**Workforce Development Board**  
**Career Services Committee**  
**Wednesday, January 13, 2021, 3:00 p.m.**  
**18 W. Beach Street, Watsonville**

**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:** 352 444 597#  

**Agenda**

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

V. Consent Items
   C.1 Approval of minutes: September 23, 2020 ........................................ 2-5  
   C.2 Contractor Activity Reports (thru Q1 PY20/21) ...................................... 6  
   C.3 WIOA Transitional Job Policy .............................................................. 7-13  
   C.4 AJCC Hallmarks of Excellence Action Plans ........................................ 14  
   C.5 Recontracting PY 21/22 WIOA Services ........................................... 15-16

VI. Presentation: Will Basler, Lead Employment Specialist, Leaders in Community Alternatives

VII. Administration
   A.1 WDB Staff Updates ............................................................................... 18  
   A.2 WIOA Contract Modification, Goodwill Central Coast ........................ 19

VIII. Chairperson’s Report

IX. Announcements/Information Sharing

X. Adjournment

**Next Meeting:** April 21, 2021 @ 3:00 pm  
**Location:** TBD

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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.
C.1 Approval of Meeting Minutes

<table>
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<tr>
<th>COMMITTEE:</th>
<th>Career Services Committee</th>
<th>MEETING DATE:</th>
<th>January 13, 2021</th>
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<tbody>
<tr>
<td>STAFF NAME:</td>
<td>Andy Stone, WDB Director; Laurel Gazza, Administrative Aide</td>
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SUMMARY:
Requesting approval of the September 23, 2020 Career Services Committee meeting minutes.

SUGGESTED MOTION: (if applicable)
I move to approve the September 23, 2020 Career Services Committee meeting minutes, as part of the consent agenda.
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 Chair called the meeting to order at 3 p.m., and a quorum was virtually established. Members, staff and guests introduced themselves.

Committee Members in Attendance
Burr Guthrie
LeNae Liebetrau
Malina Long
Denise Moss – Vice Chair

Committee Members Absent
Christina Cuevas
Elyse Destout - Chair
Fernando Giraldo
MariaElena De La Garza
Henry Michel
Annabelle Rodriguez

Staff in Attendance
Brenda Diaz-Rivas – ETS, EBSD
Laurel Gazza – WDB Administrative Aide
Brett Norris – ETS, EBSD
Sara Paz-Nethercutt – WDB Senior Analyst
Andy Stone – WDB Director

Guests
Yuko Duckworth - EDD
Shelby Mason – Goodwill Central Coast
Bea Munoz – SCCOE Suenos
Amanda Winter – Career Center Operator

Subject: Public Comment

There were no public comments.
Subject: Service Providers’ Activity Report

SCCOC Suenos representative Bea Munoz and Goodwill Central Coast’ Shelby Mason, gave report outs on current enrollment and completion statistics from their respective programs. Career Center Operator Amanda Winter and Shelby Mason also talked about the new Qless queue system at the Career Center and how it works. No one present from Cabrillo College to report.

Subject: Consent Items:

C.1 Approval of the July 29, 2020 Meeting Minutes
C.2 Contractor Activity Reports (thru Q4 PY 19/20)
C.3 WIOA Co-Enrollment Policy

Action: It was noted that the July 29, 2020 meeting minutes had a wording correction in the name of the business Malina Long represents: it was listed as “Your Business is our Pleasure” but the correct name is “Your Future is our Business”. It was also noted that names were missing from the committee member roster. It was motioned to approv the consent agenda with the correction to the minutes and correction to the roster on future agendas.

Status:      Motion to Approve Consent Items: LeNae Leibetrau
Motion Seconded: Burr Guthrie
Abstention: None
Committee Action: All in favor, motion passed as noted.

Presentation item:

WIOA/CalWORKs Employment Services Co-enrollment: Brett Norris and Brenda Diaz-Rivas, Employment and Training Specialists for Santa Cruz County Employment Benefit Services Division (EBSD) explained how the current co-enrollment between WIOA and CalWORKs works, and outlined the crossovers between the two programs. WDB Director Andy Stone thanked the WTW/WIOA workgroup for their efforts in guiding the merger of the two groups and in the co-enrollment process.

Subject: Administration Items:

A.1 – Staff Disaster Response

WDB Director Andy Stone and WDB Senior Analyst Sara Paz-Nethercutt gave report outs on the current response to the fire and COVID disasters in Santa Cruz County, including the response from WIOA Career Services and CalWORKs Employment Services.
Action: No action taken, informational item only.

