



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, January 11, 2023 @ 3:00 p.m. [virtual]**

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

If you don't have Microsoft Teams: Select the "Join on the web instead" option

**Meeting ID: 261 149 690 353**

**Passcode: moM3vS**

or

**Call in: (831) 454-2222**

**Phone Conference ID: 907 238 314#**

**Call to Order/Welcome**

**Non-agenda public comment**

**Chairperson's Report**

**Action Items** (vote required)

- 1. Findings Authorizing Teleconference..... 2-4
- 2. Approval of minutes: September 21, 2022..... 5-8
- 3. WIOA PY23/24 Recontracting ..... 9

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

- 4. WDB Staff Updates..... 10
- 5. Contracted Service Provider Activity Reports ..... 11-17
  - Career Center Operator
  - Goodwill Central Coast
  - Santa Cruz County Office of Education
  - Cabrillo College, Student Resource and Support Network
  - Community Action Board (CAB), SmartHIRE Program

**Information Items** (no vote required):

- 6. AJCC Certification Continuous Improvement Plan PY 22/23 Update ..... 18

**Committee Member Announcements**

**Adjournment**

**Next Meeting: Workforce Development Board-Career Services Committee  
April 19, 2023 @3:00pm**

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

---

## 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.



*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.*

**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 January 11, 2023, 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   11   day of   January  , 2023  , 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 September 21, 2022 Meeting Minutes

---

(Action required)

### **Recommendation**

Request approval of the September 21, 2022 Career Services Committee meeting minutes as attached.

### **Suggested motion**

I move to approve the September 21, 2022 Career Services Committee meeting minutes.

**Workforce Development Board  
Career Services Committee  
Wednesday, September 21, 2022 3:00 p.m.**

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.**

**Career Services Committee MEMBERS:**

Elyse Destout, Chair  
Photography by Elyse Destout

Alia Ayyad  
Center for Employment Training

Yvette Brooks, Vice Chair  
Your Future is Our Business

Christina Cuevas  
Cabrillo College

Fernando Giraldo  
Santa Cruz County Probation Department

LeNae Liebetrau,  
Department of Rehabilitation

Annabelle Rodriguez  
GOAL/Cabrillo College

DIRECTOR:  
Andy Stone

**The Chair called the meeting to order at 3:02 p.m., and a quorum was established. All participants attended virtually.**

**Committee Members in Attendance**

Ayyad, Alia  
Cuevas, Christina  
Destout, Elyse – Chair  
Liebetrau, LeNae  
Rodriguez, Annabelle

**Committee Members Absent**

Brooks, Yvette – Vice Chair  
Giraldo, Fernando

**Staff in Attendance**

Chevalier, Katy – Program Manager  
Gray, Lacie – WDB Sr. Analyst  
Gutierrez, Elizabeth – WDB Admin Aide  
Paz-Nethercutt, Sara – WDB Sr. Analyst  
Stone, Andy – WDB Director  
Villalobos, Marcy – WDB Office Support

**Guests**

Chance, Eli  
Cortes, Claudia  
Licea, Adrian  
Munoz, Beatriz  
Rodriguez, Maria  
Staley-Raatior, Desha  
Winter, Amanda

---

**Subject: Public Comment**

None

---

**Subject: Chairperson’s Report**

Chair, Elyse Destout, spoke briefly on the Diamond Tech Institute mentorship program and also on the future of in-person meetings.

---

**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: LeNae Liebetrau  
 Motion Seconded: Christina Cuevas  
 Abstentions: None

Committee Action All in favor, motion passed

---

**Item 2 – Approval of the April 20, 2022 Meeting Minutes**

**Action:** It was moved to approve the April 20, 2022 Career Services Committee meeting minutes.

**Status:** Motion to Approve: LeNae Liebetrau  
 Motion Seconded: Annabelle Rodriguez  
 Abstentions: Alia Ayyad

Committee Action All in favor, motion passed

---

**Subject: Report Items:**

**Item 3 – WDB Staff Updates**

WDB staff gave the latest updates on WIOA Career Services and Regional Projects/Grant. WDB Sr. Analyst Sara-Paz-Nethercutt stated that EDD approved the WDB’s application for the WIOA Out-of-School Youth waiver which decreases the mandated expenditure amount from 75% down to 50%. The waiver will be valid through the end of the year.

WDB Sr. Analyst Lacie Gray reported on the pre-apprenticeship programs with regional partners San Benito and Monterey Counties and with Watsonville/Aptos/Santa Cruz Adult Education and Santa Cruz County Office of Education. She also shared that the WDB applied for the the Prison to Employment 2.0 grant.

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

---

**Item 4 – WIOA Fiscal Year 2022-23 Budget**

The committee was provided a copy of the WDB Financial Report for fiscal year 21/22 activities and 22/23 projected activities. There were no questions from the committee members.

