field for the overall incentive payment limitation which would ensure a youth only receives the allocated amounts as per policy. Improving the incentive payment issuance process would ensure mistake proofing, eliminating the opportunity for an error to occur with exceeding the policy limitations. Currently, Sueños staff maintain an excel

<sup>1</sup> Definition: Working event with the purpose of implementing improvement ideas.  
<https://www.leansixsigmadefinition.com/glossary/kaizen>

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spreadsheet with the incentive payment data points for all youth in the program year which is reviewed prior to issuing a payment.

**Observations (No response necessary):**

1. Contractor maintains very neat and tidy case files with a checklist in every section for ease of locating documents.
2. Contractor submitted a budget modification #2 for staffing changes , reducing te receptionist form 1.0 FTE to .33 FTE and creating an instructional aide position to maily facilities the Career Cluster academies.
3. Contractor has one final year remaining on this award before the WDB releases another Request for Proposal in PY2021/22.
4. Contractor added COVID19 safety precautions to the Work Experience site safety inspection checklist. Contractor cites difficulties with finding worksites for youth placements due to COVID, see WEX direct wages expenditures table below.
5. Contractor is maintaining the youth participant confidentiality as required in WIOA Section 188, Nondiscrimination and Equal Opportunity guidelines.
6. Contractor continuously improves on the Hallmarks of Excellence Action Plan in collaboration with the Career Center Operator.

**Contract Questionnaire:** Completed with Bea Munoz, Project Coordinator

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

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

**Entrance Conference** conducted with Beatriz Munoz, Sueños Project Coordinator.

**Exit Conference** conducted with Beatriz Munoz, Sueños Project Coordinator.

**Planned verses Actual Enrollments:**

<b>Program Year 20-21</b>	<b>Total</b>	<b>ISY</b>	<b>OSY</b>
Planned Number of New Enrollments	38	11	27
Actual as of <b>12/30/20<sup>^</sup></b>	24	9	15
<b>Percentage of Planned goal</b>	63.1%	81.2%	55.5%

<sup>^</sup>50% of the year expended

**Planned verses Actual Expenditures:**

<b>Program Year 20-21</b>	<b>Total</b>	<b>In-School</b>	<b>Out of School</b>
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<b>Planned Operations Cost</b>	\$800,000	\$200,000	\$600,000
<b>Expended as of 11/30/2020 claims*</b>	\$240,045.30	\$34,255.13	\$205,790.17
Percent Expended	30%	17.1%	34.2%

\*Contractor submitted claims through November 30, 2020, 41.6% of the year expended

<b>Program Year20-21</b>	<b>TOTAL</b>	<b>In-School</b>	<b>Out of School</b>
<b>WEX direct wages to youth</b>	\$178,809	\$44,702.25	\$134,106.75
<b>Expended as of 11/30/2020 claims*</b>	\$10,513.59	\$874.92	\$9,638.67
Percent Expended	5.8%	1.9%	7.1%

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

- Follow-up form contained a Virtual Career Center (VCC) reference which was replaced by CalJOBS with implementation of WIOA. Form should be updated for CalJOBS reference.
- Incentive payment process continues to be challenging for the monitor to easily reconcile the payment back up documentation, incentive claim form and CalJOBS data entry.
- The Leadership Development Element with CalJOBS Activity # 410 is used repeatedly with many youth having upwards of 8 to 15 opportunities provided to the youth during their program participation. Scope of Work, page 12 lists specific local activities and this activity is defined as per CalJOBS Activity Dictionary, WSIN 19-06, Attachment 1, page 32 as follows:

410	<p><b>Leadership Development Services</b></p> <p>A Youth participated in leadership development opportunities that encourages leadership development, responsibility, confidence, employability, self-determination, and other positive social behaviors. Activities may include:</p> <ol style="list-style-type: none"> <li>1. Exposure to postsecondary educational possibilities;</li> <li>2. Community and service learning projects;</li> <li>3. Peer-centered activities, including peer mentoring and tutoring;</li> <li>4. Organizational and team work training, including team leadership training;</li> <li>5. Training in decision-making, including determining priorities and problem solving;</li> <li>6. Citizenship training, including life skills training such as parenting and work behavior training;</li> <li>7. Civic engagement activities which promote the quality of life in a community; or</li> <li>8. Other leadership activities that place youth in a leadership role such as serving on youth leadership committees, such as a Standing Youth Committee.</li> </ol>
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Contractor should be mindful of answering the following question : What triggers (specific service) the creation of an activity and when is it just a contact (conversation between youth and case manager)?

**Data validation Issues:**

- Incentive Payment activity code was erroneously claimed as “dropped out of activity” in CalJOBS for a WIOA funded activity. [See Finding #1 for detailed explanation]

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**Participant-Employer Interview Results:** Of the fourteen (14) case files selected, seven (7) were randomly selected for an interview. Only three (3) were interviewed via phone, the remaining four (4) scheduled were unable to be reached despite several attempts. The results are:

**Satisfaction Scale** of 1- 10 with 1 being Very Dissatisfied and 10 being Very Satisfied: The average youth program participant response was 9.7.

- One youth indicated being very shy at the beginning of her participation in the program and by the end had developed a conversational confidence and considers herself no longer a shy individual.
- One youth believed the work experience placement was invaluable to her skill development.
- All youth interviewed expressed their satisfaction with the program staff and their WEX placement.

Three (3) work experience employers were randomly selected for an interview:

- Program Coordinator, Community Action Board, Youth Homeless Response Team (YHRT)
- Clerical Supervisor, County of Santa Cruz, Employment & Benefits Services Division
- Warehouse Manager, Second Harvest Food Bank

Two worksite supervisors were interviewed via Zoom (virtual video conferencing platform) and one (1) was unable to make himself available during the monitoring period.

One supervisor indicated a positive experience every time a student worker is placed and encourages the student worker to use her as an employment reference for future job opportunities; another supervisor indicated that despite the serious nature of the job, interns are extremely mature and empathetic to those they work with in the program.

**WIOA Section 188 Nondiscrimination and Equal Opportunity:** Based on the review, there is continued compliance and there are no major concerns.

**Fiscal Sampling Review Results:**

A fiscal sampling review was conducted by Edwin Ogu and Ernesto Esparza, HSD Accountants. They 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 interview responses, 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 findings and recommendations with a request for corrective action plans.

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

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Andy Stone  
Director, Workforce Development Board  
Human Services Department

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Date

DRAFT

**Santa Cruz County Workforce Development Board**  
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**Monitoring Report 2020-21**  
**Cabrillo College – Student Resource and Support Network (SRSN)**

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

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

**Monitoring Dates:** Remote review November 30- December 4, 2020; overall monitoring period concluded December 21, 2020; As a result of the COVID -19 pandemic, necessary safety precautions were implemented with regard to conducting local monitoring events. A complete monitoring review was conducted remotely, using virtual platforms for interviews and remote case file review.

