

Workforce Investment Act
Local Plan Modification
Program Year 2011-12

Local Workforce Investment Area (local area):

Name of Local Area: County of Santa Cruz

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AREA CODE PHONE NUMBER

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June 30, 2011 Draft
Santa Cruz County WIB 2011-12 LOCAL PLAN MODIFICATION
QUESTIONS

The Workforce Investment Act (WIA) gives states and Local Workforce Investment Areas (local areas) a unique opportunity to develop employment and training systems tailored specifically to state and local area needs. The local plan should represent a collaborative process among the Chief Elected Official (CEO) and the local system partners. This collaboration will create a shared understanding of the local area's workforce investment needs, a shared vision of how the local workforce investment system can be designed to meet those needs, and agreement on the key strategies to achieve this vision. Additionally, the local plan should reflect the current and future strategies of the local area. Please respond to each question by describing and assessing your local area's current and future strategies and identifying steps to implement and improve your service level or actions as appropriate.

1. Identify the workforce investment needs of businesses and job seekers in your local area. [WIA Section 118(b)(1)(a)]

The sluggish recovery from the economic recession and the chronic double-digit unemployment rate, ranging from 11% to 15% in Santa Cruz County and 25% to 30% in Watsonville, has increased demand on the Workforce Investment Board of Santa Cruz County and workforce partners to meet the needs of businesses, laid-off workers, and job seekers. In May 2011, the County unemployment rate was 11.4%, the same as California's 11.4% rate and above the 8.7% for the nation. For comparison in May 2008 before the recession, the County had a 6.0% unemployment rate. In May there are 16,900 unemployed people out of a workforce of 148,700.

The LWIA identifies the needs of businesses and job seekers as described below:

• **Strategic Planning with the Workforce Investment Board (WIB) 2011-14:**

A Planning Forward WIB meeting was held in February 2010 to start the 2011-14 new strategic plan development. The plan was adopted by the board on February 2011 for implementation July 1, 2011.

2011-2014 WIB Strategic Goals

Goal 1: *Increase effectiveness of local and regional workforce development system to better meet job seekers, business and community needs*

Goal 2: *Align workforce development strategies to support local economic development*

Goal 3: Develop strategic relationships with educators, employers and community partners to:

- *increase the skill levels of youth and adult job seekers and*
- *create opportunities for employment, career mobility and self-sufficiency.*

Goal 4: *Increase Board (WIB) Effectiveness*

The vision of the board was approved to continue: ***Building Economic Prosperity Through Workforce Development***. Through the planning process the board identified the workforce/economic landscape, opportunities, and challenges for the LWIA. (See attached Strategic Plan Landscape). Some of the following overall opportunities and challenges to the workforce and businesses were identified:

- Slow job growth and high unemployment causing more people to struggle to meet basic needs.
- Diverse demographics present challenges to workforce development.
- Local, State and Federal policy increases focus on accountability. Evolving commitment to economic development.
- Reduced funding in mandated programs & more opportunities with competitive grants

Specific job seeker/employee and business needs are also identified in the Strategic Plan:

- Need better alignment between business needs and services
- Mismatch between job openings and applicant skills (basic , life, technology)
- Lack of essential employability skills (analytical & critical thinking) in many workers, including youth
- Schools need to better prepare youth with basic math, reading, and writing
- Aging and retiring workers
- Older workers with outdated technical skills but solid essential employability skills
- Immigrant population has unique needs (language, culture, skills)
- Large groups of unemployed people available to business

The WIB board gathers “workforce intelligence” information from members at WIB meetings, from workforce partners, and from city and economic development managers and county staff. In the recession the local

- **Rapid Response services to businesses closing or relocating and their employees.**

Santa Cruz County has experienced 31% more business closures in PY 2011-11 than last program year. In response to WARN noticed closures as well as other business closures, the WIB surveys employees and uses this information to determine training and service needs.

- **Information from business members and panelists at WIB meetings and information from Santa Cruz Chamber business forums and presentations, and Santa Cruz County Business Council**

June 8, 2011 WIB business panel summary by Director Santa Cruz Chamber of Commerce:

Jobs have become the measure of economic recovery for most communities. The Santa Cruz County Workforce Investment Board meeting, yesterday, focused on future employment in five key industry clusters: health, agriculture, environmental technology, lifestyles and arts. An all-star panel that included the CEO from Fox Racing Shox, human resources V.P.s from Dominican Hospital and Driscoll's, the CFO of Altera Corp, and the Executive Director of the Tannery Arts Center.

Key headlines from the meeting could probably be: Mixed Jobs Recovery: Ag; Life styles, and Environmental Tech Growing; Health Care Changing; Arts Becoming an Industry Segment. But, the important messages for County economics are the threads of subtext that ran throughout the mornings discussion:

- **Jobs retention** – and employer retention – are increasingly important issues. Manufacturing expansion is constrained by a shortage of vacant facilities. (Watsonville's industrial vacancy is currently about 4% and will be less than 1% if Martinelli's takes over the last remaining cold storage building in the City.) These and other constraints on expansion are causes for concern especially related to industries such as lifestyle product manufacturing.
- **Workforce development** is increasingly a process of constant skills upgrades. Technologies, markets, and business processes are changing so quickly that even the most experienced workers tend to need education programs to be job ready. For instance, nurses who in the past were almost exclusively focused health care delivery are now going to be required to develop additional skills related to health care management, especially planning, reporting, and data administration.
- **Outsourcing** continues to be a significant element of many larger businesses' strategies. This tends to reduce local employment opportunities for unskilled labor but is a significant opportunity for the high-skilled segments of our workforce. Individuals and small groups are succeeding in a broad range of areas from marketing and financial services to coding and engineering.
- **Mid-wage jobs**, those requiring experience and excellent work habits but less education, continue to be the most significant and growing employment drop in Santa Cruz County. As government services are reduced and construction continues in malaise the shortage of opportunities for these workers grows.

In summary, the workforce investment needs of businesses and job seekers in our local area:

Business Needs:

1. Skilled employees who have essential employability skills, math and English.
2. Resources to assist in growth: On-the-Job Training (OJT), business counseling to prevent closures, and supporting employee hiring for new jobs with businesses that are starting and expanding. Increase information on these business activities through contacts and meetings with cities and county

managers and economic development leads.

3. Proactive Rapid Response to prevent layoffs and help with growth.
4. Assistance with new business start-ups to grow local economy and jobs.

Job Seeker Needs:

1. Access to Resource Center with tools such as computer and internet access for job search, resume preparation, and Job Seeker workshops.
2. Reskill Assessments for finding the new career and the skills needed for jobs that are open or jobs that are developing.
3. Labor market information and guidance for job search.
4. Training and skill improvement.
5. Training Internships, work experience and OJTs with business employers.

Actions Taken by the WIB:

- To serve both business and workers, the WIB contracted with the Central Coast Small Business Development Center (SBDC) for a Retain Your Employees program to assist struggling business to retain their employees. Information for persons wanting to start a business are provided by the SBDC.
- In recognition of the persistently high unemployment rate, reduced WIA allocations, and to extend training dollars to more dislocated workers and job seeking adults, the LWIA has reduced the amount of training scholarships (including supportive services) from \$6,000 to \$4,500.
- Information technology business sector labor market study Santa Cruz joined with 4 Silicon Valley WIBs: NOVA, Work2Future, and San Mateo County to identify the future of high tech jobs. The results of this study will be released in July, 2011 and will be used to inform Santa Cruz LWIA policy and training decisions.
- Two health sector labor market studies conducted in the Bay Area with WIBs and the Center of Excellence San Francisco Bay Area- City College of San Francisco and Central Coast Regional 2010 Allied Health Regional Report.

2. What are the current and projected employment opportunities in your local area? [WIA Section 118(b)(1)(B) and California Unemployment Insurance Code (CUIC) Section 14221(a)]

The Santa Cruz LWIA primarily relies on the state's Labor Market Consultant to develop a list of demand occupations in the local area in order to focus training resources on projected employment opportunities. Currently the State EDD ten year forecast projects the greatest increase in new and replacement job growth in:

- health and educational services;
- trade, transportation, and utilities;
- leisure and hospitality; and
- public employment.

The Santa Cruz LWIA also relies on occupational scans conducted by the Centers

for Excellence and regional Workforce Investment Boards for one to three year forecasts of growing occupational opportunities. Based on growth projections in health occupations, the Santa Cruz County LWIA has reserved 20% of its PY 2011-12 training funds for training in healthcare occupations.

In the future if there is funding, the WIB of Santa Cruz County will develop some real-time labor market information to address both job seeker and business needs. Examples of what can be accomplished with such a system range from having a more direct, broad-based and established relationship with employers to glean the labor market changes, including individual business hiring needs, to instant labor market exchange capabilities. In the latter case, the LWIA might be able to assist with preventing laid off workers from entering the UI system by finding them immediate re-employment with another business. We are coordinating new labor market tools with Cabrillo College and regional WIBs.

3. Describe any significant changes in your local area resulting from the current economic downturn and any differences in the way services are being delivered. [Title 20 Code of Federal Regulations (Title 20 CFR) Part 661.355]

The Santa Cruz County LWIA continues to experience more lay-offs, plant and business closure notices, including Worker Adjustment and Retraining Notification (WARN) advisories. In PY 2010-11 through March 2011, there have been 6 WARN, closure and Layoff notices and other layoffs that resulted in layoff of over 600 workers. This is a 31% increase over PY 2009-10. We are planning Rapid Response events for the Pajaro Valley Unified School District, University of California Santa Cruz, and possibly Cabrillo College depending upon the outcome of the state budget.

4. How is your local area serving Unemployment Insurance (UI) claimants? How is your local area supporting workers receiving benefits under the Trade Adjustment Assistance program? [WIA Section 121(b)(1)(B)(xii)]

Our local area serves the UI claimant by providing universal services access via the resource room at the Watsonville full-service Career Center. Our career centers, including the full-service and other centers, provide computer access and direct phone line access to an EDD UI representative for all their UI claim needs. UI claimants also have access to core and intensive WIA services via the program orientations where their eligibility is subsequently reviewed for training scholarships in short-term vocational training or on-the-job (OJT) training opportunities. UI claimants (active or exhaustees) are also the focus of the National Emergency Grant (NEG) OJT program. UI customers are referred to the EDD operated Capitola Career Center for UI job search requirements, Profile – Job Search Club, and other information.

WIA services staff support participants qualified under the Trade Adjustment Act (TAA) by conducting enrollment, training research, and the assessment prior to EDD staff case managing the TAA funded training.

The LWIA has received two grant awards recently that will benefit dislocated workers: The National Emergency Grant (NEG) to address the 2011 tsunami locally and a Governor's discretionary grant which locally will serve 220 dislocated workers. The NEG tsunami grant will employ a minimum of 57 dislocated workers and youth, with an emphasis on the long-term unemployed. Both grants should benefit current UI claimants.

5. What programs and funding streams support service delivery through the One-Stop Career Center (One-Stop) system? If applicable, what are the anticipated changes to those programs or funding streams? [WIA Section 121(b)(1)(B)]

The Watsonville Career Center's operations are funded and will be managed by the CalWORKs Welfare to Work (WTW) program, with assistance WIA Services, from partner's staff of Shoreline Workforce Development Services (WIA and WTW), EDD, the Center for Employment Training (DOL national grantee), the National Council on Aging, and the Watsonville/Aptos Adult Education. The primary funding stream for WIA services for the Watsonville Career Center of WIA Adult, Dislocated Worker and Youth funds were reduced 13% overall for 2011-12. All programs will be operating with reduced funding and staffing in the new year and service delivery adjustments will be made to continue to meet customer need.

The Shoreline Workforce Development Services is operating the Shoreline-Santa Cruz Career Center with funding from Goodwill Industries (parent company), WIA, and WTW. The Capitola Career Center is operated and funded by EDD Job Services.

The Santa Cruz County WIB is working regionally with the Monterey County WIB on many projects. A primary shared area of service is the Pajaro Valley area, which lies in North Monterey County and has the City of Watsonville located in Santa Cruz County zip code. The Monterey County WIB has recently awarded two contractors with WIA Youth and Adult/Dislocated Worker operations in Santa Cruz County (and also with contracts with the WIB of Santa Cruz County) to provide services to north Monterey County residents in PY 2011-12. Services by the Monterey County WIB contractors (County Office of Education – WIA Youth Services and Shoreline Workforce Development Services) may be partially provided at the Watsonville Career Center to further address the needs of the Pajaro and north Monterey County youth and residents. The goal is to improve services to customers regardless of County residency from the Watsonville Career Center. Plans will be developed.

6. Are each of the required WIA partners included in your One-Stop delivery system? If a required partner is not involved, explain the reason. [WIA Section 117(b)(2)(A)]

Yes.

7. Describe how your local area's WIA funds are used to leverage other federal, state, local, and private resources. How do these coordinated resources lead to a more effective local system that expands the involvement of business, employers and individuals? [WIA Section 112(b)(10) and 121(c)(2)(A)(ii)]

We work cooperatively with our local partners to leverage other federal, state, local and private resources. These partnerships include Shoreline Workforce Development Services, County Office of Education, EDD, Cabrillo Community College, Central Coast Small Business Development Center, Community Action Board, and the County's Human Services Department and Employment and Benefits Service Division, Department of Rehabilitation, and other employment and training partners. We also collaborate with the Monterey WIB and San Benito WIB for projects in the Monterey Bay Area. We coordinate and partner with NOVA WIB and San Jose WIB Work2future. Examples include the Clean Energy grant for \$900,000 for the Monterey Bay Pre-apprenticeship Project that provided classroom training, certifications and credit. Partners included Cabrillo College and Hartnell College, Monterey WIB, Central Coast Energy Services, Ecology Action, and Green Careers Partnership. The WIB provided \$200,000 in-kind and cash match for the project.

Please see question 5 for an example of our regional approach to serving Pajaro residents.

