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SOCIAL POLICY RESEARCH ASSOCIATES

TRI-COUNTY COMMUNITY ASSET INVESTMENT PORTFOLIO

INVENTORY OF SERVICES INTERIM REPORT

DRAFT

November 1, 2002

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Prepared for:

The Workforce Investment Boards
of Monterey, San Benito, and Santa Cruz Counties

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INVESTMENT PORTFOLIO**

**INVENTORY OF SERVICES
INTERIM REPORT**

REGIONAL SUMMARY

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I. INTRODUCTION

The Tri-County Inventory of Services Interim Report is designed to provide Workforce Investment Board staff with information on workforce programs and providers operating within the three counties of Santa Cruz, Monterey, and San Benito. This report is the second stage of a four-part project to develop a Community Asset Investment Portfolio for these three counties. In addition to this Inventory of Services Report and the already completed Needs Assessment Interim Report, the Tri-County Community Asset Investment Portfolio will eventually include an analysis of workforce service gaps and a final report which will recommend how the counties might address these gaps.

The Inventory of Services Interim Report is based entirely on data collected from two linked web surveys of workforce service providers conducted from August 15 to October 11, 2002. The first survey was designed to collect information on workforce services in the Tri-County Region both for this report and for a separate Directory of Workforce Services Survey Respondents. 130 Tri-County providers out of a total of 323 (response rate 40.25%) responded to this survey and provided information about 202 programs that serve the Tri-County region. The second survey was designed to collect information on types of providers, budgets, funding and provider perceptions of unmet need. 104 providers offering services within the three counties also responded to this second survey.

The providers surveyed primarily included organizations that offer workforce services for youth, adults and employers. These services included vocational training, job search assistance, career counseling, pre-screening of job applicants, and summer employment. Many providers of support services such as child care, substance abuse treatment, and housing were also included. However, because not all workforce service providers in the Tri-County region responded, the findings of this report are limited and capture only the results and opinions those providers who did participate. Consequently, any conclusions garnered from this report should be considered preliminary.

II. SUMMARY OF REGIONAL FINDINGS

The Inventory of Services Interim Report consists of this overall regional summary and three sub-reports that focus on the services and needs of each county. This summary compares and contrasts the findings of the three sub-reports. Here are the key findings:

OVERVIEW OF PROVIDER CHARACTERISTICS

Types of Workforce Service Providers

- Non-profits provide the largest number of workforce programs in all three counties.

Workforce Provider Years of Operation

- Most workforce service providers in all three counties have been in operation for more than 10 years.

Number of Workforce Provider Service Locations

- Workforce service providers in Monterey and Santa Cruz Counties typically have more service locations than providers in San Benito County.
 - Workforce service providers in Monterey and Santa Cruz Counties typically have one or two service locations in the Tri-County area.
 - By contrast, workforce service providers in San Benito County are more likely to have only one service location in the Tri-County region.

Workforce Service Provider Participants Per Year

- Monterey and San Benito Counties have a slightly higher percentage of larger providers than Santa Cruz County.
 - About half of all workforce providers in Monterey and San Benito Counties serve more than 1,000 customers each per year.
 - By contrast, only about a third of all workforce service providers in Santa Cruz County serve more than 1,000 customers a year, while just less than a third serve from 101-500 customers.

Primary Desired Outcomes for Workforce Program Participants

- Enhanced employability is one of the most common primary desired participant outcomes in all three counties. Skills attainment was also a primary desired outcome in both Monterey and Santa Cruz Counties.

AVAILABILITY OF SERVICES

Number of Programs Offering Specific Workforce Services

- The most common workforce services provided in all three counties are job search and training-related services, particularly job search assistance and vocational training. Other common services include:
 - Career counseling in both Monterey and Santa Cruz Counties.
 - Academic training programs in San Benito County.
- The least common workforce services provided in the three counties include:
 - Housing in Monterey and Santa Cruz Counties.
 - Entrepreneurial training in Monterey County.
 - Out-placement services for employers and mental health counseling, substance abuse services and summer employment in San Benito County.
 - Information for employers on tax credits in Santa Cruz County.

Programs Providing Types of Workforce Services by County and Region (see Figure 1)

- Monterey County had the largest number of workforce programs (122), followed by Santa Cruz (92) and San Benito Counties (80).
- Although, less populated and rural areas are served by slightly fewer programs, most workforce programs in all three counties serve all regions of their respective county of operation.

Workforce Program Targeting of Specific Groups

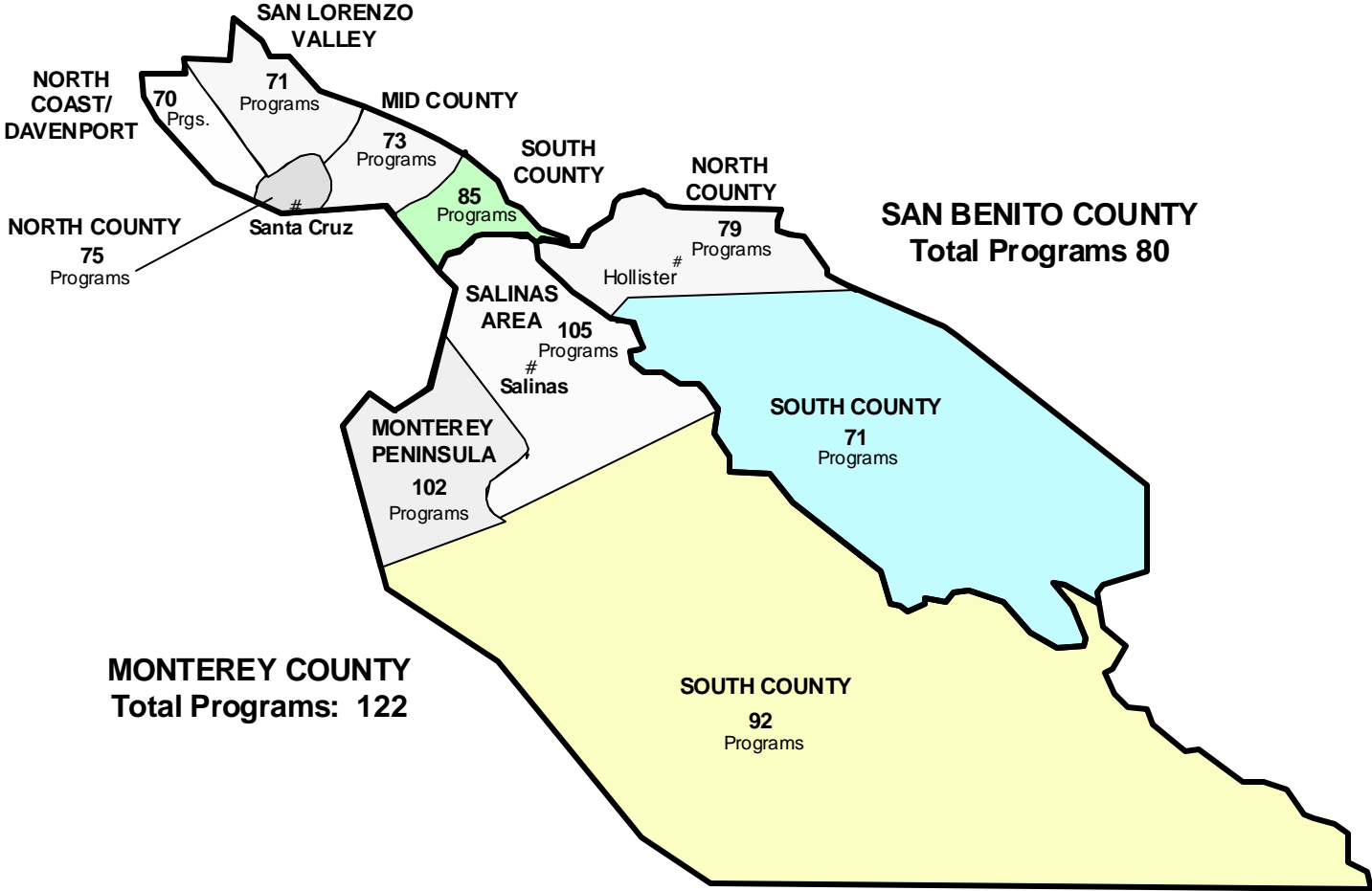
- The most commonly targeted groups in all three counties are the general public and low income people. Other commonly targeted groups include:
 - Farmworkers in Monterey and San Benito Counties.
 - People with disabilities in Monterey and Santa Cruz Counties.
 - Dislocated workers in San Benito and Santa Cruz Counties.
- The least commonly targeted groups in all three counties include:
 - At-risk youth in Monterey and San Benito Counties.
 - Employers of dislocated workers in Monterey and Santa Cruz Counties.
 - CalWORKS recipients in San Benito and Santa Cruz County.

Workforce Program Targeting of Age-Specific Groups

- The age-specific groups least often targeted in all three counties are the elderly and younger youth.

FIGURE 1: NUMBER OF WORKFORCE SERVICES PROGRAMS IN THE TRI-COUNTY AREA

SANTA CRUZ COUNTY
Total Programs: 92



NOTE: Regional boundaries do not represent jurisdictional boundaries--they are approximations.

Workforce Program Eligibility

- In all three counties, few surveyed workforce programs indicated that they use eligibility criteria.

ACCESSIBILITY OF SERVICES

Workforce Program Language Accessibility

- Monterey County workforce programs are the most likely (64%) to have staff who speak Spanish, followed by San Benito (53%) and Santa Cruz Counties (52%).
- Very few workforce programs in any of the three counties have staff who speak Vietnamese, Cantonese, Tagalog or Mandarin.

Workforce Program Mass Transit Accessibility

- Monterey County workforce programs are the most likely (64%) to be accessible via mass transit, followed by Santa Cruz County (47%). In San Benito County, only 30% of programs are mass transit accessible.

FUNDING AND BUDGETS

Workforce Service Provider Annual Operating Budgets

- Most workforce service providers in all three counties have mid-range annual operating budgets of between \$100,000 to \$5 million.

Workforce Service Provider Plans for Using New Resources

- If provided additional funding, providers in all three counties were most likely to say they would strengthen existing programs. Monterey and San Benito County providers were also very likely to say they would expand existing programs. By contrast, Santa Cruz County providers were more likely to say they would serve additional customers.
 - Most workforce providers in all three counties indicated that they need more than \$50,000 in additional funding to achieve their plans for using additional resources.

Workforce Service Provider Reliance on Major Funding Sources

- State funding provides the largest share of funding for about half or more workforce service providers in both Monterey and San Benito Counties.
- In San Benito County, federal funding provides the largest share of funding for 58% of workforce providers.

Workforce Service Provider Use of Specific Funding Sources

- The most commonly mentioned specific sources of funding were:
 - CalWORKS/TANF and Average Daily Attendance (ADA) in Monterey and Santa Cruz Counties.

- WIA Adult funding in San Benito and Santa Cruz Counties.
- Apprenticeship Apportionment, Community Services Block Grant, Housing and Urban Development (HUD) and WIA Youth funding in San Benito County.
- State Vocational Rehabilitation funding in Santa Cruz County.

PERCEPTION OF NEEDS

Workforce Service Provider Perception of Youth Needs

- The youth workforce services most commonly described as completely unavailable in the three counties include:
 - Entrepreneurial training in Monterey and San Benito Counties.
 - Housing in Monterey and Santa Cruz Counties.
 - Substance abuse services in San Benito and Santa Cruz Counties.
 - Summer employment in San Benito County.
 - Health care and mental health counseling in Santa Cruz County.
- The youth workforce services most commonly described as available on only a limited basis in the three counties include:
 - Child care in Monterey and Santa Cruz Counties.
 - Transportation and summer employment in Monterey County.
 - Health care, customized training, mental health counseling in San Benito County.
 - On-the-job-training, work experience and internships in Santa Cruz County.

Workforce Service Provider Perception of Adult Needs

- The adult workforce services most commonly described as completely unavailable in the three counties include:
 - Housing in all three counties.
 - Mentoring in Monterey and San Benito Counties.
 - Leadership training in San Benito Counties.
 - Tutoring in Santa Cruz County.
- The adult workforce services most commonly described as available on only a limited basis in the three counties include:
 - Health care in all three counties.
 - Child care in Monterey and Santa Cruz Counties.
 - Housing and transportation in Monterey County.

- Basic skills training and mental health counseling in San Benito County.

Workforce Service Provider Perception of Specific Group Needs

- The specific groups most commonly described as “significantly underserved” in the three counties include:
 - Individuals with low literacy skills in Monterey and San Benito Counties.
 - Farmworkers in San Benito and Santa Cruz Counties.
 - Seasonal workers in Monterey and Santa Cruz Counties.
 - School drop-outs in Monterey County.
- The specific groups most commonly described as “somewhat underserved” in the three counties include:
 - Pregnant and parenting youth in Monterey and San Benito Counties.
 - People with disabilities in Monterey County.
 - School dropouts and the elderly in Santa Cruz County.

Workforce Service Provider Perceptions Of Underserved Communities

- In Monterey County, the communities most commonly described as “significantly underserved” include Soledad, Castroville/Pajaro, Greenfield and King City.
- In San Benito County, San Juan Bautista was described by a third of all providers as “significantly underserved” while nearly two-thirds rated Hollister as somewhat underserved.
- In Santa Cruz County, the communities most commonly described as “significantly underserved” include Watsonville/Freedom, north coast/Davenport and the San Lorenzo Valley.

