San Diego Workforce Partnership
Consortium Policy Board
Minutes of the June 25, 2021 Meeting

Members Present
Monica Montgomery Steppe, Councilmember, City of San Diego, District 4 (Chair)
Joel Anderson, San Diego County Supervisor, District 2 (Vice Chair)
Sean Elo-Rivera, Councilmember, City of San Diego, District 9

Legal Counsel Present
David Powell, Deputy City Attorney, City of San Diego
David Smith, Chief Deputy County Counsel, County of San Diego

Staff Present
Peter Callstrom, President & CEO
Andy Hall, Chief Impact Officer
April House, Chief Administrative Officer

Location
Via Zoom

Per Executive Order N-25-20, the requirement to which members of the public shall have the right to observe & offer public comment at the public meeting, consistent with the Brown Act, has been suspended.

All reports, memoranda and letters contained in the agenda or distributed at the meeting shall by this reference become part of the original minutes.

The meeting was called to order by at 3:03pm, with a quorum present.

Non-Agenda Public Comment
None

Action Items

Item 1 Minutes of the April 23, 2021 Meeting
Motion: Board approves the meeting minutes.

Moved (S. Elo-Rivera), Seconded (J. Anderson), Carried unanimously

Items 2 Membership Nomination – Jeff Noyes
Peter noted that the DOR seat on the board is prescribed under WIOA. The previous DOR representative, Carmencita Trapse, retired and Noyes is the interim.

Motion: Board approves the nomination.
**Item 3**

**FY 21/22 Budget**

April presented the FY21 budget vs. actuals and SDWP’s growth and diversification during the previous fiscal year. SDWP ended FY21 with a 19% overall increase, and training and wage funds directly invested into the community reached $7.2M. SDWP’s FY22 budget includes an 8% overall increase. Peter provided context that most workforce development boards are entirely reliant on federal funds. SDWP’s diversified portfolio is unique in the workforce development space. M. Montgomery Steppe asked about one-time funding sources, from ARP for example, and what efforts are being made to maintain those sources. Andy noted that SDWP is focused on ensuring all ARP funding outcomes are met and building an integrated system with SDWP’s core WIOA funding to create an entry point for all youth aged 16-24 to access services. Andy also noted that CalFresh reimbursement can also be reinvested into those programs. CalFresh is a great source for the long-term sustainability of SDWP’s programs.

Motion: Board approves the nominations of M. Montgomery Steppe, N. Vargas, and J. Richards to the JPC.

**Item 4**

**New Contract - YMCA / Paving Great Futures to Serve Black Opportunity Youth**

Shaina reviewed the results of the RFP and presented the scope of the contract. The evaluation committee recommended YMCA/Paving Great Futures for the $600k contract to serve Black Opportunity Youth aged 16-24. Shaina noted that board approval of the contract is contingent upon the resolution of an appeal SDWP received from an RFP applicant. Shaina overviewed the appeal process and noted that the appeal committee appointed by the WDB chair will review the appeal and bring forward a determination. S. Elo-Rivera asked what SDWP might do differently for future RFP’s in light of re-release and appeal. Shaina noted that in the re-release of the RFP the language included specific data points for the population the RFP intended to serve. She also added that the basis of the appeal is related to the language of the RFP, not inconsistent treatment among the applicants. She noted that the language will be reviewed for future RFPs. April added that SDWP’s compliance team will be comprehensively reviewing the RFP process. S. Elo Rivera asked for clarification that the immigrant and refugee youth RFP was not specifically intended for Black immigrant and refugee youth. Shaina replied in the affirmative. S. Elo Rivera asked if Black immigrant and refugee youth should be a group with an independent RFP. Shaina noted that Black immigrant and refugee youth can receive services from both RFPs, and youth with disabilities is the next group that SDWP’s data supports to rise to priority level. M. Montgomery Steppe asked if the appeal is successful, what the procedure is from that point. April noted that the remedy the appellant requested was a re-posting of the RFP, but there is opportunity to review other resolutions as well, according to SDWP’s appeal policy.
Motion: Board approves the contract contingent upon the results of the appeal.

*Moved (M. Montgomery-Steppe), Seconded (J. Anderson), Carried unanimously*

**Item 5**

**Contract Renewal – KRA Corp for Career Center Operations, Career Services and Expanded Subsidized Employment**

Shaina presented the terms of the final contract year of KRA’s multi-year contract managing SDWP’s career centers. For the first time, a portion of this contract, $350k will be subject to ‘pay for performance’ rather than cost reimbursement. Key contract outcomes include enrollment, on-the-job training, employment, credential attainment, and measurable skills gain, among others. S. Elo-Rivera asked if direct feedback from program participants is incorporated as a component of outcomes. Shaina replied that SDWP has recently implemented new customer feedback tools. Currently customer satisfaction scores are not performance metrics, but they will be in the procurement. Shaina also added that SDWP has created a ‘Customer Experience’ team to track, monitor and improve those metrics across all SDWP programs. Peter noted that WIOA doesn’t include customer experience as a measurement of workforce outcomes, but SDWP strongly prioritizes the customer experience. M. Montgomery-Steppe added that during the previous contract renewal she expressed concerns with customer feedback, and that she supports any ways that SDWP can ensure contractors track customer experiences. She also asked for tangible examples of the outreach and marketing KRA provides for the career centers. Shaina replied that most outreach is currently virtual, via social media, distribution lists, and the CalJOBS database. Peter added that the next RFP will seek out a partner with a robust and active outreach plan, along with creative strategies to reach the community.