8. Describe and assess how the services provided by each of the One-Stop partners are coordinated and made available in your local One-Stop system. [WIA Section 118(b)(2) and Section 121 (c)(2) and CUI Section 14221 (a) and (b)]

The One-Stop partners work collaboratively with the Welfare to Work staff, EDD-Wagner Peyser staff, Shoreline Workforce Development Services, Cabrillo College Fast Track to Work, County Office of Education WIA Youth Services and other partners. Career Center Operator meetings are scheduled with the Workforce Santa Cruz County (www.workforcescc.com) partners to plan One-Stop system service operations strategies and issues. A Universal referral form is used by the career centers, including partnering agencies for any cross-referrals that are warranted. The WIB's Career Center Committee provides oversight and receives reports on the operations and system issues.

In this time of austerity, the WIB and Workforce Santa Cruz County partners have been examining the system to improve efficiencies and information for customers. The areas in review are multiple entry points to the workforce system for job seekers and business, common assessment practices, combining resources, and sharing leads and workforce intelligence on businesses needing support to stay open and to help employees, if there are closures. The partners report system changes and improvements to the WIB's Career Center Committee and the WIB.

9. Local boards are required to review and assess the eligibility of One-Stop operations annually. What criteria does your local board use to review One-

Stop operator agreements in your local area? Include a copy of your local policy as an attachment to this document. [CUIC Section 14206(d)]

The WIB's Executive Committee reviews the work of the Career Center Committee which provides oversight to operations at the full service Watsonville Career Center and other service locations. WIB staff make recommendations to the WIB on the operator for the one full service Watsonville Career Center in the annual WIA budget item for review and approval by the WIB. The operator must meet the eligibility defined in the Act, including having agreement with the WIB and a minimum of three partners. The WIB's Executive Committee reviews and recommends to the full board for their final review and approval. The County Board of Supervisors is informed of any changes in the One-Stop Operator during budget hearings. The WIB's Career Center Committee reviews and approves the WIB's monitoring reports of WIA service contractor(s) annually and provides oversight of Career Center operations. The committee makes recommends to the WIB's Executive Committee and also to the full Board. There is no local policy on the selection of the One-stop operator.

10. Describe and assess how your local board ensures continuous improvement of eligible providers of services through the One-Stop system. How does your local board ensure that such providers meet the employment needs of local employers and participants? [WIA Section 118(b)(2)(A)]

The WIB ensures continuous improvement by conducting annual program monitoring and review. The LWIA also conducts annual contract negotiations with all WIA service providers that includes any items found in the monitoring which warrant inclusion in the contract language for compliance purposes. Data is collected and analyzed on meeting goals, performance, training completion, entered employment and training-related job placement. This data is provided to the WIB's Career Center Committee and the Board for review and approval. Any customer complaints are reported to the operator and to the WIB director.

Note: Please see Question 1 on the needs of job seekers and businesses locally and how the local WIB continues to improve the services to meet those needs.

11. The State has been granted eight waivers through June 30, 2011, which directly affect how local areas may serve adults, dislocated workers, and incumbent workers. List each of the waivers your local area is currently using and describe how each waiver used has impacted the services provided to these customer groups. Indicate which waivers will be used in your local area in the future and how each will be utilized. [WIA Section 189(i)(4)(B) and WSD10-10]

The two locally adopted waivers include:

- The waiver of the time limit on the period of initial eligibility of training providers at Title 20 CFR 663.530.

- Yes, we are using this waiver. The LWIA assesses the success of provider job placement in order to determine the length of initial eligibility?
- The waiver to permit the State to replace the performance measures at WIA Section 136(b) with the common measures.
 - Yes, we are using this waiver. Common measures data obtained quarterly and service operations adjusted accordingly if necessary.

The two new waivers include:

- The waiver of WIA Section 101(31)(B) to increase the employer reimbursement for on-the-job training.
 - Not currently using this waiver for the formula grants. However, NEG OJT's are utilizing at least 75% employer reimbursement rate.

12. How does your local area administer Individual Training Accounts (ITA)? [WIA Section 134(d)(4)(G)] Include any limitations you impose on ITAs established in your area. If your local board is providing training services that are made as exceptions to the ITA process, describe the process you used to procure and justify these exceptions. In addition, include your local board's policy addressing the amount and duration of ITAs based on market rate for local training programs. [CUIC Section 14206(h)] Do we have such a policy (read last sentence of question)? If not should note in answer.

The LWIA has a WIB approved local ITA policy which includes language setting the cap of \$4,500 for the duration of WIA enrollment, with a maximum training time of two (2) years. Depending upon customer needs, up to \$500 of the \$4,500 can be used for supportive services. On a case-by-case basis and with proper justification, a waiver to exceed the \$4,500 cap and/or the training time requires Program Manager approval. ITA's will be given for training in sector occupations including health care careers, construction, and the retail sub sector of trade transportation and utilities sectors and for occupations on the demand (priority) occupations list. Based on growth projections in health occupations, the Santa Cruz County LWIA has reserved 20% of its PY 2011-12 training funds for training in healthcare occupations. Annually, 5% of all ITAs can be written for non-priority occupations that will be paid at \$3,000 maximum. The WIB's policy does not include market rate for local training programs or duration of ITA.

13. Sector strategies are state policies that promote regional partnerships of employers, educators, workforce developers, and other stakeholders that address the skills needs of critical industries in a region. The California Workforce Investment Board has adopted a sector strategies approach to assist local areas in developing their workforce solutions. Describe and assess your efforts to plan/implement sector strategies, develop regional partnerships, or target industries that are important in the local area or region. Describe what changes may be necessary to improve these regional strategies and partnerships. [CUIC Section 15001(a)(6)]

The Santa Cruz County WIB partners extensively with regional WIB's, employers,

and educational partners. It is a part of the Workforce Collaborative of California's Central Coast, which includes the WIB's from Santa Cruz, San Benito, Monterey, San Luis Obispo, Santa Barbara and Ventura Counties. Together the Central Coast Collaborative participated in an allied health careers occupational scan, and has identified regional sectors including health, agriculture, and tourism. The Collaborative also participated in an environmental scan of allied health in the San Francisco and Monterey Bay areas. The Monterey and San Benito County WIB's have collaborated with Santa Cruz WIB on the Green Careers Partnership and Project 17, a DOL agricultural tech initiative to support new and emerging ag tech business. The WIB also partnered with 4 Silicon Valley WIB's (NOVA, San Mateo County, San Jose, and Santa Cruz County) to conduct an occupational scan to determine the how soon the communications and technology sector will rebound and to project what job classifications will see the most job growth. The WIB partnered with NOVA, DeAnza Community and Cabrillo College, Ecology Action, Green Career Partnership on a Solar Tech Workforce training Initiative funded by the state.

To plan and better implement sector strategies, the WIB is promoting business led cluster strategies, with the business representatives on the WIB and in the community taking a more active role in convening businesses and building relationships. The WIB is planning and collaborating with Central Coast Small Business Development Center, Cabrillo College's Dean of Economic and Workforce Development, the Santa Cruz County Business Council, the Santa Cruz Chamber of Commerce to more actively engage employers in developing programs and policy on workforce development. As information to the WIB, at its June 8, 2011 meeting, a sector panel addressed the needs of businesses in manufacturing, health, and agriculture. This information will be used to inform future projects and develop strategies to continue to address changing business and workforce issues..

14. Describe how your local board utilizes the principles of sector strategies to identify employer needs and guide training efforts to meet those needs. [CUIC Section 15001(a)(6)]

As an example, the local Workforce Investment Board through its CEDS Committee coordinates the Economic Development Administration's requirement for the local strategic planning area to produce a WIB and County Board of Supervisor approved Comprehensive Economic Development Strategy (CEDS) Plan every five years, and an approved annual Plan update. The CEDS Plan tracks economic indicators for industrial clusters updated in 2011 from a 2000 study: Hardware/Software, Lifestyle/Tourism, Food and Agriculture, and Self-Employment. In 2010 the CEDS Committee gathered baseline information to track growth in the Environmental Technology cluster. In June 2011 the WIB Board held a Workforce and Economic Development Panel with representatives from the Health, Arts, Agriculture, Environmental Technology and Recreational Products clusters, moderated by a local Chamber of Commerce Executive Director, to identify projected business and job growth, as well as the skill sets needed for emerging job opportunities. The WIB is a partner in the Health Careers Partnership hosted by Cabrillo College which

identifies the training and skill sets necessary for careers in allied health. Additionally the WIB is a co-sponsor with Cabrillo College, Community Action Board, Central Coast Energy Services, Ecology Action, and the Monterey County WIB in the Green Careers Partnership, a group of consultants who are charged with developing the career path from green training to jobs in the emerging green economy.

15. California's Green Collar Jobs Act of 2008 was passed to address the State's green economy and the increasing demand for a highly skilled and well-trained green collar workforce. How does your local area recognize opportunities to prepare workers for "green jobs" related to other sources of federal funding? [CUIC Section 15000]

The WIB with Cabrillo and Hartnell Colleges, and the Monterey County Workforce Investment Board, received a California Energy Commission Employment Development Department grant in 2009 to develop a green jobs training program in the Clean Energy Workforce and Green Building arena. The Construction Management training program has formed strong partnerships with agencies and employers and trained unemployed participants in green careers. Concepts have emerged to improve upon the Clean Energy Workforce Training Program and the larger partnerships that they have established. The Santa Cruz LWIA successfully partnered with San Jose/Evergreen Community College District to operate a 20-person Green Jobs Corps training cohort in Santa Cruz County. Building on this experience, the WIB is working with its partners including the Green Careers Partnership to pursue state and federal funding to training to complete and receive Home Energy Rating, and Build Performance Institute Building Analyst training and certification and other industry recognized certificates.

16. What rapid response assistance is available to dislocated workers and employers? Who provides this assistance? [WIA Section 118(b)(4) and (5)]

When WIA staff is made aware of a lay-off, from a WARN notice received, from an employer call requesting assistance with employees, closure information from a newspaper, or staff observations in the community, The WIA Rapid Response Coordinator or WIA services staff contact the employer. They plan with the employer to arrange to provide information to employees being affected by layoff, and/or conduct employee (dislocated worker) orientation, in collaboration with EDD and neighboring county RR staff. Information is given on how to access One-Stop services including virtual services through www.workforcescc.com. They conduct employee surveys to determine needs for additional services. Additionally, staff provides resource/service information to employees, including resources for food, shelter, clothing and other emergency assistance as needed and appropriate.

17. Layoff aversion activities are a critical component of rapid response. Please describe the layoff aversion activities your local board provides to businesses. [WIA Section 118(b)(4) and (5)]

Lay-off aversion assistance is contracted by the WIB to the Central Coast Small

Business Development Center (SBDC) where they provide assistance to businesses that are experiencing difficulties in order to keep the business open, retain employees and avoid layoffs. The SBDC provides technical assistance through trained business counselors aimed toward increasing efficiency and reducing costs, and offer business planning services. This effort is called Retain Your Employees and is a proactive partnership model. The WIB intends to continue to fund the services with SBDC. The program has retained 87 jobs and saved the California state UI system a projected \$506,382 (a contract cost of \$50,000). Here is the link describing the service: **Santa Cruz WIB beats the ROI Gold Standard** <<http://rapidresponse.workforce3one.org/view/4101115159670504762/info>>

18. Describe your area's eligible youth population and needs in general. Describe the partnerships and collaborations that provide services to the youth in your local area. What youth activities are available in your local area? Identify successful providers of such activities. [WIA Section 118(b)(6) and CUI Section 14221(g)]

The LWIA prioritizes services for youth in the Watsonville and Freedom zip codes due to the high level of unemployment, school drop-out and teen pregnancy rates. Many of these youth are basic skills deficient and English-learners and require additional education and mentoring to achieve success. The full menu of services prescribed under WIA for youth are available to WIA-eligible youth. Referrals to other service providers are given to youth who are determined not to be eligible for WIA services. The Youth Council had added "youth transitioning from Foster Care and emancipated Foster Care youth" to its local barrier definition list. The LWIA is working closely with the county's Children's Services agency to increase services to foster care and emancipated youth through a variety of means, including advocacy for supportive legislation, participation in foster care advocacy and oversight organizations, and providing technical support for grants applications designed to increase funding for services to these youth.

The County Office of Education (COE) was selected through an open competitive RFP process conducted by the WIB. In changes approved by the Youth Council and the WIB, COE provides all WIA services including eligibility, enrollment, case management and Work Experience along with the other required WIA program elements. In 2009-10, the WIB approved COE to administer the ARRA Summer Youth Employment Program (SYEP). COE conducted a 2009 SYEP and a 2010 SYEP serving 688 youth. COE's subcontract with the Community Action Board (CAB) provides the ten program elements for adjudicated youth COE's services include leveraged resources from the Pajaro Valley School District, the Teen Peer Court Program, the Youth Resources Bank, and other COE programs.

The WIB is a partner of the Career Technical Education (CTE) collaborative, a joint project of the County Office of Education and Cabrillo College. CTE provides technical training options for high school youth through a network of teachers, employers and industry-trained instructors. The CTE Advisory Council includes representation from business, including the construction, retail and culinary fields.

In 2009 the LWIA received \$1.3 million in additional youth services funding through the American Recovery and Reinvestment Act (ARRA) to provide summer youth employment services as well as a year-round youth employment program. Foster youth, former foster youth and adjudicated youth receive priority for these services and recruitment is coordinated with County Probation Department, Children's Services and the Independent Living Skills program. The LWIA served 688 youth, 228 in the 2009 Summer Youth Employment Program and 460 youth in the PY 09-10 Year Round and 2010 Summer Youth Employment Program. The Youth Council members, the COE – WIA Youth Program, two business champions: Seaside Company and Good Times, and WIB staff are operating a small 2011 SYEP and planning a 2012 SYEP with local business and community resources.

The LWIA and its contractors participate in various community collaborative efforts that include service providers for youth. The collaborative purposes are to provide coordinated efforts, efficiency of systems, and leveraging of program funding and services. Some of the collaborative partners include Your Future is Our Business; Broad-Based Apprehension, Suppression, Treatment, and Alternatives (BASTA) in both North and South counties that includes law enforcement, the District Attorney's office probation, schools, and nonprofits; Pajaro Valley Student Prevention Assistance; Santa Cruz Barrios Unidos; Santa Cruz Community Counseling Center; Community Action Board, Cabrillo College, Shoreline Services, and local businesses.