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MONTEREY COUNTY

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I. INTRODUCTION

I-1. BACKGROUND

The Tri-County Inventory of Services Interim Report is designed to provide Workforce Investment Board staff with information on workforce programs and providers operating within the three counties of Santa Cruz, Monterey, and San Benito. The report is the second stage of a four-part project to develop a Community Asset Investment Portfolio for these three counties. In addition to this Inventory of Services Report and the already completed Needs Assessment Interim Report, the Tri-County Community Asset Investment Portfolio will eventually include an analysis of workforce service gaps and a final report which will recommend how the counties might address these gaps.

The Inventory of Services Interim Report is based entirely on data collected from two linked web surveys of workforce service providers conducted from August 15 to October 11, 2002. The first survey was designed to collect information on workforce services in the Tri-County Region both for this report and for a separate Directory of Workforce Service Providers. 130 Tri-County providers out of a total of 323 (response rate 40.25%) responded to this survey and provided information about 122 programs that serve Monterey County. The second survey was designed to collect information on types of providers, budgets, funding and provider perceptions of unmet need. 104 providers also responded to this second survey, 56 of whom were from Monterey County.

The providers surveyed primarily included organizations that offer workforce services for youth, adults and employers. These services included vocational training, job search assistance, career counseling, pre-screening of job applicants, and summer employment. Many providers of support services such as child care, substance abuse treatment, and housing were also included. However, because not all workforce service providers in the Tri-County region responded, the findings of this report are limited and capture only the results and opinions of those providers who did participate. Consequently, any conclusions garnered from this report should be considered preliminary.

I-2. SUMMARY OF FINDINGS

This report is divided into four sub-reports focusing on the services and needs of each county and an overall regional summary. This sub-report provides results for Monterey County.

- **Overview of Provider Characteristics** The section following the introduction will provide background information on workforce programs. Here are some key findings:
 - Non-profits provide the largest number of workforce programs in Monterey County.
 - Most workforce service providers have been in operation for more than 10 years.
 - More than half of all workforce service providers have only one or two service locations in the Tri-County region.
 - About half of all workforce providers serve more than 1,000 customers each per year.
 - The most common primary desired participant outcomes are enhanced employability and skills attainment.
- **Availability of Services.** This section presents data on the availability, targeting and eligibility criteria of workforce services and programs in the county. Here are some key findings from this section:
 - The most common types of workforce services provided in Monterey County are job search and training-related services, including career counseling, job search assistance and vocational training.
 - The least common workforce services are housing and entrepreneurial training.
 - Most workforce programs serve all regions of the county.
 - Most workforce programs are targeted at the general public. Many are also targeted at low income people, people with disabilities and farmworkers.
 - Few workforce programs target employers of dislocated workers or at-risk youth.
 - The age-specific groups least often targeted are the elderly and younger youth.

I. Introduction

- Few surveyed workforce programs indicated that they use eligibility criteria.
- **Accessibility of Services.** This section provides information on program language and mass transit accessibility. Some of the key findings are:
 - About two-thirds of all county workforce programs have staff who speak Spanish, but few have staff who speak other Asian languages.
 - About two-thirds of all workforce programs throughout the county are accessible by mass transit.
- **Funding and Budgets.** This section describes funding and budget characteristics of workforce providers. Here are the key findings from this section:
 - Most workforce service providers have mid-range annual operating budgets of between \$100,000 to \$5 million.
 - If provided additional funding, most providers said they would expand or strengthen existing programs. Most providers indicated that they need more than \$50,000 in additional funding to achieve these plans.
 - State funding provides the largest share of funding for about half of all workforce service providers.
 - CalWORKS/TANF and Average Daily Attendance (ADA) were the two most common specific sources of funding mentioned by providers.
- **Perception of Needs:** This final section focuses on service provider perceptions of unmet needs among youth, adults, specific groups and geographic communities. Here are the key findings from this section:
 - The youth services most commonly described as completely unavailable are entrepreneurial training and housing. Those most commonly characterized as being available on only a limited basis include child care, transportation and summer employment.
 - The adult services most commonly described as completely unavailable are housing and mentoring. Those most commonly characterized as being available on only a limited basis include housing, child care, transportation and health care.
 - The specific groups most commonly described as “significantly underserved” include individuals with low literacy skills, individuals with limited English skills, seasonal workers and school drop-outs. People with disabilities and pregnant and parenting youth are the two groups most commonly described as “somewhat underserved.”

I. Introduction

- The communities most commonly described as “significantly underserved” include Soledad, Castroville/Pajaro, Greenfield and King City.

II. OVERVIEW OF PROVIDER CHARACTERISTICS

II-1. TYPES OF WORKFORCE SERVICE PROVIDERS

- **The largest number of workforce programs in Monterey County are operated by non-profits (see Table 1).** Programs run by public providers are the next largest group followed by programs run by for-profit providers. However, this varies by type of service.
 - More training and support services are provided by non-profits.
 - More job search and youth services are provided by public programs.

Table 1. Type of Provider by Types of Services Offered

Type of Program Providers	Overall	Job Search Services	Youth Services	Employer Services	Training-related Services	Support Services
Non-profits	58	14	16	14	34	17
Public	52	32	29	7	35	23
For-profits	12	10	2	8	11	1

Source: Directory. Numbers do not add up across because many providers offer more than one type of service.

II-2. WORKFORCE SERVICE PROVIDER YEARS OF OPERATION

- **The vast majority (85%, 46 responses) of Monterey County workforce service providers have been in operation for more than 10 years.** 9% (5 responses) have been in operation from 5-10 years and only 6% (3 responses) have been in operation from one to five years.

Table 2. Length of Operation of Service Providers

Number of Years of Operation	Percentages	Responses
0-1 Year	0%	0
1-5 Years	6%	3
5-10 Years	9%	5
More than 10 Years	85%	46

Source: Zoomerang.

II-3. NUMBER OF WORKFORCE PROVIDER SERVICE LOCATIONS

- **More than half (52%, 28 responses) of all county workforce service providers have one to two service locations in the Tri-County area (see Table 3).** 26% (14 responses) have three to five locations and 22% (12 responses) have six or more service locations within the three counties.

Table 3. Number of Service Locations of Monterey County Providers

Number of Service Locations	Percentages	Responses
1	37%	20
2	15%	8
3-5	26%	14
6-10	15%	8
10 or more	7%	4

Source: Zoomerang.

II-4. WORKFORCE SERVICE PROVIDER PARTICIPANTS PER YEAR

- **Nearly half (46%, 25 responses) of all Monterey County workforce service providers serve more than 1,000 customers a year (see Table 4).** 43% (23 responses) serve from 101 to 1,000 customers a year while only 6% (3 responses) serve fewer than 100 per year.

Table 4. Number of Participants Served Per Year

Number of Participants	Percentages	Responses
1 -20	4%	2
21 – 50	2%	1
51 – 100	6%	3
101 – 500	28%	15
501 – 1000	15%	8
More than 1000	46%	25

Source: Zoomerang.

II-5. PRIMARY DESIRED OUTCOMES FOR WORKFORCE PROGRAM PARTICIPANTS

- **The most common primary desired outcomes for workforce program participants are enhanced employability and skills attainment (65%, 32 responses) (see Table 5).** Improved career awareness (58%, 32 responses) and employment (55%, 30 responses) are other common desired participant outcomes.

Table 5. Primary Desired Outcomes for Participants

Desired Outcomes	Percentages	Responses
Skills Attainment	65%	36
Enhanced employability	65%	36
Improved career awareness	58%	32
Employment	55%	30
Attainment of credential/certificate/degree	53%	29
Career advancement	49%	27
Other	35%	19
Improved mental/physical health	27%	15

Source: Zoomerang.

III. AVAILABILITY OF SERVICES

III-1. NUMBER OF PROGRAMS OFFERING SPECIFIC WORKFORCE SERVICES

- **The most common types of workforce services in Monterey County are job search and training related services (see Table 6).** For example, the most commonly offered services are career counseling (42 programs), job search assistance (37 programs) and vocational training (40 programs).
- **The types of workforce services least commonly provided include housing (5 programs) and entrepreneurial training (8 programs).** Mental health counseling and substance abuse services (both 9 programs) are also less common.

Table 6. Number of Programs Offering Workforce Services in Monterey County

Category	Services	Programs Offering
Job Search Services	Career Counseling	42
	Job Search Assistance	37
	Job Listings	30
	Vocational Assessment	25
	Job Matching	18
	Vocational Rehabilitation	13
Training-related Services	Vocational Training	40
	Customized Training	31
	Basic Skills Training	31
	Academic Training	29
	On-the-Job Training	22
	Apprenticeships	20
	Literacy Training	17
	Entrepreneurial Training	8
Specialized Youth Services	Work Experience/Internships	33
	Mentoring	23
	Tutoring	26
	Drop-out Prevention	20
	Summer Employment	14
	Leadership Training	12
Employer Services	Pre-screening of Applicants	27
	Out-placement Services	12
	Information on Tax Credits and hiring incentives	10
Support Services	Childcare	24
	Transportation	15
	Mental Health Counseling	9
	Substance Abuse Services	9
	Housing	5

Source: Directory.

**III-2. PROGRAMS PROVIDING TYPES OF WORKFORCE SERVICES
BY REGION**

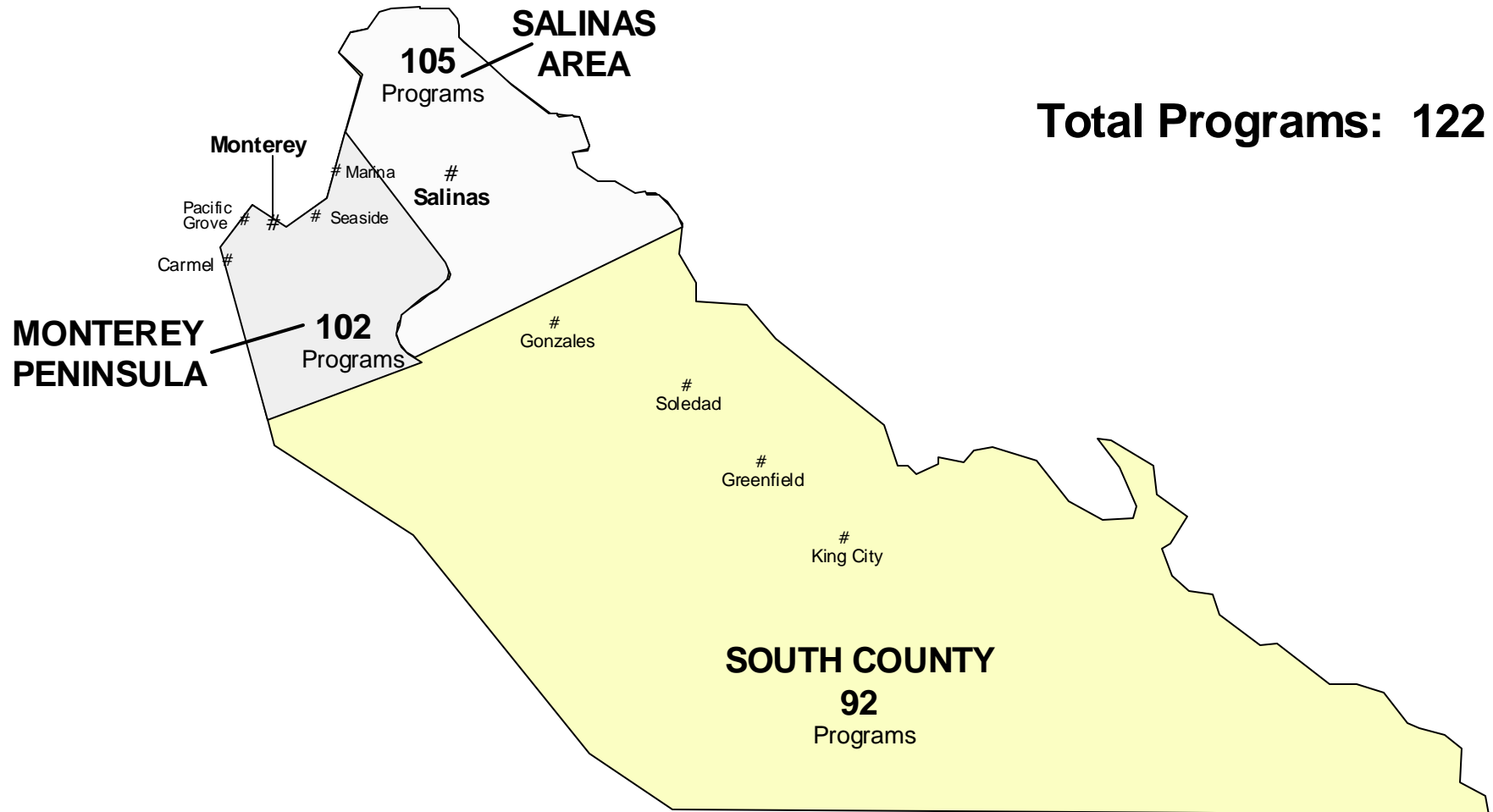
- **Approximately the same number of workforce programs serve both the Salinas and Monterey Peninsula regions of Monterey County (see Table 7 and Figure 1).** This is true for all types of services.
- **A smaller, but still significant number of workforce programs provide services in South Monterey County.** This is generally true for all types of services.

