



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

## Workforce Development Board

March 7, 2018 @ 4:00 p.m.  
Council of Fresno County Governments  
2035 Tulare Street – 2<sup>nd</sup> Floor  
Sequoia Room  
Fresno, CA 93721

**Mission Statement:** The Fresno Regional Workforce Development Board exists to oversee the optimal administration of Workforce Innovation and Opportunity Act funds in the Fresno region. In serving both the business community and the individual job seeker with the provision of human capital development services, we hope to foster the economic vitality of the Fresno region.

### REMINDER: PLEASE TURN OFF CELL PHONES OR PUT ON VIBRATE

1. ROLL CALL
2. COMMENTS BY FRWDB CHAIR AND/OR EXECUTIVE STAFF
3. AGENDA CHANGES: REMOVAL OF ITEMS OR EMERGENCY ADDITIONS
4. ABSTENTIONS/RECUSALS/DISCLOSURE OF POTENTIAL CONFLICTS OF INTEREST
5. PUBLIC COMMENT

Item #	Description	Presenter	Enclosure	Action	Page #
6.	Committee Reports Adult Council - Jeff Hensley B&I Committee – Lydia Zabrycki Executive Committee – Paul Bauer Youth Council – Dennis Montalbano		No	Information	--
7.	Ad-Hoc Nominating Committee	Bauer	Yes	Discussion	5
8.	Approval of the December 6, 2017, Meeting Minutes	Konczal	Yes	Approve	6
9.	January 2018 Financial Report	Konczal	Yes	Accept	12

### CONSENT ITEMS

10. Approve Consent Items (A1 through C6). *Items pulled from consent will be handled with the other regular items at the end of the agenda, including any information items that are pulled.* Approve

### CONSENT ITEMS SUBMITTED BY ADULT COUNCIL

#### ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

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Item #	Description	Presenter	Enclosure	Action	Page #
A1	Ratification of New Adult Council Member	Konczal	Yes	Ratify	18
A2	Adult Council Vice Chair Selection	Konczal	Yes	Ratify	19
A3	Local Dislocated Worker Definition and Eligibility Criteria Policy	Stogbauer	Yes	Accept	20
A4	Second Quarter On-the-Job Training Report for Program Year 2017-2018	Stogbauer	Yes	Accept	24
A5	Second Quarter Providers of Services' Monitoring Report for Program Year 2017-2018	DeWitt	Yes	Accept	25
A6	Second Quarter Providers of Services' Customer Complaint Report for Program Year 2017-2018	DeWitt	Yes	Accept	28
A7	Second Quarter Job Seeker Customer Satisfaction Report for Program Year 2017-2018	DeWitt	Yes	Accept	30

**CONSENT ITEMS SUBMITTED BY BUSINESS AND INDUSTRY COMMITTEE**

B1	Business and Industry Committee Vice Chair Selection	Konczal	Yes	Ratify	33
B2	Ratification of New Business and Industry Committee Members	Konczal	Yes	Ratify	34
B3	Employer Customer Satisfaction	Nutting	Yes	Accept	35

**CONSENT ITEMS SUBMITTED BY YOUTH COUNCIL**

C1	Ratification of New Youth Council Member	Konczal	Yes	Ratify	38
C2	Final Draft Workforce Innovation and Opportunity Act Title I Youth Request for Proposals Statement of Work for Program Year 2018-2019	Stogbauer	Yes	Approve	39
C3	Second Quarter Local Performance Results Report for Program Year 2017-2018	Stogbauer	Yes	Accept	53
C4	Second Quarter Youth Satisfaction Report for Program Year 2017-2018	DeWitt	Yes	Accept	59
C5	Second Quarter Providers of Services Monitoring Report for Program Year 2017-2018	DeWitt	Yes	Accept	61
C6	Second Quarter Youth Customer Complaint Report for Program Year 2017-2018	DeWitt	Yes	Accept	63

**NON-CONSENT ITEMS**

11.	Fourth Quarter Community Events	Konczal	Yes	Information	65
12.	Information Sharing	WDB Members	No	Discussion	--

<b>Item #</b>	<b>Description</b>	<b>Presenter</b>	<b>Enclosure</b>	<b>Action</b>	<b>Page #</b>
13.	Agenda Items for June 6, 2018, Meeting	Konczal	No	Discussion	--
14.	Meeting Feedback	Konczal	No	Discussion	--

**FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD  
2017 ATTENDANCE RECORD**

<b>Directors</b>	<b>3/1/2017</b>	<b>6/7/2017</b>	<b>Canceled 9/6/2017</b>	<b>12/6/2017</b>
Tom Abshere	A	A	--	--
Oliver Baines	A	A	XX	A
Lenora Lacy Barnes	P	P	XX	A
Paul Bauer	P	P	XX	P
Andreas Borgeas	A	A	XX	A
Raine Bumatay	P	P	XX	P
Tony Canales	A	P	XX	A
Lee Ann Eager	P	P	XX	P
Frank Gornick	P	P	--	--
Fely Guzman	P	A	XX	A
Jeffrey Hensley	A	P	XX	P
Ron Hicks	P	P	XX	A
Araceli Holland	P	A	XX	P
Richard Keyes	P	A	XX	P
David Mercer	P	P	XX	A
Scott Miller	P	A	XX	P
Dennis Montalbano	P	P	XX	P
Delfino Neira	P	A	XX	A
Tommie Nellon	P	P	XX	P
Joe Olivares	P	P	XX	P
Aric Olson	A	--	--	--
Tom Richards	P	P	XX	A
Chuck Riojas	P	P	XX	A
Smita Rouillard	P	P	XX	P
Shelly Tarver	--	A	XX	P
Stuart VanHorn	--	--	XX	P
Lydia Zabrycki	P	A	XX	A
Ken Price (Counsel)	P	P	XX	P

P = Present    \* = Special Meeting  
A = Absent    -- = Not a Member at Time of Meeting



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	7
MEETING DATE:	March 7, 2018
ACTION:	DISCUSSION

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Paul J. Bauer, Chair  
**SUBJECT:** Ad-Hoc Nominating Committee

## **DISCUSSION:**

Create an Ad-Hoc Nominating Committee in preparation for the Fresno Regional Workforce Development Board (FRWDB) election of officers at its June 6, 2018, meeting of the Board of Directors.

## **BACKGROUND:**

As the terms of the FRWDB Chair and two (2) At-Large Members of the Executive Committee are expiring, and the seat of the FRWDB Vice Chair is vacant, elections must be held at the June meeting of the Board of Directors.

Pursuant to the FRWDB By-Laws - Article VII - Section 7.03, entitled "Election of Officers" – "(S)uch officers as may be appointed under Section 7.05 below, officers shall be chosen by the Board of Directors by vote of the majority of Directors and shall serve two (2) year terms."

Additionally - Section 6.06 of the FRWDB By-Laws entitled "Ad Hoc Committees of the Board" allows the "Chair may also create or disband one or more ad hoc committees, which shall be formed to carry out specified tasks as determined by the appointing party or entity."

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	8
MEETING DATE:	March 7, 2018
ACTION:	APPROVE

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Blake Konczal, Executive Director  
**SUBJECT:** Approval of the December 6, 2017, Meeting Minutes

**RECOMMENDATION:**

Approve the minutes of the December 6, 2017, meeting of the Fresno Regional Workforce Development Board.

**ATTACHMENT:**

December 6, 2017, Meeting Minutes



## FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Workforce Development Board  
December 6, 2017 @ 4:00 p.m.

### SUMMARY MINUTES

The meeting was called to order at 4:04 p.m.

ROLL CALL: PRESENT – Paul Bauer, Raine Bumatay, Lee Ann Eager, Jeff Hensley, Araceli Holland, Richard Keyes, Scott Miller, Dennis Montalbano, Tommie Nellon, Joe Olivares, Smita Rouillard, Shelly Tarver, Stuart Van Horn, and Legal Counsel Ken Price.

ABSENT – Oliver Baines, Lacy Barnes, Andreas Borgeas, Tony Canales, Fely Guzman, Ron Hicks, David Mercer, Delfino Neira, Tom Richards, Chuck Riojas, and Lydia Zabrycki.

COMMENTS BY FRWDB CHAIR AND/OR EXECUTIVE STAFF: Chair Bauer welcomed two (2) new Directors to the Fresno Regional Workforce Development Board (FRWDB): Shelly Tarver, Deputy Division Chief with the State of California Employment Development Department, and Stuart Van Horn, Chancellor with the West Hills Community College District.

AGENDA CHANGES:  
REMOVAL OF ITEMS OR  
EMERGENCY ADDITIONS: None.

ABSTENTIONS/  
DISCLOSURES OF  
POTENTIAL CONFLICTS  
OF INTEREST/  
RECUSALS: Stuart Van Horn – Items A2 and D1.

PUBLIC COMMENTS: None.

**Item Description/Action Taken**

**6. Pre-Apprentice Program Video Presentation**

Blake Konczal, Executive Director, FRWDB, reminded the Directors that over the past year, the FRWDB has made a concerted effort to put a face to the people it serves. He said that there are reports that have data about what the FRWDB does, but by using videography, the FRWDB, Fresno City Council and Fresno County Board of Supervisors have been able to actually see and hear from the clients and businesses the FRWDB is serving.