**Term of Contract:** July 1, 2020 through June 30, 2021

**Overview of Scope of Work:**

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

In the current program year (2020-2021), with a 12-month contract, SRSN has been contracted to provide services to as many students as are deemed WIOA eligible who select Cabrillo as their training site. Of the WIOA participants who choose Cabrillo, the performance objective is for credential attainment at 75% for ADULTS and 60% for Dislocated Worker (DW).

**Current Findings and Recommendations**

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

<b>Findings:</b>	<b>Corrective Action(s):</b>
<p><b>1. FISCAL REVIEW:</b></p> <p>a. Contractor failed to provide the Personnel Activity Report (PAR)/ time studies for <b>FY 19/20 Q3 and Q4</b> to show the detailed hours worked by each staff person across multiple funding streams. As a result, it was not possible to independently determine the</p>	<p>a. REPEAT FINDING from monitoring PY 2019/20. SRSN has implemented previous corrective action in their <b>Q1 FY 20/21</b> billing.</p>

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**Monitoring Report 2020-21**

**Cabrillo College – Student Resource and Support Network (SRSN)**

<p>programs/ contracts and the associated full-time equivalents (FTEs) each employee worked during the period reviewed.</p> <p>b. Daily PAR/time studies and the computed FTE for <b>Q1 FY 20/21</b> was provided for all staff, but it was not used by SRSN as the basis for determining the amounts of salaries and benefits that were charged for the period. As a result of this issue, the wrong amounts of salaries and benefits were charged to the County for <b>Q1 FY20/21</b>.</p> <p style="margin-left: 40px;">             \$4,825.06 FY2019/20 Q3 Overcharges              + \$3,733.30 FY2019/20 Q4 Overcharges              = \$8558.44 Overcharges              - \$6970.13 FY20/21 Q1 Undercharges              = \$1588.31 to be deducted from <b>FY20/21 Q4</b> invoice to correct issue.         </p>	<p>b. Contractor to ensure going forward that the PAR and the FTE computed using the PAR, will be the basis to charge salaries and benefits to the WIOA contract.</p> <p>Only one FTE amount for the same employee should be applied to staff salaries and benefits and should be computed based on the documented hours in the PAR/time studies.</p> <p>Ensure implementation in WIOA SRSN <b>FY20/21 Q2 invoice</b>. Provide written explanation to justify if this is not possible.</p> <p>The <u>overcharge amount of \$1,588.31</u> is the net difference of the undercharge of \$6,970.13 in FY20/21 Q1 and the overcharges of \$4825.06 (FY2019/20 Q3) and \$3,733.38 (FY2019/20 Q4)</p>
<p><b>Citation:</b> Uniform Guidance provision 2 CFR 225, Appendix B(8)(h) (4&amp;5), requires the use of PAR when employees of non-federal agencies work on multiple activities or cost objectives 2 CFR 200.318; Cabrillo SRSN PY20/21 WIOA Contracts, Exhibit B, Financial Management Requirements</p>	
<p><b>Other CAP resolution:</b> Per FY 19/20 monitoring report, amount of \$9,525.87 overcharged discovered during the fiscal monitoring will be recouped from the <b>FY20/21 Q3</b> invoice to make the County/State whole for the overcharges paid to SRSN for FY18/19 Q3/Q4 and FY19/20 Q1/Q2.</p>	
<p><b>Cabrillo SRSN Response, 2/10/2021:</b></p> <p><i>WIOA partners brought in Racy Ming Associates to evaluate the fiscal monitoring concern from an objective third party perspective, we also have a legal opinion expressed by Brustein &amp; Manasevit that contradicts the fiscal monitor’s assertion that our timekeeping practices are inadequate. Despite Cabrillo’s numerous efforts to meet our fiscal monitoring requirements and further backing of legal opinion, it would appear that in order to fully satisfy the requirements set forth by the county staff through the fiscal monitoring process, Cabrillo would have to completely upend and reinvent the entire payroll and timekeeping process at the college at an expense that far exceeds the contract amount. Since that is not</i></p>	

## Santa Cruz County Workforce Development Board

### DRAFT

### Monitoring Report 2020-21

#### Cabrillo College – Student Resource and Support Network (SRSN)

*an option, we must continue to collaborate with our county partners to resolve the perceived inconsistency between the payroll process and the PAR forms. ...Cabrillo College leadership met with representatives from the Workforce Development Board and the County of Santa Cruz on Friday, February 5, 2021 to address the seemingly irreconcilable fiscal monitoring findings. We will continue to work collaboratively to preserve this partnership. We hope to achieve a solution to the payroll FTE (full time equivalent employee) / PAR inconsistency to the satisfaction of both parties before the conclusion of the next monitoring period. Meetings have already been set for mid-February to continue these conversations and develop alternative strategies to address the finding.*

#### **Next steps:**

- Work with WDB staff and County Fiscal staff as appropriate on developing and implementing the corrective action plans as listed above;
- Contract renewals (PY 2021/22 and future) contingent upon resolving the monitoring fiscal issues to the satisfaction of County Human Services Department Fiscal.
- Review recommendations for development of internal protocols, if necessary.
- Review monitoring report during contract negotiations for PY 21/22 to determine whether to modify any contract language;
- Review overall monitoring at the next annual monitoring visit.

#### **Recommendation(s) (No response necessary):**

1. It is recommended that SRSN staff attend the monthly *Contractor Service Integration* (CSI) meetings held with Goodwill Central Coast (WIOA Adult/Dislocated Worker contracted service provider) and Workforce Development Board staff to strength the collaboration and shared program objectives. NOTE: SRSN staff attended the 12/11/20 meeting.
2. It is recommended that SRSN create internal protocols for the following:
  - i. To improve the CalJOBS case note data entry to include every communication occurrence (in-person, email or phone), especially for the following situation:
    - Education Plan revisions/modifications
  - ii. To Improve overall coordination and communication with the WIOA contracted Service Provider for Adult and Dislocated Worker services:
    - a. when a participant completes training at Cabrillo and needs assistance for their job search component;
    - b. if a participant drops out or stops attending Cabrillo classes.
  - iii. To ensure staff are reviewing supportive services activity code data entry by other WIOA contracted service provider staff. Although SRSN staff do not have activity code data entry access, the supportive services provided to WIOA participants are coordinated between SRSN and other WIOA contracted service providers. WDB Staff will provide technical assistance to SRSN staff for viewing and troubleshooting CalJOBS activity codes.



**Santa Cruz County Workforce Development Board**

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**Monitoring Report 2020-21**

**Cabrillo College – Student Resource and Support Network (SRSN)**

3. It is recommended that the Contractor continue to develop internal recruitment protocols to ensure an enrollment number that coincides with the increased funding of \$120,000 for the second year in a row from the PY 18/19 amount of \$75,000, when contractor was working annually with a maximum of 60 enrolled individuals, including carry-in and new enrollments.