Chairperson’s Report – None given

VII. Announcements/Information Sharing

WDB Director Andy Stone welcomed new Committee members Henry Michel, and Burr Guthrie. Committee member LeNae Leibetrau mentioned the upcoming October 22nd D.O.R. virtual job fair.

Meeting adjourned at 4:08 p.m.

Next Meeting: Workforce Development Board Meeting
Wednesday, December 9, 2020
Watsonville Career Center, 18 W. Beach Street, Watsonville
**Virtual Attendance Encouraged**

Career Services Meeting
Wednesday, January 13, 2021
Watsonville Career Center, 18 W. Beach Street, Watsonville
**Virtual Attendance Encouraged**
C.2 Contractor Activity Reports

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<tr>
<td>STAFF NAME:</td>
<td>Katy Chevalier, Program Manager; Sara Paz-Nethercutt, Sr.Analyst</td>
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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/3hRqBwN](https://bit.ly/3hRqBwN)

**Attachment(s)**

**SUGGESTED MOTION:** (if applicable)

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C.3 WIOA Transitional Jobs Policy

COMMITTEE: Career Services Committee  MEETING DATE: January 13, 2021

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

SUMMARY:

The Workforce Innovation and Opportunity Act (WIOA) mission/vision is to strengthen our nation's public workforce system, help Americans with barriers to employment access the education, training and support services needed to obtain and advance in quality jobs and careers.

Attached is a local WIOA policy developed to make available work experience opportunities through a transitional jobs program to WIOA eligible participants with barriers to employment who are chronically unemployed or have inconsistent work history. Providing this type of opportunity aligns with the WIOA and further advances the mission of the Act for helping those with barriers to access training and education, support services they need to obtain jobs.

Attachment(s)

SUGGESTED MOTION: (if applicable)
WIOA Transitional Job Policy
Policy Memorandum 20-02

Date: October 16, 2020

To: All Workforce Innovation Opportunity Act (WIOA) Service Providers

Purpose: To provide guidance to contractors (service providers) for transitional jobs, as a type of work experience opportunity, offered as an individualized career service for WIOA eligible clients.

Rescissions: N/A


Background:
The Santa Cruz County Workforce Development Board (WDB) will make available work experience opportunities through a transitional jobs program for those Workforce Innovation and Opportunity Act (WIOA) eligible Adult and Dislocated Worker participants with barriers to employment who are chronically unemployed or have inconsistent work history. Providing this type of opportunity aligns with the WIOA mission/vision of strengthening our nation’s public workforce system, helping Americans with barriers to employment access the education, training and support services needed to obtain and advance in quality jobs and careers.

At the discretion of the local Workforce Development Board, this Transitional Job Policy is subject to change.

Policy:
A. General Provisions

A transitional job, combined with job readiness skills training, is designed to assist participants with establishing a work history, demonstrate success in the workplace, and develop the skills that lead to entry into and retention in unsubsidized employment. Transitional jobs provide participants with work experience and an opportunity to develop important workplace skills within the context of an employee-employer relationship.

B. Local Policy Guidelines and Requirements

1. Eligibility

Contractor service provider shall first determine WIOA eligibility by applying the WIOA regulations, federal guidance, state directives and local policy, when applicable.

To be eligible for a transitional job, the participant is experiencing one of the following:
a. Barriers to employment, defined as being a member of one (1) or more of the following populations:\footnote{WIOA Section 3 (24)}:
   1. Displaced homemakers,
   2. Low-income individuals,
   3. Indians, Alaska Natives, and Native Hawaiians as defined in Section 166,
   4. Individuals with disabilities,
   5. Older individuals,
   6. Ex-offenders,
   7. Homeless individuals,
   8. Youth who are in or have aged out of the foster care system,
   9. Individuals who are English language learners, individuals who have low levels of literacy, and individuals who are facing substantial cultural barriers,
   10. Eligible migrant and seasonal farmworkers, as defined in Section 167(i),
   11. Individuals within two (2) years of exhausting lifetime TANF eligibility,
   12. Single parents,
   13. Long-term unemployed; and who are

b. Chronically unemployed, defined as long-lasting or habitual and problematic or

c. Inconsistent work history, despite being able and willing to work, defined as never held a job or gaps in work history that cannot be explained by recent economic conditions.

Eligibility for WIOA is documented via CalJOBS data entry and case file records. Eligibility for transitional job program must be documented in the case file records and may be accomplished via an assessment and self-attestation.