Table 7. Programs Providing Types of Workforce Services by Region

Regions	Any Workforce Services	Job Search Services	Youth Services	Employer Services	Training-related Services	Support Services
Monterey County	122	56	47	29	80	41
Salinas Area	105	43	37	27	67	34
Monterey Peninsula	102	47	38	26	66	33
South County	92	43	33	25	60	28

Source: Directory.

FIGURE 1: NUMBER OF WORKFORCE SERVICES PROGRAMS BY REGION MONTEREY COUNTY



NOTE: Regional boundaries do not represent actual jurisdictional boundaries--they are approximations.

III-3. WORKFORCE PROGRAM TARGETING OF SPECIFIC GROUPS

- Most programs are targeted at the general public (63%, 77 responses) followed by low income customers (43%, 53 responses) and people with disabilities (39%, 47 responses) (see Table 10).** Farmworkers (33%, 40 responses) also have a relatively large number of programs targeted at them. Fewer programs are targeted at employers of dislocated workers (16%, 20 responses) and at-risk youth (20%, 25 responses).
- Workforce programs targeted specific groups at about the same rate throughout the county (see Table 11).** Workforce programs serving south Monterey County are about as likely to target specific groups as are programs serving other areas.

Table 10. Percentage of Workforce Programs Targeting Specific Groups

Target Groups	Percentage All Programs	Pct. Programs offering Job Search Services	Pct. Programs offering Training-related Services	Pct. Programs offering Employer Services	Pct. Programs offering Support Services
General Public	63% (77)	70% (39)	68% (54)	69% (20)	70% (29)
Low Income	43% (53)	52% (29)	43% (34)	N/A	63% (26)
People with Disabilities	39% (47)	52% (29)	41% (33)	N/A	39% (16)
Farmworkers	33% (40)	41% (23)	35% (28)	N/A	44% (18)
Dislocated Workers	31% (38)	48% (27)	38% (30)	N/A	29% (12)
Seasonal Workers	27% (33)	30% (17)	23% (18)	N/A	49% (20)
CalWORKS	22% (27)	25% (14)	21% (17)	N/A	44% (18)
At-risk Youth	20% (25)	25% (14)	21% (17)	N/A	39% (16)
Employers of Dislocated Workers	16% (20)	N/A	N/A	45% (13)	12% (5)

Source: Directory. Numbers do not add up across because many programs target more than one group.

Table 11. Percentage of Programs in each Region Targeting Specific Groups

Target Groups	Pct. Monterey County Programs	Pct. Monterey Peninsula Programs	Pct. Salinas Area Programs	Pct. South County Programs
General Public	63% (77)	65% (66)	65% (68)	67% (62)
Low Income	43% (53)	42% (43)	44% (46)	48% (44)
People with Disabilities	39% (47)	39% (40)	40% (42)	35% (32)
Farmworkers	33% (40)	31% (32)	35% (37)	37% (34)
Dislocated Workers	31% (38)	32% (33)	33% (35)	36% (33)
Seasonal Workers	27% (33)	24% (24)	29% (30)	29% (27)
CalWORKS	22% (27)	21% (21)	24% (25)	21% (19)
At-risk Youth	20% (25)	19% (19)	19% (20)	17% (16)
Employers of Dislocated Workers	16% (20)	18% (18)	18% (19)	21% (19)

Source: Directory. Numbers do not add up across because many programs target more than one group.

III-4. WORKFORCE PROGRAM TARGETING OF AGE-SPECIFIC GROUPS

- **Elderly customers (14%, 17 responses) and younger youth ages 14-18 (19%, 23 responses) are targeted by the fewest workforce programs (see Table 8).** Older youth, ages 18-21, (34%, 42 responses) are the specific age group most likely to be targeted by workforce programs.
- **The number of workforce programs targeting age-specific groups in south county is comparable to that of other regions, despite south Monterey County’s smaller population**

Table 8. Percentage of Workforce Programs Targeting Age-Specific Groups

Age Groups	Percentage All Monterey Programs	Pct. Programs offering Job Search Services	Pct. Programs offering Youth Services	Pct. Programs offering Training- related Services
General Public	63% (77)	70% (39)	70% (33)	68% (54)
Older Youth	34% (42)	59% (33)	51% (24)	40% (32)
Younger Youth	19% (23)	30% (17)	36% (17)	20% (16)
Elderly	14% (17)	18% (10)	N/A	11% (9)

Source: Directory. Numbers do not add up across because many programs target more than one group.

Table 9. Percentage of Programs in each Region Targeting Age-Specific Groups

Target Groups	Pct. Monterey County Programs	Pct. Monterey Peninsula Programs	Pct. Salinas Area Programs	Pct. South County Programs
General Public	63% (77)	65% (66)	65% (68)	67% (62)
Older Youth	34% (42)	38% (39)	35% (37)	39% (36)
Younger Youth	19% (23)	21% (21)	15% (16)	16% (15)
Elderly	14% (17)	15% (15)	15% (16)	14% (13)

Source: Directory. Numbers do not add up across because many programs target more than one group.

III-5. WORKFORCE PROGRAM ELIGIBILITY

- **Surveyed workforce programs indicated that they use few eligibility criteria (see Table 12).** The most common form of eligibility criteria used throughout Monterey County is income level (26%, 32 responses), followed by being a student (25%, 30 responses), and being a CalWORKS recipient (22%, 27 responses).
 - Eligibility criteria is most commonly used by support service and youth service programs.
 - A majority of programs offering support services use income level for eligibility (54%, 22 responses), and many (44%, 18 responses) also use CalWORKS participation.

Table 12. Percentage of Programs Using Specified Eligibility Criteria

Eligibility	Pct. All Programs	Pct. Programs offering Job Search Services	Pct. Programs offering Training-related Services	Pct. Programs offering Youth Services	Pct. Programs offering Employer Services	Pct. Programs offering Support Services
Income level	26% (32)	29% (16)	21% (17)	34% (16)	28% (8)	54% (22)
Student	25% (30)	25% (14)	19% (15)	34% (16)	24% (7)	37% (15)
CalWORKS	22% (27)	25% (14)	21% (17)	34% (16)	28% (8)	44% (18)
Disabled	20% (24)	18% (10)	16% (13)	13% (6)	17% (5)	17% (7)
Residency	17% (21)	14% (8)	13% (10)	21% (10)	28% (8)	46% (19)
Age-specific	16% (20)	21% (12)	18% (14)	30% (14)	21% (6)	24% (10)

Source: Directory. Numbers do not add up across because many programs use more than one eligibility criteria.

IV. ACCESSIBILITY OF SERVICES

IV-1. WORKFORCE PROGRAM LANGUAGE ACCESSIBILITY

- **About two-thirds (64%, 78 responses) of all programs serving Monterey county have staff who speak Spanish (see Table 13).** This is generally true for programs providing all types of services.
- **By contrast, few programs have staff who can speak Asian languages such as Vietnamese, Tagalog, Cantonese or Mandarin.** For example, only 6% and 5% of workforce program staff speak Vietnamese and Tagalog, respectively and none speak Cantonese or Mandarin.

Table 13. Percentage of Workforce programs with Staff who Speak Specified Languages

Languages Spoken	Pct. All Programs	Pct. Programs offering Job Search Services	Pct. Programs offering Training-related Services	Pct. Programs offering Youth Services	Pct. Programs offering Employer Services	Pct. Programs offering Support Services
Spanish	64% (78)	63% (35)	58% (46)	79% (37)	62% (18)	95% (39)
Vietnamese	6% (7)	9% (5)	6% (5)	6% (3)	17% (5)	10% (4)
Tagalog	5% (6)	7% (4)	6% (5)	9% (4)	14% (4)	10% (4)
Cantonese	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)
Mandarin	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)

Source: Directory. Numbers do not add up across because many programs offer more than one type of service.

IV-2. WORKFORCE PROGRAM MASS TRANSIT ACCESSIBILITY

- **Nearly two-thirds (64%, 78 responses) of all workforce programs serving Monterey County are accessible via mass transit (see Table 14).** Workforce programs serving all regions of the county are accessible at approximately the same rate.

Table 14. Percentage of Programs by Region Accessible via Mass Transit

Region	Percentage	Responses
Monterey County	64%	78
Monterey Peninsula	64%	65
Salinas Area	66%	69
South County	62%	57

Source: Directory. These numbers reflect service by Monterey Salinas Transit (MST) only.

V. FUNDING AND BUDGETS

V-1. WORKFORCE SERVICE PROVIDER ANNUAL OPERATING BUDGETS

- **Most Monterey County providers have mid-range annual operating budgets of between \$100,000 to \$5 million**
 - Over a third (36%, 17 responses) of all Monterey County workforce service providers have annual operating budgets of between \$500,000 to \$5,000,000.
 - Another third (32%, 15 responses) have budgets of between \$100,000 to \$500,000.
 - 19% of all providers have budgets of over \$5 million.

Table 15. Annual Operating Budgets of Monterey County Providers

Annual Operating Budget	Percentages	Responses
Under \$50 K	4%	2
\$50 - 100 K	9%	4
\$100 – 500 K	32%	15
\$500 – 1 Million	19%	9
\$ 1 Million to \$5 Million	17%	8
More than \$5 Million	19%	9

Source: Zoomerang.

V-2. WORKFORCE SERVICE PROVIDER PLANS FOR USING NEW RESOURCES

- **If provided with additional funding, most Monterey County providers surveyed say they would expand or strengthen existing programs (see Table 16).**
 - The types of programs providers want to expand, strengthen or create range widely and include most types of workforce services and support services.

Table 16. How Providers Would Use Additional Resources

Plans for New Resources	Percentages	Responses
Expand current program(s)	67%	35
Strengthen current program(s)	65%	34
Serve additional customers	60%	31
Create (a) new program(s)	42%	22
Other	17%	9
Don't know	10%	5

Source: Zoomerang.

V-3. HOW MUCH ADDITIONAL FUNDING PROVIDERS NEED TO ACHIEVE THEIR PLANS

- **Most providers indicated that they need more than \$50,000 to achieve their plans for using additional funding (see Table 17).** For example, 46% (22 responses) of providers said they need from \$50,000 to \$500,000 to carry out these plans.
 - Only 13% (6 responses) said they need less than \$50,000.
 - 6% (3 responses) said they need more than \$5 million.

Table 17. Amount of Funding Needed by Providers to Achieve their Plans

Funding Needed	Percentage (responses)
Under \$50,000	13% (6)
\$50,000 - \$100,000	23% (11)
\$100,000 - \$500,000	23% (11)
\$500,000 – 1 million	13% (6)
1 million – 5 million	9% (4)
More than 5 million	6% (3)

Source: Zoomerang.

V-4. WORKFORCE SERVICE PROVIDER RELIANCE ON MAJOR FUNDING SOURCES

- **State funding provides the largest share of funding for 49% of Monterey County workforce service providers (18 responses).** 27% receive the largest portion of their funding from federal sources, while only three providers receive the majority of their funding from foundations or the county. (see Table 18)
 - A number of providers also said that they receive significant funding from tuition or fees charged to customers.
- **40% (15 responses) of providers receive 90% or more of their funding from only one source.** This funding is typically from state or federal sources.

Table 18. Workforce Services Provider Reliance on Major Funding Sources

Funding Source	Percentage	Responses
State	49%	18
Federal	27%	10
County	8%	3
Foundation	11%	4

Source: Zoomerang.

V-5. WORKFORCE SERVICE PROVIDER USE OF SPECIFIC FUNDING SOURCES

- **CalWORKs/Temporary Assistance to Needy Families (9 responses) and Average Daily Attendance (8 responses) were the two most common specific sources of funding mentioned (See Table 19)¹.** Adult Education and Literacy funding and Carl Perkins were two other funding sources that were mentioned several times (4 responses).

Table 19. Specific Funding Sources Mentioned by Workforce Service Providers

Title of Funding Source	Frequency
CalWORKS/TANF	9
Average Daily Attendance	8
Adult education and Literacy	4
Carl Perkins	4
State Vocational Rehabilitation Program	3
Community Services Block Grant	3
WIA Adult	3
Alcohol, Drug Abuse and Mental Health Block Grant	2
WIA Youth	2
Title I, Elementary and Secondary Education Act	2
Child Care Development Block Grant	1
Title XX, Social Security Act	1
Improving America's Schools Act (IASA)	1
Housing and Urban Development	1
Schiff Cardenas Crime Prevention Act of 2000	1
School to Career	1
WIA Migrant and Seasonal Farmworker Program	1
Student tuition	1
Migrant Education Funding	1
WIA Dislocated Worker	1

Source: Zoomerang.

¹ Note: The very low frequencies reported here are likely due to the fact that many providers responding to the survey did not know the names of the specific funding sources their programs rely on for funding and were not able to answer this question.

VI. PERCEPTION OF NEEDS

VI-1. WORKFORCE SERVICE PROVIDER PERCEPTION OF YOUTH NEEDS

- **Only a few providers noted that certain workforce services are completely unavailable to youth (see tables 20 and 21).** However many providers said that a number of workforce services are available on only a limited basis.
 - Youth services that were most commonly described as completely unavailable include entrepreneurial training (18%, 9 responses), housing (16%, 8 responses) and drop-out prevention, leadership training, mentoring and transportation (all 12%, 6 responses).
 - The youth services most commonly described as having limited availability included child care (66% 33 responses), transportation (53% 26 responses) and summer employment (52% 26 responses).

