



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

Workforce Development Board-Career Services Committee

Wednesday, April 20, 2022 @ 3:00 p.m.

[Click Here to Join the Meeting Online](#)

If you don't have Microsoft Teams: Select the "continue on this browser" option

Call in: (916) 318-9542

Meeting ID: 232 487 209#

Call to Order/Welcome

Non-agenda public comment

Chairperson's Report

Action Items (vote required) :

- 1. Findings Authorizing Teleconference Meetings 2-4
- 2. Approval of minutes: January 19, 2022..... 5-9
- 3. WIOA PY21/22 Contractor Local Program Monitoring 10
- 4. WIOA PY22/23 Re-contracting: Cabrillo Student Resource & Support Network..... 11

Report Items (no vote required):

- 5. WDB Staff Updates 12
- 6. WIOA Contracted Service Provider Activity Reports..... 13-15
 - Career Center Operator
 - Goodwill Central Coast
 - Santa Cruz County Office of Education
 - Cabrillo College, Student Resource and Support Network
- 7. CalWORKs Contracted Service Provider Activity Reports 16-17
 - Cabrillo College, Student Resource and Support Network
 - Goodwill Central Coast
 - Community Action Board, SmartHIRE Program

Information Items (no vote required):

- 8. Presentation: Diversity, Equity & Inclusion Committee Engagement 18
- 9. AJCC Certification Continuous Improvement Plan PY 21/22 Update 19

Committee Member Announcements

Adjournment

Next Meeting: Workforce Development Board-Career Services Committee

TBD

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Action Item 1: Findings Authorizing Teleconference Meetings

(Action required)

Recommendation

Adopt findings pursuant to Assembly Bill 361 authorizing teleconference meetings as a result of the continuing COVID-19 pandemic state of emergency and Health Officer recommendation for social distancing.

Background

New State law adopted by the Legislature and signed by Governor Newsom (AB 361) allows local agencies to continue to meet by teleconference and internet platform as long as a state of emergency exists and local or state authorities have recommended social distancing measures. In a related provision, the legislative body, by a majority vote, can take action to meet via teleconference in order to avoid meeting in person and therefore reduce imminent risks to the health and safety of members of the public. If a legislative body continues to meet via teleconference, it must take action to renew this declaration every 30 days.

Suggested motion

I move to adopt findings pursuant to Assembly Bill 361 authorizing teleconference meetings as a result of the continuing COVID-19 pandemic State of Emergency and Health Officer recommendation for social distancing.



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**SANTA CRUZ COUNTY WORKFORCE DEVELOPMENT BOARD'S CAREER SERVICES COMMITTEE
FINDINGS PURSUANT TO ASSEMBLY BILL 361 AUTHORIZING TELECONFERENCE MEETINGS AS A RESULT OF THE
CONTINUING COVID-19 PANDEMIC STATE OF EMERGENCY AND HEALTH OFFICER RECOMMENDATION FOR
SOCIAL DISTANCING**

WHEREAS, the Santa Cruz County Workforce Development Board's Career Services Committee is a legislative body under the Brown Act as defined under Cal. Gov. Code section 54952(b) and Santa Cruz County Code Section 2.38.110; and

WHEREAS, on September 16, 2021, Governor Newsom signed Assembly Bill 361 ("AB 361"), urgency legislation effective immediately, that amended Government Code section 54953 to permit legislative bodies subject to the Brown Act to continue to meet under modified teleconferencing rules provided that they comply with specific requirements set forth in the statute; and,

WHEREAS, pursuant to AB 361 and Cal. Gov. Code section 54953(e)(1)(A), a legislative body may meet under the modified teleconferencing rules during a proclaimed state of emergency, and where local officials have imposed or recommended measures to promote social distancing; and

WHEREAS, on March 4, 2020, Governor Newsom issued a Proclamation of State of Emergency in response to the COVID-19 pandemic, and which remains in effect; and

WHEREAS, on September 30, 2021, Santa Cruz County Public Health Officer Dr. Gail Newel strongly recommended that legislative bodies in Santa Cruz County continue to engage in physical/social distancing by meeting via teleconference as allowed by AB 361 and confirmed that she will regularly review and reconsider this recommendation and notify the public when it is no longer recommended; and