Youth activities and services include: COE's Academies that provide field trip, job shadowing, volunteering in the community; cities Parks and Recreation activities; the Volunteer Center's community work activities; Regional Occupational Program's special vocational classes and projects; the COE's and school district's Charter Schools and programs for sports, tutoring, and academic enrichment; the Migrant Education program's job opportunities; YMCA and YWCA, Boy's and Girl's Club, and Pal and Sal activities of the Police Athletic League.

19. Describe and assess your local area's delivery of services to people with disabilities. What partnerships and collaborations exist to provide services to this population? What training services and employment opportunities are available to this population in your local area? [WIA Section 112(b)(17)(A)(iv) and Section 409]

LWIA partners with the various agencies that focus on service delivery to the disabled, including the Department of Rehabilitation and Central Coast Center for Independent Living. Workforce Santa Cruz County includes the Department of Rehabilitation and DOR has office hours in the Watsonville Career Center. They are on the Career Center Committee and the WIB. Services are coordinated between partners. All Career Center services are available to people with disabilities or can be arranged. The Watsonville Career Center is ADA accessible.

20. If your local area received funds to operate Project New Start to provide parolees support in seeking, securing and maintaining employment as they transition from prison to their home communities, describe and assess your

service delivery and partnerships in serving this population group. Describe what changes in your local area may be necessary to improve the level of service. [WIA Section 134(d)(4)(G)(iv)(II, and IV) and Section 188(a)(5)]

LWIA did not receive funds for PY 11/12 to operate Project New Start. A funding interest survey was submitted to the State but the area was not awarded a grant. The LWIA developed a service delivery model in PY 09/10 when the State allocated funding and subsequently recaptured the allocation. The service delivery model included staff participation in the monthly Parole And Community Team (PACT) meetings for outreach and recruitment; staff facilitation of on-going workshops aimed specifically at parolee needs and subsequent mainstreaming participants into full-service WIA programs. LWIA could benefit from more formal contact with the Probation Department and other agencies who target this population.

21. Local areas must incorporate priority of service for veterans and eligible spouses in accordance with the provisions of Training and Employment Notice 15-10 (11/10/10). This requires veterans and eligible spouses to receive service priority over recipients of public assistance and low-income individuals. Describe what programs and processes your local area is using to achieve these goals. [WIA Section 112(b)(17)(B), WIA Section 121(b)(1)(B)(1)]

The LWIA has a Veterans Priority of Service written policy which includes assessing their eligibility criteria before other recipients. Veterans also have priority for appointments for services and training.

22. What role do Veterans Workforce Specialists and Veteran Employment Service Specialists have in the local One-Stop system? How do you ensure adherence to the legislative requirements for veterans' staff? [Title 38 United States Code Part III, Chapter 41 and Title 20 CFR Part 1001.120]

Veterans Workforce Specialists/ Veteran Employment Service Specialists are staffed in the EDD Workforce Services Branch only. They are responsible for veteran outreach; screening and evaluating veterans to determine eligibility for any and all veteran programs; and referring veterans to other agencies (federal, state and local) for program services. Legislative requirements are adhered to through EDD practices and the policies/procedures implemented with California Operation Welcome Home, there is extensive reporting on all services delivered to veterans. The state Veterans rep bring the pre-application directly to the WIA Services Program Manager.

23. Describe and assess how you provide Wagner-Peyser Act services to the agricultural community. Specifically, how do you provide outreach, assessment and other services to migrant and seasonal farm workers, and services to employers? How do you provide appropriate services to this population in the One-Stop system? [Title 20 CFR 662.200(b)(1)(vi)]

EDD Workforce Services Branch employs a dedicated staff person to handle Migrant-Seasonal Farm Worker (MSFW) duties. This individual is responsible with visiting work sites on a regular basis (in season) to ensure workers have information about available services, policies, and regulations. The MSFW worker also maintains on-going communication with employers. On an as-needed basis, the MSFW worker also provides services out of the Watsonville Career Center during off-season periods.

24. Local areas may decide locally, based on their prior years' experiences that they will need to change their strategies in order to meet their performance goals. Discuss any strategic changes in your local area to meet performance goals. [Title 20 CFR Part 661.355]

In 2009-10, Santa Cruz County exceeded all performance levels set by the State except for Youth Entered Education or Employment Rate (was at 93.9% of goal) and the Dislocated Worker Employment Retention Rate (was at 93.9% of goal). However, the state minimum goal for any measure is 80% of goal, which Santa Cruz County well exceeded on both measures.

Through March 31, 2011, the WIB of Santa Cruz County is on track to meet its performance goals within 80% of the negotiated rate. The exception, at least at this partial year point, is Entered Employment for Dislocated Workers. Although jobs continue to be scarce, which affects the to-date performance on this measure; we anticipate meeting performance on this by the end of the 4th quarter. Nonetheless, the WIB continues to address the viability of local and regional employers, to help maintain and add jobs, through its Strategic Plan.

The WIB of Santa Cruz County recently adopted its Strategic Plan for 2011-14. The Strategic Plan both ensures that the local area will meet its WIA required performance goals and defines the areas where the WIB will make a greater impact on workforce development in Santa Cruz County as well as the region. This includes helping businesses grow and stay viable which will result in greater job retention and more job opportunities for dislocated workers.

2011-2014 Strategic Goals

Goal 1: *Increase effectiveness of local and regional workforce development system to better meet job seekers, business and community needs*

Goal 2: *Align workforce development strategies to support local economic development*

Goal 3: Develop strategic relationships with educators, employers and community partners to:

- *increase the skill levels of youth and adult job seekers and*
- *create opportunities for employment, career mobility and self-sufficiency.*

Goal 4: *Increase Board (WIB) Effectiveness*

2011-12 Focus of Action

WIB COMMITTEE	2011-12 Focus
YOUTH COUNCIL	<ul style="list-style-type: none"> • PILOT A SUMMER YOUTH EMPLOYMENT PROGRAM (SYEP) FOR 2011 AND PLAN FOR 2012 • REVITALIZE THE YOUTH COUNCIL BY ADDING MORE BUSINESS MEMBERS
CAREER CENTER	<ul style="list-style-type: none"> • REVIEW WATSONVILLE CAREER CENTER SERVICE DELIVERY MODEL (TO INCLUDE SPECIFIC REGIONAL ACTIVITIES) WITH THE FOLLOWING PRIORITIES (IN ORDER OF PRIORITY): <ul style="list-style-type: none"> ○ INCREASE OPPORTUNITIES TO PROVIDE INTERNSHIPS, WORK EXPERIENCE, ON THE JOB TRAINING AND RESKILL WORKSHOPS ○ DEVELOP REGIONAL STRATEGIC DOING ACTIONS FOR EMPLOYMENT AND TRAINING PROGRAMS INCLUDING WORKKEYS ASSESSMENTS/WIN SKILL UPGRADES AND BUSINESS CERTIFICATES
COMPREHENSIVE ECONOMIC DEVELOPMENT STRATEGY	<ul style="list-style-type: none"> • CONVENE BUSINESSES IN POTENTIAL REGIONAL GROWTH CLUSTERS AND PROMOTE STRATEGIES FOR ECONOMIC AND WORKFORCE DEVELOPMENT.
EXECUTIVE	<ul style="list-style-type: none"> • PROVIDE OVERSIGHT OF WORK ON GOAL 4: INCREASE BOARD (WIB) EFFECTIVENESS, WHICH WOULD INCLUDE DEVELOPING A PERFORMANCE SCORECARD

25. Discuss any applicable changes to the local board structure (do not include changes to specific individuals on the board). Please attach a copy of your local bylaws that reflect these changes. [Title 20 CFR Part 661.355 and CUI Section 14202]

None.

Attachments in the Plan documents:

- ITA and Supportive Services Policy
- MOU for Workforce Santa Cruz County
- MOU with the Department of Rehabilitation
- WIB Strategic Plan for 2011-14

MEMORANDUM OF UNDERSTANDING

The WIA requires that a Memorandum of Understanding (MOU) between the local board and each of the One-Stop partners concerning the operation of the One-Stop delivery system be executed. A copy of each MOU must be included with the plan modification. [WIA Section 118(b)(2)(B)]

The MOU may be developed as a single umbrella document, or as singular agreements between the partners and the board. The MOUs should present in specific terms, member contributions and the mutual methodologies used in overseeing the operations of the One-Stop career center system.

The MOU must describe: [WIA Section 121(c)(1) and (2) and CUI Section 14230(d)]

- What services will be provided through the One-Stop system.
- How the costs of services and operating costs will be funded, including cost-sharing strategies. Please include any Resource Sharing Agreements.
- What methods will be used for referral of individuals between the One-Stop operator and partners.
- How long the MOU will be in effect.
- What procedures have been developed for amending the MOU.
- Other provisions consistent or as deemed necessary by the local board.
- The local board's policy for identifying individuals who, because of their skills or experience, should be referred immediately to training services.

ASSURANCES

- A. The Local Workforce Investment Board assures that it will comply with the uniform administrative requirements referred to in WIA Section 184(a)(3).
- B. The Local Workforce Investment Board assures that no funds received under the Workforce Investment Act will be used to assist, promote, or deter union organizing. [WIA Section 181(b)(7)]
- C. The Local Workforce Investment Board assures that the board will comply with the nondiscrimination provisions of WIA Section 188.
- D. The Local Workforce Investment Board assures that the board will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIA Section 188.

- E. The Local Workforce Investment Board assures that there will be compliance with grant procedures of WIA Section 189(c).
- F. The Local Workforce Investment Board assures that funds will be spent in accordance with the Workforce Investment Act, written Department of Labor guidance, and other applicable Federal and State laws and regulations.
- G. The Local Workforce Investment Board assures that veteran workforce investment programs funded under WIA, Section 168 will be carried out in accordance with that Section.
- H. The Local Workforce Investment Board assures it will comply with future State Workforce Investment Board policies and guidelines, legislative mandates, or other special provisions as may be required under Federal law or policy, including the Workforce Investment Act or State legislation.
- I. The Local Workforce Investment Board assures that when allocated adult funds for employment and training activities are limited, priority shall be given to veterans, recipients of public assistance and other low-income individuals for intensive and training services. [WIA Section 134(d)(4)(E), 118(b)(4), and CUI Section 14230(a)(6)]
- J. The Local Workforce Investment Board certifies that its One-Stop Centers will recognize and comply with applicable labor agreements affecting represented employees located in the Centers. This shall include the right to access by State labor organization representatives pursuant to the Ralph Dills Act. [Chapter 10.3 (commencing with Section 3512) of Division 4, of Title 1 of the Government Code, and CUI Section 14233]
- K. The Local Workforce Investment Board assures that State employees who are located at the One-Stop Centers shall remain under the supervision of their employing department for the purposes of performance evaluations and other matters concerning civil service rights and responsibilities. State employees performing services at One-Stop Centers shall retain existing civil service and collective bargaining protections on matters relating to employment, including but not limited to: hiring, promotion, discipline, and grievance procedures.
- L. The Local Workforce Investment Board assures that when work-related issues arise at One-Stop Centers between State employees and operators or supervisors of other partners, the operator or other supervisor shall refer such issues to the State employee's civil service supervisor. The One-Stop Career Center operators and partners shall cooperate in the investigation of the following matters: discrimination under the California Fair Employment and Housing Act [Part 2.8 (commencing with Section 12900) of Division 3, of Title 2 of the Government Code], threats and/or violence concerning State employees, and State employee misconduct.
- M. One-Stop Operator is responsible for administering One-Stop Center services in accord with roles to be determined by the Local Workforce Investment Board. The

Local Workforce Investment Board assures that it will select the One-Stop Operator with the agreement of the CEO, through one of three means:

1. Through a consortium of at least three or more required One-Stop partners; or
2. Through competitive process such as a Request for Proposal; or
3. It may serve as the One-Stop Operator directly but only with the consent of the Chief Elected Official and the Governor.

The only time these selection procedures are not required is in the following circumstances inclusive: the One-Stop delivery system, of which the operator is a part, existed before August 7, 1998; the existing One-Stop system includes all of the required One-Stop partners; and an MOU has been executed which is consistent with the requirements of the Act. [WIA Section 121(d)(2)(A), and Title 20 CFR Part 662.410]

PROGRAM ADMINISTRATION DESIGNEE AND PLAN SIGNATURES

This Local Plan represents the County of Santa Cruz Workforce Investment Board's efforts to maximize and coordinate resources available under Title I of the Workforce Investment Act (WIA) of 1998.

This Local Plan is submitted for the period of July 1, 2011 through June 30, 2012 in accordance with the provisions of the WIA.

Local Workforce Investment Board Chair

Chief Elected Official

Signature

Ron Slack

Name

Chair

Title

June 30, 2011

Date

Signature

David Lundberg

Name

WIB Director

Title

June 30, 2011

Date

WIA Local Plan Modification PY 2011-12

Local Area **SANTA CRUZ COUNTY**

Modification # _____

Date: 07/01/11

TITLE IB BUDGET PLAN SUMMARY¹ (Adult)

WIA 118; 20 CFR 661.350(a)(13)

PROGRAM TYPE for PY 2011, beginning 07/01/11 through 06/30/12

Grant Code 201/202/203/204 WIA IB-Adult

Grant Code 501/502/503/504 WIA IB-Dislocated Worker

FUNDING IDENTIFICATION	K178687Subgrant	K282507 Subgrant
1. Year of Appropriation	2010	2011
2. Formula Allocation	923,258	749,433
3. Allocation Adjustment - Plus or Minus		
4. Transfers - Plus or Minus		
5. TOTAL FUNDS AVAILABLE (Lines 2 thru 4)	923,258	749,433
TOTAL ALLOCATION COST CATEGORY PLAN		
6. Program Services (sum of Lines 6.A thru 6.E)	830,931	674,489
A. Core Self Services	20,810	18,676
B. Core Registered Services	73,348	65,826
C. Intensive Services	109,323	98,111
D. Training Services	627,450	491,876
E. Other		
7. Administration (Line 5 minus 6)	92,327	74,944
8. TOTAL (Line 6 plus 7)	923,258	749,433
QUARTERLY TOTAL EXPENDITURE PLAN (cumulative from July 1, 2010 and July 1, 2011 respectively)		
9. September 2010	114,363	
10. December 2010	355,052	
11. March 2011	650,664	
12. June 2011	849,397	
13. September 2011	923,258	112,415
14. December 2011	923,258	292,279
15. March 2012	923,258	524,603
16. June 2012	923,258	711,961
17. September 2012		749,433
18. December 2012		749,433
19. March 2013		749,433
20. June 2013		749,433
COST COMPLIANCE PLAN (maximum 10%)		
21. % for Administration Expenditures (Line 7/Line 5)	10%	10%

Contact Person, Title

Barbara Coy-Bulicz, Administrative Services Manager

Telephone No.