	<b>PY 18/19</b>	<b>PY19/20</b>	<b>PY20/21</b>
<b>Allocation</b>	\$75,000	\$120,000 allocated \$93,828.94 spent	\$120,000 In progress
<b>Staffing</b>	.40 Program Specialist .10 Director .12 Office Assistant 4 Tus Counselor	.80 Program Specialist .17 Director .20 Office Assistant 6 Tus Counselor	.80 Program Specialist .17 Director .20 Office Assistant 6 Tus Counselor
<b>Total Enrollments</b>	60	93	TBD
<b>Carry-in</b>	23	46	58
<b>New</b>	37	47	TBD
<b>Cost per participant</b>	\$1250	\$1008	TBD

Based on PY 19/20 cost per participant, Contractor should aim for at least 93 total enrollments (including carry-in) in PY 20/21.

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

1. Karen Reyes, SRSN Director continues to participate with WIOA and CalWORKs Employment Service (CWES) workgroups for improving co-enrollment in both programs for the benefit of the participant/student.
2. SRSN staff participate in the Career Service Committee (WDB sub-committee) by attending quarterly meetings and providing quarterly data updates on WIOA program services.
3. SRSN continues to attend the Career Center Operator quarterly meetings to meet with all WIOA mandated partners.
4. Case files are neatly organized with a coversheet/checklist for every section, making it very easy to find any document in the case file.

**Interviews held with:**

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

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**Monitoring Report 2020-21**

**Cabrillo College – Student Resource and Support Network (SRSN)**

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

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

**Participant Interviews:** Six (6) participants were randomly selected for an interview; Four (4) were interviewed by phone and the remaining Two (2) could not be reached.

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

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

**Planned versus Actual Performance and Expenditures:**

**NUMBER OF PARTICIPANTS**

<b>Program Year 20-21</b>	<b>Total New</b>	<b>Adult</b>	<b>DW</b>
Carry-in from previous year	58	37	21
New Enrollments as of 9/30/2020	5	0	5
Total Enrollments as of 9/30/2020	63	37	26
Successful completers as of 9/30/2020		10	2
Scheduled completers PY 20/21		34	21
<b>Credential Attainment goal</b>		75%	60%
<b>*Actual Credential Attainment YTD</b>		29.4%	9.5%

**PROGRAM EXPENDITURES**

<b>Program Year 20-21</b>	<b>Total</b>	<b>Adult</b>	<b>DW</b>
<b>Planned Operations Cost</b>	\$120,000	\$82,500	\$37,500
<b>Expended as of 9/30/2020 invoice</b>	\$23,347.82	\$17,167.49	\$8,180.33
Percent Expended	21.1%	20.8%	21.8%

**Santa Cruz County Workforce Development Board****DRAFT****Monitoring Report 2020-21****Cabrillo College – Student Resource and Support Network (SRSN)**

Currently SRSN is at 21.1% expenditure level with claims submitted through September 2020, expenditure levels at that time of year should be approximately 25%. Although the contractor is slightly below expenditures for expected levels at this time of year, there are no concerns with the contractors claiming the contract allocation.

**File Review:**

Twelve (12) SRSN participant case files were randomly selected for file and service review. All case file issues were resolved during the monitoring visit. Other case file issues are listed as recommendations.

**Participant Interview Results:**

Student Resource and Support Network was given a list of six (6) randomly selected participants for interviewing purposes. Four (4) of the six (6) were interviewed and the remaining two (2) could not be reached. The results are:

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

The average response was 9.25.

- One participant indicated SRSN is an “incredible” resource for returning students.
- One participant shared her experience with multiple case managers due to staff turnover and believes the coordination between SRSN and the WIOA contracted service provider could be improved.
- One participant is quoted as saying, “SRSN is amazing and really cares about us as people not just students—they offered us food and even socks!”.

**Staff Interviews:**

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

**WIOA Section 188 Nondiscrimination and Equal Opportunity:** Based on the review, there is continued compliance and there are no major concerns.

**Fiscal Sampling Review Results:**

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

**Administrative Questionnaire:**

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

**Contract Questionnaire:**

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**Monitoring Report 2020-21**

**Cabrillo College – Student Resource and Support Network (SRSN)**

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

**Fiscal Questionnaire Results:**

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

\_\_\_\_\_  
Andy Stone  
Director, Workforce Development Board  
Human Services Department

\_\_\_\_\_  
Date

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**Santa Cruz County Workforce Development Board**  
**DRAFT**  
**Monitoring Report 2020-2021**  
**Career Center Operator**  
**Workforce Innovation and Opportunity Act Services**

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**Service Provider:** Amanda Winter, aba Winter Works LLC

**Workforce Investment Board Analyst:** Sara Paz-Nethercutt, WDB Sr. Analyst  
831.763.8756  
[Sara.Paz-Nethercutt@santacruzcounty.us](mailto:Sara.Paz-Nethercutt@santacruzcounty.us)

**Monitoring Date:** Remote review January 21, 2020; overall monitoring period concluded February 16, 2021; As a result of the COVID -19 pandemic, necessary safety precautions were implemented with regard to conducting local monitoring events. A complete monitoring review was conducted remotely, using virtual platforms for interviews.

**Term of Purchase Order:** July 1, 2020 through June 30, 2021  
Competitively procured; renewable annually for three (3) additional years as follows:  
Awarded PY 2019/20; Year 1: PY 2020/21; Year 2: PY 21/22; Year 3: PY22/23

**Overview of Scope of Work**

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

**Current Findings**

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

**Contractor accepts report as written.**

**Next steps:**

- Review monitoring report during contract negotiations for PY 21/22 to determine whether to modify any contract language;
- Review overall monitoring at the next annual monitoring visit.

**Recommendations (No response necessary):**

1. It is recommended that Contractor coordinate the Career Center Operator meeting dates with the Career Services Committee dates to stagger the meetings through the year rather than in same month.
2. It is recommended that Contractor work with new Business Service Manager (WDB) on specific Hallmarks of Excellence action plan items relevant to WIOA business services (i.e. business/employer survey).
3. It is recommended that Contractor solicit feedback from WIOA mandated partners on collecting partner performance metrics. Create a plan for when and how each partner will report out on their respective performance measures.

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4. It is recommended that Contractor engage mandated partners for collective responsibility for developing an annual training plan and requesting sponsorships on training events.

**Observations (No response necessary):**

1. Contractor has a clear understanding of the career center operator role and job duties and is aware about setting work boundaries with contractors and partners.
2. Contractor attends Contractors Service Integration (CSI) Meetings for the WIOA contracted service providers (GCC, SCCOE), making sure she is always aware of the program services updates.
3. Contractor is a member of the WIOA-CalWORKs Employment Services (CWES) co-enrollment workgroup and contributes valuable insights.
4. Contractor is a member of the Lean Community of Champions Initiative and actively participates in the monthly events.