WHEREAS, pursuant to AB 361 and Cal. Gov. Code section 54953(e)(3), within 30 days of the date the legislative body first holding a teleconferenced meeting under the modified rules, and every 30 days thereafter, a legislative body can continue to hold such teleconference meetings provided it has reconsidered the circumstances of the state of emergency and determined either that the state of emergency continues to directly impact the ability of the members to meet safely in person or that local officials continue to recommend measures to promote social distancing; and

WHEREAS, on April 20, 2022, the Santa Cruz County Workforce Development Board's Career Services Committee intends to hold its initial teleconference meeting under AB 361; and

WHEREAS, the Santa Cruz County Workforce Development Board’s Career Services Committee has reconsidered the circumstances of the current state of emergency and finds that the COVID-19 pandemic continues to directly impact the ability of members of the public to participate safely in person and further finds that the Santa Cruz County Public Health Officer continues to recommend measures to promote social distancing; and

WHEREAS, in the interest of public health and safety, and due to the emergency caused by the spread of COVID-19, the Santa Cruz County Workforce Development Board’s Career Services Committee deems it necessary to utilize the modified teleconferencing rules set forth in AB 361;

NOW, THEREFORE, the Santa Cruz County Workforce Development Board’s Career Services Committee makes the following findings by a majority vote:

Section 1. The foregoing recitals are true and correct, and adopted as findings of the Santa Cruz County Workforce Development Board’s Career Services Committee.

Section 2. Effective immediately, and for the next 30 days, the Santa Cruz County Workforce Development Board’s Career Services Committee will meet via teleconference as authorized under AB 361 and Government Code section 54953(e)(3).

Section 3. No later than thirty (30) days from making today’s findings, or at the next scheduled meeting, the Santa Cruz County Workforce Development Board will reconsider the circumstances of the COVID-19 state of emergency and, if necessary, adopt subsequent findings to continue holding teleconference meetings in accordance with Government Code section 54953(e)(3).

PASSED AND ADOPTED by the Santa Cruz County Workforce Development Board’s Career Services Committee in Santa Cruz, State of California, this 20 day of April , 2022 , by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

Chair, Career Services Committee

ATTEST: _____
Department Staff

Approved as to Form:

Office of the County Counsel

Action Item 2: Approval of January 19, 2022 Meeting Minutes

(Action required)

Recommendation

Request approval of the January 19, 2022 Career Services Committee meeting minutes as attached.

Suggested motion

I move to approve the January 19, 2022 Career Services Committee meeting minutes.



**Workforce Development Board
Career Services Committee
Wednesday, January 19, 2022 3:00 p.m.**

Item 2 Attachment

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

Career Services Committee MEMBERS:

- Elyse Destout, Chair
Photography by Elyse Destout
- Denise Moss, Vice Chair
Cabrillo College
- Alia Ayyad
Center for Employment Training
- Christina Cuevas
Cabrillo College
- Fernando Giraldo
Santa Cruz County Probation Department
- LeNae Liebetrau,
Department of Rehabilitation
- Annabelle Rodriguez
GOAL/Cabrillo College

The Chair called the meeting to order at 3:25 p.m., and a quorum was established. All participants attended virtually.

Committee Members in Attendance

- Elyse Destout – Chair
- Christina Cuevas
- Denise Moss – Vice Chair
- Annabelle Rodriguez

Committee Members Absent

- Alia Ayyad
- Fernando Giraldo
- LaNae Liebetrau

Staff in Attendance

- Lacie Gray – WDB Sr. Analyst
- Elizabeth Gutierrez – WDB Admin Aide
- Josie Montes - CWES Associate Analyst
- Sara Paz-Nethercutt – WDB Sr. Analyst
- Andy Stone – WDB Director
- Katy Chevalier – Program Manager
- Adam Spickler – CCU Analyst
- Marcy Villalobos – WDB Office Support

Guests

- Yvette Brooks
- David Brown
- Sara Castillo
- Claudia Cortes
- Julie Edwards
- Amy Lehman-Sexton
- Genevieve Lucas
- Sarai Zayas-Alavez

DIRECTOR:
Andy Stone

Subject: Public Comment

None

Subject: Chairperson's Report

None

Subject: Action Items:

Item 1 – Findings Authorizing Teleconference Meetings

Action: It was moved to adopt findings pursuant to Assembly Bill 361 authorizing teleconference meetings as a result of the continuing COVID-19 pandemic State of Emergency and Health Officer recommendation for social distancing.