Motion: Board approves the contract.

*Moved (S. Elo-Rivera), Seconded (M. Montgomery), Carried unanimously*

**Item 6**

**Contract Renewal – Access and South Bay Community Services to Serve Youth in the Foster System**

Shaina presented the renewals of two contracts totaling $880K to support foster youth. It is the final option year for both contracts and SDWP will be conducting a new RFP for ongoing services. S. Elo Rivera emphasized the importance of direct feedback from participants, especially in the foster youth community. He asked if the youth being served can be considered with the contract renewals and incorporated in the new RFP. He added that the simple act of the system valuing their feedback would likely be very important to them. He also noted that there are platforms specifically designed for this type of feedback, such as Polls for Good. Shaina replied in the affirmative and will work to gain feedback directly from the participants and contracted partners.

Motion: Board approves the contracts.
Moved (J. Anderson), Seconded (M. Montgomery-Steppe), Carried unanimously

Item 7  
Framework Approval – Foster Youth

Shaina overviewed the recommendation to authorize the allocation of $600,000 in WIOA Youth funds for the RFP in partnership with County HHSA to serve foster youth. County HHSA is the lead in the joint procurement for the Independent Living Skills and WIOA Services to release a planned combined RFP in September/October 2021. The results of the procurement will be brought to the Policy Board for a vote in Spring 2022. Shaina added that the County has agreed to include a former foster youth on the evaluation committee. S. Elo-Rivera added that he cannot stress enough how important direct feedback is when working with foster youth. He would like to incorporate direct feedback into the performance metrics. M. Montgomery Steppe thanked S. Elo Rivera for his comments, adding that the more accountability measures we have in alignment with performance metrics, the more we can ensure SDWP’s mission is being fulfilled. Staff concurred with the board comments.

Motion: Board approves the RFP framework.

Moved (J. Anderson), Seconded (S. Elo-Rivera), Carried unanimously

Item 8  
Contract Renewal – Second Chance Contract

Shaina reviewed the recommendation to enter the final year of a 3-year contract with Second Chance to provide prison to employment services for 75 individuals at a rate of $7,000 per person. COVID-19 restrictions in correctional facilities had affected last year’s outcomes. However, Second Chance has served more individuals than was initially targeted in the contract due to factors such as early release. M. Montgomery-Steppe asked how participants can get involved in the program. Shaina responded that SDWP relies on the Sheriff’s office to refer participants to the workshops and trainings. M. Montgomery-Steppe asked for demographic information on this program in the future.

Motion: Board approves the contract.

Moved (M. Montgomery-Steppe), Seconded (J. Anderson), Carried unanimously

Item 9  
Local Plan Approval

Andy overviewed the local plan updates as required by WIOA. The plan discusses how SDWP provides services and what data is used to inform service delivery, priority occupations, and priority populations. Daniel provided an overview of the research driving SDWP’s strategic planning, local plan, and regional plan. The vision of SDWP’s economic strategy report and local plan updates is to expand access to jobs that support a middle-class life in San Diego County. Daniel discussed the history of economic mobility and discrimination in San Diego, current challenges, strategies, and SDWP’s priority sectors. S. Elo-Rivera asked if direct client feedback
can be embedded in the local plan. He noted that within the Pillar of Outcomes Focused Funding direct feedback can be incorporated. Andy responded that SDWP added structured feedback mechanisms as KPI’s for the Priority Sector Pillar, to be completed for each priority sector population by 2024. Daniel added that the feedback process has begun with Cajon Valley School District and SDCCD. He added that there will be a lot of opportunity for community feedback to fine-tune our strategy. M. Montgomery Steppe suggested a dashboard that includes SDWP’s Pillars, Priority Sectors, and funding sources for the board.

Motion: Board approves the local plan updates.

*Moved (S. Elo-Rivera), Seconded (M. Montgomery-Steppe), Carried unanimously*

**Information Items**

*Item 10*  
**Career Center Operational Vision (2022 – 2025)**

Due to time constraints, this item was deferred to the next meeting.

*Item 11*  
**CEO & Staff Report**

Peter highlighted that SDWP was awarded $250K of Opportunity Youth funding from EDD. SDWP is one of only three (45 total) workforce boards in the state to have received those funds.

**Adjournment:**  
The meeting was adjourned at 4:40 pm

**Next Meeting:**  
Friday, August 27, 2021 at 3:00pm