Mr. Konczal stated that over the last six (6) years in Fresno and the surrounding counties, there have been several pre-apprentice cohorts with the Building Trades, and that the FRWDB currently has funding for three (3) cohorts in 2018. Two (2) of these cohorts will be under the FRWDB's standard model with the Building Trades, and the third will be funded through the Valley Apprenticeship Center with the Fresno Economic Opportunities Commission.

FRWDB staff presented the pre-apprentice program video.

Mr. Konczal acknowledged FRWDB staff members Melissa Mendes, Nuvia Varela and Ka Xiong for their work on the video presentation.

This was an information item.

7. **Clean Slate Program**

Ka Xiong, Special Projects Program Coordinator, FRWDB, provided the FRWDB with an overview of the Clean Slate Program. Ms. Xiong explained that the FRWDB, through Workforce Connection, will work with the Fresno County Public Defender's Office to provide assistance with certain legal services to 100 Workforce Innovation and Opportunity Act (WIOA) and grant-eligible clients. Individuals will be identified through a survey at Workforce Connection and then referred to the Public Defender's Office for further vetting. The three (3) legal issues that will be addressed through this program are child support in arrears, driver's license suspensions, and expungements for misdemeanors.

Mr. Konczal added that within six (6) months, the FRWDB will have program data to share with the Adult Council and FRWDB that will show how many participants were assisted through this program. Director Van Horn asked how this program is being funded and Mr. Konczal stated that it will be through the FRWDB's regular formula funds.

This was an information item.

8. **Committee Reports**

Adult Council: Director Hensley reported that the Adult Council (Council) met on November 16<sup>th</sup>, at which time they recommended that the FRWDB ratify Director David Mercer to the Council. He stated that Phyllis Stogbauer, Deputy Director of Program Services, FRWDB, presented a short video that recognized the Program Year (PY) 2016-2017 third quarter Outstanding Achievement Award winner for the Adult program. The Council recommended that the FRWDB approve WIOA Adult and Dislocated Worker carryover funding recommendations for PY 2017-2018. The Council also recommended that the FRWDB approve the transfer of \$917,000 Dislocated Worker program funds to the Adult program, due to the One-Stop system currently serving more Adult than Dislocated Worker participants.

The Council reviewed and recommended for the FRWDB's acceptance the following quarterly reports for the fourth quarter of PY 2016-2017 and first quarter of PY 2017-2018: On-the-Job Training Reports, Local Performance Results Reports, Provider of Services' Monitoring Reports, Providers of Services' Customer Complaint Reports, and Job Seeker Satisfaction Reports.

Business and Industry Committee: In Director Zabrycki's absence, Director Miller provided the Business and Industry Committee (B&I) report.

Director Miller reported that the B&I met on August 2<sup>nd</sup> and indicated that it was a fairly brief meeting. The B&I recommended the ratification of Corinna Pereira, Workplace Learning Liaison with West Hills Community College District, as a member of the B&I. Christine Nutting, Deputy Director of Business Services, FRWDB, presented the Employer Customer Satisfaction Report for the B&I's recommendation to the FRWDB. Ms. Nutting stated that the FRWDB continues to receive a very high 4.8 out of 5 rating from its employer customers. The B&I received a report on the usage at the Business Services Center, which reflected an approximate value of \$223,472 for

services provided in PY 2016-2017, and received a report on the Rapid Response team's activities. Finally, the B&I was introduced to the FRWDB's two (2) new Business and Workforce Consultants, Shawna Glazener and Victoria Lemus.

Executive Committee: Chair Bauer reported that the Executive Committee (Committee) met on October 18<sup>th</sup>, at which time they approved funding recommendations for the English Language Learner and Immigrant Workforce Pilot Project. The FRWDB will be working in partnership with the Madera Workforce Board on this project. The Committee accepted the July 2017 Agency Budget and Expenditures Report and July 2017 Financial Report. The Committee reviewed highlights from the FRWDB retreat, which was held on September 26<sup>th</sup>. Chair Bauer stated that it was a good opportunity for FRWDB Directors and partners to identify what is working well for the FRWDB, and also ways the FRWDB can improve. He noted that it was a very good discussion. Mr. Konczal provided an overview of the Clean Slate Program, as well as the "dead tree" project.

Mr. Konczal added to Director Bauer's update and stated that President Trump recently issued an Emergency Declaration to deal with the Wine Country Fires. In the Declaration, it states that federal funds may be used for other "hazard mitigation efforts statewide". For the past year and a half, the FRWDB has been seeking funds from the federal government to train young adults to remove dead trees from federal land. The FRWDB was seeking \$10 million to train hundreds of individuals over five (5) years. Mr. Konczal stated that he will be meeting with the state Office of Emergency Services regarding the funds that are now available for hazard mitigation, and the funding will be less than originally hoped for, but it will still be a good start to get the program going. The meeting is scheduled to take place before the end of the year.

Youth Council: Director Montalbano reported that the Youth Council met on November 16<sup>th</sup>, at which time Nuvia Varela, Adult and Youth Program Manager, FRWDB, presented a video that recognized the California Teaching Fellows Foundation as the PY 2016-2017 third quarter Outstanding Achievement Award winner for youth employer. Director Montalbano stated that Director Barnes was appointed to serve as Youth Council Vice Chair, pending ratification by the FRWDB. The Youth Council recommended that the FRWDB accept the following reports for the fourth quarter of PY 2016-2017 and first quarter of 2017-2018: Youth Satisfaction Reports, Monitoring Reports, and Youth Customer Complaint Reports. Director Montalbano noted that there continue to be no complaints regarding the Youth program. The Youth Council also recommended that the FRWDB approve revised funding allocations for PY 2017-2018.

Phyllis Stogbauer, Deputy Director of Program Services, FRWDB, presented the Youth Council with the initial draft of the Youth Services Request for Proposals (RFP), including the timeline. The final RFP will be presented to the Youth Council at their February 2018, meeting, for their recommendation to approve.

Director Montalbano concluded the update by sharing that the Youth Council had visited a number of One-Stop sites over the past year. He indicated that he felt it was beneficial for not just the Youth Council members, but also good for the One-Stop staff to see the Youth Council members showing an interest in the One-Stop and the work that is done there.

This was an information item.

9. **Approval of the June 7, 2017, Meeting Minutes**

**EAGER/OLIVARES – APPROVED THE JUNE 7, 2017, MEETING MINUTES (UNANIMOUS).**

10. **October 2017 Financial Report**

Mr. Konczal presented the October 2017 Financial Report for acceptance, noting that all spending was on track and FRWDB staff had no concerns. The Directors had no questions regarding the Financial Report.

**MONTALBANO/VAN HORN – ACCEPTED THE OCTOBER 2017 FINANCIAL REPORT (UNANIMOUS).**

11. **Adult Council Chair**

Chair Bauer presented for ratification as Adult Council Chair, Director Jeff Hensley. Director Hensley has been serving as Vice Chair to the Adult Council in the absence of an appointed Chair.

**KEYES/OLIVARES – RATIFIED DIRECTOR JEFF HENSLEY AS ADULT COUNCIL CHAIR (UNANIMOUS).**

12. **Fresno Regional Workforce Development Board Ethics and Best Practices**

Ken Price, FRWDB Legal Counsel from Baker, Manock and Jensen, provided the FRWDB with a presentation regarding governmental ethics and best practices. Mr. Price stated that, in his opinion, the FRWDB has always been very careful about complying with all applicable laws and is conscientious about the legal and ethical consequences of the decisions it makes.

Mr. Price's presentation covered public service ethics, ethics laws, ethical standards, the importance of ethics, financial gain laws (bribery and related crimes and prohibitions against self-dealing), disqualification based on financial interest, best practices, and ethical decision making. He provided the Directors with a handout of his presentation and invited them to contact him should they have any questions regarding any of these topics. He reminded the FRWDB that his firm represents the FRWDB as an entity, but they do not represent FRWDB staff or individual Board members.

This was an information item.

13. **Approval of Consent Item (A1 – D11)**

**EAGER/KEYES – APPROVED CONSENT ITEMS A1 – D11 (UNANIMOUS, WITH RECUSAL NOTED ABOVE).**

14. **Fourth Quarter Community Events**

Mr. Konczal stated that the FRWDB would be attending the Fresno Economic Development Corporation's BEAR (Business Expansion Attraction and Retention) Breakfast in February.

Mr. Konczal stated that if Directors have ideas for events that they think the FRWDB should be sponsoring, to let him know the quarter prior to the event date so it can be included on the next agenda.

This was an information item.

15. **Information Sharing**

Chair Bauer distributed a FRWDB Committee Roster to the Directors and notified them that if they were not currently serving on a FRWDB Committee, they need to select one by the end of the year. He asked members to let Mr. Konczal or FRWDB staff know which Committee they would like to serve on, and that if they do not select a Committee by the end of the year, they will be assigned to one.

16. **Agenda Items for March 7, 2018, Meeting**

None.

17. **Meeting Feedback**

Chair Bauer encouraged Directors to reflect on those most in need during this holiday season and wished all a happy holiday and new year.

The meeting was adjourned at 5:07 p.m.

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	9
MEETING DATE:	March 7, 2018
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Blake Konczal, Executive Director  
**SUBJECT:** January 2018 Financial Report

**RECOMMENDATION:**

Accept the attached Fresno Regional Workforce Development Board (FRWDB) January 2018 Financial Report.

**REASON FOR RECOMMENDATION:**

The attached charts display fiscal year-to-date financial information through January 31, 2018. Staff has no concerns with grant expenditures at this time.