Status: Motion to Approve: Christina Cuevas
Motion Seconded: Annabelle Rodriguez
Abstentions: None

Committee Action All in favor, motion passed

Item 2 – Approval of the September 22, 2021 Meeting Minutes

Action: It was moved to approve the September 22,2021 Career Services Committee meeting minutes.

Status: Motion to Approve: Christina Cuevas
Motion Seconded: Annabelle Rodriguez
Abstentions: None

Committee Action All in favor, motion passed

Item 3 – WIOA Re-contracting – Cabrillo Student Resource & Support Network PY 22/23

Action: The item was presented to the committee but a motion was not made due to member abstentions.

Status: Motion to Approve: None
Motion Seconded: None
Abstentions: Annabelle Rodriguez, Christina Cuevas

Committee Action No action taken

Subject: Report Items:

Item 4 – WDB Staff Updates

WDB staff gave the latest updates on WIOA Career Services and Regional Projects/Grants. WDB Sr. Analyst Sara-Paz-Nethercutt informed the committee on the recruitment status for the FIRE project; shared that the annual local contractor monitoring of the five WIOA contracts are underway; and noted that the WDB is preparing the Board of Supervisors Annual Report which captures the hi-lights and accomplishments for 2019/2020. WDB Sr. Analyst Lacie Gray reported on current enrollment data for the Prison to Employment Grant and the SB1 Pre-apprenticeship Training Grant.

Action: No action taken, informational item only.

Item 5 – WIOA Procurement Results/PY 22/23 Award Recommendations

WDB Sr. Analyst Sara Paz-Nethercutt noted that WDB Full Board, at its December 8, 202, accepted the award recommendations.

Action: No action taken, informational item only.

Item 6 – WIOA Contracted Service Provider Activity Reports

Report outs were given by Goodwill Central Coast, Santa Cruz County Office of Education – Suenos program and Cabrillo College – Student Resource and Support Network (SRSN). Contractors shared year-to-date outcomes, challenges, and success stories.

Action: No action taken, informational item only.

Item 7 – CalWORKs Contracted Service Provider Activity Reports

Reports were shared for Goodwill Central Coast, Community Action Board, and Cabrillo College – Student Resource and Support Network (SRSN).

Action: No action taken, informational item only.

Subject: Information Items:

Item 8 – Presentation by Downtown Streets Team

Genevieve Lucas-Conwell, Senior Project Manager for Downtown Streets Team gave a presentation about the organization and its work in Santa Cruz County.

Action: No action taken, informational item only.

Item 9 – AJCC Certification Indicator Assessments

WDB Sr. Analyst Sara Paz-Nethercutt shared that the Continuous Improvement (CI) Plan, formerly Hallmarks of Excellence, was approved at the December 8, 2021 WDB Full Board meeting and the progress of the plan will be given to the committee on a quarterly basis.

Action: No action taken, informational item only.

Subject: Committee Member Announcements:

There were no committee member announcements.

Meeting adjourned at 3:51 p.m.

**Next Meeting: Workforce Development Board – Career Services Committee
Wednesday, April 20, 2022 @ 3:00 pm
Virtual Attendance via Microsoft Teams**

Action Item 3: WIOA PY 21/22 Contractor Local Program Monitoring

(Action required)

Recommendation

Accept the PY 21/22 local program monitoring reports as drafted by WDB staff.

Background

WDB Staff monitored the following contracted services for program year 2021/2022 and drafted reports. The link to view the drafted reports is found here: <https://bit.ly/3JJ3IYE>

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

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 Ernesto Esparza and Edwin Ogu, HSD Accountants for all programs. This is an annual review of program fiscal records.