(831) 454-4591

Date Prepared

6/22/11

Comments:

¹ Refer to 20 CFR Part 667.160 and WIA Directive WIAD01-10 for guidance and information regarding local area obligation rates, and recapture and reallocation policies and procedures.

<input checked="" type="checkbox"/> WIA Local Plan Modification PY 2011-12 <input type="checkbox"/> Modification # _____	Local Area <u>SANTA CRUZ COUNTY</u> Date: <u>07/01/11</u>
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TITLE IB BUDGET PLAN SUMMARY¹ (Dislocated Worker)

WIA 118; 20 CFR 661.350(a)(13)

PROGRAM TYPE for PY 2011, beginning 07/01/11 through 06/30/12

- Grant Code 201/202/203/204 WIA IB-Adult
- Grant Code 501/502/503/504 WIA IB-Dislocated Worker**

FUNDING IDENTIFICATION	K178687Subgrant	K282507 Subgrant
1. Year of Appropriation	2010	2011
2. Formula Allocation	1,033,202	905,056
3. Allocation Adjustment - Plus or Minus		
4. Transfers - Plus or Minus		
5. TOTAL FUNDS AVAILABLE (Lines 2 thru 4)	1,033,202	905,056
TOTAL ALLOCATION COST CATEGORY PLAN		
6. Program Services (sum of Lines 6.A thru 6.E)	929,882	814,552
A. Core Self Services	64,401	59,584
B. Core Registered Services	76,196	70,497
C. Intensive Services	84,697	78,362
D. Training Services	704,588	606,109
E. Other		
7. Administration (Line 5 minus 6)	103,320	90,504
8. TOTAL (Line 6 plus 7)	1,033,202	905,056
QUARTERLY TOTAL EXPENDITURE PLAN (cumulative from July 1, 2010 and July 1, 2011 respectively)		
9. September 2010	142,771	
10. December 2010	465,164	
11. March 2011	702,760	
12. June 2011	981,542	
13. September 2011	1,033,202	104,921
14. December 2011	1,033,202	337,245
15. March 2012	1,033,202	509,614
16. June 2012	1,033,202	859,803
17. September 2012		905,056
18. December 2012		905,056
19. March 2013		905,056
20. June 2013		905,056
COST COMPLIANCE PLAN (maximum 10%)		
21. % for Administration Expenditures (Line 7/Line 5)	10%	10%

Contact Person, Title	Telephone No.	Date Prepared
Barbara Coy-Bulicz, Administration Services Manager	(831) 454-4591	6/22/11

Comments: _____

¹ Refer to 20 CFR Part 667.160 and WIA Directive WIAD01-10 for guidance and information regarding local area obligation rates, and recapture and reallocation policies and procedures.

WIA Local Plan Modification PY 2011–12

Local Area: SANTA CRUZ COUNTY

Modification # _____

Date: 04/01/11

TITLE IB BUDGET PLAN SUMMARY¹ (Youth)

WIA 118; 20 CFR 661.350(a)(13)

PROGRAM TYPE for PY 2011, beginning 04/01/11 through 06/30/12

Grant Code 301/302/303/304 WIA IB-Youth

FUNDING IDENTIFICATION	K178687 Subgrant	K282507 Subgrant
1. Year of Appropriation	2010	2011
2. Formula Allocation	1,080,657	989,120
3. Allocation Adjustment - Plus or Minus		
4. TOTAL FUNDS AVAILABLE (Line 2 plus 3)	1,080,657	989,120
TOTAL ALLOCATION COST CATEGORY PLAN		
5. Program Services (sum of Lines 5A and 5B)	972,591	890,208
A. In School	413,443	378,422
B. Out-of-School (30%)	559,148	511,786
6. Administration (Line 4 minus 5)	108,066	98,912
7. TOTAL (Line 5 plus 6)	1,080,657	989,120
QUARTERLY TOTAL EXPENDITURE PLAN (cumulative from April 1, 2010 and April 1, 2011 respectively)		
8. June 2010		
9. September 2010	266,599	
10. December 2010	482,131	
11. March 2011	736,272	
12. June 2011	961,785	
13. September 2011	1,080,657	247,280
14. December 2011	1,080,657	445,104
15. March 2012	1,080,657	672,602
16. June 2012	1,080,657	880,317
17. September 2012		989,120
18. December 2012		989,120
19. March 2013		989,120
20. June 2013		989,120
COST COMPLIANCE PLAN		
21. % for Administration Expenditures (Line 6/Line 4)	10%	10%

Contact Person, Title

Barbara Coy-Bulicz, Administrative Services Manager

Telephone No.

(831) 454-4591

Date Prepared

6/22/11

Comments:

¹ Refer to 20 CFR Part 667.160 and WIA Directive WIAD01-10 for guidance and information regarding local area obligation rates, and recapture and reallocation policies and procedures.

**WIA Local Plan Modification PY 2011-12****Local Area:** Santa Cruz**Modification #** _____**Date:** 07/01/11**TITLE IB PARTICIPANT PLAN SUMMARY**

WIA 118; 20 CFR 661.350(a)(13); TEGL 17-05

Plan the number of individuals that are in each category.

Totals for PY 2010 (07/01/11 through 06/30/12)	ADULT	DW	YOUTH
1. Registered Participants Carried in from PY 2010	153	196	50
2. New Registered Participants for PY 2011	110	130	130
3. Total Registered Participants for PY 2011 (Line 1 plus 2)	263	326	180
4. Exiters for PY 2011	121	136	130
5. Registered Participants Carried Out to PY 2012 (Line 3 minus 4)	142	190	50

PROGRAM SERVICES			
6. Core Self Services	6,000	1,000	
7. Core Registered Services	110	130	
8. Intensive Services	79	115	
9. Training Services	60	75	

YOUTH MEASURES			
10. Attainment of a Literacy and/or Numeracy Gain			18
11. Attainment of a High School Diploma, GED, or Certificate			56

EXIT STATUS			
12. Entered Employment	96	109	88
12A. Training-related	56	74	N/A
13. Remained with Layoff Employer		N/A	
14. Entered Military Service			None
15. Entered Advanced Training			None
16. Entered Postsecondary Education			See #12
17. Entered Apprenticeship Program			N/A
18. Returned to Secondary School			N/A
19. Exited for Other Reasons			None

David Lundberg, Director

831-454-4584

June 30, 2011

Contact Person, Title

Telephone Number

Date Prepared

Comments:

<input checked="" type="checkbox"/>	WIA Local Plan Modification PY 2011–12	Local Area: <u>Santa Cruz</u>
<input checked="" type="checkbox"/>	Modification # <u>7</u>	Date: <u>07/01/2011</u>

WORKFORCE INVESTMENT ACT TITLE IB

STATE NEGOTIATED LEVELS OF PERFORMANCE¹

WIA Requirement at Section 136(b) ²	PY 2009-10	PY 2010–11	PY 2011–12
Adults			
Entered Employment Rate	56%	56%	
Employment Retention Rate	81%	81%	
Average Earnings	\$13,000	\$13,000	
Dislocated Workers			
Entered Employment Rate	68%	70%	
Employment Retention Rate	83%	83%	
Average Earnings	\$15,900	\$15,900	
Youth (ages 14-21)			
Placement in Employment or Education	69%	65%	
Attainment of a Degree or Certificate	65%	61%	
Literacy and Numeracy Gains	40%	40%	

LOCAL NEGOTIATED LEVELS OF PERFORMANCE¹

WIA Requirement at Section 136(c) ²	PY 2009-10	PY 2010–11	PY 2011–12
Adults			
Entered Employment Rate	73%	73%	
Employment Retention Rate	78%	78%	
Average Earnings	\$12,500	\$12,500	
Dislocated Workers			
Entered Employment Rate	73%	73%	
Employment Retention Rate	81%	81%	
Average Earnings	\$13,500	\$13,500	
Youth (ages 14-21)			
Placement in Employment or Education	69%	65%	
Attainment of a Degree or Certificate	65%	61%	
Literacy and Numeracy Gains	40%	40%	

¹ Guidance on state and local performance can be found on the U.S. Department of Labor (DOL) [Employment and Training Administration](#) Web site. Specific Training and Employment Guidance Letters (TEGL) include, but are not limited to 8-99, 11-01, and 17-05. For additional guidance, see Workforce Services Directives WSD08-6 and WSD10-11.

² The DOL Employment and Training Administration approved California's waiver request to move from the statutory performance measures specified in WIA Section 136 to the common performance measures defined in TEGL 17-05. This waiver was initially approved for Program Year (PY) 2007-08 and was extended for PYs 2008-09, 2009-10, and 2010-11.

STATE of CALIFORNIA
LOCAL AREA GRANT RECIPIENT LISTING
[WIA Sections 117(d)(3)(B)(i) and 118(b)(8)]

Santa Cruz

(Name of Local Workforce Investment Area)

ENTITY	ORGANIZATION	CONTACT (NAME/TITLE)	MAILING ADDRESS (STREET, CITY, ZIP)	TELEPHONE, FAX, E-MAIL
Grant Recipient (or Subrecipient if applicable)	Human Services Dept.	Cecilia Espinola, Director	1000 Emeline Ave. Santa Cruz, CA 95060	(831) 454-4130 Fax: (831) 454-4642 cecilia.espinola@hds.co.santa- cruz.ca.us
Fiscal Agent	Human Services Dept.	Cecilia Espinola, Director	1000 Emeline Ave. Santa Cruz, CA 95060	same as above
Local Area Administrator	Workforce Investment Board	David Lundberg Director	1000 Emeline Ave. Santa Cruz, CA 95060	(831) 454-4584 Fax: (831) 454-7540 david.lundberg@hds.co.santa- cruz.ca.us
Local Area Administrator Alternate	WIB-Human Services Department	Gary McNeil WIB Senior Analyst	1000 Emeline Ave. Santa Cruz, CA 95060	(831) 454-7543 Fax: (831) 454-7540 gary.mcneil@hds.co.santa- cruz.ca.us

Signature: _____ Chief Elected Official _____ Date _____

If a Local Grant Subrecipient has been designated, please submit a copy of the agreement between the Chief Elected Official and the Subrecipient. The agreement should delineate roles and responsibilities of each, including signature authority.

**Santa Cruz County Workforce Investment Board
Individual Training Account (ITA) Policy
Effective Date: July 1, 2011**

Background:

The Local Workforce Investment Board is required under the Workforce Investment Act to set policies for Adults and Dislocated Workers using training services that define time limits and dollar limits (caps).

Policy:

In accordance with WIA regulation, if available, other funding sources (non-WIA) will be utilized as the first source of payment for training programs. This includes, but is not limited to, Pell grants, BOG grants, scholarships, other.

ITAs will be capped/limited to \$4,500 for the duration of WIA enrollment. This amount is meant to be an average. Depending upon customer needs, \$500 of the \$4,500 can be spent on supportive services or used for training costs. The \$4,500 includes the cost of Supportive services for adult and dislocated workers which are available to a maximum total of \$500 for the duration of enrollment. On a case-by-case basis and with proper justification, a counselor could request a waiver to exceed the \$4,500 from the Program Manager and with approval from the Workforce Investment Board Director.

If similar training (curricula and timeframes) is available at both public and private training institutions, the local WIB will only pay up to the cost of training at the public training institution. The WIA participant could opt for the private school but would only receive an ITA for an amount equal to the Public Schools cost.

The standard training is considered to be one year. Maximum training time will be 2 years. In instances where training extends over a two-year period (Cabrillo), the ETS will prepare one voucher to reflect the total cost of the training that is to be committed. Vouchers should be submitted for the training and supply costs outlined by the institution such as Cabrillo.

ITAs and OJTs can be combined as long as total funding stays below a \$4,500 cap. Under special circumstance, on a case-by-case basis and with proper justification, a counselor could request a waiver to exceed the \$4,500 from the Program Manager with approval by the Workforce Investment Board Director.

The maximum amount for an ITA will be paid for sector occupations including health care careers, construction, and the retail sub sector of trade transportation and utilities sectors for occupations on the priority occupations list. Annually, 5% of all ITAs can be written for non-priority occupations that will be paid at \$3,000 maximum.

Eligibility for Training:

WIA funds for the provision of occupational classroom training will be provided in accordance with Section 134 (d) (4) (A) of the Act. Eligible populations include adults, dislocated workers, and incumbent workers who:

- A. After an interview, evaluation or assessment and case management have been determined to:
 - 1. Are unable to obtain employment that leads to self-sufficiency through core and intensive services
 - 2. Be in need of training services
 - 3. Have the skills and qualifications necessary to successfully participate in the selected program
 - 4. Have selected programs of training services that are directly linked to employment opportunities in Santa Cruz County as certified through the priority occupation list
 - 5. Are unable to obtain sufficient grant assistance, including PELL grants;
 - 6. Require support beyond the assistance made available under other grant assistance programs

- B. Training priority will be given to Santa Cruz County residents in the Adult program

- C. Training priority will be given to Veterans and the spouses of Veterans, as well as those individuals who have attended a Rapid Response event in the Dislocated Worker Program.

**WIA Supportive Services Policy for the
Santa Cruz Workforce Investment Area
Revision**

A. General Provisions

The Santa Cruz County Workforce Investment Board will make available supportive services to appropriate Workforce Investment Act participants. All requests for participant supportive services and all collaborating information detailing the **need** will be documented in the participants' plan. The Workforce Investment Board ensures that:

- Services provided under this policy are necessary to enable participants to participate in activities under Title 1 of WIA
- Services provided do not duplicate services available from other sources and are coordinated with the services of partners and community service providers
- Supportive services are based on the attendance and performance by the participants receiving them
- To the extent possible, similarly situated participants receive similar services
- Provision of supportive services under this policy is contingent upon the availability of WIA funds. Additionally, at the discretion of the local Workforce Investment Board this Supportive Service Policy is subject to change.

