

Update on Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, and Youth Program Activities

Adult and Dislocated Worker Program

Program Realignment and Strategic Focus

The first quarter (Q1) of Fiscal Year 2025-26 marked a complete organizational realignment of the Adult and Dislocated Worker (ADW) program, shifting from a more volume-driven approach to a quality-based customer experience framework. Processes have been streamlined to focus on meaningful engagement, accurate eligibility determinations, and long-term employment outcomes. Staff have been strategically repositioned into high-impact areas, including eligibility, enrollment, and job placement, to remove bottlenecks and expedite participant flow through each service stage.

Cross Training and Dual-Role Integration

All case management and business services staff have undergone cross-training to be able to serve as dual-role Career Coaches. This integration allows each staff member to focus on both participant and employer outcomes, strengthening the link between enrollment, training, and job placement. Early implementation has led to better communication across teams and greater consistency in case management, data quality, and service delivery.

Operational Enhancements

- Discovery Day and WorkKeys processes have been standardized.
- A new onboarding structure has been introduced for staff and participants to ensure uniform service quality.
- Coverage and scheduling adjustments have been made to support continuous front-line service while expanding outreach capacity.
- Process documentation and tracking have been aligned with MCWDB's compliance requirements and Equus' performance standards.

Early Outcomes and Forward Plan

The transition period had intentionally limited intake volume to allow staff development and systems alignment. Despite lower enrollments, the quality of participant engagement and job-ready preparedness has improved. With foundational changes in place, Q2 of 2025-26 will focus on measured growth, and Q3 aims to achieve the strongest performance outcomes, particularly in enrollments, training completions, and verified employment placements.

Youth Programs

Green Cadre Program

The Green Cadre has partnered with the Food Bank for Monterey County, focusing on serving the food insecure community within Monterey County. A total of 1,030 food parcels were packed and distributed, reaching 1,250 community members directly. Through these efforts, an estimated 9,120 individuals across Monterey County will be fed. Food distribution sites include Castroville, Pajaro, Salinas, Seaside, and Chualar.



In partnership with Aspire Healthcare, 157 Double Up Food Bucks surveys were collected from EBT/CalFresh participants. These surveys provide valuable insights into participants' eating habits and levels of food insecurity within their households to inform future outreach and educational efforts to help families maximize their benefits while making healthier food choices.

Additionally, in collaboration with the City of Monterey, the Green Cadre partnered with the Historic Garden League on a significant garden revitalization project at the Casa del Oro Garden. The initiative included the development of a California native plant garden designed to support pollination, carried out in partnership with the Xerces Society, which not only enhances local biodiversity but also fosters community engagement in sustainable gardening practices.

Tech Cadre Program

The Youth program is actively conducting outreach to young adults for its upcoming Tech Cadre, scheduled to launch in November with a focus on social media. Participants will have the opportunity to partner with local small businesses to enhance their social media presence and digital outreach. The program will provide training in key areas such as digital marketing strategy, analytics, and customer engagement, ultimately leading to an industry-recognized certification as a Digital Marketing Associate. Program staff have developed a comprehensive curriculum that combines both online and in-person instruction to support diverse learning styles and ensure practical application.