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

---

**Item 5 – Eligible Training Provider List (ETPL) Draft Monitoring and Subsequent Eligibility Report**

ETPL monitoring reports were provided for the following five ETPL vendors: Cabrillo College, Michael’s Transportation Service, Santa Cruz County Office of Education, Truck Driver Institute, and Watsonville/Aptos/Santa Cruz Adult Education. WDB Sr. Analyst, Lacie Gray, stated that there were no monitoring findings for the five vendors monitored; however, one program was removed as the State now requires one full program year (July 1 through June 30) of performance metrics to report.

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

---

**Item 6 – Eligible Training Provider List (ETPL) 2021-22 Annual Report**

The committee was provided with reports for ETPL 2021-22 performance by training vendor, top five vendors in terms of enrollment, and top five vendors in terms of Individual Training Account expenditures.

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

---

**Item 7 – WIOA Contracted Service Provider Activity Reports**

Contractors shared year-to-date outcomes, challenges, and success stories. Contractors present were the Career Center Operator, Goodwill Central Coast, Santa Cruz County Office of Education – Suenos program, Cabrillo College – Student Resource and Support Network (SRSN), Community Action Board (CAB).

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

---

**Subject: Information Items:**

**Item 8 – Presentation by Community Action Board (CAB)**

Community Action Board Programs Director, Maria Rodriguez-Castillo gave a presentation on the various services the Alcance program has to offer the community including the new Luna Y Sol Familia Center.

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

---

**Item 9 – AJCC Certification Continuous Improvement Plan PY 21/22 Update**

The Continuous Improvement Plan was provided to the committee. The plan incorporates the actions for the program year for each of the America's Job Center of California (AJCC) sites. The purpose of the CI Plan is to ensure that the AJCC is delivering a better experience and continuously improving services to jobseekers, workers, and employers.

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

---

**Subject: Committee Member Announcements:**

None.

---

**Meeting adjourned at 4:19 p.m.**

**Next Meeting: Workforce Development Board – Career Services Committee  
January 11, 2023 @ 3:00pm**



---

## Action Item 3: Re-contracting PY23/24 WIOA Services

---

(Action required)

### Recommendation

Accept re-contracting recommendation and authorize the Workforce Development Board (WDB) Staff to proceed with next steps in the contract execution. It is recommended WIOA contractors continue with the current service providers as follows:

1. Career Center Operator, WinterWorks, Amanda Winter
2. Goodwill Central Coast (GCC) for WIOA Adult/Dislocated Worker program services;
3. Santa Cruz County Office of Education (SCCOE) for WIOA Youth program services, otherwise referred to as Sueños;
4. Cabrillo College Student Resources and Support Network (SRSN) for WIOA participant support services.

### Background

As you may recall, the WIOA contracts 1-3 above are currently completing year one (1) of a potential four (4) year contract cycle from the last procurement award process. Cabrillo College is the only public community college located within the Santa Cruz County boundaries and 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, therefore not included in the competitive procurement process.

Contractor	PY 22/23 Allocation	Recommended PY23/24 Allocation
WinterWorks	\$75,000	\$75,000
GCC	\$750,000	\$750,000
SCCOE	\$800,000	\$800,000
Cabrillo SRSN	\$120,000	\$120,000
TOTAL		\$1,745,000

Although the Employment Development Department (EDD) has not yet released the Workforce Innovation and Opportunity Act (WIOA) Allocations for Program Year 2023-24 for the Adult, Dislocated Worker (DW), Rapid Response and Youth funding sources, final contractor allocations will be based upon overall state funding levels. It is recommended that the Executive Committee of this Board have final authority over allocation amounts.

Negotiations on the scope of work with the service goals and the budgets will be completed with services continuing as of July 1, 2023 according to the County's continuing contract agreements process.

### 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 1, 2023 meeting. WDB Staff will enter into contract negotiations with above referenced contractors for PY 23/24 for the recommended allocations upon receipt of approvals.

### Suggested motion

I move to accept the PY 23/24 re-contracting recommendations, submit to the Executive Committee for final allocation approval and direct staff to move forward with contract negotiations upon receipt of approvals.

---

## Report Item 4: Workforce Development Board Staff Updates

---

(No action required)

Regional Projects/Grants Report - Lacie Gray:

1. American Rescue Plan Act (ARPA) funded Pre-apprenticeship programs:
  - a. Watsonville Aptos Santa Cruz Adult Education
  - b. Santa Cruz County Office of Education
2. Prison to Employment 2.0

# 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

Community Action Board  
SmartHIRE Subsidized Employment

# Career Center Operator

## Completed:

- Continuous Improvement Plan Updates –
  - Started a monthly Partner Webinar Series
  - Establishing increased WIOA engagement at community events with a list published on SharePoint
- Integrated New WIOA Partner into the community – Job Corps
- Affiliate AJCC introduced a new site manager for EDD Workforce Services
- Completed QTR 2 Training: Labor Market Information Training
- Introduced a new virtual Customer Satisfaction Survey through Microsoft Forms. Results are recorded on Microsoft Teams SharePoint.