Supportive services for adult and dislocated workers are available to a maximum total of \$500 for the duration of enrollment. Supportive services will only be provided to an individual **after they are enrolled into WIA and during their WIA participation.**

B. Procedure

I. Federal Regulation

As per 20CRF 663.800, Supportive Services are to be made available to participants during their enrollment in the WIA program. Supportive Services are based on the needs of the individual and may include the following:

- (a) assistance with transportation;
- (b) assistance with child care;
- (c) assistance with dependent care;
- (d) assistance with housing; and
- (e) Needs-related payments.
- (f) As per Section 663.105(b) of the WIA regulations, supportive services are not allowable during nonregistered core services. In order for the participant to receive services, the participant must be enrolled in WIA.

II. Identifying & Assessing/Establishing Need

Service provider staff, within the scope of responsibility for case management, will identify the need for supportive services. Staff will assess the need by determining whether or not the customer needs the support to enable him/her to fully participate in WIA Adult/Dislocated Worker Services activities, leading to goal achievement(s). Staff will identify the need for supportive services to enable the customer to participate in the activities that correspond to the support and attainment of the WIA performance goals.

Documented Need: Staff will document the assessed need in the Virtual Career Center (VCC) case note system entry for each WIA participant who has been approved for supportive services.

Consideration of Community Resources: Before providing supportive services to any customer, the staff person must consider what other community resources are available to provide these same services. At a minimum, the Employment and Training Specialist must be aware of all supportive services offered by the center partners.

Pell Grants: Participants enrolled or accepted for enrollment at an accredited college, in a course of study eligible for Federal or State financial aid and, leading to a certificate or degree must apply for a Federal Pell Grant. **No Supportive Services will be provided until this action is accomplished, as verified by a copy of the Pell Grant Application or award letter. Copies of the verification documents will be maintained in the participant's file.**

Upon award of a Pell Grant, full or partial, the participant's supportive services may be reduced or terminated. The participant's needs will be reassessed and documented to determine appropriate level of assistance from WIA funding.

III. Services Available in Supportive Services are:

A. Assistance with transportation:

- Bus passes or
- Gas reimbursement rates are \$5.00 per day for in-county and \$10.00 per day for out-of-county travel, up to \$500 for the duration of enrollment. However, the sum of **all** Supportive Services (transportation, child care, other services) cannot exceed \$500.
- Transportation will be provided at two payment points as follows:
 - mid-semester and end of semester for public education institutions
 - Mid-point and end point for private for profit and private not for profit institutions.

B. Assistance with childcare:

- Participants with children 12 years or younger are eligible for childcare who do not have another source of funds to pay for child care.
- Participants qualifying for childcare will be reimbursed at the amount of \$20.00 per day per child up to \$500 for the duration of enrollment. However, the sum of all Supportive Services (transportation, child care, and other services) cannot exceed \$500.

C. Additional services, if needed and justified:

- 1. Clothing:** \$200.00 maximum allowance.
- 2. Eye care:** Maximum allowance of \$160.00 at one of the HSD contracted eye care professionals
- 3. Tools/Software/Internet Connections:** Maximum allowance of \$200.00
- 4. Counseling:**
 - On a referral basis, counseling sessions include an assessment visit and up to 5 subsequent counseling sessions as needed at one of the contracted professionals.

5. **Other Supportive services** required helping the individual stay in training or being able to successfully complete program participation; and which the WIA participant cannot afford, will be provided on an individual case-by case basis. Each situation will be evaluated on a case by case basis as the need arises. The determination will be made on whether support is needed and will be approved/denied by the Senior Employment Training Specialist. WIA staff will submit a completed *Exception Memo* for approval justifying the additional supportive service need.

V. Exceptions to the supportive service allowances

There may be emergency or extenuating circumstances which would warrant a higher than average expenditure in any of the service categories. Any authorizations exceeding the average expenditure as listed above will be justified in case notes. Amounts exceeding \$500 must be approved by the WIA Program Manager. The WIB Director and/or designee will be informed of the approvals. There will be a fiscal monitoring mechanism in place so as not exceed the annual budgeted amount.

VI. Distribution of Supportive Services Funds

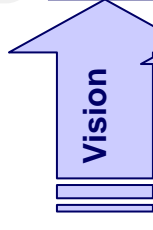
Service providers will take necessary steps to disburse the supportive services in a manner so as to provide services throughout the program year to customers who are in need. It is expected that the availability of funds will fluctuate during the program year as participant need varies.

Supportive Services funds distribution is ultimately contingent upon the availability of funds. In response to changing needs and the resulting variations in usage, the supportive service average amounts is subject to change.

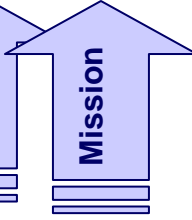
VII. Budgetary changes

In the event of any budgetary changes from the previous annual amount, the expenditure amount may be re-evaluated. Proposed revisions to rates should be submitted to the WIB Director for review and approval.

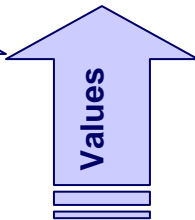
Workforce Investment Board of Santa Cruz County Framework of Services to the Community



Vision



Mission



Values

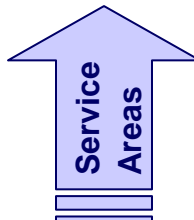
Building Economic Prosperity through Workforce Development

The Workforce Investment Board of Santa Cruz County (WIB) supports a fully-integrated workforce development system that maximizes human and business capital by promoting a well-trained workforce for Santa Cruz County employers insuring individual economic security and community vitality.

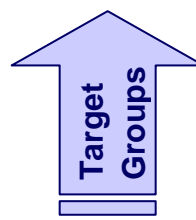
Guiding Principles:

We value:

- Private business leadership
- Meaningful engagement
- Collaboration and maximizing resources
- Opportunities for youth
- Healthy businesses
- More jobs, lower unemployment rates and higher living standards



Service Areas



Target Groups

Workforce Development

Business

Economic Development

Job Seekers

Adults

Dislocated Workers

Youth

New/
Start-ups

At-risk and
Growing

Relocated/
ing

Business

Workforce Investment Act Workforce Santa Cruz County Services

Career Centers

Watsonville Career Center (Full Service)
18 West Beach Street
Watsonville, CA 95076
763-8700

Capitola Career Center-EDD services only
2045 40th Avenue
Capitola, CA 95010
464-6286

Shoreline Santa Cruz Career Center
350 Encinal Street
Santa Cruz, CA 95060
Reception: 423-8611 x 211

www.workforcsc.com

www.SantaCruzWIB.com

Locations

Services

Business

- Services to employees of businesses laying off or closing (Rapid Response)
- Business Retention and Expansion Study
- On the Job Training

- Job Fairs, Occupational Studies, Sector Initiatives
- Job Retention Services

Services Open to the Public

***Computers: Job Search and Resume Development *Job Listings *Access to Job Fairs *Labor Market Information *Profile *Phones *Faxes**

Youth

Suenos – All School Year Program

- 14-21 years old, low income, other eligibility
- Provides 9-week training on how to get and keep a job
- 200 hours paid work experience, internships, access to college level training opportunities,
- Supportive services
- Help with getting a job after the program's temporary job is over
- Earn Minimum wage and more

Summer Youth Employment Program

(Stimulus Funded through 2010)

- Meaningful summer jobs for youth
- From April – September
- 20 - 30 hours /week
- Earn minimum wage or more
- Teaches work readiness skills
- 100% subsidized (temporary jobs) work

Services for Eligible Adults and Dislocated Workers

Registered Core Services

- Job search and placement assistance (including career counseling)
- Labor market information (which identifies job vacancies; skills needed for in-demand jobs; and local, regional, and national employment trends)
- Initial assessment of skills and needs
- Local training information (providers and costs)

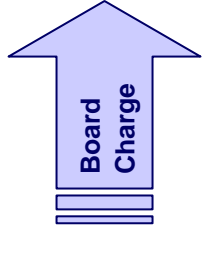
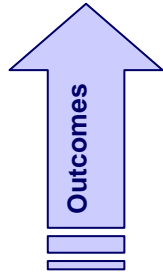
Intensive Services

- Cooperative education programs, Job readiness training
- Adult education and literacy activities
- Supportive Services
- Comprehensive assessments
- Development of Individual Employment plans

Training Services

- Individual counseling
- Case management
- Short-term pre-vocational services
- Internships, literacy activities (dependent on funding availability)
- On the Job Training (dependent on funding availability)
- Occupational skills training

Workforce Investment Board Roles



WIA Program Oversight (In conjunction with WFSCC)	Strategic County and Community Role
<ul style="list-style-type: none"> Local Workforce Investment Area (LWIA) 5 Year Plan Workforce Santa Cruz County Memorandum of Understanding (MOU) 	<p>Workforce Investment Board Strategic Plan</p>
<p>Career Center(s)</p>	<p>Workforce Investment Board, Partners, Staff</p>
<p>Workforce Investment Act Mandated Performance</p> <ol style="list-style-type: none"> Quantity: <ol style="list-style-type: none"> Numbers Served Funds Expended Quality: <ol style="list-style-type: none"> WIA Mandated Performance: <p>Adult & Dislocated Worker Programs</p> <ul style="list-style-type: none"> Entered employment rate; Retention rate (9 months); Average earnings post-exit from WIA. <p>Older Youth (aged 19-21)</p> <ul style="list-style-type: none"> Entered employment (or education) rate; Literacy or numeracy gain; Attained certificate or degree. <p>Younger Youth (aged 14-18)</p> <ul style="list-style-type: none"> Work readiness certification <p>Across Funding Streams</p> <ul style="list-style-type: none"> Customer satisfaction for participants; Customer satisfaction for employers. <p>Board Approved Performance Measures:</p> <ul style="list-style-type: none"> Funds expended per participant Cost benefit # of individuals served in training % of funds set aside for training in specific target sectors Proposed cost vs. actual Collaboration/cooperation between partner agencies 	<p>Mandated in Workforce Investment Act</p> <ul style="list-style-type: none"> Designates Career Centers <p>Santa Cruz County Board of Supervisors Assignment</p> <ul style="list-style-type: none"> Comprehensive Economic Development Strategic Plan and Committee <p>2011-2014 Strategic Goals</p> <p>Goal 1: Increase effectiveness of local and regional workforce development system to better meet job seekers, business and community needs</p> <p>Goal 2: Align workforce development strategies to support local economic development</p> <p>Goal 3: Develop strategic relationships with educators, employers and community partners to:</p> <ul style="list-style-type: none"> increase the skill levels of youth and adult job seekers and create opportunities for employment, career mobility and self-sufficiency. <p>Goal 4: Increase Board (WIB) Effectiveness</p>
<ul style="list-style-type: none"> Convener: Bringing together business, labor, education and economic development to focus on community workforce issues Workforce Analysis: Developing, disseminating and understanding current labor market and economic information and trends Broker: Bring together systems to solve problems, or broker new relationships with businesses and workers Community Voice: Advocating for the importance of workforce policy, providing perspective about the need for skilled workers Capacity Builder: Enhancing the region's ability to meet the workforce needs of local employers 	

Landscape for Santa Cruz County Workforce – 2011-2014

Opportunities and Challenges

Economy

Slow job growth and high unemployment causing more people to struggle to meet basic needs.

- * High unemployment, particularly in South County
 - * Slow job growth
 - * Increase in demand on Career Center Services
 - * Green energy and construction
 - * Determining ways to support job creation
 - * Many small businesses locally; potential for growth and hiring
- * Changes in economic and tax base
 - * Determining how to encourage new industries and entrepreneurial growth
 - * Silicon Valley recovering more quickly. Might be good for our workforce.
 - * Businesses are more open to help from the workforce development system

Workforce

Diverse demographics present challenges to workforce development.

- * Need better alignment between business needs and services
 - * Mismatch between job openings and applicant skills (basic , life, technology)
 - * Lack of essential employability skills (analytical & critical thinking) in many workers, including youth
 - * Schools better prepare youth with basic math, reading, and writing
- * Aging and retiring workers
 - * Older workers with outdated technical skills but solid essential employability skills
 - * Immigrant population has unique needs (language, culture, skills)
 - * Large groups of unemployed people available to business

Policy

Local, State and Federal policy increases focus on accountability. Evolving commitment to economic development.

- * Lack of countywide economic development strategy
 - * Timely workforce intelligence needed to guide policy and investments
 - * Federal definitions of poverty are a hindrance to success of Summer Youth Employment Program (SYEP) in Santa Cruz County
 - * Increase efforts to align resources
- * Business expansion is the key to job creation
 - * Advocate for reauthorization of WIA, including Summer Youth Employment Program
 - * Expanding Central Coast Monterey Bay/South San Francisco Bay Area role for regional workforce development collaboration
 - * Economic development has become a higher priority within the County, cities, and chambers

Funding

Reduced funding in mandated programs & more opportunities with competitive grants

- * Responding regionally to proposals provides resources (ie grant writing and project oversight)
 - * Stimulus funding -- American Recovery & Reinvestment Act (ARRA) ends June 2011
 - * Reductions in partner agencies funding significant
Example: Adult education
 - * Grants will be available on short notice
- * Increase efforts to better align resources and opportunities; reduce duplication of services
 - * State of California budget crisis affecting funding for workforce programs
 - * Funding gaps (such as on childcare) significantly affect the workforce and economy
 - * Accountability/performance on new funding
 - * Prioritize allocation of resources

**Workforce Investment Board of Santa Cruz County
Strategic Plan Goals
2011-2014**

Goal 1: *Increase effectiveness of local and regional workforce development system to better meet job seekers, business and community needs*

Goal 2: *Align workforce development strategies to support local economic development*

Goal 3: *Develop strategic relationships with educators, employers and community partners to:*

- *increase the skill levels of youth and adult job seekers and*
- *create opportunities for employment, career mobility and self-sufficiency.*

Goal 4: *Increase Board (WIB) Effectiveness*

Goal 2: Align workforce development strategies to support local economic development

Strategic Response

Proposed Strategies

(Specific Action Steps will be brought to the WIB on an annual basis)

2.1 Action: Increase business access to workforce services

Baseline: In 09-10, Served 59 businesses through Job Fairs*, 13 On

the Job Training

Targets:

- a. In 2011-12: Serve 10% more businesses
- b. In 2012-13: Serve 10% more businesses
- c. In 2013-14: Serve 10% more businesses

**Oversight/
Responsibility**

Career Center
Committee

Executive
(Marketing Task
Group)

2.2 Action: Support current and emerging Business

Baseline: Add or enhance one strategy per year

2010:

- Youth Services: Extreme Entrepreneurship Program
- National Emergency Grant: On the Job Training
- SBDC Job Retention Services
- Comprehensive Economic Development Strategy (CEDS) Planning

Targets:

- a. In 2011-12: Maintain or enhance one strategy per year
- b. In 2012-13: Maintain or enhance one strategy per year
- c. In 2013-14: Maintain or enhance one strategy per year

CEDS
Career Center
Committee

* quarterly job fairs only: exclusive of specialized fairs

Goal 3: Develop strategic relationships with educators, employers and community partners to:

- increase the skill levels of youth and adult job seekers and
- create opportunities for employment, career mobility and self-sufficiency.