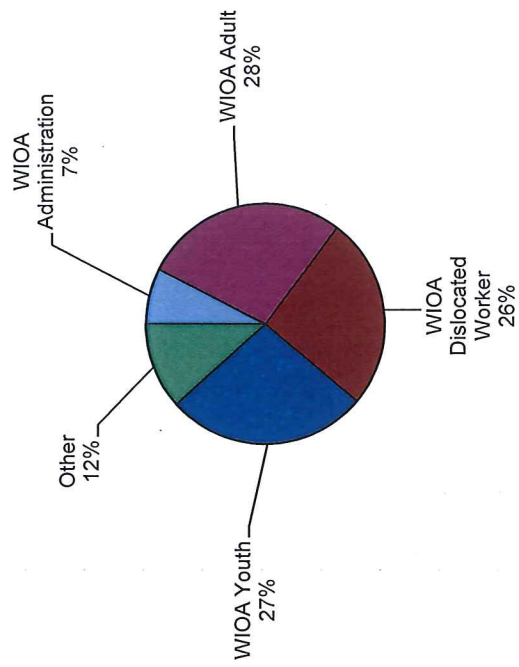
**ATTACHMENT:**

January 2018 Financial Report

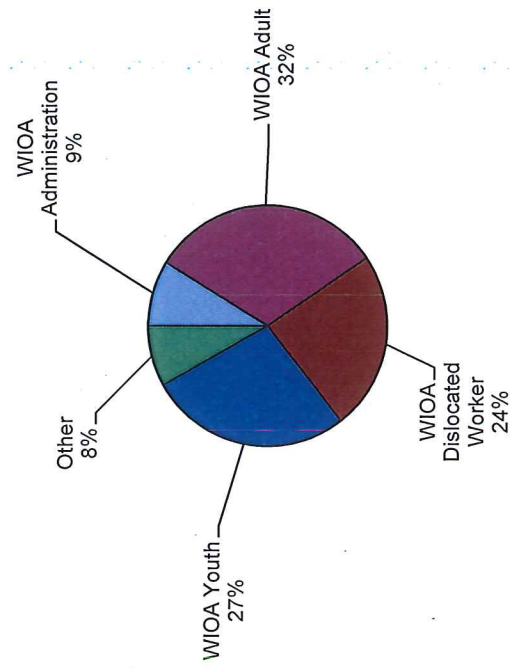


FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD  
FINANCIAL REPORTS  
January 2018

**FRWDB Committed Funds  
Fiscal Year 2017-2018**

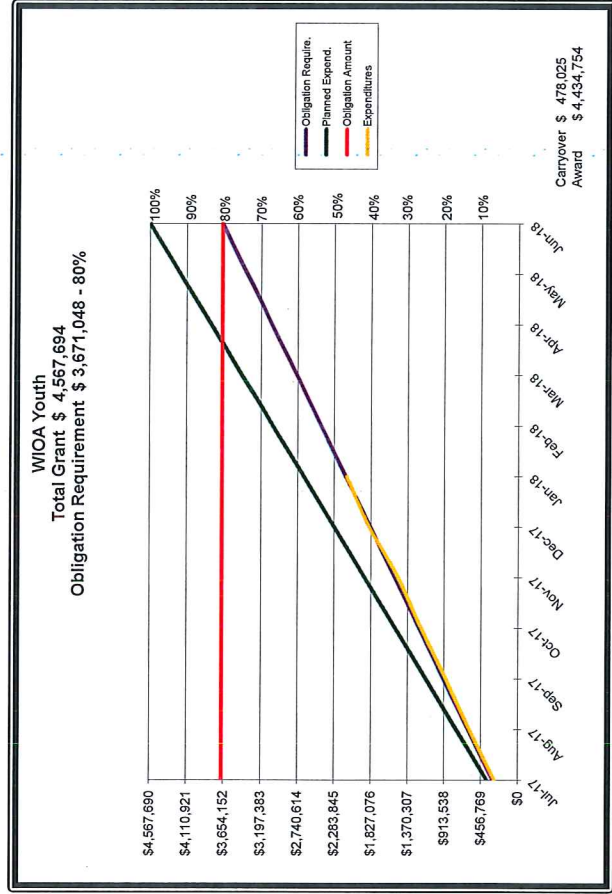
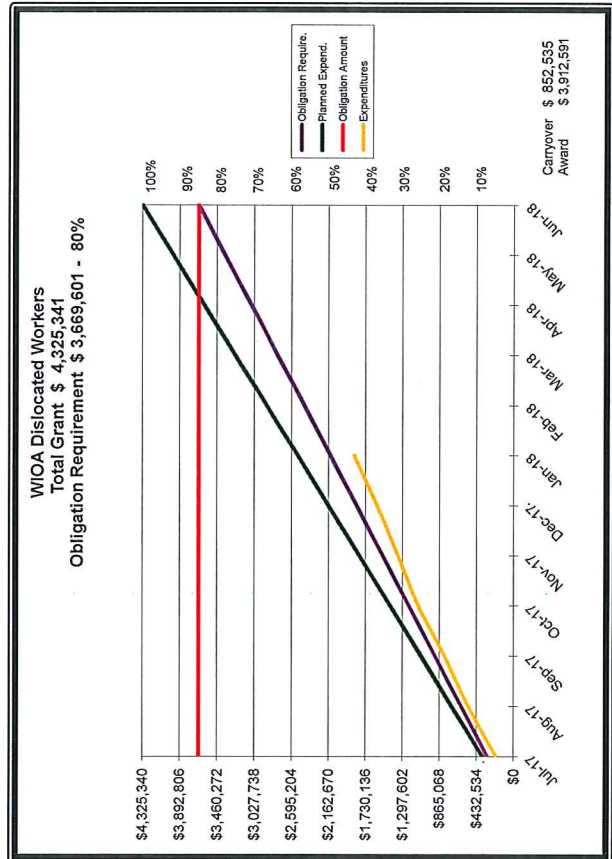
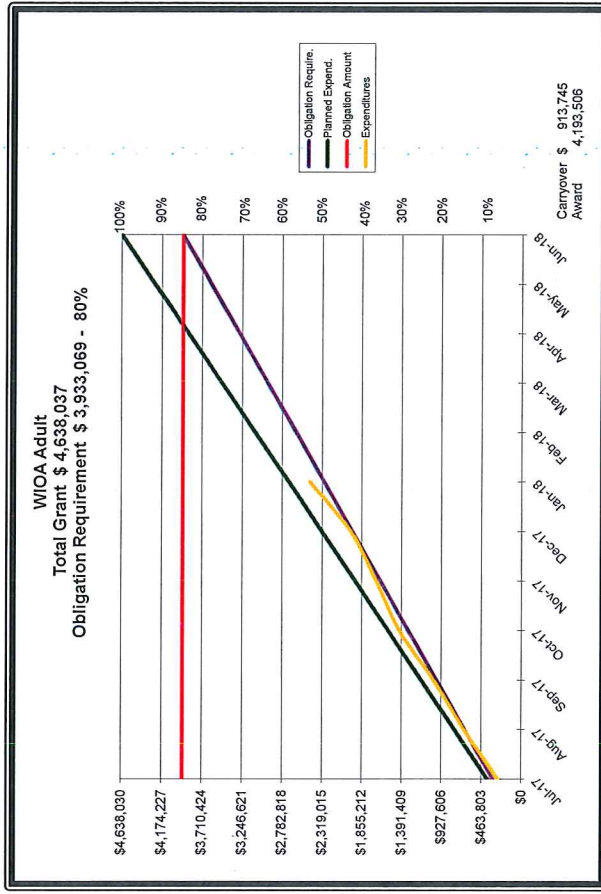
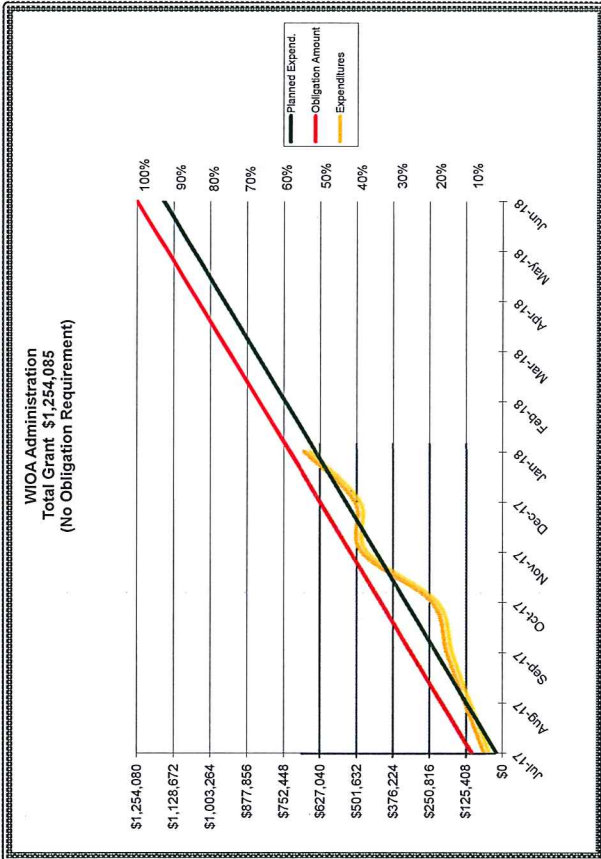