Table 20. Youth Services Most Commonly Described as Completely Unavailable

Youth Services	Responses	Percentage
Entrepreneurial training	9	18%
Housing	8	16%
Drop-out prevention	6	12%
Leadership training	6	12%
Mentoring	6	12%
Transportation	6	12%

Source: Zoomerang.

Table 21. Youth Services Most Commonly Described as having Limited Availability

Youth Services	Responses	Percentage
Child care	33	66%
Transportation	26	53%
Summer employment	26	52%
Mentoring	24	49%
Vocational assessment	24	48%
Health care	23	46%
Tutoring	23	46%
On-the-Job training	22	45%
Housing	22	45%

Source: Zoomerang. Some items with the same number of responses have different percentages because many providers did not provide a response for each item.

VI-2. WORKFORCE SERVICE PROVIDER PERCEPTION OF ADULT NEEDS

- **Only a few providers noted that certain workforce services are completely unavailable to adults (see Table 22 and 23).** However many providers indicated that a number of workforce services for adults are available on only a limited basis.
 - Adult services that were most commonly described as completely unavailable include housing (10%, 5 responses) and mentoring (10%, 5 responses).
 - The most common services described as available on only a limited basis include housing (63%, 31 responses), child care (56%, 28 responses), transportation and health care (both 58%, 26 responses)

Table 22. Adult Services Most Commonly Described as Completely Unavailable

Adult Services	Responses	Percentage
Housing	5	10%
Mentoring	5	10%
Vocational assessment	4	9%
Leadership training	4	8%
Mental health counseling	4	8%
Vocational training	4	8%
Vocational rehabilitation	4	8%
Work experience/internships	4	8%

Source: Zoomerang. Some items with the same number of responses have different percentages because many providers did not provide a response for each item.

Table 23. Adult Services Most Commonly Described as having Limited Availability

Adult Services	Responses	Percentages
Housing	31	63%
Child care	28	56%
Transportation	26	58%
Health care	26	53%
Job matching	23	48%
Customized training	23	47%
Vocational assessment	21	45%
Tutoring	21	45%
Work experience/Internships	21	44%
On-the-job training	21	44%

Source: Zoomerang. Some items with the same number of responses have different percentages because many providers did not provide a response for each item.

VI-3. WORKFORCE SERVICE PROVIDER PERCEPTION OF SPECIFIC GROUP NEEDS

- **Monterey County workforce service providers indicated that the most “significantly underserved” groups are individuals with low literacy skills (39%, 20 responses) and individuals with limited English skills (33%, 17 responses).** Many providers also described seasonal workers and school dropouts (both 33%, 16 responses) as “significantly underserved.”
 - However, a significant minority of providers also felt that these same groups are not underserved. For example, 22% (11 responses) of providers did not feel that either people with low literacy skills or limited English-speaking people are underserved.
- **People with disabilities (38%, 19 responses) and pregnant and parenting youth (33%, 16 responses) are the specific groups most commonly identified as “somewhat underserved.”**

Table 24. Availability of Workforce Services for Specific Groups

Specific Groups	Significantly Underserved	Somewhat Underserved	Not Underserved
Individuals with low literacy skills	39% (20)	18% (9)	22% (11)
Individuals with limited English skills	38% (17)	27% (14)	22% (11)
Seasonal Workers	33% (16)	15% (7)	19% (9)
School Drop-out	33% (16)	20% (10)	20% (10)
Farmworkers	35% (17)	27% (13)	10% (5)
Pregnant or parenting youth	23% (11)	33% (16)	21% (10)
Youth in foster care	21% (10)	15% (7)	13% (6)
Elderly (55+)	17% (8)	25% (12)	17% (8)
Dislocated Workers	17% (8)	29% (14)	15% (7)
Young Offender	13% (6)	29% (14)	19% (9)
People with disabilities	12% (6)	38% (19)	22% (11)

Source: Zoomerang.

VI-4. WORKFORCE SERVICE PROVIDER PERCEPTIONS OF UNDERSERVED COMMUNITIES

- **Soledad (38%, 18 responses), Castroville/Pajaro, Greenfield (both 35%, 17 responses) and King City (32%, 15 responses) are the communities most commonly described by workforce service providers as “significantly underserved.”**
 - Marina (42%, 20 responses) and Big Sur (31%, 15 responses) are the two communities most commonly rated “somewhat underserved.”

Table 25. Availability of Workforce Services in Specific Areas of Monterey County

Specific Groups	Significantly Underserved	Somewhat Underserved	Not Underserved
Soledad	38% (18)	23% (11)	6% (3)
Castroville/Pajaro	35% (17)	25% (12)	10% (5)
Greenfield	35% (17)	25% (12)	8% (4)
King City	32% (15)	23% (11)	13% (6)
Seaside	24% (11)	22% (10)	30% (14)
East Salinas	23% (11)	23% (11)	25% (12)
Big Sur	20% (10)	31% (15)	6% (3)
North Salinas	17% (8)	23% (11)	32% (15)
West Salinas	15% (7)	25% (12)	31% (15)
Marina	13% (6)	42% (20)	19% (9)
South Salinas	10% (5)	25% (12)	35% (17)
Monterey	6% (3)	25% (12)	44% (21)
Pacific Grove	4% (2)	8% (4)	50% (24)
Carmel	0% (0)	15% (7)	42% (20)

Source: Zoomerang.

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SPR

SOCIAL POLICY RESEARCH ASSOCIATES

**TRI-COUNTY COMMUNITY ASSET
INVESTMENT PORTFOLIO**

**INVENTORY OF SERVICES
INTERIM REPORT**

SAN BENITO COUNTY

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I. INTRODUCTION

I-1. BACKGROUND

The Tri-County Inventory of Services Interim Report is designed to provide Workforce Investment Board staff with information on workforce programs and providers operating within the three counties of Santa Cruz, Monterey, and San Benito. The report is the second stage of a four-part project to develop a Community Asset Investment Portfolio for these three counties. In addition to this Inventory of Services Report and the already completed Needs Assessment Interim Report, the Tri-County Community Asset Investment Portfolio will eventually include an analysis of workforce service gaps and a final report which will recommend how the counties might address these gaps.

The Inventory of Services Interim Report is based entirely on data collected from two linked web surveys of workforce service providers conducted from August 15 to October 11, 2002. The first survey was designed to collect information on workforce services in the Tri-County Region both for this report and for a separate Directory of Workforce Services. 130 Tri-County providers out of a total of 323 (response rate 40.25%) responded to this survey and provided information about 80 programs that serve San Benito County. The second survey was designed to collect information on types of providers, budgets, funding and provider perceptions of unmet need. 104 providers also responded to this second survey, 23 of which were from San Benito County.

The providers surveyed primarily included organizations that offer workforce services for youth, adults and employers. These services included vocational training, job search assistance, career counseling, pre-screening of job applicants, and summer employment. Many providers of support services such as child care, substance abuse treatment, and housing were also included. However, because not all workforce service providers in the Tri-County region responded, the findings of this report are limited and capture only the results and opinions of those providers who did participate. Consequently, any conclusions garnered from this report should be considered preliminary.

I-2. SUMMARY OF FINDINGS

This report is divided into four sub-reports focusing on the services and needs of each county and an overall regional summary. This sub-report provides results for Santa Benito County.

- **Overview of Provider Characteristics.** The section following the introduction will provide background information on workforce programs. Here are some key findings:
 - Non-profits provide the largest number of workforce programs in San Benito County.
 - Most workforce service providers have been in operation for more than 10 years.
 - About half of all county workforce service providers have only one service location in the Tri-County region.
 - Nearly half of all workforce service providers serve more than 1,000 customers a year.
 - The most common primary desired participant outcomes are enhanced employability and employment.
- **Availability of Services.** This section presents data on the availability, targeting and eligibility criteria of workforce services and programs in the county. Here are some key findings:
 - The most common types of workforce services provided in San Benito County are job search and training-related services, including job search assistance, vocational training, and academic training programs.
 - The least common workforce services are out-placement services for employers, mental health counseling, substance abuse services, and summer employment programs.
 - Most workforce programs serve both north and south county.
 - Many workforce programs are targeted at the general public, low income people, farmworkers and dislocated workers.
 - Few workforce programs target at-risk youth or CalWORKS recipients.
 - The age-specific groups least often targeted are the elderly and younger youth.
 - Few surveyed workforce programs indicated that they use eligibility criteria.

- **Accessibility of Services.** This section provides information on program language and mass transit accessibility. Here are some key findings from this section:
 - More than half of all county workforce programs have staff who speak Spanish, but few who speak other Asian languages.
 - Less than a third of all workforce programs throughout the county are accessible by mass transit.
- **Funding and Budgets.** This section describes funding and budget characteristics of workforce providers. Here are the key findings from this section:
 - Most workforce service providers have mid-range annual operating budgets of between \$100,000 to \$5 million.
 - If provided additional funding, most providers said they would strengthen or expand existing programs or create new ones. Most providers indicated that they need from \$50,000 to \$500,000 in additional funding to achieve these plans.
 - Federal funding provides the largest share of funding for about half of all workforce service providers.
 - Apprenticeship Apportionment, Community Services Block Grant, Housing and Urban Development (HUD) and WIA Adult and Youth were the most common specific sources of funding mentioned by providers.
- **Perception of Needs:** This final section focuses on service provider perceptions of unmet needs among youth, adults, specific groups and geographic communities. Here are the key findings from this section:
 - The youth services most commonly described as completely unavailable are entrepreneurial training, summer employment and substance abuse services. Those most commonly characterized as being available on only a limited basis include customized training, mental health counseling, and health care.
 - The adult services most commonly described as completely unavailable are housing, mentoring, and leadership training. Those most commonly characterized as being available on only a limited basis include basic skills training, health care and mental health counseling.
 - The specific groups most commonly described as “significantly underserved” include individuals with low literacy skills and farmworkers. Pregnant and parenting youth is the group most commonly described as “somewhat underserved.”

I. Introduction

- San Juan Bautista was described by a third of all providers as “significantly underserved” while nearly two-thirds rated Hollister as somewhat underserved.

II. OVERVIEW OF PROVIDER CHARACTERISTICS

II-1. TYPES OF WORKFORCE SERVICE PROVIDERS

- **Non-profits provide the largest number of workforce programs in San Benito County (see Table 1).** Programs run by public providers are the next largest group followed by for-profit providers. This varies by type of service.
 - Slightly more job search and youth services are provided by public programs.
 - More employer services are provided by for-profits.
 - No support services are provided by for-profits.

Table 1. Type of Provider by Type of Service Offered

Type of Program Providers	Overall	Job Search Services	Youth Services	Employer Services	Training Related Services	Support Services
Non-profits	37	6	10	3	24	9
Public	33	13	13	2	18	9
For-profits	10	8	1	7	9	0

Source: Directory.

II-2. WORKFORCE SERVICE PROVIDER YEARS OF OPERATION

- **The vast majority (87%, 20 responses) of San Benito County workforce service providers have been in operation for more than 10 years (see Table 2).** 9% (2 responses) have been in operation from 5-10 years and only one program has been in operation for five years or less.

Table 2. Length of Operation of Service Providers

Number of Years of Operation	Percentages	Responses
0-1 Year	0%	0
1-5 Years	4%	1
5-10 Years	9%	2
More than 10 Years	87%	20

Source: Zoomerang

II-3. NUMBER OF WORKFORCE SERVICE PROVIDER SERVICE LOCATIONS

- **More than half (57%, 12 responses) of all San Benito County workforce service providers have only one service location in the Tri-County area (see Table 3).** 39% (8 responses) have between two and five locations and no provider indicated having 10 or more locations.

Table 3. Number of Service Locations of San Benito County Providers

Number of Service Locations	Percentages	Responses
1	57%	12
2	10%	2
3-5	29%	6
6-10	5%	1
10 or more	0%	0

Source: Zoomerang.

II-4. WORKFORCE SERVICE PROVIDER PARTICIPANTS PER YEAR

- **Nearly half of all San Benito County workforce service providers serve more than 1,000 customers a year (43%, 10 responses), while 35% (8 responses) serve between 101 to 1,000 customers a year (see Table 4). Only one program serves twenty or fewer customers a year and no programs serve between 21-50 customers.**

Table 4. Number of Participants Served Per Year

Number of Participants	Percentages	Responses
1 -20	4%	1
21 – 50	0%	0
51 – 100	17%	4
101 – 500	22%	5
501 – 1000	13%	3
More than 1000	43%	10

Source: Zoomerang.

II-5. PRIMARY DESIRED OUTCOMES FOR WORKFORCE PROGRAM PARTICIPANTS

- **The most common primary desired outcomes for participants in San Benito County workforce programs are enhanced employability and employment (both 70%, 16 responses).** Skills attainment is another important desired participant outcome (61%, 14 responses) as is improved career awareness (52%, 12 responses).

Table 5. Primary Desired Outcomes for Participants

Desired Outcomes	Percentages	Responses
Enhanced employability	70%	16
Employment	70%	16
Skills Attainment	61%	14
Improved career awareness	52%	12
Career advancement	48%	11
Other	39%	9
Attainment of credential/certificate/degree	35%	8
Improved mental/physical health	17%	4

Source: Zoomerang.

III. AVAILABILITY OF SERVICES

III-1. NUMBER OF PROGRAMS OFFERING SPECIFIC WORKFORCE SERVICES

- **The most common types of workforce services in San Benito County are job search and training related services (see Table 6).** The most commonly offered specific services are job search assistance (23 programs), vocational training (21 programs), and academic training (20) programs).
- **No survey respondent indicated that it provides out-placement services for employers in the county.** In addition, only two programs provide substance abuse services, summer employment, and mental health counseling.