Strategic Response

Proposed Strategies

(Specific Action Steps will be brought to the WIB on an annual basis)

- **3.1 Action: Youth: Provide services that are relevant to the labor market**

Baseline: Provided Summer Youth Employment Program (SYEP), Participated in Career Technical Education

(CTE) Summit, Formula WIA youth program

Targets:

- a. In 2011-12: Align, add or enhance one strategy per year: Continuing SYEP for summer 2011
- b. In 2012-13: Align, add or enhance one strategy per year
- c. In 2013-14: Align, add or enhance one strategy per year

•

- **3.2 Action: Adult Workers: Provide services that are relevant to the labor market**

Baseline: Provided Adult/Dislocated Worker (DW) WIA intensive/training, On the Job Training (OJT), Fast Track

to Work

Targets:

- a. In 2011-12: Align, add or enhance one strategy per year
- b. In 2012-13: Align, add or enhance one strategy per year
- c. In 2013-14: Align, add or enhance one strategy per year

Oversight/
Responsibility

Executive
Committee
/Youth Council

Executive
Committee

Goal 4: Increase Board (WIB) Effectiveness

Strategic Response

Proposed Strategies

(Specific Action Steps will be brought to the WIB on an annual basis)

- **4.1 Action: Examine Board and Committee Structure to ensure Board is as effective as possible**

Baseline: Current Board and Committee Structure

Targets:

- In 2011-12: Assess current structure; reorganize as needed
- In 2012-13: Assess current structure; reorganize as needed
- In 2013-14: Assess current structure; reorganize as needed

Oversight/
Responsibility

Full Board/
Executive

- **4.2 Action: Review Board's Oversight functions for effectiveness and efficiency**

Baseline: Annual WIA fiscal oversight; State monitoring

Targets:

- In 2011-12: Review functions and update as needed
- In 2012-13: Review functions and update as needed
- In 2013-14: Review functions and update as needed

Full Board/
Executive

- **4.3 Action: Review Board's Policies and Procedures for effectiveness and to be sure they are up to date**

Baseline: Current Policies and Procedures

Targets:

- In 2011-12: Assess policies; update as needed
- In 2012-13: Assess policies; update as needed
- In 2013-14: Assess policies; update as needed

Full Board/
Executive

Memorandum of Understanding
for
Workforce Santa Cruz County
Between the
Workforce Investment Board, the Workforce Partners,
and the
County Board of Supervisors

I. Purpose:

This Memorandum of Understanding (MOU) is entered into in a spirit of cooperation for the purpose of collaborative operation and management of Workforce Santa Cruz County (WFSCC), the local "One-Stop" Career Center system by the signatory agencies, hereafter referred to as "Partners". This MOU supersedes the February 1999 MOU. It is understood that in entering into this agreement, the Partners agree to continue to manage and integrate funding and resources for workforce development services under the Workforce Investment Act (WIA) of 1998 and the guiding principles of California's One-Stop delivery system.

II. Mission Statement:

The Workforce Santa Cruz County system is a network that links public and private partners to strengthen the community by assisting individuals and businesses to reach their full economic potential. This is accomplished through the collaborative integration of employment, training, education and economic development services for job seekers, students, workers, and employers into a system which will be:

Integrated: offering as many employment, training and education services as possible for employers and individuals seeking jobs or wishing to enhance their skills and affording universal access to the system overall.

Comprehensive: offering a large array of useful information with wide and easy access to needed services.

Customer-Focused: providing the means for customers to judge the quality of services and make informed choices; and

Performance-Based: based on mutually negotiated outcomes and methods for measurement; and the means toward measuring and attaining customer satisfaction.

Guiding Principles:

- ◆ Valuing the highest human qualities: resourceful, positive, motivated, committed, respectful, culturally competent, accessible.
- ◆ Creating a common work culture: teamwork, business model, shared rewards.
- ◆ Maximizing resources: financial, staff, training, information systems.
- ◆ Constantly improving the system: state of art, customer satisfaction, quality, learning, solving problems.
- ◆ Customer driven service delivery system.
- ◆ A Sí, se puede, "yes, we can" attitude.
- ◆ Measurable, performance based, market driven in a regional approach.

III. Location of Workforce Santa Cruz County Centers:

Watsonville Center

18 West Beach Street, Watsonville, CA 95076

Phone: 831-763-8700

Mid County Center

2045 - 40th Avenue, Capitola, CA 95010

Phone 831-464-6290

Santa Cruz Center

1040 Emeline Avenue, Santa Cruz, CA 95060

Phone: 831-454-4080

IV. General Provisions:

A. Parties agree to work together according to the following:

- Commit to a set of ground rules that guide WFSCC in its work. The decision making process and management procedures are developed in task forces before being brought to the stakeholders. Recommendations are then brought to the Career Center Subcommittee of the Workforce Investment Board (WIB). Some decisions may require WIB and/or County Board of Supervisors approval.
- Seek to have commitment at the highest levels of their organization. The senior person will sign the MOU document and will attend or designate a representative to attend the Career Center Subcommittee meetings to vote on recommendations put before the committee.
- Strive to draw on the strengths and contributions of all partners, and have the responsibility to contribute resources, expertise, and talents.

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- Commit to marketing and promoting initiatives to the public and community at large.
- Commit to measuring progress and fostering continuous improvement towards customer satisfaction and quality service; being flexible, entrepreneurial, and adaptive to changing conditions and resources.
- Commit to providing core services to the extent determined by the programs authorizing statute.
- Participate in the development of Career Center Cost Allocation Plans that describe how the costs of the services and operating costs of the system will be funded and abide by those plans.
- Comply with Workforce policies and procedures regarding customer confidentiality, case management, data security, and referrals between partners.
- Implement policies and procedures regarding shared intake, assessment, and case management systems.
- Strengthen support for lifelong learning and continuous improvement.

Nothing in this agreement shall require a partner to violate existing contracts or leases.

B. Parties agree to work in partnership with employers according to the following:

- Commit to providing services that will build a knowledgeable, skill based workforce and enhance business value and competitiveness.
- Seek employer input in matters relating to Workforce Career Center planning and operations to provide timely, flexible, and results-oriented services.
- Agree to use State Labor Exchange ACalJOBS@ as their primary electronic job matching system.
- Seek employer input regarding employer needs accomplished through a variety of recruitment avenues such as training, job development, job fairs, networking, and human resource services.

V. Management Partners and Other Organizations:

The three levels of organizational participation in WFSCC, specific requirements and expectations are as follows.

Level 1. *Investor Partners (IP)*: Organizations whose operational budget (or a portion of that budget) is required to be expended through a WIA One-Stop system. Investor Partners commit full-time staff and financial and/or capital resources to WFSCC as the primary method of service delivery. Staff and/or services must be located full-time at one or more of the Centers.

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AGENCY (Original partners, other partners will be added to the list as agreement is signed.)

CareerWorks (JTPA/WIA, Childcare)

Benefits Division (CalWORKs/TANF)

Employment Development Department Job Service Division

Investors will provide core, intensive, and/or training services including (but not limited to):

Core Services:

- Eligibility determination
- Outreach, intake and orientation to services available
- Initial assessment of skills, aptitudes, abilities and supportive services
- Job search and placement assistance including career counseling
- Provision of employment data and labor market information
- Provision of performance information including cost data related to all services provided
- Provision of information regarding how local area is performing on local performance measures
- Provision of information regarding availability of supportive services
- Employment referral
- Follow-up services for customers attaining employment, for not less than 12 months of date of employment

Intensive Services:

- Comprehensive and specialized assessments of skill levels
- Individual employment plans
- Individual and group counseling
- Case management
- Short-term pre-vocational services

Training Services: Training may be provided through referral to existing training at the customer's expense, or through a WIB-approved Individual Training Account (ITA) system, or a combination of the two.

- Occupational skills training
- On-the-Job training
- Entrepreneurial training
- Skill upgrading
- Employment/job readiness training
- Adult education and literacy activities

Youth Services

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Level 2. Contributing Partners (CP): Organizations that commit part-time staff and financial and/or capital resources through the extension of operations. Extension of operations can be defined as ancillary, non-core/intensive/training services. Contributors agree to rotate staff through the Career Center(s) and/or sponsor events and provide services on their site for WIA customers referred by the Centers.

AGENCY (Original partners, other partners will be added as agreement is signed).

- American Association of Retired Persons
- Cabrillo Community College
- Department of Rehabilitation
- Santa Cruz Adult School – Santa Cruz City Schools
- Santa Cruz County Office of Education:
 - ◆ Regional Occupational Programs (ROP)
 - ◆ Child Development Resource Center (CDRC)
- Watsonville/Aptos Adult School - Pajaro Valley Unified School District

Level 3. Affiliate Partners (AP): Organizations that agree to collaborate, provide, receive referrals from WFSCC, commit to work together, and formally join the network of organizations that participate in planning for WFSCC. (Listed in Attachment 8A)

Levels of Partnership

Criteria	Investor Partners	Contributing Partners	Affiliate Partners
	Level 1	Level 2	Level 3
Resources:			
Full-time staffing	*		
Part-time staffing	*	*	
Financial and/or capital (in-kind....space, equipment)	*	*	
Services Provided:			
Core/Intensive/Training	*		
Extension/Ancillary	*	*	
Collaborations & Referrals	*	*	*
Commitment to Overall One-Stop Service-Delivery	*	*	*
Commitment to Performance-Based Outcomes	*	*	*

VI. Methods of Referral:

Parties to the MOU will work together to develop referral procedures that assure quality and convenient services for customers.

VII. Confidentiality:

To the extent permitted by law, client information shall be shared solely for the purpose of enrollment, referral, or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties.

VIII. Financing Workforce Santa Cruz County:

Resource Sharing: The Partners agree to share resources in accordance with a Resource Sharing Agreement to finance WFSCC. Parties to this MOU understand that this is a non-financial agreement but agree to adhere to the expectations described in this document and addendum attached. The Partners assume full responsibility for their respective costs associated with their performance under the terms of the MOU. A cost allocation plan will be developed as a separate document with financial agreements and identify shared resources with, at a minimum, those Partners identified in Level 1-Investor Partner.

- A. On or before July 1, at the start of each fiscal year, each Partner will commit staff, and financial and/or capital resources in accordance with the current lease and contract agreements, and as proposed by the Career Center Subcommittee.

There will be:

- differentiation by site.
- site specific cost allocation plans for payment of shared operational costs.
- consideration of lease terms.

- B. The Human Resources Agency of the County of Santa Cruz will be the fiscal agent of WFSCC. The Human Resources Agency through its representative on the Career Center Subcommittee of the WIB has veto power over use of funding which comes from its agency. (See Governance Career Center Subcommittee below.) This insures protection for the Human Resources Agency in assuming financial liability for Career Center operations.

- C. Additional local, state, and federal grants as well as foundation and corporate grants will be sought for WFSCC.

- Grant applications will be reviewed prior to submission by the Career Center Subcommittee.

IX. Joint Planning Process:

- A. The Investor Partners (IP) agree to communicate and coordinate their respective activities and resources in ways that will be conducive to higher quality, more cost effective, and more customer-friendly workforce development services in and through the Workforce Santa Cruz County system.

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- B. The Investor Partners (IP) and Contributing Partners (CP) will focus primarily on comprehensive and convenient provision of assessment, training, placement and supportive services for individuals seeking first, new or better jobs in the local workforce, so that these individuals will in turn meet employer expectations for quality workers.
- C. Details of coordination and integration of services among the partner organizations will be described in written procedures developed by staff of WFSCC and approved by the IPs.
- D. There will be an annual assessment/review of each partner's role and contribution to WFSCC and projected future involvement. The MOU will also be reviewed annually in the same process to determine if any changes or additions in language are necessary or required.

X. Governance Structure:

- A. Chief Local Elected Official: The County Board of Supervisors is the chief local elected official for WFSCC.
- B. The Workforce Investment Board (WIB): The Workforce Investment Board is appointed by the County Board of Supervisors and is comprised of representatives of business (majority and chair), education providers, labor organizations, community-based organizations, economic development agencies, one-stop partners and additional members. The WIB is responsible for oversight authority and accountability of the WFSCC system including (but not limited to) policy development, distribution of funding, formation of a strategic 5 year plan, approval of one-stop operators and performance appraisal and oversight.
- C. Career Center Subcommittee for (One-Stop) Operations: A Career Center Subcommittee will be comprised of seven members and will be a sub-committee of the WIB. Each member has one vote. Two of the seats are designated: one for the CareerWorks representative, and the other for the local Employment Development Department office representative. The Human Resources Agency (HRA) has veto power over activities and services supported by funding that comes from HRA. The Employment Development Department (EDD) has veto power over activities and services supported by Wagner Peyser funding that comes through EDD. If/when a veto is used, it should be explained to the Subcommittee. The five remaining seats will be filled by Investor Partners and Contributor Partners only. The initial term for the five seats is two years, unless changed by the Career Center Subcommittee.