**FRWDB Expenditures  
Fiscal Year 2017-2018**



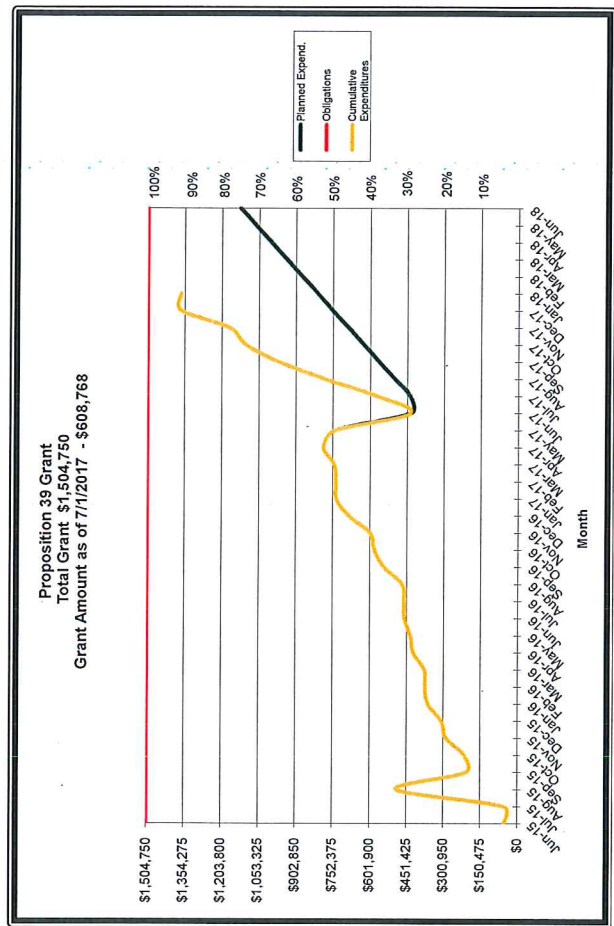
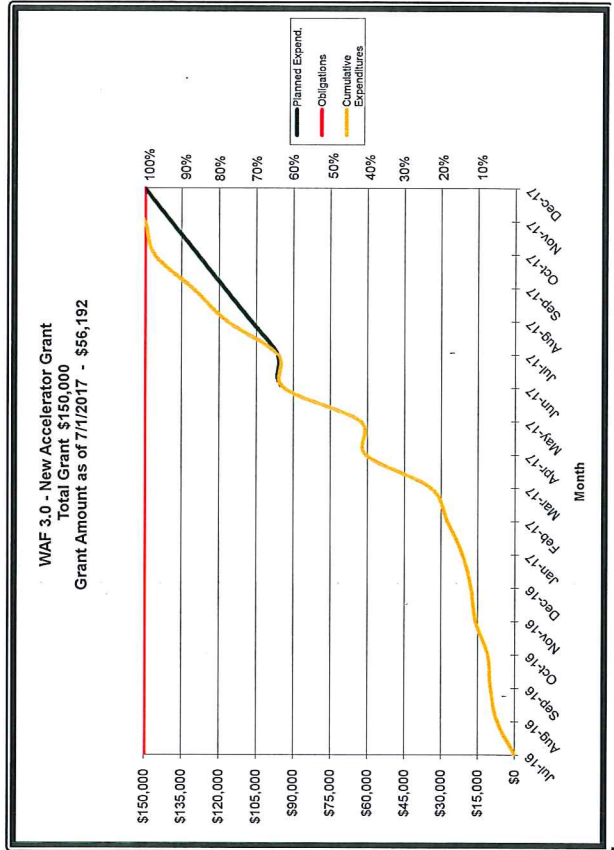
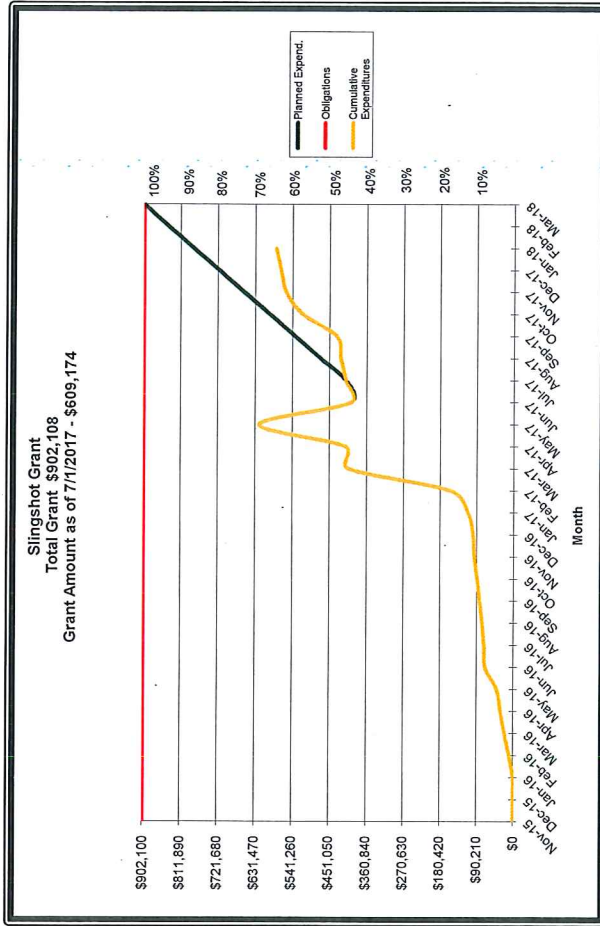
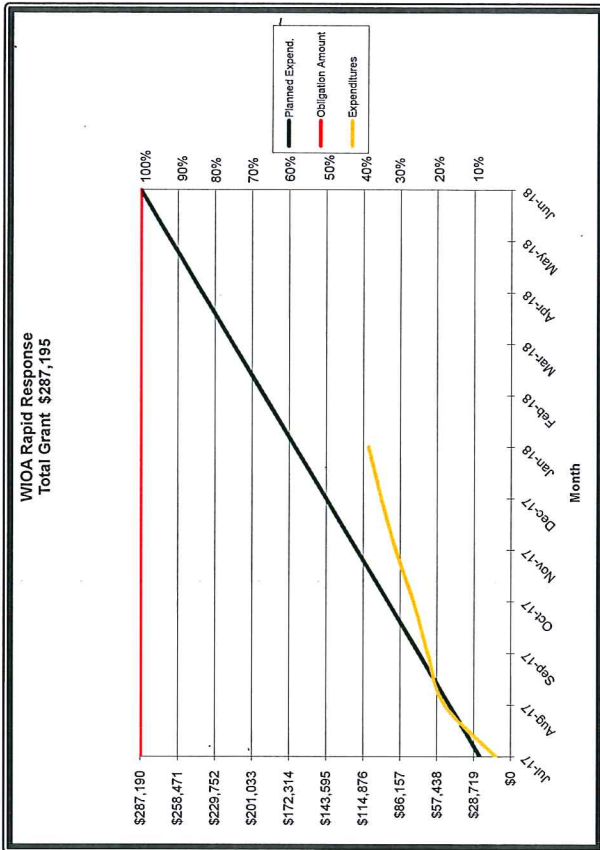
FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD FINANCIAL REPORTS