Next Steps

WDB staff next steps include the following:

- Implement the Corrective Action Plan as outlined (GCC, SCCOE, SBDC, SRSN)
- Apply the internal protocols as developed. (GCC, SCCOE, SBDC, SRSN)
- Review during contract negotiations for PY 22/23 (CCOps, GCC, SCCOE, SBDC, SRSN)
- Review at the next annual monitoring visit. (CCOps, GCC, SCCOE, SBDC, SRSN)

Suggested motion

I move to accept the PY 21/22 local program monitoring reports as drafted by WDB staff.

Action Item 4: WIOA Re-contracting- Cabrillo Student Resource & Support Network PY22/23

(Action required)

Recommendation

Accept the Cabrillo College Student Resource and Support Network (SRSN) PY 22/23 re-contracting recommendation and authorize the Workforce Development Board (WDB) Staff to proceed with next steps in the contract execution.

Background

Due to committee member abstentions (see meeting minutes), this action item is carried over from the January 19, 2022 Career Services Committee meeting and is before the committee again for approval.

Cabrillo College is the only public community college located within the Santa Cruz County boundaries. The WDB has contracted with Cabrillo College since WIOA was enacted in 2015 for support services to WIOA participants who are students in an Eligible Training Provider List (ETPL) training program. Below is an abbreviated glance at data points for this contractor. In 2019, the allocation was increased to allow for the contract modification from a fixed number of enrollments to an unlimited number of enrollments in the program year.

Year	Allocation	Expended	% expended	YTD Enrollments/ Carry in
PY17/18	\$75,000	\$74,020	98.6%	30/28=58
PY 18/19	\$75,000	\$70,798	94.3%	58/27=85
PY 19/20	\$120,000	\$93,829	78.1%	47/50= 97
PY 20/21	\$120,000	\$108,826	90.6%	19/58=77
PY 21/22	\$120,000	TBD		
PY 22/23	Recommended \$120,000			

Next Steps

It is recommended that the Executive Committee of this Board have final authority over allocation amounts and will request approval at its March 2, 2022 meeting. WDB Staff will enter into contract negotiations with Cabrillo Student Resource & Support Network for PY 22/23 for the recommended allocation of \$120,000 upon receipt of approvals.

Suggested motion

I move to accept the PY 22/23 Cabrillo Student Resource & Support Network re-contracting recommendation, submit to the Executive Committee for final allocation approval and direct staff to move forward with contract negotiations upon receipt of approvals.

Report Item 5: Workforce Development Board Staff Updates

(No vote required)

WIOA Career Services – Sara Paz-Nethercutt:

1. Update on workforcescc.com website program outreach component -conversions
2. Local WIOA Partner Memorandum of Understanding Renewal
3. CalASSIST Project

Regional Projects/Grants Report –Lacie Gray:

1. Prison to Employment
2. Pre-apprenticeship Training Grant

Workforce Innovation & Opportunity Act (WIOA)

Career Center Operator,
Amanda Winter

Goodwill Central Coast,
Career Center Services

SCCOE, Sueños
WIOA Youth

Cabrillo
Student Resource & Support Network

4/20/2022

Career Services Committee Meeting

1

Career Center Operator

Contract Outcomes:

- ❖ MOU updates are on track with all partners
- ❖ New Integrated Service Delivery Guide Created

What's New:

- Piloting new virtual comment card process to replace paper version at all AJCC's
- Researching survey platform to integrate all AJCC's to one system

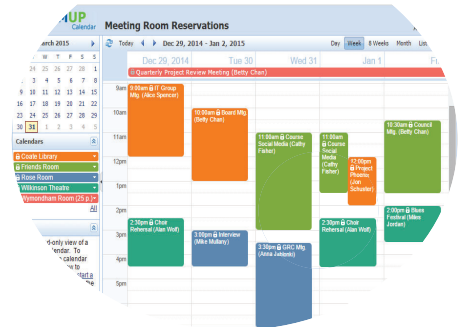
Challenges:

- Partner Performance Metrics Collection

Success:

- Increased partner events on the Virtual Calendar to over 35 events and workshops. These events include multiple job fairs and community outreach events. The workshops that are included have adapted to contain more virtual workshop offerings.