Table 6. Number of Programs Offering Workforce Services in San Benito County

Category	Services	Programs Offering
Job Search Services	Job Search Assistance	23
	Career Counseling	19
	Job Listings	16
	Job Matching	15
	Vocational Assessment	8
	Vocational Rehabilitation	5
Training-related Services	Vocational Training	21
	Academic Training	20
	Customized Training	19
	Apprenticeships	15
	On-the-Job Training	12
	Basic Skills Training	10
	Entrepreneurial Training	5
	Literacy Training	5
Specialized Youth Services	Work Experience/Internships	17
	Mentoring	12
	Tutoring	10
	Drop-out Prevention	8
	Leadership Training	5
	Summer Employment	2
Employer Services	Pre-screening of Applicants	12
	Information on Tax Credits and hiring incentives	3
	Out-placement Services	0
Support Services	Childcare	11
	Transportation	5
	Housing	4
	Substance Abuse Services	2
	Mental Health Counseling	2

Source: Directory.

III-2. PROGRAMS PROVIDING TYPES OF WORKFORCE SERVICES BY REGION

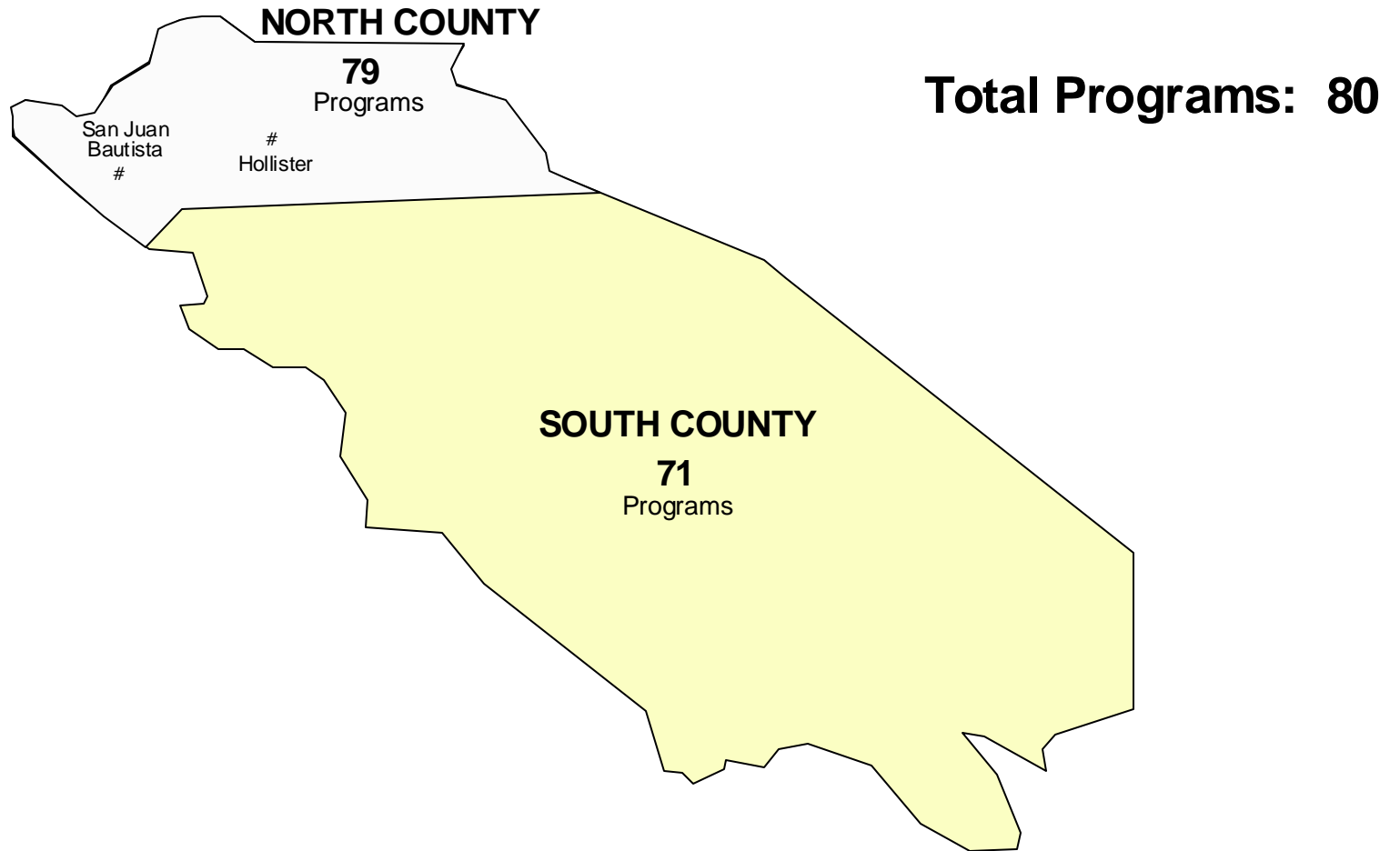
- **The vast majority of San Benito County workforce programs serve both regions of the county (See Table 7 and Figure 1).** For example, 71 programs serve the southern region of the county which is only eight less than serve the northern region.

Table 7. Programs Providing Types of Workforce Services by Region

Regions	Any Workforce Services	Job Search Services	Youth Services	Employer Services	Training-related Services	Support Services
San Benito County	80	24	16	10	41	16
North County	79	26	23	11	50	18
South County	71	25	17	11	44	16

Source: Directory.

FIGURE 1: NUMBER OF WORKFORCE SERVICES PROGRAMS BY REGION SAN BENITO COUNTY



NOTE: Regional boundaries do not represent jurisdictional boundaries--they are approximations.

III-3. WORKFORCE PROGRAM TARGETING OF SPECIFIC GROUPS

- **The largest number of county workforce programs are targeted at the general public (65%, 52 responses) followed by low income people (39%, 31 responses) and farmworkers (36%, 29 responses).** A number of programs are also targeted dislocated workers (33%, 26 responses), people with disabilities, and seasonal workers (both 28%, 22 responses).
- **Few San Benito County programs indicated that they target at-risk youth (14%, 11 responses) or CalWORKS recipients (8%, 6 responses).**

Table 8. Percentage of Workforce Programs Targeting Specific Groups

Target Groups	Percentage All Programs	Pct. Programs offering Job Search Services	Pct. Programs offering Training-related Services	Pct. Programs offering Employer Services	Pct. Programs offering Support Services
General Public	65% (52)	78% (21)	69% (35)	100% (12)	78% (14)
Low Income	39% (31)	52% (14)	37% (19)	N/A	39% (7)
Farmworkers	36% (29)	48% (13)	31% (16)	N/A	39% (7)
Dislocated Workers	33% (26)	52% (14)	35% (18)	N/A	28% (5)
People with Disabilities	28% (22)	59% (16)	29% (15)	N/A	39% (7)
Seasonal Workers	28% (22)	30% (8)	18% (9)	N/A	39% (7)
Employers of Dislocated Workers	19% (15)	N/A	N/A	83% (10)	17% (3)
At-risk Youth	14% (11)	22% (6)	14% (7)	N/A	22% (4)
CalWORKS	8% (6)	15% (4)	8% (4)	N/A	28% (5)

Source: Directory. Numbers do not add up across because many programs target more than one group.

Table 9. Percentage of Programs in each Region Targeting Specific Groups

Target Groups	Pct. San Benito County Programs	Pct. North County Programs	Pct. South County Programs
General Public	65% (52)	65% (51)	66% (47)
Low Income	39% (31)	35% (28)	38% (27)
Farmworkers	36% (29)	38% (30)	35% (25)
Dislocated Workers	33% (26)	32% (25)	32% (23)
People with Disabilities	28% (22)	28% (22)	27% (29)
Seasonal Workers	28% (22)	27% (21)	28% (20)
Employers of Dislocated Workers	19% (15)	8% (6)	7% (5)
At-risk Youth	14% (11)	18% (14)	18% (13)
CalWORKS	8% (6)	14% (11)	10% (7)

Source: Directory. Numbers do not add up across because many programs target more than one group.

III-4. WORKFORCE PROGRAM TARGETING OF AGE-SPECIFIC GROUPS

- **Younger youth ages 14-18 (13%, 10 responses) and elderly customers (16%, 13 responses) are targeted by the fewest workforce programs (see Table 10).**
 - Older youth (35%, 28 responses) are more likely to be targeted by programs than younger youth (13%, 10 responses).
- **The majority of workforce programs throughout the county serve the general public.**

Table 10. Percentage of Workforce Programs Targeting Age-Specific Groups

Age Groups	Percentage All San Benito Programs	Pct. Programs offering Job Search Services	Pct. Programs offering Youth Services	Pct. Programs offering Training-related Services
General Public	65% (52)	78% (21)	N/A	69% (35)
Older Youth	35% (28)	74% (20)	38% (9)	39% (20)
Elderly	16% (13)	19% (5)	N/A	8% (4)
Younger Youth	13% (10)	22% (6)	21% (5)	12% (6)

Source: Directory. Numbers do not add up across because many programs target more than one group.

Table 11. Percentage of Programs in each Region Target Age-Specific Groups

Target Groups	Pct. San Benito Programs	Pct. North County Programs	Pct. South County Programs
General Public	65% (52)	65% (51)	66% (47)
Older Youth	35% (28)	34% (27)	35% (25)
Elderly	16% (13)	16% (13)	17% (12)
Younger Youth	13% (10)	13% (10)	10% (7)

Source: Directory. Numbers do not add up across because many programs target more than one group.

III-5. WORKFORCE PROGRAM ELIGIBILITY

- **Few surveyed workforce programs indicated that they use eligibility criteria (see Table 12).** The most common form of eligibility criteria used throughout San Benito County is being in a certain age group (23%, 18 responses), followed by income level (18%, 14 responses), and having a disability (15%, 12 responses).
 - A majority of the programs offering support services use income level as eligibility criteria (61%, 11 responses), and many also use disability (44%, 8 responses), and age (39%, 7 responses).

Table 12. Percentage of Programs Using Specified Eligibility Criteria

Eligibility	Pct. All Programs	Pct. Programs offering Job Search Services	Pct. Programs offering Training-related Services	Pct. Programs offering Youth Services	Pct. Programs offering Employer Services	Pct. Programs offering Support Services
Age-specific	23% (12)	26% (7)	24% (12)	42% (10)	25% (3)	39% (7)
Income level	18% (14)	15% (4)	8% (4)	13% (3)	8% (1)	61% (11)
Disabled	15% (12)	30% (8)	14% (7)	21% (5)	17% (2)	44% (8)
Student	11% (9)	15% (4)	12% (6)	17% (4)	8% (1)	11% (2)
CalWORKS	8% (6)	15% (4)	8% (4)	8% (2)	8% (1)	28% (5)
Residency	6% (5)	11% (3)	6% (3)	8% (2)	0% (0)	22% (4)

Source: Directory. Numbers do not add up across because many programs use more than one criteria.

IV. ACCESSIBILITY OF SERVICES

IV-1. WORKFORCE PROGRAM LANGUAGE ACCESSIBILITY

- **More than half (53%, 42 responses) of all workforce programs serving San Benito County have staff who speak Spanish (see Table 13).** In particular, 83% of programs offering support services (15 responses) and 67% (16 responses) of programs serving youth have staff who speak Spanish.
 - By contrast, only 25% of programs offering employer services have staff who speak Spanish.
- **By contrast, only one workforce program providing job search services in San Benito County has staff who speak Tagalog, Cantonese, Vietnamese, or Mandarin.**

Table 13. Percentage of Workforce programs with Staff who Speak Specified Languages

Languages Spoken	Pct. All Programs	Pct. Programs offering Job Search Services	Pct. Programs offering Training-related Services	Pct. Programs offering Youth Services	Pct. Programs offering Employer Services	Pct. Programs offering Support Services
Spanish	53% (42)	41% (11)	41% (21)	67% (16)	25% (3)	83% (15)
Tagalog	1% (1)	4% (1)	0% (0)	0% (0)	0% (0)	0% (0)
Cantonese	1% (1)	4% (1)	0% (0)	0% (0)	0% (0)	0% (0)
Vietnamese	1% (1)	4% (1)	0% (0)	0% (0)	0% (0)	0% (0)
Mandarin	1% (1)	4% (1)	0% (0)	0% (0)	0% (0)	0% (0)

Source: Directory. Numbers do not add up across because many programs offer more than one type of service.

IV-2. WORKFORCE PROGRAM MASS TRANSIT ACCESSIBILITY

- **Less than a third of all workforce programs throughout the county indicated that they are accessible by mass transit (see Table 14).** Only 24 (of 80) programs said they were accessible via San Benito County Transit.

Table 14. Percentage of Programs by Region with Accessible via Mass Transit

Region	Percentage	Responses
San Benito County	30%	24
North County	30%	24
South County	30%	21

Source: Directory. These numbers reflect access via San Benito County Transit (SBCT) only.

V. FUNDING AND BUDGETS

V-1. WORKFORCE SERVICE PROVIDER ANNUAL OPERATING BUDGETS

- **Most San Benito County workforce service providers (77%, 16 responses) have mid-range annual operating budgets of between \$100,000 and \$5 million.**
 - Almost half of San Benito County workforce service providers (43%, 9 responses) have annual operating budgets of between \$1 million and \$5 million.
 - Over one third (39%, 8 responses) have budgets between \$50,000 and \$500,000.
 - 10% of providers have budgets of over \$5 million.