January 2018



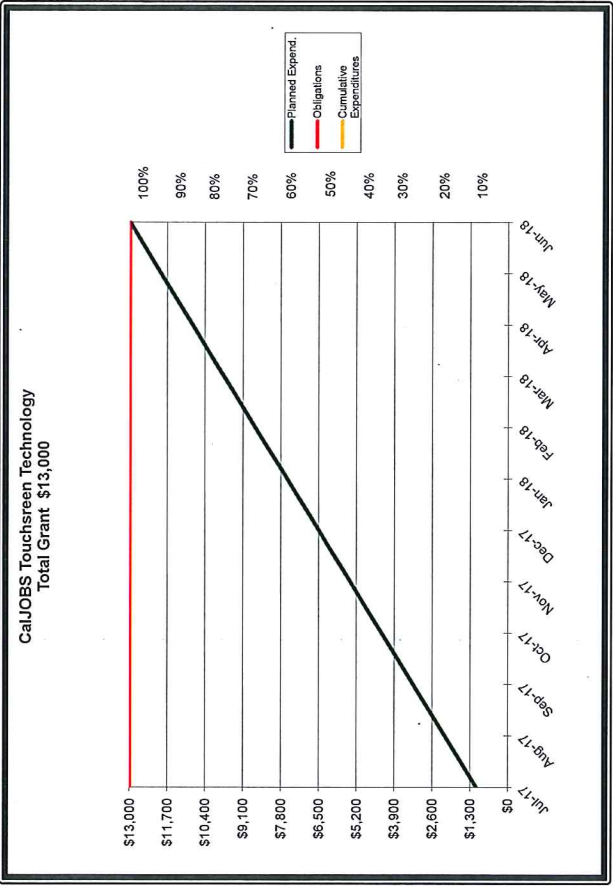
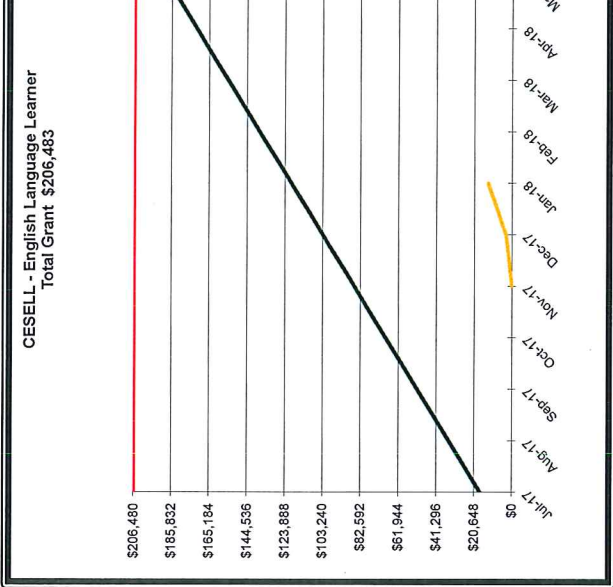
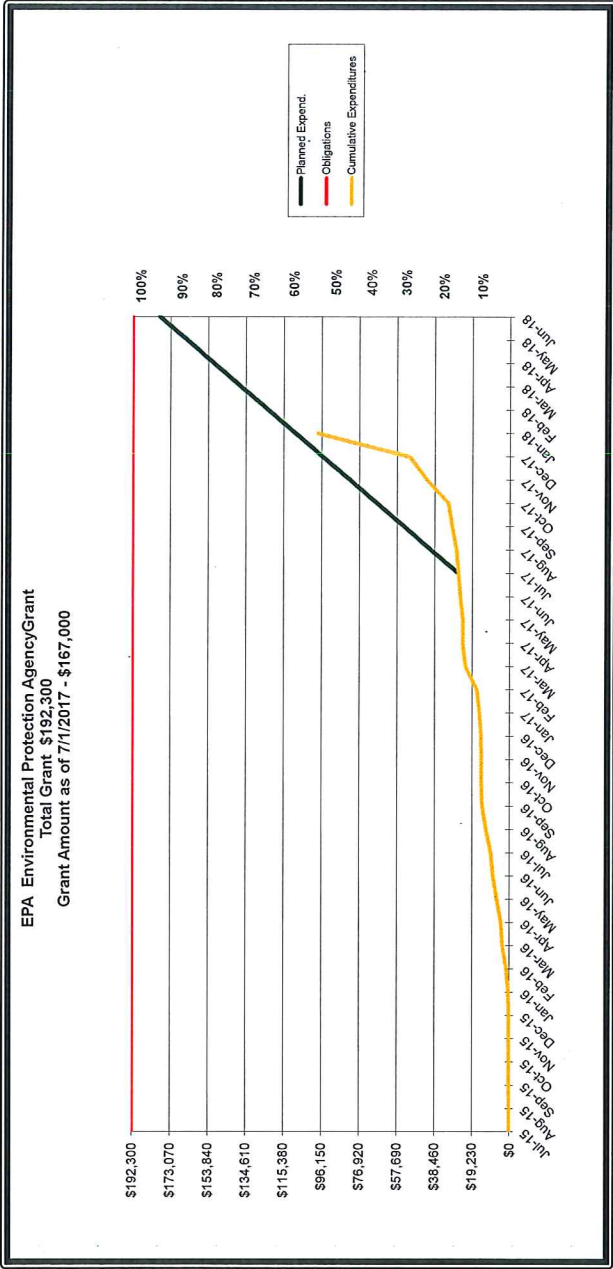
FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD FINANCIAL REPORTS

January 2018



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD FINANCIAL REPORTS

January 2018



# Consent Items Submitted by the Adult Council

## **MISSION:**

To procure, oversee, evaluate, and continuously improve a One-Stop system that provides employers with qualified job seekers and a means by which job seekers are able to achieve self-sufficiency.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A1
MEETING DATE:	March 7, 2018
ACTION:	RATIFY

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**TO:** Fresno Regional Workforce Development Board

**FROM:** Adult Council

**SUBJECT:** Ratification of New Adult Council Member

**RECOMMENDATION:**

Ratify the appointment of FRWDB Director Stuart Van Horn to the Adult Council.

The Adult Council approved this recommendation on January 25, 2018.

**REASON FOR RECOMMENDATION:**

Director Van Horn is the Chancellor of West Hills Community College District and has expressed interest in joining the Adult Council.

Article VI "Committees" of the Fresno Regional Workforce Development Board Bylaws indicates that committee chairs shall designate their committee members and present them to the Local Board for ratification.



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A2
MEETING DATE:	March 7, 2018
ACTION:	RATIFY

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Adult Council  
**SUBJECT:** Adult Council Vice Chair Selection

## **RECOMMENDATION:**

Ratify Joe Olivares as Vice Chair of the Fresno Regional Workforce Development Board (FRWDB) Adult Council.

The Adult Council approved this recommendation on January 25, 2018.

## **BACKGROUND:**

As outlined in the following Section of the Fresno Regional Workforce Development Board's (FRWDB) Bylaws, the FRWDB's Councils and Committees must have both a Chair and Vice Chair identified.

*Section 6.01 Creation of Standing Committees.* Subject to the provisions of the Joint Powers Agreement and the Workforce Investment Act, the Board shall have the authority to create and disband one or more standing committees of the FRWIB. Each standing committee shall consist of two (2) or more Directors, and other persons that the Directors may appoint to serve at the pleasure of the Board, including individuals who are not members of the Board. The appointments to such standing committees shall be by majority vote of the Directors then in office. Each standing committee shall have a chair and a vice chair, both of whom must be a member of the Board. The chair of each standing committee shall be appointed by the Chair, subject to ratification by majority vote of the Directors then in office. The vice chair of each standing committee shall be appointed by the committee chair, subject to ratification by majority vote of the Directors then in office. The standing committee vice chair shall assume the duties of the standing committee chair in his or her absence. Any standing committee, to the extent provided in the Board motion by which it is formed, shall only have the authority delegated by the Board. All standing committees shall observe strict compliance with the Ralph M. Brown Act.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A3
MEETING DATE:	March 7, 2018
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Adult Council  
**SUBJECT:** Local Dislocated Worker Definition and Eligibility Criteria Policy

## **RECOMMENDATION:**

Approve the following definitions for Dislocated Worker (DW) Eligibility Criteria.

The Adult Council approved this recommendation on January 25, 2018.

## **REASON FOR RECOMMENDATION:**

The Workforce Innovation and Opportunity Act (WIOA) provides Local Workforce Development Areas flexibility to implement systems that best suit the needs of their local communities. As part of this flexibility, the WIOA allows Local Workforce Development Boards (local boards) to develop a number of their own eligibility policies, procedures and definitions. The Technical Assistance Guide (TAG) clarifies these areas of flexibility, and provides local boards opportunities to enter their eligibility guidance in indicated areas; one of the areas is the definitions and eligibility criteria for the DW program.

For the DW eligibility criteria, the TAG lists the following areas that are not defined in the WIOA or the regulations and may be defined by the local board: 1) Attachment to the Workforce, 2) Unlikely to Return to a Previous Industry or Occupation, 3) Substantial Layoff, and 4) General Economic Conditions.

The criteria for these areas were originally defined under the Workforce Investment Act and the Fresno County Workforce Investment Board approved the attached policy on July 19, 2001. The current policy defines definitions for the areas listed above. However, the definitions in the current policy were very minimal and, in most cases, particularly for the unlikely to return criteria, do not provide sufficient guidance to allow for maximum flexibility as allowed under the WIOA. Therefore, Fresno Regional Workforce Development Board staff is recommending the following revisions (red text) to the local policy:

**Unlikely to Return to a Previous Industry or Occupation:** ~~Unless obviated by conditions or circumstances associated with dislocation, a WIA participant may provide written self-certification or determination of the likeliness of returning to their previous occupation or industry.~~ The status of an applicant who has limited opportunities for employment in their previous occupation of dislocation. This could include personal and/or confidential information and should be determined on a case-by-case basis. For the purpose of this definition, either the occupation or industry may be used to meet this criterion.

Examples include, but are not limited to:

1. The industry and/or occupation shows it is in "decline" or not a local demand occupation (local demand list).
2. The industry and/or occupation is in demand, but the individual has had a lack of job offers as documented by local Employment Development Department Workforce Services or



Unemployment staff, rejection letters from employers in the area, or other documentation of the individual's unsuccessful job search activities.

3. The individual would be required to re-locate to an area where the previous occupation is in demand.
4. Change in family situation that requires higher income.
5. Natural disaster that results in lost wages.
6. Loss of agricultural land and or mechanization.
7. The individual is not able to work in another capacity in the occupational area from which s/he was dislocated due to disability. An individual may have started in an industry performing physically or mentally demanding jobs, but is no longer capable of performing the essential requirement of the job.
8. A review that the individual's skills are obsolete compared to the skills that are now required.
9. A college degree was not required when an individual started in their previous occupation, but is required under the current labor market.
10. Any significant variance to normal seasonal employment patterns resulting in uncertain return-to-work dates.

**Substantial Layoff:** Any event that results in the temporary or permanent reduction in workforce by 20% or 50 employees, either by department or total company, but not necessarily resulting in permanent closure.

**General Economic Conditions:** Are defined as those that have a direct adverse effect on a self-employed individual(s) and are beyond one's control. Examples include, but are not limited to, self-employment, which has little demand or has been declining in the local area, seasonal factors, unforeseen or unusual operating costs, and depressed market conditions.

Adoption of the new criteria will provide maximum allowable flexibility to determine eligibility for the DW services and increase the number of DW eligible to receive services.