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

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

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

**Entrance Conference** conducted with Amanda Winter, Career Center Operator.

**Exit Conference** conducted with Amanda Winter, Career Center Operator.

**Planned versus Actual Expenditures:**

Program Year 20-21	Total
<b>Planned Operations Cost</b>	\$75,000
<b>Expended as of 12/30/2020 claims*</b>	\$39,112.08
Percent Expended	52.1%

\*Contractor submitted claims through December 31, 2020

**Service Plan/Objectives**

Objective Deliverable	Status to Date
Career Center Operator (CCOps) Meetings	Contractor has facilitated three of the four meetings required to date.
Scheduling coverage between partners in the Career Center(s) to ensure that Career Center has adequate coverage.	Pending due to COVID19; Comprehensive Career Center (AJCC) has been providing limited services to the public that does not warrant a calendar for

**Santa Cruz County Workforce Development Board**  
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**Career Center Operator**  
**Workforce Innovation and Opportunity Act Services**

	coverage.
Use of universal referral process and completion of any/all revisions/updates as necessary and/or required.	Contractor using the CCOps meetings to solicit continuous improvement feedback on the Universal Referral Form process.
Aligning referrals between partners	Contractor using the CCOps meetings to work with WIOA mandated partners on referral system improvements.
Cross Training of Staff	Contractor developed a staff training calendar and with WDB staff assistance has procured and planned 4 staff trainings for the PY 20/21. <ol style="list-style-type: none"> <li>1. Strategies for Effective Virtual Training/Facilitation Delivery, UC Davis</li> <li>2. Labor Market Training, EDD</li> <li>3. Accessibility Training, DOR</li> <li>4. Human Centered Design, TBD</li> </ol>
Customer Satisfaction (both business and job seeker)	Contractor currently administers the following surveys: <ul style="list-style-type: none"> <li>• Email survey monkey to all individuals who utilized CalJOBS log in.</li> <li>• Text message QLess survey to all individuals who used the platform</li> <li>• WIOA business customer satisfaction survey in development with new Business Services Manager.</li> <li>• Due to COIVD19, hard copy customer surveys and comment cards have been halted since in-person services are not offered. Will resume at later date.</li> </ul> <p>Survey results are shared with WDB staff on a regular basis.</p>
Facilitate sharing of best practices/Continual Improvement	Contractor hosts regular staff Round Table meetings, with four (4) meetings planned for the PY 20/21.
Partner Performance Measures	Contractor currently working with WDB Staff and partners on obtaining the WIOA mandated partner performance measures information.
Hallmarks of Excellence	Contractor currently assisting WDB staff with continuous improvements Action Plans for

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	Comprehensive, Affiliate and Specialized AJCC sites. New AJCC assessments and certifications will be due June 2021.
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**WIOA Mandated Partner Feedback Results:** A survey was sent to a staff representative for mandated partners. Of the ten (10) WIOA partners contacted, seven (7) responded with the following anonymous feedback:

- *Quickly responds to questions and helps facilitate information sharing.*
- *Stays on top of organizing and leading meetings that are required and providing reminders of reports that need to be submitted.*
- *Has a deep understanding of her job and various policies. Her softskills are impeccable.*

For continuous improvement:

- *Provide due date with all requests for information.*
- *Continue to encourage sharing of best practices among partner agencies.*

**Confidence ratings** of 1- 10 with 1 being Not at all likely to contact Amanda with questions about WIOA local mandates and 10 being Extremely likely to contact: The average response was 9.28.

**WIOA Section 188 Nondiscrimination and Equal Opportunity:** Based on the review, there is continued compliance and there are no major concerns.

**Fiscal Sampling Review Results:**

A fiscal sampling review was conducted by Edwin Ogu and Ernesto Esparza HSD Accountants. Vendor timecard hours worked and all the claims for reimbursement for the period January to December 2020 were reviewed. Contractor is a sole proprietor with no employees. The terms of the contract allow the vendor a reimbursement based on the number of hours worked for a period at the agreed rate.

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

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

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

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Andy Stone  
 Director, Workforce Development Board  
 Human Services Department

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Date



**Santa Cruz County Workforce Development Board**  
**DRAFT**  
**Monitoring Report 2020-21**  
**Cabrillo College Small Business Development Center**

**Service Provider:** Cabrillo College Small Business Development Center

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

**Monitoring Dates:** Remote review January 27, 2020; overall monitoring period concluded March 1, 2021; As a result of the COVID -19 pandemic, necessary safety precautions were implemented with regard to conducting local monitoring events. A complete monitoring review was conducted remotely, using virtual platforms for interviews.

**Term of Contract:** July 1, 2020 through June 30, 2021

**Overview of Scope of Work:**

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

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

**Current Findings and Recommendations**

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

**Contractor accepts report as written.**

**Next steps:**

- Review monitoring report during contract negotiations for PY 21/22 to determine whether to modify any contract language;
- Review at the next annual monitoring visit.

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

1. It is recommended that Contractor provide information on how the consultants are procured. For future procurements, SBDC will be asked to provide documentation and justification on the selection of vendors (competitive or sole-sourced procurement). (Citation: WSD17-08, March 14, 2018)
2. It is recommended Contractor revisit the consultant flat fee for all consultant work as the average hourly rate method could pose issues at end of year when allocation is lower and a business could benefit from a more experienced consultant with a higher

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**Cabrillo College Small Business Development Center**

rate but funds are only available for a lower hourly rate consultant (presumably with less experience if hourly rate is determined by experience/qualifications).

3. It is recommended that Contractor provide a Spanish translation version of the SBDC brochure and identify consultants that can work specifically with mono-lingual Spanish speaking business owners.
4. It is recommended that Contractor work with WDB contract analyst to ensure the re-contracting occurs prior to July 1 so that SBDC can continue services without a break. In PY 20/21, Contractor informed the monitor that the services could not begin until a fully executed contract was in place despite the County Continuing Agreements List (CAL) authorizing continued services and payments. Re-contracting efforts are recommended to begin as soon as WDB (Board) approves the ongoing services to ensure a continuum of services.

**Observations:**

1. Contractor has County website linked to their SBDC website.

**Interviews held with:**

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

**Satisfaction scale of 1 - 10 with 1 being "Very dissatisfied" and 10 "Very satisfied":**  
 The average response was 10.

- One business indicated they would give a rating of 12 out of 10 if possible.
- Two business indicated they have used SBDC services multiple times over the course of their business ownership for different business needs/issues and have always received excellent advice.