Table 15. Annual Operating Budgets of San Benito County Providers

Annual Operating Budget	Percentages	Responses
Under \$50 K	5%	1
\$50 - 100 K	10%	2
\$100 – 500 K	29%	6
\$500 – 1 Million	5%	1
\$ 1 Million to \$5 Million	43%	9
More than \$5 Million	10%	2

Source: Zoomerang.

V-2. WORKFORCE SERVICE PROVIDER PLANS FOR USING NEW RESOURCES

- **If provided with additional funding, most San Benito County workforce service providers surveyed said they would expand current programs (63%, 12 responses), create a new program, or strengthen current programs (both 53%, 10 responses).**
 - The types of programs providers want to expand strengthen or create range widely and include most types of workforce services and support services.

Table 16. How Providers Would Use Additional Resources

Plans for New Resources	Percentages	Responses
Expand current program(s)	63%	12
Create (a) new program(s)	53%	10
Strengthen current program(s)	53%	10
Serve additional customers	42%	8
Don't know	11%	2
Other	11%	2

Source: Zoomerang.

V-3. HOW MUCH ADDITIONAL FUNDING PROVIDERS NEED TO ACHIEVE THEIR PLANS

- **More than half (54%, 9 responses) of all workforce service providers said they need from \$50,000 to \$500,000 to achieve their plans for using additional funding.** 6% (1 response) said they need less than \$50,000 while 12% (2 responses) said they need more than \$5 million (see Table 17).

Table 17. Amount of Funding Needed by Providers to Achieve their Plans

Funding Needed	Percentage	Responses
Under \$50,000	6%	1
\$50,000 - \$100,000	18%	3
\$100,000 - \$500,000	24%	4
\$500,000 – 1 million	12%	2
1 million – 5 million	6%	1
More than 5 million	12%	2
Don't know	24%	4

Source: Zoomerang.

V-4. WORKFORCE SERVICE PROVIDER RELIANCE ON MAJOR FUNDING SOURCES

- **Federal funding provides the largest share of funding for 58% of San Benito County workforce service providers (7 responses).** All other providers who responded indicated that they receive the largest portion of their funding from state sources.
 - Other significant sources of funding listed included local discretionary funds, union member wage contributions, and employer contributions.
- **Most county workforce service providers (75%, 9 responses) receive 90% or more of their funding from only one source.** This funding is typically from state or federal sources.

Table 18. Workforce Service Provider Reliance on Major Funding Sources

Funding Source	Percentage	Responses
Federal	58%	7
State	42%	5
County	0%	0
Foundation	0%	0

Source: Zoomerang

V-5. WORKFORCE SERVICE PROVIDER USE OF SPECIFIC FUNDING SOURCES

- **The most common specific sources of funding mentioned by workforce service providers were Apprenticeship Apportionment, Community Services Block Grant, Housing and Urban Development, WIA Adult, and WIA Youth (all with 2 responses)¹.**

Table 19. Specific Funding Sources Mentioned by Workforce Service Providers

Title of Funding Source	Frequency
Apprenticeship Apportionment (CDE)	2
Community Services Block Grant	2
Housing and Urban Development	2
WIA Adult	2
WIA Youth	2
Average Daily Attendance	1
CalWORKS/TANF	1
Carl Perkins	1
Individual with Disabilities Education Act (IDEA)	1
School to Career	1
State Vocational Rehabilitation Program	1
Wagner Peyser Act	1

Source: Zoomerang.

¹ Note: The very low frequencies reported here are likely due to the fact that many providers responding to the survey did not know the names of the specific funding sources their programs rely on for funding and were not able answer this question.

VI. PERCEPTION OF NEEDS

VI-1. WORKFORCE SERVICE PROVIDER PERCEPTION OF YOUTH NEEDS

- **Only a few providers noted that certain workforce services are completely unavailable to youth (see Tables 20 and 21).** However many providers said that a number of workforce services are available on only a limited basis.
 - Youth services that were most commonly described as completely unavailable include entrepreneurial training (44%, 8 responses), summer employment (32%, 6 responses), and substance abuse services (25%, 5 responses).
 - The youth services most commonly described as having limited availability include customized training, mental health counseling, and health care (11 responses each).

Table 20. Youth Services Most Commonly Described as Completely Unavailable

Youth Services	Responses	Percentages
Entrepreneurial training	8	44%
Summer Employment	6	32%
Substance Abuse Services	5	25%
Work Experience/Internships	4	22%
Mentoring	4	21%
Transportation	4	21%
On-the-job Training	4	21%
Vocational Training	4	21%

Source: Zoomerang.

Table 21. Youth Services Most Commonly Described as having Limited Availability

Youth Services	Responses	Percentages
Customized Training	11	61%
Mental Health Counseling	11	55%
Health Care	11	52%
Drop-out Prevention	10	53%
Housing	10	53%
Leadership Training	10	53%
Childcare	10	50%
Literacy Training	10	50%
Summer Employment	7	37%
Substance Abuse Services	5	25%

Source: Zoomerang. Some items with the same number of responses have different percentages because many providers did not provide a response for each item.

VI-2. WORKFORCE SERVICE PROVIDER PERCEPTION OF ADULT NEEDS

- **Only a few providers noted that certain workforce services are completely unavailable to adults (see Table 22 and 23).** However many providers indicated that a number of workforce services for adults are available on only a limited basis.
 - Adult services most commonly described as completely unavailable include housing, mentoring, and leadership training (33%, 6 responses each).
 - The adult services most commonly described as available only on a limited basis include basic skills training, health care, and mental health counseling (each 56%, 10 responses).

Table 22. Adult Services Most Commonly Described as Completely Unavailable

Adult Services	Responses	Percentages
Housing	6	33%
Mentoring	6	33%
Leadership Training	6	33%
Entrepreneurial Training	5	29%
Tutoring	5	28%

Source: Zoomerang. Some items with the same number of responses have different percentages because many providers did not provide a response for each item.

Table 23. Adult Services Most Commonly Described as having Limited Availability

Adult Services	Responses	Percentages
Basic Skills Training	10	56%
Health Care	10	56%
Mental Health Counseling	10	56%
Customized Training	9	56%
Career Counseling	9	50%

Source: Zoomerang. Some items with the same number of responses have different percentages because many providers did not provide a response for each item.

VI-3. WORKFORCE SERVICE PROVIDER PERCEPTION OF SPECIFIC GROUP NEEDS

- **San Benito County workforce service providers indicated that the most “significantly underserved” groups are individuals with low literacy skills (30%, 6 responses) and farmworkers (26%, 5 responses).**
 - Individuals with limited English skills, school drop-outs, and youth in foster care were also labeled as “significantly underserved” by several providers (21%, 4 responses each).
- **Pregnant or parenting youth (53%, 10 responses) is the group most commonly considered “somewhat underserved” by providers.** Individuals with limited English skills and dislocated workers are the next groups most commonly described as “somewhat underserved.”

Table 24. Availability of Workforce Services for Specific Groups

Specific Groups	Significantly Underserved	Somewhat Underserved	Not Underserved
Individuals with low literacy skills	30% (6)	35% (7)	10% (2)
Farmworkers	26% (5)	32% (6)	11% (2)
Individuals with limited English skills	21% (4)	42% (8)	11% (2)
School Drop-out	21% (4)	37% (7)	5% (1)
Youth in foster care	21% (4)	26% (5)	0% (0)
Elderly (55+)	16% (3)	32% (6)	11% (2)
Seasonal Workers	16% (3)	42% (8)	5% (1)
People with disabilities	16% (3)	37% (7)	21% (4)
Young Offender	15% (3)	40% (8)	10% (2)
Dislocated Workers	11% (2)	42% (8)	16% (3)
Pregnant or parenting youth	0% (0)	53% (10)	11% (2)

Source: Zoomerang.

VI-4. WORKFORCE SERVICE PROVIDER PERCEPTIONS OF UNDERSERVED COMMUNITIES

- **San Juan Bautista was rated as “significantly underserved” by providers (35%, 7 responses) while Hollister was most commonly identified as “somewhat underserved” (63%, 13 responses).** Other specific areas mentioned by providers include south county (3 responses), rural or outlying areas (3 responses), and Tres Pinos (1 response).

Table 25. Availability of Workforce Services in Specific San Benito County Communities

Specific Groups	Significantly Underserved	Somewhat Underserved	Not Underserved
Hollister	0% (0)	63% (13)	19% (4)
San Juan Bautista	35% (7)	35% (7)	10% (2)

Source: Zoomerang.

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SPR

SOCIAL POLICY RESEARCH ASSOCIATES

**TRI-COUNTY COMMUNITY ASSET
INVESTMENT PORTFOLIO**

**INVENTORY OF SERVICES
INTERIM REPORT**

SANTA CRUZ COUNTY

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I. INTRODUCTION

I-1. BACKGROUND

The Tri-County Inventory of Services Interim Report is designed to provide Workforce Investment Board staff with information on workforce programs and providers operating within the three counties of Santa Cruz, Monterey, and San Benito. The report is the second stage of a four-part project to develop a Community Asset Investment Portfolio for these three counties. In addition to this Inventory of Services Report and the already completed Needs Assessment Interim Report, the Tri-County Community Asset Investment Portfolio will eventually include an analysis of workforce service gaps and a final report which will recommend how the counties might address these gaps.

The Inventory of Services Interim Report is based entirely on data collected from two linked web surveys conducted from August 15 to October 11, 2002. The first survey was designed to collect information on workforce services in the Tri-County Region both for this report and for a separate Directory of Workforce Services. 130 Tri-County providers out of a total of 323 (response rate 40.25%) responded to this survey and provided information about 92 programs that serve Santa Cruz County. The second survey was designed to collect information on types of providers, budgets, funding and provider perceptions of unmet need. 104 providers also responded to this second survey, 32 of which were from Santa Cruz County.

The providers surveyed primarily included organizations that offer workforce services for youth, adults and employers. These services included vocational training, job search assistance, career counseling, pre-screening of job applicants, and summer employment. Many providers of support services such as childcare, substance abuse treatment, and housing were also included. However, because not all workforce service providers in the Tri-County region responded, the findings of this report are limited and capture only the results and opinions of those providers who did participate. Consequently, any conclusions garnered from this report should be considered preliminary.

I-2. SUMMARY OF FINDINGS

This report is divided into four sub-reports focusing on the services and needs of each county and an overall regional summary. This sub-report provides results for Santa Cruz County.

- **Overview of Provider Characteristics.** The section following the introduction will provide background information on workforce programs. Here are some key findings:
 - Non-profits operate the largest number of workforce programs in Santa Cruz County.
 - Most workforce service providers have been in operation for more than 10 years.
 - Over half of all workforce service providers have only one or two service locations in the Tri-County region.
 - About a third of all workforce service providers serve more than 1,000 customers a year, while just less than a third serve from 101-500 customers.
 - The most common primary desired participant outcomes are skills attainment and enhanced employability.
- **Availability of Services.** This section presents data on the availability, targeting and eligibility criteria of workforce services and programs in the county. Here are some key findings:
 - The most common types of workforce services provided in Santa Cruz County are job search and training-related services, including job search assistance, vocational training, and career counseling programs.
 - The least common workforce services are providing information to employers on tax credits and housing.
 - Most workforce programs serve all regions of the county.
 - Many workforce programs are targeted at the general public, low income people, people with disabilities, and dislocated workers. Few workforce programs target employers of dislocated workers or CalWORKS recipients
 - The age-specific groups least often targeted are younger youth and the elderly.
 - Few surveyed workforce programs indicated that they use eligibility criteria.

- **Accessibility of Services.** This section provides information on program language and mass transit accessibility. Here are the key findings from this section:
 - A little more than half of county workforce programs have staff who speak Spanish, and only two programs have staff who speak Vietnamese, Tagalog, Cantonese or Mandarin.
 - About half of all workforce programs throughout the county are accessible by mass transit.
- **Funding and Budgets.** This section describes funding and budget characteristics of workforce providers. Here are the key findings from this section:
 - Most workforce service providers have mid-range annual operating budgets of between \$100,000 to \$5 million.
 - If provided additional funding, most providers said they would strengthen current programs or serve additional customers. About half of all providers indicated that they would need between \$50,000 and \$500,000 in additional funding to achieve these plans.
 - State funding provided the largest share of funding for about 60% of all workforce service providers.
 - CalWORKS, Average Daily Attendance (ADA), WIA Adult and state Vocational Rehabilitation funding were the most common specific sources of funding mentioned by providers.
- **Perception of Needs:** This final section focuses on service provider perceptions of unmet needs among youth, adults, specific groups and geographic communities. Here are the key findings from this section:
 - The youth services most commonly described as completely unavailable are housing, health care, substance abuse services and mental health counseling. Those most commonly characterized as being available on only a limited basis include on-the-job-training, work experience/internships, and child care.
 - The adult services most commonly described as completely unavailable are housing and tutoring. Those most commonly characterized as being available on only a limited basis include child care and health care.
 - The specific groups most commonly described as “significantly underserved” are farmworkers and seasonal workers. School dropouts and the elderly are the two groups most commonly described as “somewhat underserved.”

I. Introduction

- The communities most commonly described as “significantly underserved” include Watsonville/Freedom, north coast/Davenport and the San Lorenzo Valley.