Contact Amanda Winter: Amanda.Winter@santacruzcounty.us



4/20/2022

Career Services Committee Meeting

2

Goodwill Central Coast



PY 21/22 YTD Outcomes

Category	Enrollments	Completions	Employed
Adult	51	15	21
DW	36	23	26

Challenges

- Staffing
- Participants' struggles Post-COVID

Success Story

- Yuliana C.
 - WIOA: Transitional Job Program



What's New?

- Program Manager-Valerie Peña
- Career Center Coordinator-Monica Gonzalez
- WIOA eligibility intake session

Contact Information

Website: workforcescc.com **Email:** info@workforcescc.com **Phone:** 831-763-8933

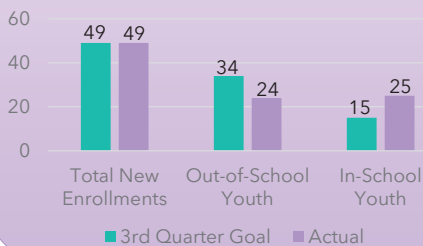
4/20/2022

Career Services Committee Meeting

3

Sueños ~ WIOA Youth

New Enrollments as of 03/31/2022



Do you know any Out-of-School Youth?

Enrolling OSY continues to be a challenge.

If you know any youth who want job development, career exploration and paid work experience have them contact us:

- 229 Green Valley Rd., Freedom
- (831) 466-5672
- wioasuenos@santacruzcoe.org

Thank You!

- Anderson Brulé Architects, Inc
- Big Creek Lumber
- Dientes Community Dental Care
- Gilbane Building Company
- Kaiser Permanente
- Lifespan
- Nielson Design Studios
- Santa Cruz Community Health Centers
- Santa Cruz County Health Services Agency
- Sutter Health
- Swenson

These new partners have participated in Career Panels and/or Job Shadow opportunities.



Career Services Committee Meeting

Jonathan




"The Sueños staff are great mentors, always keeping me motivated and positive. I know I can count on them."



4/20/2022

4



**Cabrillo College:
Student Resource & Support
Network (SRSN)**

Contact information

<https://www.cabrillo.edu/student-resource-support-network/srsn-wioa>
(831)479-6344

Contractor Outcomes PY 21/22, YTD: 4/8/2022

- **Adult:**
 - Carry-Ins - 8
 - New - 8
 - Completers - 0
 - Non-Completers - 0
- **Dislocated Worker:**
 - Carry-Ins - 13
 - New - 5
 - Completers - 3 anticipated for May 2022
 - Non-Completers - 1
- **Total Participants - 30 active, 1 onboarding**

What's New: In person Graduation Ceremony to celebrate 2020-2022 graduates. SRSN lobby is open for student use. Proposal for Fall 2022 is to be at 100% capacity

Challenges: We are currently re-evaluating our outreach and recruitment efforts, currently we are joining class zoom sessions and are finding it difficult to keep students engaged because they are "zoomed out"

Success Story: Alison is expected to graduate this semester (May 2022) with her AS in Rad-Tech. She joined WIOA about the same time as the Santa Cruz fires and was impacted by them. She has been able to keep up with her studies and we are excited to see her graduate.

COUNTY OF SANTA CRUZ

CalWORKs

EMPLOYMENT SERVICES

**Contracted
Employment
& Training
Services**

Goodwill Central Coast,
Job Search Workshop & STEP
Subsidized Employment Program

Community Action Board,
SmartHIRE Subsidized Employment

Cabrillo College,
Student Resource & Support Network

4/20/22

Career Services Committee Meeting

1

Goodwill Central Coast

Contract Outcomes for CalWORKs Employment Services

STEP-TEMP Subsidized Employment Programs

- 10 total enrollments
- 50% of completions obtained employment
- \$15 average wage

Job Search Workshop (JSW)

- 1 enrollment in program year
- 0 completions

What's New?