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

**Contract Questionnaire:** Completed with Brandon Napoli, SBDC Director.

**Financial Questionnaire:** Completed by Kelly Williams, Cabrillo College Business Office Financial Support Specialist.

**Administrative Questionnaire:** Completed by Brandon Napoli, SBDC Director.

**Entrance/Exit Conference** conducted with Brandon Napoli, SBDC Director

**Planned versus Actual Performance and Expenditures:**

Currently SBDC is at 16.7% expenditure level with claims submitted through December 2020 (Q2); expenditure levels at that time of year should be approximately 50%. Although the contractor is below expenditures for expected levels at this time of year, the contractor is fully aware of the contract expenditure expectation.

**Santa Cruz County Workforce Development Board**

**DRAFT**

**Monitoring Report 2020-21**

**Cabrillo College Small Business Development Center**

Quarterly programmatic goals for the number of actual jobs retained/layoffs averted are listed below but of no concern for overall contractual obligations at this point of the year. It is noted that the number of new at-risk business served for the second quarter is at 255%.

**PROGRAM EXPENDITURES**

<b>Program Year 20-21</b>	<b>Total</b>
<b>Planned Operations Cost</b>	<b>\$44,000</b>
<b>Expended as of 12/31/2020 invoice</b>	<b>\$7,350</b>
<b>Percent Expended</b>	<b>16.7%</b>

**SERVICE PLAN TABLE**

<b>July 1, 2020- June 30, 2021 Performance Units</b>	<b>Planned Annual Total</b>	<b>Goal thru Q2 July – Dec 2020</b>	<b>Actual Thru Q2 PY 20/21</b>	<b>% of Actual/ Q2 Goal</b>
Number of new at-risk businesses to be served	40	20	51	255%
Number of actual jobs retained/ Layoffs Averted	60	25	0	0%

**WIOA Section 188 Nondiscrimination and Equal Opportunity:** Based on the review, there is continued compliance and there are no major concerns.

**Fiscal Sampling Review Results:**

A fiscal sampling review was conducted by Edwin Ogu, HSD Accountant. He reviewed accounting records and systems; cost classification and appropriateness of charges. The monitoring also included a review of procurement procedures. The period reviewed was from October 2019 – December 2020. Based on the review, the (fiscal) area of concern is so noted as a recommendation.

**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.

**Fiscal Questionnaire Results:**

Based on the fiscal review, there is continued compliance and the area of concern is so noted as a recommendation.

\_\_\_\_\_  
Andy Stone  
Director, Workforce Development Board  
Human Services Department

\_\_\_\_\_  
Date

**Santa Cruz County Workforce Development Board**  
**DRAFT**  
**Monitoring Report 2020-2021**  
**Goodwill Central Coast**  
**Workforce Innovation and Opportunity Act Services**

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**Service Provider:** Goodwill Central Coast (GCC)

**Workforce Development Board Analyst:** Sara Paz-Nethercutt, WDB Sr. Analyst  
831.763.8756  
[Sara.Paz-Nethercutt@santacruzcounty.us](mailto:Sara.Paz-Nethercutt@santacruzcounty.us)

**Monitoring Dates:** Remote review December 14-18, 2020; overall monitoring period concluded February 10, 2021; As a result of the COVID -19 pandemic necessary safety precautions were implemented with regard to conducting local monitoring events. A complete monitoring review was conducted remotely, using virtual platforms for interviews and remote case file review.

**Term of Contract:** July 1, 2020 through June 30, 2021

**Overview of Scope of Work**

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

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

Contractor provides eligible customers with scholarships for a full range of training services by establishing an Individual Training Account (ITA). Customers choose training providers from the State Eligible Training Provider List (ETPL) and from those providers who have entered into an agreement with the Santa Cruz WDB. Contractor also offers On the Job Training (OJT) in the menu of services to WIOA eligible participants and develops OJT contracts with employers to achieve placement, retention, wage replacement, and training credentials. In December 2020, the Board approved a local Transitional Job policy to provide temporary jobs for eligible participants.

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

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

**Santa Cruz County Workforce Development Board**  
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**Workforce Innovation and Opportunity Act Services**

**Current Findings and Recommendations** The following represents xx findings that was identified:

<b>Findings:</b>	<b>Corrective Action(s):</b>
<p><b>1. Fiscal Finding:</b> Contractor billed for a staff member that was not budgeted in the PY20/21 GCC contract. In the months of September and October 2020, salaries and benefits for an administrative staff member were billed to the WIOA contract. Administrative staff charges are covered by the 10% administrative overhead allowance and should not be charged separately.</p> <p><b>2. Fiscal Finding:</b> During the monitoring, contractor was asked to provide an organization chart which demonstrated Workforce Services Director supervising staff from another county. Since the PY20/21 GCC contract with Santa Cruz County for WIOA services included 1.0FTE for that position, supervising staff in another county was disallowed. Contractor invoiced for 1.0 FTE of that position. GCC overcharged the contract for the months of July- October 2020, resulting in \$7,513 in salaries and benefit overcharges.</p> <p><b>*Citation:</b> WIOA Contract PY 20/21, Independent Contractors Agreement, Exhibit B, Financial Management Requirements, clause 1, Financial Management System; Exhibit C, Scope of Work, clause XVIII Fiscal Provisions.</p>	<p>a. Provide written assurance that only staff as per contract are billed on monthly invoices.</p> <p>b. Provide corrective action plan to ensure invoices are submitted appropriately and correctly.</p> <p>c. Reduce the March 2021 invoices by the amount of \$5,990 after adjustments for other amounts not previously charged by contractor as revealed by the County accountants.</p>
<p><b>3. Data Validation Issues:</b></p> <p>a. Date of CalJOBS training activity successful completion data entry does not match documentation: (State #18772271)</p> <p>b. Supportive Services documentation (receipts) and CalJOBS data entry do not match: (State #18772271); (State #18772271);(State #20191557); (State #1002842233)</p> <p>c. Successful WIOA services provided with CalJOBS system closures due to untimely staff data entry (State #1002842233)</p>	<p>a. Provide written assurance that the documentation for the WIOA funded services match the CalJOBS activity code for that specific service.</p> <p>b. Provide written assurance that successful outcomes will be claimed when the WIOA funded activity can be properly documented.</p> <p>c. Provide written assurance that WIOA</p>

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\* **Citation:** Cal JOBS data validation: source documentation for activities tied to expenditures or required activities WSIN17-09, 9/29/17; 20 CFR 680.900 Supportive Services for adults and dislocated workers, WIOA Supportive Services Policy 16-04 (local policy, WDB authorized 6/8/2016)

funded services will be provided as needed and appropriate without a system closure.

WDB Staff is available to provide Technical Assistance, upon request.

**GCC Response, 3/16/2021 (excerpts from GCC response):**

**Finding 1 and 2:** GCC ensures that only staff, as per contract, will be billed on monthly invoices. GCC has created a Labor Matrix that outlines the program budget labor expenses by position. This labor matrix is then cross referenced and compared to the Labor Allocation Detail report that captures where expenses have landed in our payroll system. Directors review the two documents to ensure only staff, per contract, are allocating their time to the contract. A second check is done at the time of payroll and the Labor Allocation report is cross referenced with the Labor Matrix by the Contract Analyst to ensure only staff, per contract, are on monthly invoices.