**II. OVERVIEW OF PROVIDER
CHARACTERISTICS**

II-1. TYPES OF WORKFORCE SERVICE PROVIDERS

- **The largest number of workforce programs in Santa Cruz County are provided by non-profits (see Table 1).** Programs run by public providers are the next largest group followed by programs run by for-profit providers. However, this varies by type of service.
 - More support services and training-related services are provided by non-profits.
 - More job search services are provided by public programs.

Table 1. Type of Provider by Types of Services Offered

Type of Program Providers	Overall	Job Search Services	Youth Services	Employer Services	Training Related Services	Support Services
Non-profits	48	10	17	9	30	19
Public	30	20	20	6	23	7
For-profits	14	12	3	8	12	0

Source: Directory

II-2. WORKFORCE SERVICE PROVIDER YEARS OF OPERATION

- **The majority (72%, 23 responses) of Santa Cruz County workforce service providers have been in operation for more than 10 years.** 22% (7 responses) have been in operation from one to five years, whereas only two providers (6%) have been in operation for 5-10 years.

Table 2. Length of Operation of Service Providers

Number of Years of Operation	Percentages	Responses
0-1 Year	0%	0
1-5 Years	22%	7
5-10 Years	6%	2
More than 10 Years	72%	23

Source: Zoomerang

II-3. NUMBER OF WORKFORCE SERVICE PROVIDER SERVICE LOCATIONS

- **Two-thirds of all Santa Cruz County workforce service providers (67%, 21 responses) have only one or two locations in the Tri-County area (see Table 3).** 19% (6 responses) have three to five locations and only 13% (4 responses) have six or more locations within the three counties.

Table 3. Number of Service Locations of Santa Cruz County Providers

Number of Service Locations	Percentages	Responses
1	48%	15
2	19%	6
3-5	19%	6
6-10	3%	1
10 or more	10%	3

Source: Zoomerang.

II-4. WORKFORCE SERVICE PROVIDER PARTICIPANTS PER YEAR

- **Approximately one-third (32%, 10 responses) of all Santa Cruz County workforce service providers serve more than 1,000 customers a year (see Table 4).** 29% (9 responses) serve from 101 to 500 customers a year.

Table 4. Number of Participants Served Per Year

Number of Participants	Percentages	Responses
1 -20	0%	0
21 – 50	16%	5
51 – 100	16%	5
101 – 500	29%	9
501 – 1000	6%	2
More than 1000	32%	10

Source: Zoomerang.

II-5. PRIMARY DESIRED OUTCOMES FOR WORKFORCE PROGRAM PARTICIPANTS

- **The most common primary desired outcomes for participants are skills attainment (66%, 21 responses) and enhanced employability (63%, 20 responses).** Employment (59%, 19 responses) and attainment of a credential, certificate, or degree (53%, 17 responses) are other common desired participant outcomes.

Table 5. Primary Desired Outcomes for Participants

Desired Outcomes	Percentages	Responses
Skills attainment	66%	21
Enhanced employability	63%	20
Employment	59%	19
Attainment of credential/certificate/degree	53%	17
Career advancement	50%	16
Improved career awareness	50%	16
Improved mental/physical health	34%	11
Other	34%	11

Source: Zoomerang.

III. AVAILABILITY OF SERVICES

III-1. NUMBER OF PROGRAMS OFFERING SPECIFIC WORKFORCE SERVICES

- **The most common types of workforce services in Santa Cruz County are job search and training related services (see Table 6).** For example, the most commonly offered services are job search assistance (34 programs), vocational training (31 programs), and career counseling (29 programs).
- **The types of workforce services least commonly provided include information on tax credits (4 programs) and housing (3 programs).** Entrepreneurial training (5 programs) and summer employment (4 programs) are also less common.

Table 6. Number of Programs Offering Workforce Services in Santa Cruz County

Category	Services	Programs Offering
Job Search Services	Job Search Assistance	34
	Career Counseling	29
	Job Listings	25
	Job Matching	17
	Vocational Assessment	14
	Vocational Rehabilitation	8
Training-related Services	Vocational Training	31
	Customized Training	28
	Academic Training	23
	On-the-Job Training	18
	Apprenticeships	17
	Basic Skills Training	17
	Literacy Training	11
	Entrepreneurial Training	5
Specialized Youth Services	Work Experience/Internships	30
	Mentoring	15
	Tutoring	15
	Drop-out Prevention	14
	Leadership Training	10
	Summer Employment	4
Employer Services	Pre-screening of Applicants	23
	Out-placement Services	5
	Information on Tax Credits and hiring incentives	4
Support Services	Transportation	12
	Childcare	11
	Mental Health Counseling	10
	Substance Abuse Services	7
	Housing	3

Source: Directory.

III-2. PROGRAMS PROVIDING TYPES OF WORKFORCE SERVICES BY REGION

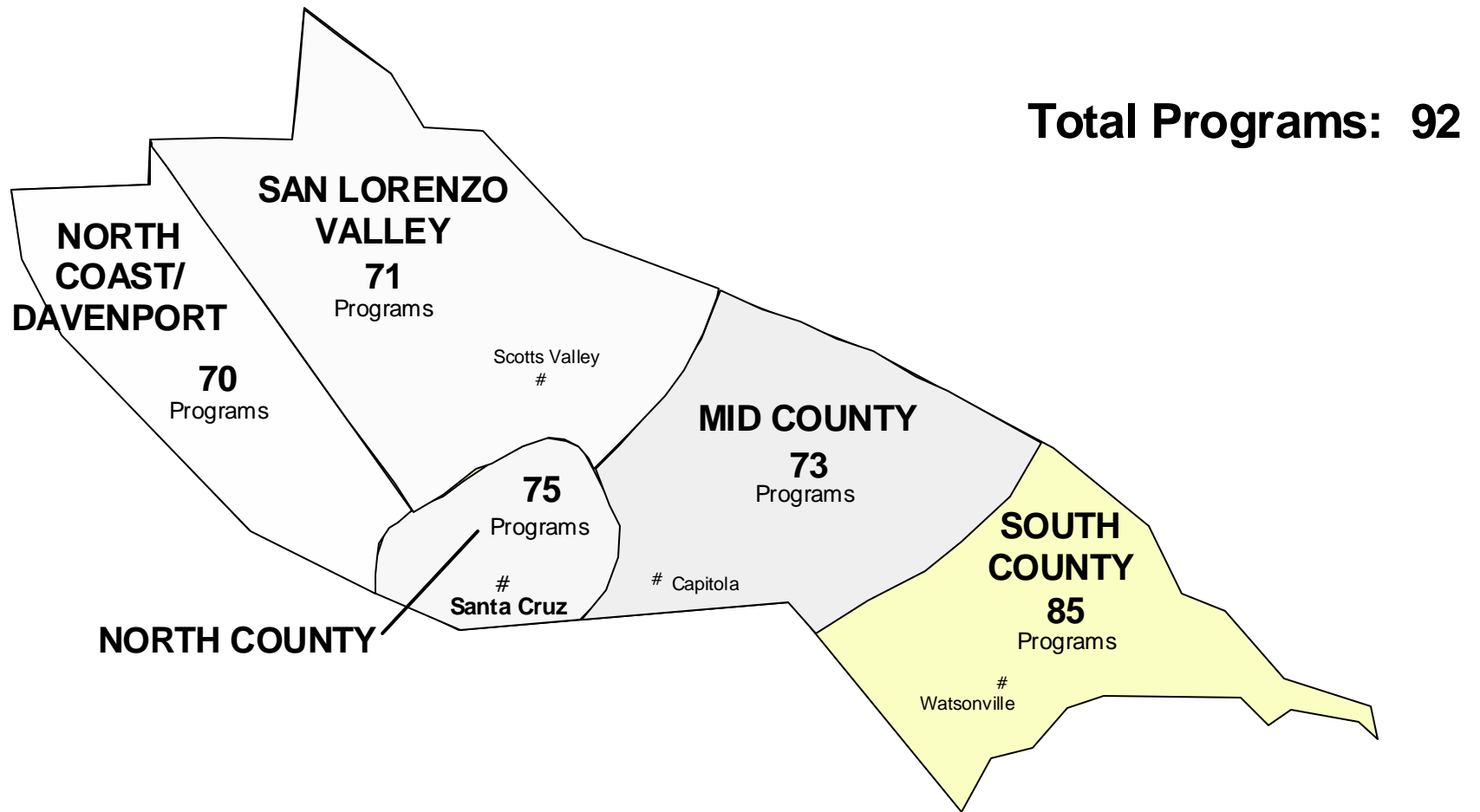
- **Most workforce programs serve all regions of Santa Cruz County (see Table 7 and Figure 1).**
 - South county and north county have the largest number of programs providing workforce services, although south county is served by more programs than north county for all types of services except employer services.
 - The north coast/Davenport and San Lorenzo Valley regions are served by the fewest workforce programs.

Table 7. Programs Providing Types of Workforce Services by Region

Regions	Any Workforce Services	Job Search Services	Youth Services	Employer Services	Training - related Services	Support Services
Santa Cruz County	92	34	24	20	46	18
North County	75	37	29	22	52	20
Mid County	73	36	29	22	53	19
South County	85	40	36	22	61	24
San Lorenzo Valley	71	35	28	21	50	19
North Coast/ Davenport	70	34	28	21	50	21

Source: Directory.

FIGURE 1: NUMBER OF WORKFORCE SERVICES PROGRAMS BY REGION SANTA CRUZ COUNTY



NOTE: Regional boundaries do not represent jurisdictional boundaries—they are approximations.

III-3. WORKFORCE PROGRAM TARGETING OF SPECIFIC GROUPS

- **More than half of all workforce programs in Santa Cruz County (64%, 59 responses) target the general public.** A large number of programs also target low income people (39%, 36 responses), people with disabilities (33%, 30 responses), and dislocated workers (32%, 29 responses).
- **Relatively few programs target employers of dislocated workers (13%, 12 responses) or CalWORKs recipients (11%, 10 responses).**

Table 8. Percentage of Workforce Programs Targeting Specific Groups

Target Groups	Percentage All Programs	Pct. Programs offering Job Search Services	Pct. Programs offering Training-related Services	Pct. Programs offering Employer Services	Pct. Programs offering Support Services
General Public	64% (59)	57% (24)	66% (43)	70% (16)	69% (18)
Low Income	39% (36)	33% (14)	37% (24)	52% (12)	62% (16)
People with Disabilities	33% (30)	43% (18)	35% (23)	48% (11)	50% (13)
Dislocated Workers	32% (29)	43% (18)	35% (23)	39% (9)	27% (7)
Farmworkers	23% (21)	21% (9)	23% (15)	39% (9)	31% (8)
At Risk Youth	16% (15)	17% (7)	20% (13)	17% (4)	35% (9)
Seasonal Workers	16% (15)	12% (5)	12% (8)	17% (4)	31% (8)
Employers of Dislocated Workers	13% (12)	21% (9)	15% (10)	39% (9)	8% (2)
CalWORKs	11% (10)	14% (6)	12% (8)	17% (4)	31% (8)

Source: Directory. Numbers do not add up across because many programs target more than one group.

Table 9. Percentage of Programs in each Region Targeting Specific Groups

Target Groups	Pct. Santa Cruz County Programs	Pct. North County Programs	Pct. Mid County Programs	Pct. South County Programs	Pct. San Lorenzo Valley Programs	Pct. North Coast/Davenport Programs
General Public	64% (59)	68% (51)	66% (48)	64% (48)	66% (47)	69% (48)
Low Income	39% (36)	37% (28)	37% (27)	36% (31)	37% (26)	39% (27)
People with Disabilities	33% (30)	32% (24)	34% (25)	33% (28)	34% (24)	36% (25)
Dislocated Workers	32% (29)	39% (29)	38% (28)	31% (26)	38% (27)	39% (27)
Farmworkers	23% (21)	23% (27)	23% (17)	22% (19)	23% (16)	24% (17)
At Risk Youth	16% (15)	15% (11)	18% (13)	14% (12)	14% (10)	13% (9)
Seasonal Workers	16% (15)	17% (13)	18% (13)	15% (13)	17% (12)	19% (13)
Employers of Dislocated Workers	13% (12)	16% (12)	16% (12)	13% (11)	15% (11)	16% (11)
CalWORKs	11% (10)	11% (8)	11% (8)	12% (10)	10% (7)	13% (9)

Source: Directory. Numbers do not add up across because many programs target more than one group.

III-4. WORKFORCE PROGRAM TARGETING OF AGE-SPECIFIC GROUPS

- **Younger youth ages 14-18 (20%, 18 responses) and elderly customers (15%, 14 responses) and are targeted by the fewest programs (see Table 10).** This was true for all types of services. Older youth, ages 18-21, (32%, 29 responses) are the age-specific group most likely to be targeted by programs.
 - More than half of all Santa Cruz County workforce programs (64%, 59 responses) target the general public. This is particularly true of training-related services (66%, 43 responses).
- **Workforce programs in all regions target age-specific groups at about the same rate.** The most notable regional difference is that more south Santa Cruz County programs target younger youth (16 programs).

Table 10. Percentage of Workforce Programs Targeting Age-Specific Groups

Age Groups	Percentage All Santa Cruz Programs	Pct. Programs offering Job Search Services	Pct. Programs offering Youth Services	Pct. Programs offering Training-related Services
General Public	64% (59)	57% (24)	N/A	66% (43)
Older Youth	32% (29)	45% (19)	38% (15)	34% (22)
Younger Youth	20% (18)	21% (9)	38% (15)	23% (15)
Elderly	15% (14)	10% (4)	N/A	12% (8)

Source: Directory. Numbers do not add up across because many programs target more than one group.