**ATTACHMENT:**

Policy Bulletin 17-01 Dislocated Worker-Local Eligibility Criteria/Definition

# *Fresno Area Workforce Investment Corporation*

2035 Tulare St. Suite 203 Fresno, CA 93721 • (559) 266-3742 • Fax (559) 233-9633 • www.jobsfresno.com

*Cindy Merzon  
Chief Executive Officer*

## LOCAL POLICY BULLETIN

FAWIC Policy Bulletin # <u>17-01</u> Date: <u>September 20, 2001</u>
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**TO: All FAWIC Providers of Services**

**FROM: Alex Babigian, COO**

**SUBJECT: Dislocated Worker-Local Eligibility Criteria/Definition**

**Effective Date: July 19, 2001**

The Workforce Investment Act (WIA) provides local areas increased flexibility to implement systems that best suit the needs of local communities. Under the authority of WIA and the State of California's WIA Eligibility Technical Assistance Guide, Directive WIAD01-02 dated July 23, 2001, local areas may develop local policies to meet local needs.

Fresno County Workforce Investment Board (FCWIB) staff and their contracted agencies reviewed local conditions and needs in recommending changes to the definition of dislocated workers for eligibility purposes. On July 19, 2001, the FCWIB unanimously approved the following recommended definitions for implementation:

A Dislocated Worker is an individual who:

1. Has been terminated or laid off, or who has received a notice of termination or layoff, from employment and is eligible for or has exhausted entitlement to unemployment compensation; or has been **employed for a duration sufficient to demonstrate attachment to the workforce \***, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law; and is **unlikely to return \*\*** to a previous industry or occupation;

**\*Sufficient attachment to the workforce:** *A period of 90 cumulative full or part time workdays within the last two (2) years prior to the date of the WIA application/registration. For the purpose of this definition, a workday can include as little as 2 hours of work. Part time employment conditions that, by their nature or design, restrict the number of hours available for work in any day are acceptable in determining sufficient attachment. Examples include, but are not limited to school aides, baby sitters, domestics, etc.*

**\*\*Unlikely to return:** *Unless obviated by conditions or circumstances associated with dislocation, a WIA participant may provide written self-certification or determination of the likeliness of returning to their previous occupation or industry. For the purpose of this definition, either the occupation or industry may be used to meet this criterion.*

2. Has been terminated or laid off, or has received a notice of termination or layoff, from employment, as a result of any permanent closure of, or any **substantial layoff** at, a plant, facility, or enterprise; or

**Substantial layoff:** *Any event that results in the temporary or permanent reduction in workforce by 20% of employees either by department or total company, but not necessarily resulting in permanent closure.*

3. Is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or for purposes of eligibility to receive services other than training services described in WIA Section 134(d)(4), intensive services described in Section 134(d)(3), or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close; or
4. Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of **general economic conditions** in the community in which the individual resides or because of natural disasters;

**General economic conditions:** *Are defined as those that have a direct adverse affect on a self-employed individual(s) and are beyond one's control. Examples include but are not limited to, seasonal factors, unforeseen or unusual operating costs, and depressed market conditions.*

5. Is a displaced homemaker [Reference: WIA Section 101 (9) or,
6. Has voluntarily terminated employment, and is receiving, or has been determined eligible to receive unemployment compensation or has subsequently exhausted entitlement to unemployment compensation since terminating employment voluntarily, and is unlikely to return to a previous industry or occupation.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

<b>AGENDA ITEM:</b>	A4
<b>MEETING DATE:</b>	March 7, 2018
<b>ACTION:</b>	ACCEPT

2125 Kern Street, Suite 208 • Fresno, CA 93721 • (559) 490-7100 • Fax (559) 490-7199 • [www.workforce-connection.com](http://www.workforce-connection.com)

**TO:** Fresno Regional Workforce Development Board

**FROM:** Adult Council

**SUBJECT:** Second Quarter On-the-Job Training Report for Program Year 2017-2018

**RECOMMENDATION:**

Accept the Second Quarter On-the-Job Training (OJT) Report for Program Year (PY) 2017-2018.

The Adult Council approved this recommendation on January 25, 2018.

**REASON FOR RECOMMENDATION:**

The Adult Council continues to review and revise all Workforce Innovation and Opportunity Act (WIOA) local policies to improve performance outcomes. At its January 10, 2006, meeting, the Council approved a new OJT process flow. At the Council's recommendation, the Fresno County Workforce Investment Board approved the revised OJT Policy and Revised Customer Flow on February 16, 2006. Adult Council members requested that Fresno Regional Workforce Development Board (FRWDB) staff provide reports and analysis to the Council to ensure that the new policies and processes have been fully implemented and that they are producing better results.

FRWDB staff reviews OJT completions and retention rates each month. Completions include all OJTs that are completed during each quarter. The retention rate is monitored through post exit follow-ups and includes the number of OJT participants that successfully completed the OJT and were still employed with the OJT employer at the first quarter after exit.

The following report provides data by quarter for OJT completions and retention rates for PY 2017-2018:

Completions by Quarter	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	YTD
Total Number of OJTs	1	1			
Number of OJTs with Successful Completion	1	1			
<b>Percentage of Successful Completions</b>	<b>100%</b>	<b>100%</b>			
Follow-ups by Quarter					
Number of OJT Follow-ups Completed	4	5			
Number of OJTs with Employer at Follow-up	3	5			
<b>Percentage of Successful Retentions</b>	<b>75%</b>	<b>100%</b>			

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A5
MEETING DATE:	March 7, 2018
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Adult Council  
**SUBJECT:** Second Quarter Providers of Services' Monitoring Report for Program Year 2017-2018

**RECOMMENDATION:**

Accept the following Providers of Services Monitoring Report for the Second Quarter for Program Year 2017-2018.

The Adult Council approved this recommendation on January 25, 2018.

**REASON FOR RECOMMENDATION:**

Fresno Regional Workforce Development Board staff conducts programmatic and fiscal monitoring of all contracts to ensure compliance with federal, state, and local regulations and/or policies.

**ATTACHMENT:**

Adult Providers of Services Monitoring Report – Second Quarter, Program Year 2017-2018

**Adult Providers of Services Monitoring Report  
Second Quarter, Program Year 2017-2018**

**Program Monitoring:**

*Programmatic monitoring of the following sub-recipients was completed by the end of the second quarter.*

<b>Sub-Recipient</b>	<b>Contract # (s)</b>	<b>Results</b>
CSU, Fresno Foundation	719	<b>No Findings</b>
Fresno Economic Opportunities Commission	420-Prop 39	<b>No Findings</b>
Resources for Resources for Independent Living	733-DEA	<b>No Findings</b>
Proteus, Inc.	243	1) Can Not Locate process issues 2) I-Train Data Entry Issues 3) Service Code process issues 4) IEP process issues  <b>Findings Conditionally Closed pending follow-up review</b>
Central Labor Council Partnership	213, 213-NEG, 213-Prop 39, 580-VEAP	1) Follow-up process issues 2) Service Code process issues  <b>Finding 1 remains open until follow-up review is completed.</b> <b>Finding 2 has been addressed.</b>

*Programmatic monitoring of the following sub-recipients was in process as of the end of the second quarter:*

<b>Sub-Recipient</b>	<b>Contract # (s)</b>
West Fresno Faith Based Organization	601-Prop 39
Merced Workforce Development Board	637

**Fiscal Monitoring:**

*Fiscal monitoring of the following sub-recipients was completed by the end of the second quarter:*

<b>Sub-Recipient</b>	<b>Contract # (s)</b>	<b>Results</b>
West Hills Community College District PY 16-17 Fiscal Closeout	250, 540, 390, 588, 250 NEG, 587Craft, 250 Slingshot	<b>No Findings</b>
Clovis Unified School District PY 16-17 Fiscal Closeout	692-RICO III	<b>No Findings</b>
Fresno, Madera, Kings and Tulare County Building Construction Trades Council PY 16-17 Fiscal Closeout	692	<b>No Findings</b>
Community Services & Employment PY 16-17 Fiscal Closeout	694-Prop 39	<b>No Findings</b>
Tulare Workforce Development Board PY 16-17 Fiscal Closeout	636-Prop 39, VEAP	<b>No Findings</b>
Central Labor Council Partnership PY 16-17 Fiscal Closeout	213, 580	<b>No Findings</b>
Proteus, Inc. PY 16-17 Fiscal Closeout	343, 540, 243NEG	<b>No Findings</b>
State Center Community College District PY 16-17 Fiscal Closeout	556-RICO III	<b>No Findings</b>
CSU, Stanislaus PY 16-17 Fiscal Closeout	691-Slingshot	<b>No Findings</b>
Fresno Business Council PY 16-17 Fiscal Closeout	716-Slingshot	<b>No Findings</b>

*Fiscal monitoring of the following sub-recipients is in process as of the end of the second quarter:*

<b>Sub-Recipient</b>	<b>Contract # (s)</b>
Kern Community College District	691-Slingshot
CSU, Bakersfield PY 16-17 Fiscal Closeout	691-Slingshot
West Fresno Faith Based Organization	601-Prop 39

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A6
MEETING DATE:	March 7, 2018
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Adult Council  
**SUBJECT:** Second Quarter Providers of Services' Customer Complaint Report for Program Year 2017-2018

**RECOMMENDATION:**

Accept the Adult and Dislocated Worker Customer Complaint Report for the Second Quarter of Program Year 2017-2018.

The Adult Council approved this recommendation on January 25, 2018.

**REASON FOR RECOMMENDATION:**

Under the Fresno Regional Workforce Development Board (FRWDB) Joint Powers Agreement, the FRWDB develops and manages systems to hear and resolve grievances brought by participants, vendors, or other interested parties, and to provide quarterly reports to the FRWDB regarding such grievances.