## Working on:

- Piloting new virtual Customer Satisfaction Survey through Microsoft Forms. Results are recorded on Microsoft Teams SharePoint.
- Finding trainer for Q3 training topic: Pre-apprenticeship/Apprenticeship programs
- Creating a visual roadmap for Career Pathways
- Establishing co-enrollment partnership with the Department of Rehabilitation



# Goodwill Central Coast



## PY 22/23 YTD Outcomes

Category	Enrollments	Completions	Employed
Adult	69	26	15
DW	12	9	11

## What's New?

- DW Campaign with Full Capacity Marketing
- WIOA Monthly Intakes at Cabrillo College

## Contact Information

**Website:** [workforcescc.com](http://workforcescc.com) **Email:** [info@workforcescc.com](mailto:info@workforcescc.com) **Phone:** 831-763-8933

## Challenges

- Low enrollments for Dislocated Worker Program
- Non-Santa Cruz Residents applying for Adult program
- Vacant positions

## Success Story

- Jennifer N- WIOA



# Goodwill Central Coast

## Contract Outcomes for CalWORKs Employment Services

STEP-TEMP Subsidized Employment Programs

- 4 Enrollments for STEP
- 3 Enrollment for TEMP

Job Search Workshop (JSW)

- 7 Enrollments

## What's New?

- Digital Literacy incorporated into Job Readiness Academy (JRA)
- JRA and JSW curriculum refresh
- Flyers coming soon

## Challenges

- Program confusion among customers for JSW

# Sueños ~ WIOA Youth

## PY 22/23 Outcomes

Quarter 2 Enrollments	Goal	Actual
In-School Youth	16	25
Out-of-School Youth	37	44

Employed	In Education	Work Experience
21	37	17

## Challenges

- Getting youth back to in-person services
- OSY Enrollments

## What's New

Meet Itzel Godinez, new Youth Outreach Specialist



## Do you know any Out-of-School Youth?

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](mailto:wioasuenos@santacruzcoe.org)

## Gerardo

"Sueños helped me get back into school. I feel like I am finally good at school and can graduate."



# Student Resource & Support Network (WIOA at Cabrillo)

## What's New?

- Spring 23 classes begin January 30<sup>th</sup>
- Vaccine mandate lifted on campus but mask mandate still in effect (spring 23)
- Cabrillo will remain a host site for WIOA orientations/ ES office hours

## What We're Seeing

- While enrollment numbers are increasing, we are noticing that students are not responding to emails when promoting intake and information sessions
- Increased interest from Allied Health for in-class presentation

## Enrollments

- Fall 2022 Graduates: DW=2Participants
- Fall 22 Enrollment:
  - 43 enrolled
  - 1 onboarding

## Student Success

- 10 of our Nursing level 4 students are expected to graduate in May!

## How Can Students Contact Us?

Visit our website: <https://www.cabrillo.edu/student-resource-support-network/srsn-wioa/>

Contact Sara Castillo (WIOA Program Specialist) at (831)477-5223 or [sacastil@cabrillo.edu](mailto:sacastil@cabrillo.edu)

Scan the QR Code for our interest form





# CalWORKs at Cabrillo College

## Contract Outcomes for CalWORKs Employment Services

Spring 2023 - Anticipated participation

- **63** students are currently enrolled for spring classes to begin January 30<sup>th</sup> from multiple counties. We anticipate that number to rise as we get more referrals and we get closer to the beginning of the semester
- **15** students are participating in work study
- **9** working on job search
- Students are invited to an in-person Welcome Event learning about on-campus resources for success

## Success Story

Several students applied for scholarships this year... We look forward to seeing who was awarded, and attending those award ceremonies.

## What's New?

- Program Specialist will be on campus 2 days a week
- ETS staff are continuing co-location on campus
- Lobby / Study Area remains open for student use
- Students are taking advantage of loaner laptops

## Challenges

- COVID-19 Variants and changing requirements
- Child Care (10 licensed sites in Santa Cruz County)
- Affordable Housing

---

## Information Item 6: AJCC Certification Continuous Improvement Plan PY 22/23 Update

---

(No vote required)

### **Background**

WDB Staff previously informed this committee of the EDD policy directive, WSD20-08, dated March 1, 2021 which 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 2022/23 Quarter 2 progress is available for your information.

The link to view the CI plan is found here: <https://bit.ly/3Cq7KV7>