2. Individualized Career Services

As part of the WIOA menu of services offered as an individualized career service, a WIOA eligible participant may be eligible for a type of work experience as a WIOA funded subsidized job placement. Transitional jobs must be combined with comprehensive career services and supportive services.

The assessment of the individual will determine the need, length of the transitional job and the skills needed for entry into and retention in unsubsidized employment. An Individual Employment Plan (IEP) shall be developed with the transitional job identified as part of the overall employment goals for the individual.

Job readiness skills training shall be offered in conjunction with the transitional job placement to address existing challenges and develop successful outcomes. Job readiness skills training provides the tools necessary to be successful in the workplace and will include competencies needed to perform specific tasks on the job. Job readiness skills training shall be provided via the WDB approved platform or contract service provider method approved by the WDB Director. Job readiness skills training shall include, but is not limited to, the following components:

- Personal maintenance
- Punctuality
- Attendance
- Dependability
As the transitional job placement is nearing completion, **Job Search** assistance shall be provided to assist the individual with obtaining unsubsidized employment. Job Search assistance shall be provided via the WDB approved platform or contract service provider methodology approved by the WDB Director.

Job search assistance shall include the following components:
- ✓ resume writing,
- ✓ interviewing skills
- ✓ networking, and
- ✓ customized job search strategy, including specific labor market information

Other individualized career services that may be offered and provided to the individual include the following:
- ✓ Financial Literacy Services
- ✓ Career Planning
- ✓ English language acquisition and integrated education and training programs

Appropriate corresponding CalJOBS activity codes and case note entries shall be created by the contracted service provider as indicated in section 6 below.

3. **Benchmarks/Progress Reports**

Contracted service provider shall document the Job Readiness Skills training benchmarks completed over the course of the transitional job placement when the individual is 50% completed and again at the conclusion of the placement.

The employer will also provide an evaluation to document the overall individual employment performance during the course of the placement.

Contracted service provider will use the WDB approved Progress Report form or submit a version for WDB approval.

As a real-time WIOA performance measure, contracted service provider shall track the individuals’ performance using the Measurable Skills Gains – Skills Progression fields in CalJOBS.

4. **Compensation**

A transitional job must be a paid work experience. Wages for participants in transitional job placements shall, at a minimum, meet the applicable State and Federal minimum wage requirements in place at the time of the transition job placement. The participant may be paid the wage applicable to the assigned position with a corresponding job description within the business.

Contracted service provider shall be reimbursed at 100% of the wage. Participants shall only be paid for the hours worked during the transitional job period and documented on the participants timecard.

The overall compensation shall be capped at the amount in the local Individual Training Account (ITA) policy, for in-demand employment opportunities, in place at the time the transitional job starts.
5. **Length of placement/training time limits**

Placements will be limited in duration as appropriate to the needs of the individual. The length of training time shall not be less than 240 hours and shall not exceed six (6) months or 1040 hours, transitional jobs shall be for a minimum of twenty (20) hours per week.

6. **CalJobs Data Entry**

Transitional Job activities shall be tracked via the CalJOBS, the state case management system, including but not limited to the following:

   a. **Activity Codes**
      - Initial Assessment: Activity Code: 102
      - Objective Assessment: Activity Code: 203
      - **Development of Individual Employment Plan (IEP); Activity Code: 205**
      - Short-Term Prevocational Services: Activity Code: 215
      - **Job Readiness Skills: Activity Code: 322**
      - **Transitional Job: Activity Code: 321**
      - Job Search: Activity Code: 125
      - **Supportive Services**: Activity Codes 180-192: as appropriate based on service provided

   **Bolded** activities must be combined when participating in a transitional job.

   b. **Case Note Entry**

   WIOA contracted service provider staff shall create a CalJOBS case note entry to document the rationale for the transitional job placement and supportive service provided and to detail each activity. For example:

   **Subject: Transitional Job Factors**

   Case note should address the following: individual barrier; chronically unemployed or inconsistent work history rationale/justification.

   **Subject: Supportive Services (TJ)**

   Case note should document the need for supportive services, following the local supportive service policy parameters.

   Contractor shall create a CalJOBS case note entry to justify any policy exceptions authorizations.

7. **Work Site Exclusions**

   WIOA funds may not be used for a work experience that promotes or supports the use, possession or distribution of cannabis (marijuana).