**ATTACHMENT:**

Adult/Dislocated Worker Customer Complaint Report - Second Quarter, Program Year 2017-2018



## Adult/Dislocated Worker Customer Complaint Report

### Second Quarter, Program Year 2017-2018

Date	Sub-Recipient	Summary of Customer Complaint	Action Taken	Date of Correction
9/25/17	Central Labor Council Partnership	Poor customer service	After meeting with provider staff involved with client, it was determined there was no basis for complaint.  Client decided not to continue with program, as it did not fit into her plan.	10/5/17

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A7
MEETING DATE:	March 7, 2018
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Adult Council  
**SUBJECT:** Second Quarter Job Seeker Customer Satisfaction Report for Program Year 2017-2018

**RECOMMENDATION:**

Accept the Second Quarter Job Seeker Customer Satisfaction Report for Program Year (PY) 2017-2018.

The Adult Council approved this recommendation on January 25, 2018.

**REASON FOR RECOMMENDATION:**

At its July 24, 2014, meeting, Fresno Regional Workforce Development Board (FRWDB) staff presented to the Adult Council a new survey model, as an information item. The redesign incorporated a new set of survey tools and reporting process.

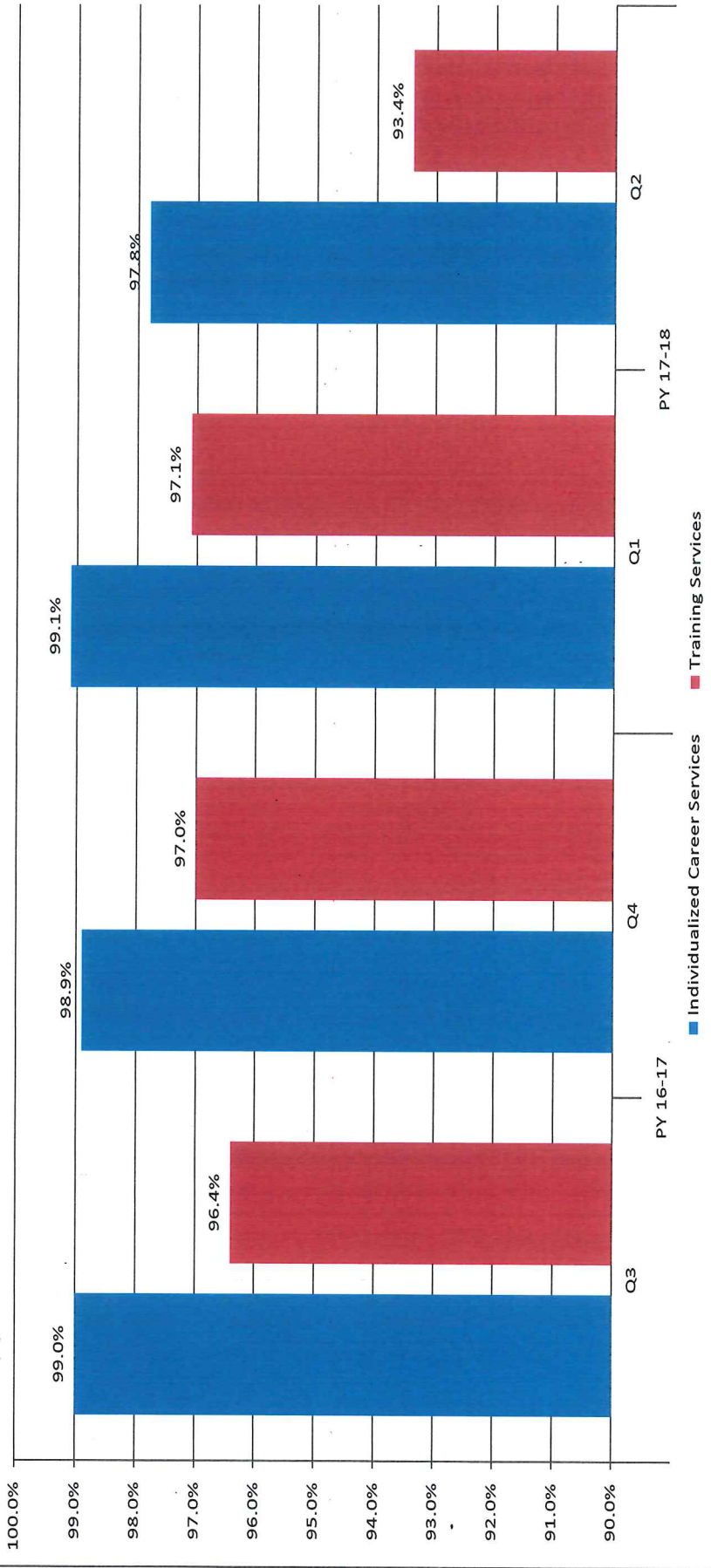
FRWDB staff implemented the updated process and tools beginning in October, 2014, for the Second Quarter of PY 2014-2015.

This report is the results for the four (4) quarter period ending December 31, 2017.

**ATTACHMENT:**

Job Seeker Customer Satisfaction Report for the Second Quarter of PY 2017-2018

### Placement Satisfaction



**Staff Notes:**

	PY 16-17				PY 17-18			
	Q3		Q4		Q1		Q2	
Surveys Received by Type	Non-Training	Training	Non-Training	Training	Non-Training	Training	Non-Training	Training
Clients Placed by Type	91	41	82	41	79	33	75	35
Survey Response Rate	113	45	117	43	108	51	85	40
	80.5%	94.1%	70.1%	95.3%	73.2%	64.7%	88.2%	87.5

**Client Feedback:**

**Individualized Career Services:** I took assessments, but they were of no help in getting me the job I got; not able to access training services due to assessment scores, too many tutorials and retests, takes too much time; referrals were in previous jobs; ERS was instrumental in my success; already knew my career goal; I already had the skills for this job; thanks for the motivation; too many hurdles;

**Training Services:** Took non-training related employment as pay was better and employment was faster; non-training related employment; trained as welder, employed in call center; not trained as a dishwasher; chose not to join the union; working in production, not manufacturing; didn't need to job search, was promoted as a result of training received.

# Consent Items Submitted by the Business & Industry Committee

## **MISSION:**

To actively support and engage the Fresno business and industry community with Workforce Innovation and Opportunity Act resources and facilities through information and education to stimulate job growth and job retention.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	B1
MEETING DATE:	March 7, 2018
ACTION:	RATIFY

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---

**TO:** Fresno Regional Workforce Development Board  
**FROM:** Business and Industry Committee  
**SUBJECT:** Business and Industry Committee Vice Chair Selection

## **RECOMMENDATION:**

Ratify the appointment of FRWDB Director Joe Olivares as Vice Chair to the Business and Industry Committee.

The Business and Industry Committee approved this recommendation on February 21, 2018.

## **INFORMATION:**

As outlined in the following Section of the Fresno Regional Workforce Development Board's (FRWDB) Bylaws, the FRWDB's Councils and Committees must have both a Chair and Vice Chair identified.

***Section 6.01 Creation of Standing Committees.*** Subject to the provisions of the Joint Powers Agreement and the Workforce Investment Act, the Board shall have the authority to create and disband one or more standing committees of the FRWDB. Each standing committee shall consist of two (2) or more Directors, and other persons that the Directors may appoint to serve at the pleasure of the Board, including individuals who are not members of the Board. The appointments to such standing committees shall be by majority vote of the Directors then in office. Each standing committee shall have a chair and a vice chair, both of whom must be a member of the Board. The chair of each standing committee shall be appointed by the Chair, subject to ratification by majority vote of the Directors then in office. The vice chair of each standing committee shall be appointed by the committee chair, subject to ratification by majority vote of the Directors then in office. The standing committee vice chair shall assume the duties of the standing committee chair in his or her absence. Any standing committee, to the extent provided in the Board motion by which it is formed, shall only have the authority delegated by the Board. All standing committees shall observe strict compliance with the Ralph M. Brown Act.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	B2
MEETING DATE:	March 7, 2018
ACTION:	RATIFY

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---

**TO:** Fresno Regional Workforce Development Board  
**FROM:** Business and Industry Committee  
**SUBJECT:** Ratification of New Business and Industry Committee Members

**RECOMMENDATION:**

Ratify the appointments of Dr. Smita Rouillard, Ron Hicks and Tommy Nellon to the Business and Industry Committee.

The Business and Industry Committee approved this recommendation on February 21, 2018.

**REASON FOR RECOMMENDATION:**

Dr. Smita Rouillard, Ron Hicks and Tommy Nellon are FRWDB Directors and have expressed interest in joining the Business and Industry Committee.

Article VI "Committees" of the FRWDB Bylaws indicates that committee chairs shall designate their committee members and present them to the Local Board for ratification.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	B3
MEETING DATE:	March 7, 2018
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Business and Industry Committee  
**SUBJECT:** Employer Customer Satisfaction

**RECOMMENDATION:**

Accept the Employer Customer Satisfaction Report.

The Business and Industry Committee approved this recommendation on February 21, 2018.

**REASON FOR RECOMMENDATION:**

This report provides data for the reporting period on employers' satisfaction with the job seeker they hired and the customer service the employer received from Workforce Connection staff. This information will assist the Business and Industry Committee and the FRWDB, if necessary, in guiding staff in the area of process improvement.