GCC has established a checklist for the processes used by the Grants Analyst when creating invoices. In addition, GCC has created a Workforce Process Calendar (WPC). This allows oversight to processes that are complex. These actions should remove errors, streamline processes, and provide oversight where needed.

GCC inadvertently invoiced for the Director's wages at 100% to the program as opposed to 80%. The Contract Analyst wages were inadvertently invoiced to the program at 5% when this position was not budgeted to the program.

**Finding 3:** GCC staff will ensure that all documentation collected is accurate and matches all service activity codes...WIOA Director and Program Manager have established, post-monitoring, a bi-weekly training for the Employment Specialists that entail utilizing CalJOBS reporting on a weekly basis to stay in compliance with all caseload needs, including monthly contacts, soon-to-exit reports, and status updates, as well as learning how to navigate difficult cases. GCC will also begin training with the county's Senior Analyst to review each WIOA policy in detail, which will support the newer Employment Specialists in their continued learning and provide a refresher for seasoned staff. With these processes in place, GCC ensures that significant improvement will be made within data validation.

**Next steps:**

- Submit the Corrective Action Plan as outlined
- Develop expenditure action plan
- Develop and apply the internal protocols
- Review during contract negotiations for PY 21/22
- Review at the next annual monitoring visit.

**Recommendations (No response necessary):**

1. It is recommended that Contractor begin working with the Human Services Department Central Contracting Unit (CCU) analyst to begin exploring ways to incorporate the financial literacy services into the Scope of Work for the WIOA contract year 2021-2022. Contractor was notified on 10/13/2020 that the Financial Literacy Purchase Order (PO) would not be renewed.
2. It is recommended that Contractor implement data metrics for sharing at Contractor Service Integration (CSI) + Career Services Committee Meeting:

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- To track the WIOA and CalWORKs Employment Services (CWES) Co-enrollment goals: 9/year
  - To track and improve the CalJOBS eligibility date to participation dates; goal is 30 days or less. Note: County IT has created a monthly report for capturing this data and the first report was provided to GCC on 1/14/2021.
3. It is recommended that Contractor only create case notes for local program services within the CalJOBS system, including the *Generic Program, Financial Literacy Program Services* that are tracked beyond the WIOA participation dates. Case notes should no longer be printed and kept in a hard copy case file.
4. It is recommended that Contractor develop internal protocols:
- To ensure complete and error free monthly invoices are submitted using the new invoice template; PY 19/20 monitoring report referenced same errors for multiple months and a new invoice template was created for Contractor to use. Example: Goodwill provides a monthly Financial Literacy Program Services invoice as a 12-month spreadsheet, showing all prior month charges up to and including the current month charges. In October, November and December, invoices were submitted showing incorrect prior month charges. In all cases the YTD spending and balance remaining was off due to the incorrect prior month charges displayed. The invoices were rejected and Goodwill was provided instruction on what the error was so they could correct and re-submit the invoice without error on the prior month charges.
  - To ensure a CalJOBS activity is created every time the Individual Employment Plan (IEP) is modified; during COVID19: verbal attestation with date, and case note entry should be created.
  - To determine solution for obtaining Customer Satisfaction Surveys. Currently, the paper survey is 2-sided, soliciting staff feedback on one side and Vendor feedback on the other side. There were twenty-four (24) participants who completed their training from July 1- November 30, 2020 who could have returned a survey about their satisfaction and experience. The ETPL vendor performance survey return rate was 4% (1/24) for those five (5) months. 20 CFR678.430(a)(7)
5. It is recommended that Contractor complete data entry on [info@workforcescc.com](mailto:info@workforcescc.com) tracker tool to show outcomes from email inquiries going to GCC and Career Center Operator. Tracker implemented 11/12/2020 as collaboration between GCC & CCOps. Note: There were technology issues at the onset that have been remedied with a workaround.
6. It is recommended that Contractor ensure all documentation/back up paperwork is verifiable and linked to a specific participant; print a completely legible version for the case file. Consider using the WIOA registration form as a worksheet. CalJOBS “verified” means there is participant documentation in the case file. Documentation includes a document or self-attestation and a case note; case note should include details of family size etc. especially if not noted anywhere in the actual case file.

**Observations (No response necessary):**

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1. WIOA Orientation is now available online to the public via <https://www.youtube.com/watch?app=desktop&v=PYv1Nyj2XjA&feature=youtu.be>
2. Contractor has implemented a peer-to-peer quality assurance file review as part of the continuous improvement efforts.
3. Eligible Training Provider List (ETPL) vendor CTEP (formerly ROP) requires uniforms for MA, DA courses but doesn't list in CalJOBS as part of overall training expenses. WIOA staff covers the training expense as a supportive service. WDB analyst will work with ETPL coordinator to request ETPL vendor update the cost of training for MA, DA certification. There is a 75% expenditure threshold for the local area training allocation. To have the local supportive services policy applied consistently across all participants, all required items for the training are considered a training expenses and not a supportive service. (State #18772271; 20329737; 20191557).
4. Contractor fully staffed since October 2020.
5. Paperless Initiative coming soon. WDB Staff will lead the initiative to utilize CalJOBS full capabilities for document uploads.
6. Locally developed form, WIOA Registration, is not used consistently; Staff had used it to document applicant income and household size.
7. Contractor staff actively participate in the local Lean Initiative, Community of Champions monthly events.

**Contract Questionnaire:** Completed with Omar Garcia, Employment Specialist; Valerie Pena, Eligibility Specialist.

**Financial Questionnaire:** Completed by Deanne Taylor, Goodwill Central Coast, Director of Finance.

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

**Entrance Conference** conducted with Shelby Mason, GCC Workforce Services Director

**Exit Conference** conducted with Shelby Mason, GCC Workforce Services Director; Jaime Reynolds, VP of Workforce Services; Ernesto Esparza, County of Santa Cruz, Human Services Department Fiscal, Accountant II.

**Planned versus Actual Performance/Expenditures:**

The program year is 50% of the contract period completed (July- December). Ideally, the year to date actual performance goals should be in line with that percentage. The contractor has submitted invoices through the month of November 2020 and is 35.3% expended in the WIOA career center services contract; contractor is 9% expended in the Financial Literacy Program service purchase order because of rejected invoices. At this juncture, there is some concern about the pace of meeting the expenditure goals and an action plan has



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been requested via this monitoring report. Should Contractor under spend by 10% or more at the end of the year, WDB staff are forced to return to the Board of Supervisors for contract renewal approval for PY 21/22.