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Within policies set forth by the WIB, the Career Center Subcommittee is responsible for planning and policy implementation for the Career Center operations to include:

1. development of performance measures;
 2. staff training and capacity building;
 3. integration of services;
 4. system capacity building;
 5. preparing an annual operating budget for each Center, funding and resources;
 6. system development;
 7. review operational management recommendations;
 8. annual review of each partners role and contribution to WSCC;
 9. development of appropriate procedures and policies to carry out the responsibilities of the Career Center Subcommittee.
- D. Operations Management Task Forces: The Career Center Subcommittee creates task forces, as necessary, defines the work, the membership, the decision making authority, and the time lines for completion. The task forces may have broader representation than the IP and CP. The task forces make recommendations to the Career Center Subcommittee.
- E. Stakeholders: Investor Partners, Contributing Partners, and Affiliate Partners: Every WFSCC partner is a stakeholder. Stakeholders meet on a semiannual basis to provide input on system-wide operations and to obtain information regarding activities impacting the larger WFSCC. Each stakeholder has an equal vote. Stakeholders vote is an advisory vote, with recommendations submitted to the Career Center Subcommittee for final decision/approval.

XI. Appeals of Decisions or Disputes:

Appeals by partners of decisions made by WFSCC or disputes will be submitted in writing to the Career Center Subcommittee. It is the intent of the parties to resolve disputes in an informal and constructive manner to the mutual satisfaction of all parties. To the extent possible, any disputes will be resolved informally in a meeting called expressly to resolve the specific dispute. If not resolved or the written decision by the Career Center Subcommittee is not accepted, the partner may within 30 days appeal in writing to the Human Resources Agency Administrator. If the matter is still unresolved, the partner may within 30 days of a written response appeal to the Executive Committee of the Workforce Investment Board for final determination. The Board shall attempt to resolve disputes in a mutually satisfactory manner.

XII. Universal Access:

Parties to this MOU shall not discriminate against any client/participant because of race, color, creed, religion, national origin, ancestry, disability, medical condition (cancer related and genetic

WORKFORCE SANTA CRUZ COUNTY

characteristics), marital status, sex, sexual orientation, age (over 18), veteran status, gender or pregnancy or any other non-merit factor unrelated to job duties. Parties assure compliance with the Americans with Disabilities Act of 1990 and agree to provide for promotion of equal, effective and meaningful participation by individuals with disabilities through program accessibility, reasonable accommodation, auxiliary aides and services, and rehabilitation technology.

XIII. Indemnification:

Parties to this MOU indemnify, defend and hold harmless all other parties to the MOU, Workforce Investment Board members, local governments, and their employees from any and all claims and losses arising out of or resulting from any acts or omissions from the performance of the obligations pursuant to this MOU.

XIV. Effective Date and Duration of Agreement:

This MOU commences on the day it is signed by parties and is ongoing. It shall be automatically renewed thereafter on a year-to-year basis, unless any party gives written notice of non-renewal to all at least one hundred eighty (180) days prior to an anniversary date. In such a case all terms of the MOU will continue in effect for the remaining parties.

XV. Modification of the Agreement:

Signatories reserve the right to modify the scope, direction, structure and content of this agreement based on the need of management, legislative changes, governing board directives, and funding availability by mutual written consent of all parties. Requests to amend or modify this MOU must be submitted in writing at least thirty (30) days prior to the proposed effective date of change; forty five (45) days for Level 1- Investor Partners.

XVI. Addition of Partners to the Agreement:

The Career Center Subcommittee may recommend new partners for the Workforce Santa Cruz County system. If both the Subcommittee and new party agree participation would strengthen the capacity of the system, the organization would become a partner to this Agreement from the date of its approval by the Workforce Investment Board and the new partner's signing of the MOU.

XVII. Partners Who Do Not Sign the MOU:

If legally precluded or barred by extenuating circumstances from entering into this agency collaborative, the Workforce Investment Board will enter into a separate agreement not inconsistent with these provisions with required WIA Partners.

WORKFORCE SANTA CRUZ COUNTY

The Partners in the Workforce Santa Cruz System evidence their acceptance of the terms and conditions of this Agreement by their signatures below and represent that they are authorized to sign by their organization.

Separate signature

AARP Foundation/Senior Community Service Employment Program (SCSEP) Project Director Date

John D Hurd 6-21-00

Cabrillo Community College John Hurd, President Date

Lynn C. Miller 06/14/00

Benefits Division Lynn C. Miller, Director Date

Ellen McCord 6/20/00

CareerWorks Ellen McCord, Director Date

Diane Siri 5/30/00

Child Development Resource Center Diane Siri, Superintendent Date

Christine Johnson-Lyons 6/8/00

Community Action Board Christine Johnson-Lyons Date

Separate agreement.

Department of Rehabilitation Bill Moore, District Administrator Date

Melissa Pedroza 5/30/00

Employment Development Department Melissa Pedroza, Manager Date

Cecilia Espinola 6/13/00

Human Resources Agency Cecilia Espinola, Administrator Date

Diane Siri 5/30/00
Regional Occupational Program - Diane Siri, Superintendent Date
County Office of Education

Richard C Moss 5/26/00
Santa Cruz Adult School Richard Moss, Assistant Date
Santa Cruz City Schools Superintendent of Business

M. Dek 9/6/00
University of California at Santa Cruz Extension Date

Terry McHenry 6/2/00
Watsonville/Aptos Adult School Terry McHenry, Associate Date
Pajaro Valley Unified School District Superintendent of Business

Marcela Tavantzis 8/8/2000
Watsonville Enterprise Community Marcela Tavantzis Date
Assistant City Manager

Jo Anne Dlott 6/22/00
Workforce Investment Board Jo Anne Dlott, Chairperson Date

Mardi Wormhoudt 8/24/00
Santa Cruz County Mardi Wormhoudt, Chairperson Date
Board of Supervisors

Approved as to form:
Joe M. Scott 5-18-00
Asst. County Counsel Date

ATTACHMENT 9A

Affiliate Partners (AP) List:

AGENCY

University of California at Santa Cruz

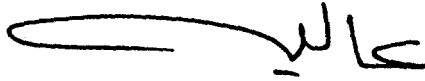
Watsonville Enterprise Community

ATTACHMENT 9B

Partners	Partner in Feb 1999 MOU	Status of WIA MOU Negotiations
American Association of Retired Persons (Senior Community Service Employment Program)	X	In progress
Cabrillo Community College	X	In progress
CalWORKs/TANF	X	In progress
CareerWorks - Human Resources Agency (WIA Adult, Youth and Dislocated, Worker, Childcare)	X	Reviewing draft.
Center for Employment Training (National DOL contractor)		Coordinates with Center; in progress
Child Development Resource Center - County Office of Education	X	In progress
Community Action Board		To be initiated.
Department of Rehabilitation		Operates in Center; in progress
Employment Development Department (Wagner-Peyser, UI)	X	In progress
Regional Occupational Program - County Office of Education	X	In progress
Santa Cruz Adult School, Santa Cruz City Schools	X	In progress
University of California, Santa Cruz		Class in Center; to be initiated.
Watsonville/Aptos Adult School - Pajaro Valley Unified School District	X	In progress
Watsonville Enterprise Zone		To be initiated

Affiliate Partners: Additional signatures to the May 16, 2000:

Memorandum of Understanding
for
Workforce Santa Cruz County of Santa Cruz
Between the
Workforce Investment Board, the Workforce Partners,
and the
County Board of Supervisors



10/3/01

Center for Employment Training
Watsonville

Alia Ayyad
Director

Date

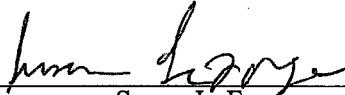
Contributing Partners: Additional signatures to the May 16, 2000:

Memorandum of Understanding
for
Workforce Santa Cruz County of Santa Cruz
Between the
Workforce Investment Board, the Workforce Partners,
and the
County Board of Supervisors

The National Council on Aging replaces the American Association of Retired Person as a Level 2. Contributing Partners (CP) (page 5) of May 16, 2000 MOU.

The National Council on Aging agrees to the terms and provisions of the Workforce Santa Cruz County MOU dated May 16, 2000.

National Council on Aging



Susan LaForge
Director

9/22/04
Date



ATTN:

DAVID LUNDBERG

DEPARTMENT OF
REHABILITATION

Employment, Independence & Equality

~~CONFIDENTIAL~~
FROM: RENE-BLOCH

To : Workforce Development Administrator
Workforce Development Center

From : Deborah Sweeney
District Administrator San Jose District
Department of Rehabilitation

Date : March 2, 2009

Subject : Amendment to Extend MOU

The intent of this amendment is to extend the duration and continue the provisions of the MOU between the Workforce Investment Board (WIB) Santa Cruz County and the Department of Rehabilitation (DOR). This is according to Section 13 of the agreement.

By signing below DOR and the WIB agree to change Section 13 to extend the agreement effective July 1, 2009 and will terminate on June 30, 2012.

David Lundberg, Acting Director
Workforce Investment Board of Santa Cruz County

3-2-09

Date

Signature
Deborah Sweeney, District Administrator
San Jose District, Department of Rehabilitation

3/2/09

Date

SEARCHED
SERIALIZED
INDEXED
FILED

MAR 11 2009
FBI - SAN JOSE

**Agreement
between the
Workforce Investment Board of Santa Cruz County, California
and the
Department of Rehabilitation
for
Workforce Santa Cruz County**

The Department of Rehabilitation (DOR) and the Workforce Investment Board (WIB) of Santa Cruz County wish to enter into an agreement to implement the provisions of the Workforce Investment Act of 1998, hereinafter WIA. This Agreement sets out DOR's and the WIB's responsibilities relative to Workforce Santa Cruz County (WFSCC) and with the other partners.

To the extent that the Agreement includes the terms "partners" and/or "partnership", the parties are and shall be independent contractors to one another, and nothing herein shall be deemed to cause the Agreement to create a legally enforceable partnership, agency, or joint venture. It is understood that this is a non-financial agreement.

1. Mission Statement

WFSCC is a network that links public and private partners to strengthen the community by assisting individuals and business to reach their full economic potential. This is accomplished through collaborative integration of employment, training, education and economic development services for job seekers, students, workers and employers into a system which will be:

Integrated: offering as many employment, training, and education services as possible for employers and individuals seeking jobs or wishing to enhance their skills and affording universal access to the system overall;

Comprehensive: offering a large array of useful information with wide and easy access to needed services;

Customer-Focused: providing the means for customers to judge the quality of services and make informed choices; and

Performance-Based: based on mutually negotiated outcomes and methods for measurement and the means toward measuring and attaining customer satisfaction.

Guiding Principles:

- Valuing the highest human qualities: resourceful, positive, motivated, committed, respectful, culturally competent, accessible.
- Creating a common work culture: teamwork, business model, shared rewards.
- Maximizing resources: financial, staff, training, information system.

- Constantly improving the system: state of the art, customer satisfaction, quality, learning, solving problems.
- Customer driven service delivery system.
- A Si, se puede, "yes, we can" attitude.
- Measurable, performance based, market driven in a regional approach.

2. Location of Workforce Santa Cruz County Centers

Watsonville Center (comprehensive)
18 West Beach Street, Watsonville, CA 95076
Phone 831-763-8700

Mid-County Center
2045 - 40th Avenue, Capitola, CA 95010
Phone 831-464-6290

Santa Cruz Center
1040 Emeline Avenue, Santa Cruz, CA 95060
Phone 831-454-4080

3. General Provisions

Parties agree to coordinate and perform the activities and services described herein within the scope of laws, regulations, and policies governing the parties, respective programs, services and agencies, and according to the following:

- Commit to a set of ground rules that guide WFSCC, and that decision making process and procedures are done in task forces and brought to the stakeholders for consensus and recommendation to the Career Center Subcommittee of the Workforce Investment Board (WIB).
- Seek to have commitment at the highest level of their organization within the WFSCC area. The senior person will sign the Agreement and will attend or designate a representative to attend the Career Center Subcommittee meetings to vote on recommendations put before the Subcommittee.
- Strive to draw on the strengths and contributions of all partners and have the responsibility to contribute resources, expertise and talents.
- Work towards marketing and promoting to the public and community at large.
- Commit to measuring progress and fostering continuous improvement towards customer satisfaction and quality service; being flexible, entrepreneurial, and adaptive to changing conditions and resources.
- Partners agree to provide core services to the extent determined by the program's authorizing statute and regulations.
- Participate in the development of Career Center Cost Allocation Plans that describe how the cost of services and operating costs of the system will be funded and will abide by those plans.

- Comply with policies and procedures regarding customer confidentiality, case management, data security, and referrals between partners.
- Implement policies and procedures regarding shared intake, assessment and case management systems.
- Strengthen support for lifelong learning and continuous improvement.

Nothing in this Agreement shall violate existing contracts or leases.

4. Management Partners and Other Organizations

The three levels of organizational participation in WFSCC, specific requirements and expectations are as follows:

Level 1. *Investor Partners (IP)*: Organizations whose operational budget (or a portion of the budget) is required to be expended through a WIA "One-Stop" system. Investor Partners commit full-time staff and financial and/or capital resources to WFSCC as the primary method of service delivery. Staff and/or services must be located full-time at one or more of the Centers.

Agencies who meet this criteria include but are not limited to:
 CareerWorks (WIA, Childcare, CalWORKs (TANF))
 Employment Development Department (Job Service)

Investor Partners will provide core, intensive and/or training services.

Level 2. *Contributing Partners (CP)*: Organizations that commit part-time staff and financial and/or capital resources through extension of operations. Extension of operations can be defined as ancillary, non-core/intensive/training services. Contributors agree to rotate staff through the Career Center(s) and/or sponsor events and provide services to eligible individuals on their site for WIA customers referred by the Centers.

Agencies include, but are not limited to:
 American Association of Retired Persons
 Cabrillo Community College
 Department of Rehabilitation
 Santa Cruz City Schools Adult and Community Education
 Santa Cruz County Office of Education
 -Regional Occupational Programs (ROP)
 -Child Development Resources Center (CDRC)
 Watsonville/Aptos Adult School - Pajaro Valley Unified School District

Level 3. *Affiliate Partners (AP)*: Organizations that agree to collaborate, provide and/or receive referrals from WFSCC, commit to work together and formally join the network of organizations that participate in the planning for WFSCC.