Table 11. Percentage of Programs in each Region Targeting Age-Specific Groups

Target Groups	Pct. Santa Cruz Programs	Pct. North County Programs	Pct. Mid County Programs	Pct. South County Programs	Pct. San Lorenzo Valley Programs	Pct. Davenport Programs
General Public	64% (59)	68% (51)	66% (48)	64% (54)	66% (47)	69% (48)
Older Youth	32% (29)	35% (26)	40% (27)	32% (27)	35% (25)	37% (26)
Younger Youth	20% (18)	8% (6)	11% (8)	19% (16)	8% (6)	10% (7)
Elderly	15% (14)	16% (12)	16% (12)	13% (11)	17% (12)	17% (12)

Source: Directory. Numbers do not add up across because many programs target more than one group.

III-5. WORKFORCE PROGRAM ELIGIBILITY

- **Few surveyed workforce programs indicated that they use eligibility criteria (see Table 12).** The most common form of eligibility criteria used throughout Santa Cruz County is being a student (22%, 20 responses), followed by age (21%, 19 responses).
 - About half of all programs providing support services use income level as eligibility criteria (46%, 12 responses), and many also use CalWORKs participation (31%, 8 responses).

Table 12. Percentage of Programs Using Specified Eligibility Criteria

Eligibility	Pct. All Programs	Pct. Programs offering Job Search Services	Pct. Programs offering Training-related Services	Pct. Programs offering Youth Services	Pct. Programs offering Employer Services	Pct. Programs offering Support Services
Student	22% (20)	19% (8)	20% (13)	30% (12)	23% (4)	27% (7)
Age specific	21% (19)	24% (10)	22% (14)	33% (13)	22% (5)	23% (6)
Income level	20% (18)	14% (6)	11% (7)	20% (8)	17% (4)	46% (12)
Disabled	11% (10)	17% (7)	11% (7)	13% (5)	23% (4)	23% (6)
CalWORKs	11% (10)	14% (6)	12% (8)	20% (8)	23% (4)	31% (8)
Residency	9% (8)	7% (3)	8% (5)	15% (6)	9% (2)	15% (4)

Source: Directory. Numbers do not add up across because many programs use more than one eligibility criteria.

IV. ACCESSIBILITY OF SERVICES

IV-1. WORKFORCE PROGRAM LANGUAGE ACCESSIBILITY

- **About half of all workforce programs in Santa Cruz County (52%, 48 responses) have staff who speak Spanish (see Table 13).**
 - Programs offering support services (89%, 16 responses) are the most likely to have Spanish-speaking staff.
- **By contrast, few programs have staff who speak Asian languages.** For example, only two programs indicated that they have staff who speak Vietnamese and only one program said that it has staff fluent in Tagalog, Cantonese, or Mandarin.

Table 13. Percentage of Workforce programs with Staff who Speak Specified Languages

Languages Spoken	Pct. All Programs	Pct. Programs offering Job Search Services	Pct. Programs offering Training-related Services	Pct. Programs offering Youth Services	Pct. Programs offering Employer Services	Pct. Programs offering Support Services
Spanish	52% (48)	43% (18)	48% (31)	65% (26)	48% (11)	85% (22)
Vietnamese	2% (2)	5% (2)	2% (1)	3% (1)	4% (1)	4% (1)
Tagalog	1% (1)	2% (1)	0% (0)	0% (0)	0% (0)	0% (0)
Cantonese	1% (1)	2% (1)	0% (0)	0% (0)	0% (0)	0% (0)
Mandarin	1% (1)	2% (1)	0% (0)	0% (0)	0% (0)	0% (0)

Source: Directory. Numbers do not add up across because many programs offer more than one type of service.

IV-2. WORKFORCE PROGRAM MASS TRANSIT ACCESSIBILITY

- **Nearly half of all workforce programs indicated that they are accessible via mass transit.**
 - Programs serving north and mid county are only slightly more accessible by public transportation than programs in south county, the San Lorenzo Valley, and north coast/Davenport.

Table 14. Percentage of Programs by Region with Mass Transit Accessibility

Region	Percentage	Responses
Santa Cruz County	47%	43
North County	48%	36
Mid County	48%	35
South County	44%	37
San Lorenzo Valley	45%	32
North Coast/Davenport	44%	31

Source: Directory. These numbers reflect access via Santa Cruz Mass Transit (SCMT) only.

V. FUNDING AND BUDGETS

V-1. WORKFORCE SERVICE PROVIDER ANNUAL OPERATING BUDGETS

- **Most Santa Cruz County workforce service providers have mid-range annual operating budgets between \$100,000 to \$5 million.**
 - Almost half of all Santa Cruz County s (46%, 13 responses) have annual operating budgets between \$50,000 and \$500,000.
 - Slightly more than one-third of all providers have budgets of \$1 million or more (36%, 10 responses).

Table 15. Annual Operating Budgets of Santa Cruz County Providers

Annual Operating Budget	Percentages	Responses
Under \$50 K	7%	2
\$50 - 100 K	14%	4
\$100 – 500 K	32%	9
\$500 – 1 Million	11%	3
\$ 1 Million to \$5 Million	32%	9
More than \$5 Million	4%	1

Source: Zoomerang.

V-2. WORKFORCE SERVICE PROVIDER PLANS FOR USING NEW RESOURCES

- **If provided with additional funding, most Santa Cruz County workforce service providers surveyed say they would strengthen current programs or serve additional customers (both 63%, 17 responses).**
 - The types of programs providers want to expand, strengthen, or created range widely and include most types of workforce services and support services.

Table 16. How Providers Would Use Additional Resources

Plans for New Resources	Percentages	Responses
Strengthen current program(s)	63%	17
Serve additional customers	63%	17
Expand current program(s)	56%	15
Create (a) new program(s)	44%	12
Other	15%	4
Don't know	11%	3

Source: Zoomerang.

V-3. HOW MUCH ADDITIONAL FUNDING PROVIDERS NEED TO ACHIEVE THEIR PLANS

- **Almost half (46%, 12 responses) of providers said they need from \$50,000 to \$500,000 to achieve their plans for using additional funding.** 23% (6 responses) said they need less than \$50,000, and 20% (5 responses) said they need more than \$500,000 (see Table 17).

Table 17. Amount of Funding Needed by Providers to Achieve their Plans

Funding Needed	Percentage	Responses
Under \$50,000	23%	6
\$50,000 - \$100,000	19%	5
\$100,000 - \$500,000	27%	7
\$500,000 – 1 million	8%	2
1 million – 5 million	8%	2
More than 5 million	4%	1
Don't know	12%	3

Source: Zoomerang.

V-4. WORKFORCE SERVICE PROVIDER RELIANCE ON MAJOR FUNDING SOURCES

- **State funding provides the largest share of funding for 59% of Santa Cruz County workforce service providers (13 responses).** 27% (6 responses) receive the largest portion of their funding from county sources, while only three providers receive the majority of their funding from the federal government. (see Table 18)
- **36% (8) of providers receive 90% or more of their funding from only one source.**

Table 18. Workforce Service Provider Reliance on Major Funding Sources

Funding Source	Percentage	Responses
State	59%	13
County	27%	6
Federal	14%	3
City	5%	1
Foundation	5%	1

Source: Zoomerang

V-5. WORKFORCE SERVICE PROVIDER USE OF SPECIFIC FUNDING SOURCES

- **CalWORKs (8 responses) was the most common specific source of funding mentioned.** Average Daily Attendance, WIA Adult, and the State Vocational Rehabilitation Program were the next most commonly mentioned sources of funding.(4 responses each).¹

Table 19. Specific Funding Sources Mentioned by Workforce Service Providers

Title of Funding Source	Frequency
CalWORKs	8
Average Daily Attendance (ADA)	4
WIA Adult	4
State Vocational Rehabilitation Program	4
Title V of Older Americans Act	2
Community Services Block Grant	2
Carl Perkins	2
Adult Education and Literacy Programs	2
Alcohol, Drug Abuse and Mental Health Block Grant	1
WIA Migrant and Seasonal Farm worker Programs	1
School to Career	1
Title XX Social Security Act	1
Wagner Peyser Act	1

Source: Zoomerang.

¹ Note: The very low frequencies reported here are likely due to the fact that many providers responding to the survey did not know the names of the specific funding sources their programs rely on for funding and were not able answer this question.

VI. PERCEPTION OF NEEDS

VI-1. WORKFORCE SERVICE PROVIDER PERCEPTION OF YOUTH NEEDS

- **Only a few providers noted that certain workforce services are completely unavailable to youth (see tables 20 and 21).** However many providers said that a number of workforce services are available on only a limited basis.
 - Youth services that were most commonly said to be completely unavailable include housing (25%, 7 responses), health care, substance abuse services, and mental health counseling (each 11%, 3 responses).
 - The youth services most commonly described as having limited availability include on-the-job training (75%, 21 responses), work experience and internships (71%, 20 responses), and child care (67%, 18 responses).

Table 20. Youth Services Most Commonly Described as Completely Unavailable

Youth Services	Responses	Percentage
Housing	7	25%
Health Care	3	11%
Substance Abuse Services	3	11%
Mental Health Counseling	3	11%

Source: Zoomerang.

Table 21. Youth Services Most Commonly Described as having Limited Availability

Youth Services	Responses	Percentage
On-the-job Training	21	75%
Work Experience/Internships	20	71%
Childcare	18	67%
Mentoring	16	59%
Vocational Training	16	57%
Job Matching	15	56%
Entrepreneurial Training	15	54%
Summer Employment	14	50%
Leadership Training	14	50%

Source: Zoomerang. Some items with the same number of responses have different percentages because many providers did not provide a response for each item.

VI-2. WORKFORCE SERVICE PROVIDER PERCEPTION OF ADULT NEEDS

- **Only a few providers noted that certain workforce services are completely unavailable to adults (see Table 22 and 23).** However many providers indicated that a number of workforce services for adults are available on only a limited basis.
 - Adult services that were most commonly described as completely unavailable include housing (32%, 9 responses) and tutoring (18%, 5 responses).
 - The adult services most commonly described as having limited availability include child care (64%, 18 responses) and health care (57%, 16 responses).

Table 22. Adult Services Most Commonly Described as Completely Unavailable

Adult Services	Responses	Percentages
Housing	9	32%
Tutoring	5	18%
Transportation	4	14%
Mental Health Counseling	4	14%

Source: Zoomerang.

Table 23. Adult Services Most Commonly Described as having Limited Availability

Adult Services	Responses	Percentages
Childcare	18	64%
Health Care	16	57%
Job Matching	15	54%
On-the-job Training	15	54%
Entrepreneurial Training	14	52%
Vocational Rehabilitation	13	46%
Customized Training	13	46%

Source: Zoomerang.

VI-3. WORKFORCE SERVICE PROVIDER PERCEPTION OF SPECIFIC GROUP NEEDS

- **Santa Cruz County workforce service providers indicated that the most “significantly underserved” groups are farmworkers and seasonal workers (41%, 11 responses).** Many providers also described individuals with limited English skills and individuals with low literacy skills as “significantly underserved.”
- **School drop-outs (52%, 14 responses) and the elderly (46%, 12 responses) are the specific groups most commonly identified as “somewhat underserved.”** Many providers also described individuals with low literacy skills and people with disabilities as “somewhat underserved.”

Table 24. Availability of Workforce Services for Specific Groups

Specific Groups	Significantly Underserved	Somewhat Underserved	Not Underserved
Farmworkers	41% (11)	19% (5)	11% (3)
Seasonal Workers	41% (11)	26% (7)	11%(3)
Individuals with limited English skills	30% (8)	41% (11)	11% (3)
Individuals with low literacy skills	26% (7)	44% (12)	11% (3)
People with disabilities	19% (5)	44% (12)	11% (3)
Pregnant or parenting youth	19% (5)	41% (11)	15% (4)
Youth in foster care	19% (5)	37% (10)	15% (4)
Dislocated Workers	15% (4)	37% (10)	19% (5)
Young Offender	15% (4)	37% (10)	15% (4)
Elderly (55+)	8% (2)	46% (12)	19% (5)
School Drop-out	7% (2)	52% (14)	19% (5)

Source: Zoomerang.

VI-4. WORKFORCE SERVICE PROVIDER PERCEPTION OF UNDERSERVED COMMUNITIES

- **Watsonville/Freedom (36%, 10 responses), north coast/Davenport and the San Lorenzo Valley (both 22%, 6 responses) are the communities most commonly described as “significantly underserved.”** Santa Cruz (46%, 13 responses) was the community most commonly rated as “somewhat underserved.”

Table 25. Availability of Workforce Services in Specific Areas of Santa Cruz County

Specific Groups	Significantly Underserved	Somewhat Underserved	Not Underserved
Watsonville/Freedom	36% (10)	25% (7)	21% (6)
North Coast/Davenport	22% (6)	37% (10)	7% (2)
San Lorenzo Valley	21% (6)	36% (10)	11% (3)
Capitola	4% (1)	30% (8)	41% (11)
Santa Cruz	4% (1)	46% (13)	25% (7)
Scotts Valley	4% (1)	29% (8)	39% (11)

Source: Zoomerang.

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