**PROGRAM PERFORMANCE BASED OUTCOMES**

<b>Program Year 20-21</b>	<b>Total</b>	<b>Adult</b>	<b>Dislocated Worker (DW)</b>
Planned Number of Training Enrollments*	173	111	62
Actual as of 12/30/20	58	23	35
<b>Percentage of Planned goal</b>	32.5%	20.7%	56.4%
Training Completions (vocational certificates)	114	63	51
Actual as of 12/30/2020	36	15	21
<b>Percentage of Planned goal</b>	31.5%	23.8%	41.1%
Entered Employment	103	57	46
Actual as of 12/30/2020	28	17	11
<b>Percentage of Planned goal</b>	27.1%	29.8%	23.9%

**PROGRAM EXPENDITURES**

<b>Program Year 20-21</b>	<b>Total</b>	<b>Adult</b>	<b>Dislocated Worker</b>	<b>Indirect Admin</b>
<b>Planned Operations Cost</b>	\$691,460	\$314,300	\$314,300	\$62,860
<b>Expended as of 11/30/2020 claims*</b>	\$244,514.17	\$114,052.33	\$108,571.76	\$21,890.08
Percent Expended	35.3%	36.2%	34.5%	34.8%

\*Contractor submitted claims through November 2020

**SERVICE PLAN FOR FINANCIAL LITERACY PROGRAM SERVICES**

<b>Program Year 20-21</b>	<b>Planned Total</b>	<b>Actual as of 12/30/2020</b>	<b>Percentage of Planned goal</b>
Membership in Financial Literacy Program (enrolled via CalJOBS module)	30	6	20%
Individuals receiving counseling	60	27	45%
Active Referral Partnerships	15	6	75%

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Workshops	12	8	67%
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**FINANCIAL LITERACY PROGRAM SERVICES PROGRAM EXPENDITURES**

Program Year 20-21	Total
<b>Planned Operations Cost</b>	\$35,000
<b>Expended as of 7/30/2020 claims*</b>	\$2,924.70
Percent Expended	9%

\*Contractor submitted correct claims through July 2020 at the time of the programmatic monitoring onsite review.

**File Review:** Fourteen (14) case files were randomly selected for file and service review. Issues noted as Findings or recommendations as appropriate. Seven (7) were randomly selected for an interview.

**Data validation Issues:** (Refer to Findings Section, Page 2)

- Supportive Services documentation (receipts) and CalJOBS data entry do not match:
  - receipt dated 4.30.2020, CalJOBS activity code 188: actual begin date 5.6.2020 (300 activity actual begin date 5.6.2020 (State #18772271)
  - receipt dated 10.8.2020, CalJOBS activity code 188: actual begin date 10.16.2020 (State #20191557)
  - receipt dated 3.25.2020, CalJOBS activity code 185: actual begin date 4.9.2020 (State #1002842233)
- Successful WIOA services provided with CalJOBS system closure due to untimely staff data entry
  - \$170 transportation reimbursement completed 8.21.2019, CalJOBS activity code 181: actual begin date 6.12.2019, actual end date 12.21.19 system closure; should have been successful completion (State #1002842233)
  - \$120.77, \$52.21 clothing provided 4.30.2019 & 6.10.2019, CalJOBS activity code 188: actual begin date 5.6.2019, actual end date 12.21.19 system closure; should have been successful completion (State #18772271)

**Other Issues**

- Untimely communication between ETPL vendor and Contractor results in data integrity issues -- documentation provided by vendor results in required data changes.
- Individual Employment Plans (IEPs) must be modified every time the training dates change from the latest vendor proposal on file with a corresponding CalJOBS data entry for each modified IEP.
- Contractor should make every effort to enter case notes in CalJOBS within 48 hours of contact.

Data Change Request (DCR) program year history (7/1/20 to 12/30/20) was reviewed and of the six (6) DCRs submitted the monitor determined:

- Case manager error 66.6%

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- Collaboration with ETPL vendor error 33.3%
- Participant communication (lack of) which resulted in an error 0%

**Participant Interview Results:** Goodwill Central Coast staff was given a list of seven (7) randomly selected participants for interviewing purposes. Only five (5) participants (71%) were interviewed as the contractor could not reach two (2) for scheduling. The results are:

**Satisfaction Scale** of 1- 10 with 1 being Very Dissatisfied and 10 being Very Satisfied: The average participant response was 9.75 for Adult/Dislocated Worker program services staff; and 9.0 for Financial Literacy Program Services Staff.

- One participant indicated staff were very helpful navigating the process between the training vendor and the scholarship paperwork.
- Another participant indicated the changes in staffing resulting in different case managers could be handled more smoothly with multiple contact methods, i.e. email, text, to ensure participant is aware of the change.

**WIOA Section 188 Nondiscrimination and Equal Opportunity:** Based on the review, there is continued compliance and there are no major concerns.

**Fiscal Sampling Review Results:**

A fiscal sampling review was conducted by Edwin Ogu and Ernesto Esparza, HSD Accountants. Accounting records and systems; cost classification and appropriateness of charges, and allocation of staff salaries and benefits to the contract were reviewed. The monitoring also included a review of contractor procurement practices for the period of November 2019 to October 2020. The issues found during the fiscal monitoring are so noted as Findings.

**Financial Questionnaire:** Based on the review, the areas of concern are so noted as findings with a request for a corrective action plan.

**Administrative Questionnaire:** Based on the review, there is continued compliance 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.

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Andy Stone  
 Director, Workforce Development Board  
 Human Services Department

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Date



Action Consent Information Discussion

## C.4 Hallmarks of Excellence Plans

<b>COMMITTEE:</b> Career Services Committee	<b>MEETING DATE:</b> April 21, 2021
<b>STAFF NAME:</b> Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst	

### SUMMARY:

**Background:**

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

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

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

The link to view the action plans is found here: <https://bit.ly/3e6h4ka>

Attachment(s)

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### **SUGGESTED MOTION: (if applicable)**

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

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



Action Consent Information Discussion

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## C.5 WIOA Partner MOU

<b>COMMITTEE:</b> Career Services Committee	<b>MEETING DATE:</b> April 21, 2021
<b>STAFF NAME:</b> Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst	

### SUMMARY:

#### Background

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) to outline the delivery of services and a cost-sharing agreement between the local board and one-stop core required partners within the America's Job Centers of California (AJCC) sites, known locally as career centers. The Santa Cruz County Workforce Development Board (WDB) has reviewed and approved an updated MOU for the AJCCs --Workforce Santa Cruz County system in August 2019, as required under the Act.

#### Update:

The initial MOU needs to be updated every three (3) years and will be updated in 2022. Any and all partner changes, including AJCC co-location status requires an updated MOU. Southern California American Indian Resource Center, Inc. (SCAIR) now receives WIOA Section 166 funding and is providing remote services to qualified individuals in Santa Cruz County. WDB Staff is in communication with SCAIR leadership staff to add SCAIR to the local MOU as a new partner.

Next steps include a review by County Counsel and Risk Management before ultimately being signed by the new partner. The amendment or addendum to the MOU will be provided to the WDB to request the chair sign on behalf of the board.