Levels of Partnership

Criteria	Level 1	Level 2	Level 3
<u>Resources</u>			
Full-time staffing	*		
Part-time staffing	*	*	
Part of operation budget required by law for Career Center	*	*	*
Financial and/or capital (in kind...space, equip., etc.)	*	*	
<u>Services Provided</u>			
Core/Intensive/Training	*		
Extension/Ancillary	*	*	
Collaboration & Referrals	*	*	*
Commitment to Overall "One-Stop" Service Delivery System	*	*	*
Commitment to Performance-Based Outcomes	*	*	*

4. Services Specific to WIA: Core, Intensive and Training services

DOR will provide vocational rehabilitation services to individuals whom DOR determines to be eligible for such services, and for whom such services are necessary and appropriate, consistent with federal law and state law. Nothing in this Agreement will alter the responsibility imposed upon DOR, pursuant to 34CFR Section 361.13 (c) for all decisions regarding vocational rehabilitation services, in cooperation with the individual receiving such services, including but not limited to decisions concerning eligibility for vocational rehabilitation services, the nature and scope of such services, the provision of such services, and the allocation and expenditures of DOR funding. If an individual would not be eligible for intensive or training services under eligibility criteria established by WIA, but would be eligible to receive services through DOR's vocational rehabilitation program, such individual may be provided such services through DOR's vocational rehabilitation program.

CORE SERVICES

As a general rule, DOR may not participate in the provision of core services, as defined in WIA Section 134 (d) (2), 29 U.S.C. Section 2864 (d) (2), to customers of the "One-Stop" Center because such core services generally are not authorized and provided under DOR's vocational rehabilitation program. Federal law authorized DOR to provide vocational rehabilitation services only to persons who are determined to be eligible for such services, and DOR's funding accordingly cannot be utilized to pay for core services that are available to every customer of the "One-Stop" Center. Providing access by individuals with disabilities to core services, as required by the Americans with Disabilities Act (ADA) and Rehabilitation Act, Section 504, is the responsibility of the "One-Stop" Operator. DOR is not authorized to provide funding necessary to assure access to core services.

INTENSIVE SERVICES

DOR agrees to provide intensive services, as defined in WIA Section 134 (d) (3), 29 U.S.C. Section 2864 (d) (3), to an eligible individual who is:

- A. Determined by the "One-Stop" Operator to be eligible for such services under WIA Section 134 (d) (3) (A), 29 U.S.C. Section 2864 (d) (3) (A), because the individual is:
- a) Unemployed and unable to obtain employment through core services;
 - b) In need of intensive services to obtain or retain employment; or
 - c) Employed, but in need of intensive services to obtain or retain employment that allows for self-sufficiency; and
- B. Determined by DOR to be eligible for vocational rehabilitation services under the Rehabilitation Act, and applicable federal and state regulations.

Intensive services that DOR may provide to individuals eligible for vocational rehabilitation services include, but are not limited to:

- Assessment for determining priority for services under Order of Selection
- Vocational rehabilitation counseling, guidance and referral services
- Comprehensive and specialized disability related assessments
- Development of Individual Plan for Employment (IPE)
- Group rehabilitation counseling
- Individual disability related counseling and career planning
- Case management
- Short-term prevocational services
- Job search and placement assistance
- Physical and mental restoration services necessary for participation in intensive services (medical or medically related rehabilitation services, e.g. hearing aids, eyeglasses, and visual services)
- Transportation services necessary to participate in intensive services, including mobility evaluation, vehicle purchase, vehicle modification, vehicle maintenance, and vehicle insurance
- Services to family members
- Supported employment services
- Rehabilitation technology, including assistive technology/devices
- Job coaching
- Maintenance services
- Post employment services
- Personal assistance services (e.g. personal care services and the more traditional reader, note taker, tutor, interpreter, driver, and other personal services)
- Homemaker services
- Self-employment services
- Other vocational rehabilitation services determined necessary for the individual with a disability to achieve an employment outcome

TRAINING SERVICES

DOR agrees to provide training services, as defined in WIA Section 134 (d) (4), 29 U.S.C. Section 2864 (d) (4), to an eligible individual who:

- A. a) Has been determined to be eligible for intensive services under WIA Section 134 (d) (4) (A), 29 U.S.C. Section 2864(d) (4) (A), but who has been unable to obtain employment

- b) Has been determined by the "One-Stop" Operator or a Partner to be in need of training services and who has the skills and qualifications to successfully participate in a training program.
- c) Selects a training program that is directly linked to employment opportunities in the local area or in an area to which the individual is willing to relocate;
- d) Is not qualified for federal grant assistance or who needs assistance beyond that available through such grant assistance programs;
- e) Meets applicable priority criteria for training services established under WIA Section 134 (d) (4) (E), 29 U.S.C. Section 2864 (d) (4) (E); and

B. Is determined by DOR to be eligible for training, as a vocational rehabilitation service, under the Rehabilitation Act, and applicable Federal and State regulations.

Training services that DOR may provide to persons eligible for vocational rehabilitation services include but are not limited to:

- Vocational rehabilitation counseling, guidance and referral services related to training
- Assessment for determining training needs
- Vocational and other training services, such as funding for personal and vocational adjustment training, on-the-job training, books (including alternate format books accessible by computer and taped books), tools, occupational licenses, and other training materials
- Physical and mental restoration services necessary for participation in training (medical or medically related rehabilitation services, e.g. hearing aids, eyeglasses, and visual services)
- Transportation services necessary to participate in training, including mobility evaluation, vehicle purchase, vehicle modification, vehicle maintenance, and vehicle insurance
- Rehabilitation technology, including assistive technology/devices needed to complete training
- Maintenance services for expenditures resulting from participation in a training program that exceeds normal living expenses
- Personal assistance services needed to complete training (e.g. personal care services and the more traditional reader, note taker, tutor, interpreter, driver and other personal services)
- Other vocational rehabilitation services related to training and determined to be necessary for the individual with a disability to achieve an employment outcome

5. Methods of Referral

The WIB and DOR in coordination with Workforce Santa Cruz County agree to jointly develop and implement processes and forms for common intake and referral among the WFSCC Partners, and to modify such processes and forms as necessary.

DOR agrees to train and provide technical assistance to the staff of each participating WFSCC Partner on topics that include, but are not limited to eligibility for and scope of VR services; auxiliary aids and services; and rehabilitation technology for individuals with disabilities.

The WIB in coordination with Workforce Santa Cruz County will arrange for Partners to provide training to DOR staff regarding the partners' programs and eligibility criteria.

DOR agrees to refer its applicants and clients to other WFSCC Partners, when such individuals may be eligible for the partner's services. Workforce Santa Cruz County Partners will refer applicants for and clients of their services to DOR, when such individuals may be eligible for DOR services.

6. Confidentiality

The WIB in coordination with WFSCC agrees that when any individual applies for or receives vocational rehabilitation services from DOR through the WFSCC system, all information regarding such application for or receipt of DOR services shall be confidential information subject to the provisions of 34 CFR Section 361.38 and Title 9 California Code of Regulations Sections 7140-7143.5.

The WIB and WFSCC will develop and implement appropriate policies and procedures to assure that:

- a) Any information contained in the records of the WFSCC Partners that identifies an individual as having applied for or received DOR services, including but not limited to application, eligibility and referral records, shall be maintained by the "One-Stop" Operator and WFSCC Partners in the strictest confidence, consistent with the regulations set forth above, and shall be used by the "One-Stop" Operator and WFSCC Partners solely for purposes directly related to determining eligibility or delivery of services to such individual;
- b) Any information regarding any individual who has applied for or received DOR services, including the fact that the individual is an applicant or client of DOR, shall not be disclosed by the "One-Stop" Operator or any WFSCC Partner, absent a court order or a written authorization from the applicant or client, consistent with the regulations set forth above;
- c) Requests by any WFSCC Partner or the "One-Stop" Operator for information in DOR files concerning an applicant or client for DOR services shall be accompanied by a written authorization from the applicant or client, consistent with the regulations set forth above; and
- d) Any information provided by DOR to a WFSCC Partner or the "One-Stop" Operator shall be subject to the prohibition against redisclosure contained in Title 9, California Code of Regulations Section 7142.5.

7. Joint Planning Process

As part of WFSCC, DOR agrees to the extent allowable by applicable laws and regulations to communicate and coordinate its activities and resources in ways that will be conducive to higher quality, more cost effective and more customer-friendly workforce development services in and through the Workforce Santa Cruz County system.

The primary focus will be on comprehensive and convenient provision of assessment, training, placement and supportive services for eligible individuals seeking; first, new or better jobs in the

local workforce, so that these individuals will, in turn, meet employer expectations for quality workers.

Details of coordination and integration of services among partner organizations will be described in separate written procedures.

8. Governance Structure

Pursuant to Chapter 2.110 of the Santa Cruz County Code, as may from time to time be amended, the Chief Local Elected Official for the Workforce Area of Santa Cruz County is the Chair of the Santa Cruz County Board of Supervisors

Under WIA and the County Code above, the WIB is appointed by the County Board of Supervisors and is comprised of representatives of business (majority and chair), education, labor organizations, community-based organizations, economic development agencies, one-stop partners and additional members. The WIB is responsible for oversight authority and accountability of the WFSCC including, but not limited to, policy development, distribution of funding, formation of a strategic five-year plan, approval of one-stop operators and performance appraisal and oversight.

A Career Center Subcommittee comprised of seven members will be a sub-committee of the WIB. Each member has one vote. Two seats are designated: one for the Career Works representative; the other for the local Employment Development office representative. The Human Resources Agency (HRA) has veto power over activities and services and funding that comes from HRA. The Employment Development Department (EDD) has veto power over activities and services supported by Wagner-Peyser funding that comes through EDD. If/when a veto is used, it should be explained to the Subcommittee. The five remaining seats will be filled by IP and CP only. Each of the IP and CP has one vote in electing members for each of the five at-large seats. The initial term for the five seats is two years unless changed by the Career Center Subcommittee

Within policies set forth by the WIB, the Career Center Subcommittee is responsible for planning and policy implementation for the Career Center operations to include:

1. development of performance measures;
2. staff training and capacity building;
3. integration of services;
4. system capacity building;
5. preparing an annual operating budget for each Center, funding and resources;
6. system development;
7. review operational management recommendations;
8. annual review of each partner's role and contributions of WFSCC; and
9. development of appropriate procedures and policies to carry out the responsibilities of the Career Center Subcommittee

Operations Management Task Force, as well as other task forces may be created, as necessary, by the Career Center Subcommittee to define the work, the membership, the decision-making authority, and the timelines for completion. The task forces may have broader representation than the IP and CP. Task forces make recommendations to the Career Center Subcommittee.

Investor Partners, Contributing Partners and Affiliate Partners are stakeholders. Stakeholders meet on a semi-annual basis to provide input on system-wide operations and to obtain information regarding activities impacting the larger WFSCC. Each stakeholder has an equal vote. Stakeholders' vote is an advisory vote, with recommendations submitted to the Career Center Subcommittee for final decision/approval.

The Career Center Subcommittee may recommend new partners of the WFSCC system. If both the Career Center Subcommittee and the new party agree participation would strengthen the capacity of the system, the organization would become a partner on the date of its approval by the WIB and the new partner's signing of an agreement.

9. Financing WFSCC

DOR will financially participate in the operating costs of the "One-Stop" service delivery system, in which DOR staff is co-located. Allocation and payment of the operating costs that are attributable to DOR, will be addressed in separate financial participation contracts between DOR and the "One-Stop" operator. Such financial participation contracts shall conform to the State's and County's standard contractual forms and comply with all applicable state statutes and regulations regarding such contract. This Agreement shall be referenced in such financial participation contracts.

10. Appeals of Decisions or Disputes

Appeals by partners of decisions made by WFSCC and the WIB or disputes will be submitted in writing to the Career Center Subcommittee. It is the intent of the parties to resolve disputes in an informal and constructive manner to the mutual satisfaction of all parties. To the extent possible, any disputes will be resolved informally in a meeting called expressly to resolve the specific dispute. If not resolved or the written decision is not accepted, the partner may, within 30 days, appeal in writing to the Human Resources Agency Administrator. If the matter is still unresolved, the partner may, within 30 days of a written response, appeal to the Executive Committee of the WIB for final administrative determination. The WIB shall attempt to resolve disputes in a mutually satisfactory manner.

11. Indemnification

DOR shall defend, indemnify and hold the Workforce Investment Board, its officers, employees and agents, including the "One-Stop" operator, harmless from and against any and all liability, loss, expense, or claims arising out of the performance of this Agreement, but only in proportion to and to the extent such liability, loss, expense or claims for injury or damages are caused by or

result from the negligent or intentional acts or omissions of DOR, its officers, agents or employees.

The Workforce Investment Board shall defend, indemnify and hold DOR, its officers, employees and agents harmless from and against any and all liability, loss, expense, or claims arising out of the performance of this Agreement, but only in proportion to and to the extent such liability, loss, expense or claims for injury or damages are caused by or result from the negligent or intentional acts or omissions of, the Workforce Investment Board, its officers, agents or employees.

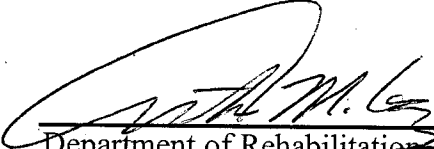
12. Modification of the Agreement

Parties may modify the terms of this Agreement by written mutual consent.

13. Effective Date and Duration of Agreement

This Agreement commences on July 1, 2001 and will terminate June 30, 2003. Either party to this Agreement may elect to terminate its participation in this Agreement without cause by delivering a 60-day written notice of intent to terminate to the other party. By mutual agreement parties may extend the termination date.

The Workforce Investment Board of Santa Cruz County and Department of Rehabilitation evidence their acceptance of the terms and conditions of this Agreement by their signatures below and represent that they are authorized to sign by their organization.


Department of Rehabilitation Arthur M. Lopez, San Jose District Administrator Date October 2, 2001

Jo Anne Dlott
Workforce Investment Board Jo Anne Dlott, Chairperson Date

I, Kathy Zwart, hereby acknowledge the
(Kathy Zwart, Director, Workforce Investment Board)

Agreement between the Workforce Investment Board of Santa Cruz County and the Department of Rehabilitation, San Jose District.

Dated: Dec 28, 2001

Approved as to form:

Jae M. Scott
Assistant County Counsel Date