- Leadership Transition
- Increase in referrals
- More "normal" pace

Challenges

- Low Referral Levels
 - Exemption from meeting program requirements
 - Labor shortage
 - COVID-19

4/20/22

Career Services Committee Meeting

2

CAB-SmartHIRE Subsidized Employment Program

Contract Outcomes for CalWORKs Employment Services



Subsidized Employment

- 38 referrals received; 26 intakes
- 16 job placements
 - 8 Subsidized /3 Unsub
 - Earnings: \$15-20/hour
- 10 Completed 6-month subsidy

What's New !

- Staffing update
- Outreach to 7 new employers
- 12 job readiness workshops
- PPE supplies

Challenges

- COVID-19
- Deferment/Covid-Exemption
- Childcare
- Transportation
- Family responsibilities
- Low referrals

Success Story

A client expressed interest to use her baking skillset as a baker. Job Developer reached out to the company, Nothing Bundt Cakes. Client was hired as a baker, earning \$16 an hour and successfully completed her six-month subsidy. She was promoted in her position and wages were compensated to her new role.

CalWORKs at Cabrillo College

Contract Outcomes for CalWORKs Employment Services

- Spring Semester 2022
 - 55 Active students, pursuing a degree or certificate program
 - 7 Work Study participants
 - Spring Advisory Meeting planned
 - 12th Annual CalWORKs Association Training Institute (held later in April) - joined by 6 County ETS staff and presenting a session on County Collaboration

Success Story

Single mom of 2, completing AS-T degree at Cabrillo this semester, will transfer to CSUMB for 1 year of Undergraduate work, preparing to apply to their Physician Assistant Program

What's New?

- 70% of classes were offered in person - on campus
- Front lobby re-opening for students to study/print

Challenges

- COVID-19 Variants and changing requirements
- Child Care
- Transportation
- Affordable Housing

Information Item 8: Presentation – Racy Ming and Nicole Young

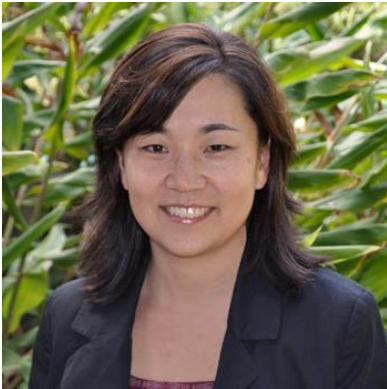
(No vote required)

Diversity, Equity & Inclusion Committee Engagement



Racy Ming, Principal Consultant at Racy Ming Associates, LLC.

Racy Ming has 20+ years experience in workforce development, local government, program administration and oversight, policy, organizational and program development, research and evaluation.



Nicole Young, Owner/Principal Consultant at Optimal Solutions Consulting

Nicole Young has spent the last 20+ years working in the nonprofit and public sector (and still lives to tell the tale). Nicole offers practical tools and solutions to improve organizational performance and achieve better results

Information Item 9: AJCC Certification Continuous Improvement Plan PY 21/22 Update

(No vote required)

Background

As described to this committee at its April 21, 2021 meeting, EDD policy directive, WSD20-08, dated March 1, 2021 provides policy and guidance for conducting the AJCC certification process. There are two (2) levels of AJCC Certification:

1. Baseline: intended to ensure that every AJCC site is in compliance with WIOA statutory and regulatory requirements; and
2. Certification Indicator Assessment: intended to measure continuous improvement in service delivery with seven (7) indicators.

An independent evaluation and assessment of each of the AJCCs was conducted by Racy Ming and Associates. The independent and objective assessment will be conducted every three (3) years and will be due again to the State in 2024 with the criteria and procedures established by the State board. Using the recommendations and evaluations from the assessments, the Continuous Improvement (CI) Plan was created. The purpose of the CI Plan is to ensure that AJCCs deliver a better experience and continuously improve services for job seekers, workers, and employers.

As you may recall, on December 8, 2021, the WDB approved the America's Job Center of California (AJCC) Certification Indicator Continuous Improvement Plan as written and authorized the WDB staff to submit to the Employment Development Department (EDD) Regional Advisor by the December 31, 2021 deadline.

Update

The Continuous Improvement Plan incorporates the actions for the program year for each AJCC site. PY 2021/22 Quarter 3 progress is available for your information.

The link to view the CI plan is found here: <https://bit.ly/3jH2S41>