Attachment(s)

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### **SUGGESTED MOTION: (if applicable)**

I move to direct WDB staff to continue working on approval steps of the Memorandum of Understanding amendment/addendum and submit to Executive Committee for final authorization by WDB Chair to sign the MOU on behalf of the Board.

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



**Workforce Development Board  
Guest Presenter  
April 21, 2021**

18 W. Beach Street  
Watsonville, CA 95076  
(831) 763-8900  
[www.santacruzwb.com](http://www.santacruzwb.com)

**2020 August Wildfires,  
Fire Impact Recovery Efforts (FIRE)**



**Margaret Ingraham**

*Program Coordinator*

County of Santa Cruz – Santa Cruz County Parks Department



**Shelby Mason**

*Director of Workforce Development*

Goodwill Central Coast

**Claudia Cortes**

*Program Manager*

Goodwill Central Coast



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## A.1 WDB Staff Updates

<b>COMMITTEE:</b> Career Services Committee	<b>MEETING DATE:</b> April 21, 2021
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<b>STAFF NAME:</b> Andy Stone, WDB Director; WDB Staff
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**SUMMARY:**

Staff will report out on recent developments on all program services.

WIOA Career Services:

1. WIOA-CWES Co-enrollment Staff Training Event
2. WIOA Discrimination & Equal Opportunity Complaint Procedure
3. State Fiscal/Procurement & Programmatic Monitoring PY 20/21
4. Lean Community of Champions
5. Career Services Website update

CalWORKs Employment Services:

1. CalWORKs is now offering Triple P Online workshops to program participants, through a new partnership with First 5 Santa Cruz County. These workshops offer positive parenting strategies. Participants will receive individual consultations with a Triple P practitioner to help implement the strategies.

Regional Projects:

1. SB1 High Road Construction Careers Pre-apprenticeships
2. Prison to Employment Grant Services

Attachment(s)

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**SUGGESTED MOTION: (if applicable)**

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



Action Consent Information Discussion

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## A.2 AJCC Certification

<b>COMMITTEE:</b> Career Services Committee	<b>MEETING DATE:</b> April 21, 2021
<b>STAFF NAME:</b> Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst	

### SUMMARY:

Employment Development Department (EDD) Workforce Services Directive, WSD20-08, dated March 1, 2021 provides policy and guidance for conducting the AJCC certification process. This supersedes Directives, WSD16-20, dated June 9, 2017 and Directive, WSD18-11, dated March 14, 2019 directing local Boards to conduct an independent and objective evaluation of the comprehensive AJCC site (Watsonville Career Center) every three (3) years effective PY 2018-19 through PY 2020-21 and conduct the same evaluation on the affiliate and specialized AJCC sites to be effective two years beginning with PY2019-20 through PY 2020-21 in order to align with the comprehensive AJCC certification effective end date of June 30, 2021, respectively. At its November 8, 2017 meeting, this board agreed to subcontract the previous certification process through a purchase order effectively awarded to Racy Ming. The evaluations and subsequent action plans, known as the Hallmarks of Excellence have been shared quarterly since inception with the WDB.

There continues to be two (2) levels of AJCC Certification:

1. Baseline: intended to ensure that every AJCC site is in compliance with WIOA statutory and regulatory requirements. Local Boards must submit Baseline AJCC Certification matrix with WDB chair approval by November 1, 2021;
2. Certification Indicator Assessment: intended to measure continuous improvement in service delivery with seven (7) of the same previous Hallmarks of Excellence indicators. The one indicator removed by the state involved the assessment the services provided at each AJCC physical location. The "Hallmarks of Excellence" designation has been replaced by simply AJCC Certification Indicators with a Continuous Improvement Plan rather than an action plan with rankings from 1-5 for each hallmark.

Local boards are allowed to choose to use staff, the AJCC operator (unless it's the Title I Adult/Dislocated Worker service provider, as in Goodwill Central Coast), a subcommittee or a neutral third-party to conduct the independent evaluation and whether or not to add criteria to the certification process. WDB staff recommends that just like in previous certifications, no additional criteria be added and that a subcontractor (Racy Ming and Associates) be used to conduct the assessments for the AJCC certification and assist with the creation of the Continuous Improvement Plan due to EDD Regional Advisor by December 31, 2021.

The certification process will take effect January 1, 2022.

Attachment(s)

### SUGGESTED MOTION: (if applicable)

I move to approve the AJCC certification process as outlined by WDB staff and to request authorization of the WDB chair to sign the AJCC Certification Matrix for the Baseline Criteria.

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





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### A.3 SB1 Pre-apprenticeships

<b>COMMITTEE:</b> Career Services Committee	<b>MEETING DATE:</b> April 21, 2021
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**STAFF NAME:** Andy Stone, WDB Director; Lacie Gray, Sr. Analyst

**SUMMARY:**

On June 1, 2020, the California WDB notified the Monterey County (MC) WDB that its High Road Construction Careers (HRCC) SB1 program proposal was selected for funding in the amount of \$576,125 to provide pre-apprenticeship training services over a two-year period (December 1, 2020 through August 31, 2022), serving the three-county region of Monterey, Santa Cruz, and San Benito counties. It is anticipated that the CWDB will extend the term in order to ensure full implementation of the grant program.

MCWDB will serve as the lead and fiscal agent for the Monterey Bay Collaborative's HRCC SB1 program. MCWDB is well-qualified to coordinate the new pre-apprenticeship grant program, having served as lead entity for the Proposition 39 Clean Energy pre-apprenticeship program from 2014 through 2019. The SB1 program similarly (to Prop 39) focuses on four target populations: women, disaffected youth, racial and ethnic minorities, and formerly incarcerated individuals. It is anticipated that the program's outcomes will include participants trained in basic construction skills and creation of structured pathways to apprenticeships in the building trades. Overall, the program intends to serve 110 participants from the three-county area.

The overall goal of the SB1 program is to graduate participants who subsequently enter the road repair-related crafts and other skilled trades. Beginning in January 2021, the regional partners began convening Advisory Council meetings, establish pre-apprenticeship training sites and develop outreach and recruitment materials. The pre-apprentice program will coordinate with the Monterey/Santa Cruz Building Trades Council and will utilize the Multi-Craft Core Curriculum (MC3), which offers industry-valued credentials upon successful completion of the course. As a partner agency Santa Cruz County will provide program outreach and recruitment, and the grant allots \$5,000 to Santa Cruz County for additional staff costs related to these program activities. The contract between Santa Cruz and Monterey Counties was approved by the Board of Supervisors on April 13, 2021.

After having to repeatedly defer the project start due to covid, the collaborative has started training its first two cohorts.



Attachment(s)

**SUGGESTED MOTION: (if applicable)**

I move to accept SB1 grant in the amount of \$5,000 from Monterey County.

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