C. **Contracted Service Provider Responsibilities/Employer of Record**

   WIOA contracted service provider shall comply with this local transitional job policy and shall be monitored for compliance with provisions. WIOA contracted service provider shall ensure that records and documentation required for policy compliance are kept in the case file and made available by local, state and federal monitors. Failure to comply with the requirements may result in the service provider being placed on a corrective action and/or incur disallowed costs.
WIOA Adult and Dislocated Worker contracted service provider shall be the Employer of Record for transitional jobs participants. As the Employer of Record, the contractor shall utilize the following document/forms for this program:

1. **Worksite Agreement**
   This documents the employer/business name, placement job title, duration of job placement, rate of pay and WIOA required elements for participation (ie. WIOA Section 188). The agreement must be signed by all parties prior to the start of the transitional job activity. This document shall be provided to the WDB contract analyst upon being executed between the employer and the contracted service provider.

2. **Timecard**
   This provides documentation signed by both employer and WIOA participant attesting to the hours worked in a pay period (either weekly or bi-weekly).

3. **Transitional Job Progress Report**
   This provides a status, by the employer, on the participants job readiness skills during the transitional job placement.

WIOA contracted service provider shall submit an invoice cover page, timecards and progress reports to the WDB Contract analyst on a monthly basis for contracted service provider reimbursement from the County WDB funds.

Contracted service provider shall be responsible for creating the corresponding data entry codes in CalJOBS.

In the event, the service provider desires to create forms to enhance the flow of the transitional job program, WDB Director or designee must first approve the forms. Approved forms shall be made accessible via Dropbox. Upon approval, the service provider shall train their staff on any new forms and/or procedures.

D. **Employer Requirements**

Employers willing to work with participants in transitional job activities may be from the public, private or non-profit sectors. Employer must be able to provide supervision, complete the timecards, employment evaluation and/or progress reports as required (or at designated intervals: ½ way through and conclusion).

This work experience opportunity may not be used to directly or indirectly aid in filling a job opening which is vacant because the former occupant is on strike, or is being locked out in the course of a labor dispute, or the filling of which is otherwise an issue in a labor dispute involving work stoppage.

There is no expectation that the employer will retain the participant at the completion of the transitional job. However, if the employer is interested in hiring the participant after the transitional job activity has been completed, and additional training is needed, an On-the-Job-Training (OJT) may be developed that follows the requirements of the local OJT Policy.

E. **Supportive Services**

Transitional jobs must be combined with supportive services. WIOA case manager will arrange for the WIOA eligible participant to receive supportive services concurrently.
WIOA Service Providers will arrange for supportive services during the job placement period to eliminate barriers and improve retention according to the WDB’s Supportive Service Policy. This may include work clothing, tools, childcare, finger printing, and transportation assistance. The need for supportive services will be documented in the Employment Plan or Career Advancement Plan, as well as CalJOBS case notes. The need will be revised as appropriate.

Supportive services are paid based on an approved invoice and backed up by receipts and/or provider signatures. Supportive Services claims will be submitted on a monthly basis but no later than 30 days after the conclusion of the training activity.

CalJOBS data entry: Activity Code corresponds to the Supportive Service category. Using the Commit and Pay (CnP) system, WIOA Service Providers will track Supportive Service amounts authorized and stay within budget allocation and the WDB Supportive Service Policy.

F. Availability of Funding/Funding Limitations
Santa Cruz County Workforce Development Board (WDB) may use up to 10% of the combined adult and dislocated worker local allocations for transitional jobs. County Fiscal Staff will track the annual funding allocated to the transitional jobs program. Transitional Job funds distribution is ultimately contingent upon the availability of funds.

G. Exception to policy
Under special circumstances, on a case-by-case basis and with proper justification, WIOA Service Providers could request a waiver of a policy provision regarding duration of the placement and or exceeding the ITA amounts (as per local ITA policy) from the WDB Sr. Analyst and with approval from the Workforce Development Board Director.

WIOA Service Providers should submit an ITA Policy Exception Memo (Attachment III) with the explanation and justification for the exception.

Action: All WIOA Service Providers shall comply with the attached Transitional Job policy. This policy memorandum is on-going and effective immediately.

Inquiries: Any questions regarding this policy memorandum may be directed to the WDB Director.

Documents/forms referenced:
I. Transitional Job Worksite Agreement
II. Transitional Job Progress Report
III. ITA Policy Exception Memo

This policy authorized by: Santa Cruz County Workforce Development Board, December 9, 2020
C.4 Hallmarks of Excellence Plans

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/2MHgKhF

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.

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.
C.5 Recontracting PY 21/22 WIOA Services

As you may recall, the WIOA contracts are currently completing year three (3) of a potential four (4) year contract cycle from the last procurement award process. It is recommended that WIOA/CalWORKs Employment Services (CWES) contract services continue with the current service providers as follows:

1. Goodwill Central Coast (GCC) for WIOA Adult/Dislocated Worker, Financial Literacy program services; National Dislocated Worker Grant for August 2020 Wildfire temporary jobs eligibility determination, and CWES job search workshops and subsidized employment programs.
2. Cabrillo Student Resources and Support Network for WIOA/CWES participant support services and CWES work study.
3. Santa Cruz County Office of Education (SCCOE) for WIOA Youth program services, otherwise referred to as Suenos.
4. Career Center Operator, Amanda Winter

Although the Employment Development Department (EDD) has not yet released the Workforce Innovation and Opportunity Act (WIOA) Allocations for Program Year 2021-22 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, 2021 according to the County's continuing contract agreements process.

SUGGESTED MOTION: (if applicable)

I move to accept the PY 21/22 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.
### C.5 Recontracting PY 21/22

**Workforce Service Providers**

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<th>Recommended PY21/22 Allocation</th>
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*Final contractor funding allocation is based upon final funding levels from the State.*

**CWES:** CalWORKs Employment Services  
**JSW:** Job Search Workshops  
**STEP/TEMP:** Subsidized Transitional Employment Program (STEP)/ Temporary Employment to Meet Participation (TEMP) program

**NOTE:** Contracts for all Workforce Services for Business allocations, i.e. rapid response, layoff aversion, will be presented at the Business Services Committee meeting for re-contracting approval.
P.1 Leaders in Community Alternatives

Will Basler
Lead Employment Specialist
Leaders in Community Alternatives (LCA)
A.1 WDB Staff Updates

COMMITTEE: Career Services Committee
MEETING DATE: January 13, 2021

STAFF NAME: Andy Stone, WDB Director; WDB Staff

SUMMARY:
Workforce Development Board Staff will report out on recent developments on all program services.

WIOA Career Services:
1. Monitoring: Local programmatic/fiscal & State (Fiscal & Procurement; WIOA Section 188,Nondiscrimination Equal Opportunity)
3. WIOA Local Transitional Jobs Policy: pending implementation: Job Readiness/Job Search/Employer of Record
4. Career Services Website Update

Business Services:
1. 

CalWORKs Employment Services:
1. Participants in the CalWORKs program are typically required to participate in the program to remain eligible to receive program benefits. Due to COVID, the state of California has allowed participants to be in a "good cause" status through June 2021, which means that they do not have to participate in the program and will continue to receive their benefits. This has impacted several of the contracted services in the program since enrollment is lower than usual.

Attachment(s)

SUGGESTED MOTION: (if applicable)
A.2 WIOA Contract Amendment: GCC

The Santa Cruz County Workforce Development Board (WDB) applied and was awarded $1,500,000 in Department of Labor Disaster National Dislocated Worker Grant (NDWG) monies to provide clean-up efforts from the August 2020 CZU Lightning Complex fire. WDB is collaborating with County Park to provide at least 75 temporary jobs for clean up efforts of public land affected by the fire in the 2020 August Wildfires Disaster Recovery project. This grant will extend through September 30, 2022.

Currently, the state has approved 10 worksites that will provide immediate employment for temporary jobs/wages for up to 12 months or 2080 hours (whichever is longer), as well as supportive services for work-related tools. Wages range from $14.82 to $31.80 depending on the job duties for the specific worksite. WIOA participant eligibility priority will be given to those who became unemployed as a result of the fire, followed by others who meet the WIOA definition of a "Dislocated Worker". All participants must be enrolled and activities tracked via the state data management system, CalJOBS. As a result, Goodwill Central Coast (GCC), the Adult and Dislocated Worker (A/DW) service provider, who currently conducts the WIOA eligibility will also perform this NDWG data entry function.

The GCC PY2020/2021 contract for A/DW program services is $691,460. In order for GCC to perform the mandated WIOA eligibility data entry, it is recommended that a contract amendment to augment that existing contract by $35,000 be created and presented to the County Board of Supervisors for approval on February 2, 2021.

I move to accept the PY 20/21 contract amendment recommendations and direct staff to move forward with required actions upon receipt of approvals.