FRWDB staff continues to work with Service Providers to improve the processes used to increase the satisfaction level with employers. These improvements are based on data collected through satisfaction surveys, monitoring reviews, complaints and bi-weekly operations meetings between provider and FRWDB staff.

**ATTACHMENT:**

Employer Customer Satisfaction Report

# EMPLOYER RELATIONS SURVEY

## Rolling Four (4) Quarter Report

EMPLOYER RELATIONS MEASURES	PY 16-17		PY 17-18	
	Q3	Q4	Q1	Q2
1. How responsive were we to your needs (were we timely)?	4.8	4.8	4.8	4.8
2. For appropriate positions, do you think Workforce Connection (WC) is a good source for staffing?	4.8	4.8	4.8	4.8
3. Have you experienced consistent service over several recruitments?	4.8	4.8	4.8	4.8
4. Did you receive quality service at WC?	4.8	4.8	4.8	4.9
<b>OVERALL MEAN</b>	<b>4.8</b>	<b>4.8</b>	<b>4.8</b>	<b>4.8</b>
Possible Unique # Employers Within a Quarter to be Surveyed / # of Employers Responded	<b>21/13</b>	<b>13/11</b>	<b>29/22</b>	<b>16/12</b>

## COMMENTS FROM EMPLOYER

*"The candidate was excellent and we ended up hiring her. She is doing great! Our BAS was really on it." - EPlace Solutions*



# Consent Items Submitted by the Youth Council

## **MISSION:**

To design, procure, and oversee Workforce Innovation and Opportunity Act youth services to ensure all available resources serve the needs of Fresno County youth.

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	C1
MEETING DATE:	March 7, 2018
ACTION:	RATIFY

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---

**TO:** Fresno Regional Workforce Development Board  
**FROM:** Youth Council  
**SUBJECT:** Ratification of New Youth Council Member

**RECOMMENDATION:**

Ratify the appointment of Araceli Holland to the Youth Council.

The Youth Council approved this recommendation on February 15, 2018.

**REASON FOR RECOMMENDATION:**

Ms. Holland is the District Administrator at the State of California Department of Rehabilitation and has expressed interest in joining the Youth Council.

Article VI "Committees" of the Fresno Regional Workforce Development Board Bylaws indicates that committee chairs shall designate their committee members and present them to the local board for ratification.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	C2
MEETING DATE:	March 7, 2018
ACTION:	APPROVE

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---

**TO:** Fresno Regional Workforce Development Board  
**FROM:** Youth Council  
**SUBJECT:** Final Draft Workforce Innovation and Opportunity Act Title I Youth Request for Proposals Statement of Work for Program Year 2018-2019

## **RECOMMENDATION:**

Approve the final draft of the Workforce Innovation and Opportunity Act (WIOA) Title I Youth Request for Proposals (RFP) Statement of Work (SOW) for services beginning in Program Year (PY) 2018-2019.

The Youth Council approved this recommendation on February 15, 2018.

## **REASON FOR RECOMMENDATION:**

At its November 16, 2017, meeting, the Youth Council approved the draft RFP SOW to procure for Youth program services for PY 2018-2019. To allow members of the public an opportunity to provide input, Fresno Regional Workforce Development Board (FRWDB) staff released the draft SOW for a 30 day public comment period from December 8, 2017, through January 5, 2018.

FRWDB staff coordinated community-based public meetings in Fresno, Reedley, and Coalinga to solicit comments. In addition to the meetings, individuals had the opportunity to submit written comments. Based on the feedback received during the public comment period, there was one (1) suggested change to the RFP. FRWDB staff has attached the revised SOW and the public comment for your review and acceptance. Section B on page one was revised to address the public comment and staff made additional changes due to revised policies from the state.

## **FUTURE IMPLICATIONS:**

Upon approval of this item by the FRWDB, FRWDB staff will finalize the RFP and prepare for final release in March, 2018. The procurement timeline is attached.

## **FISCAL IMPACT:**

None.

## **ATTACHMENTS:**

ATTACHMENT I: FRWDB 2018-2019 WIOA Youth Procurement Schedule  
ATTACHMENT II: FRWDB 2018-2019 WIOA Youth Final Draft Statement of Work  
ATTACHMENT III: WIOA All Youth One System Program Year 2018-2019 Draft Statement of Work  
Public Comments

<b>FRWDB 2018-2019 Youth Services Procurement Timeline</b>			
<b>Activities</b>	<b>Responsible Party</b>	<b>Date</b>	<b>Time/Place</b>
1. Release Request for Proposals	FRWDB Staff	3/15/18	4:00 P.M. FRWDB Website  FRWDB Administration 2125 Kern Street, Suite 208 Fresno , CA 93721
2. Mandatory Bidders' Conferences	FRWDB Staff	3/20/18	Workforce Connection - Manchester 3302 N. Blackstone, Room 209 Fresno, CA 93726
		3/27/18	Business Services Center 7475 N. Palm Avenue, Suite 105 Fresno, CA 93711
3. Deadline for Submission of Questions	Bidder	4/6/18	By 5:00 p.m.
4. Submission of Proposals	Bidder	4/13/18	By 4:00 p.m. FRWDB Administration 2125 Kern Street, Suite 208 Fresno , CA 93721
5. Panel Review for Responsiveness and Quality	Specialized Rating Team	5/10/18	9:30 A.M. Business Services Center 7475 N. Palm Avenue, Suite 105 Fresno, CA 93711
6. Initial Award(s) Announcement	FRWDB Staff	5/10/18	By 5:00 P.M. FRWDB Website
7. Written Protests Due	Bidder	5/17/18	By 5:00 P.M. FRWDB Administration 2125 Kern Street, Suite 208 Fresno , CA 93721
8. Protest Hearing – If Necessary	FRWDB Executive Director	TBD	TBD
9. Award(s) Recommendation	FRWDB Youth Council	5/17/18	4:00 P.M. Workforce Connection - Manchester 3302 N. Blackstone, Room 209 Fresno, CA 93726
10. Contract Award(s)	FRWDB	6/6/18	4:00 P.M. Fresno Council of Governments 2035 Tulare Street 2nd Floor Fresno, CA 93721
11. Begin Contract Negotiations	FRWDB Staff	6/7/18	FRWDB Administration 2125 Kern Street, Suite 208 Fresno , CA 93721
12. Contract Signing	FRWDB Staff	TBD	Pending Contract Signature

## SECTION VI: SCOPE OF WORK

### A. Program Goals

The ultimate goal of the FRWDB Workforce Innovation and Opportunity Act (WIOA) Youth program is to provide a comprehensive array of services that promote and ensure that all youth served will have the skills needed to enter and succeed in higher education and future career opportunities of their choice.

To reach this goal, emphasis is placed on quality and effective year-round youth services that focus on career guidance, meaningful job training and education.

### B. Program Service Delivery Areas

Services are being requested for the entire Fresno County Local Workforce Development Board Area (LWDA), which has been divided into the following four (4) Service Delivery Areas (SDAs):

Urban North: All Fresno County eligible youth residing ~~in areas~~ north of Shields Avenue within the ~~cities~~ city limits of Fresno and Clovis.

Urban South: All Fresno County eligible youth residing ~~in areas~~ south of Shields Avenue within the ~~cities~~ city limits of Fresno and Clovis.

Rural East: All Fresno County eligible youth residing in areas east of the ~~cities~~ city limits of Fresno and Clovis and east of the 41 highway south of the Fresno city limits.

Rural West: All Fresno County eligible youth residing in areas west of the ~~cities~~ city limits of Fresno and Clovis and east of the 41 highway south of the Fresno city limits.

### C. Eligibility for Youth Services

To be eligible to receive youth services, an individual must meet the Out of School (OS) Youth or In School (IS) Youth WIOA eligibility criteria as follows:

#### OS Youth Eligibility

In order to receive services as an OS youth, an individual must meet the following eligibility criteria:

1. Resident of Fresno County.
2. Not attending any secondary or postsecondary school (not including Title II adult education, YouthBuild, Job Corps, high school equivalency programs [exceptions in definitions], non-credit bearing postsecondary classes, dropout reengagement programs or charter schools with federal and state workforce partnerships).
3. Age 16-24 years old.
4. One (1) or more of the following barriers:
  - a. A school dropout;
  - b. A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year quarter;
    - (i) Note: If the school does not use school year quarters, LWDA's must use calendar quarters;
  - c. A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual **and** is either basic skills deficient or an English language learner;
  - d. An offender;
  - e. A homeless individual or a runaway;
  - f. An individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under Section 477 of the Social Security Act, or in an out-of-home placement;
  - g. An individual who is pregnant or parenting (custodial and non-custodial parent including non-custodial fathers);
  - h. An individual with a disability;
  - i. A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

~~Note: OS youth qualify as low income if the youth is a parent living in the same household as a child who receives, or is eligible to receive, free or reduced price lunch based on their income level.~~

(Reference: WIOA Section 129[a][1][B] and **Title 20 CFR § 681.210**)

### IS Youth Eligibility

In order to receive services as an IS youth, an individual must meet the following eligibility criteria:

1. Attending school, including secondary and post-secondary schools in Fresno County.
2. Age 14-21 years old (A youth with disabilities who is in an individualized education program at the age of 22 may be enrolled as an IS youth [TEGL



21-16 and EC 56026]).

3. Low income individual. Youth who receive or are eligible to receive a free or reduced lunch under the Richard B. Russell National School Lunch Act, are considered to be low-income. However, in areas where a school district subsidizes all student meals under the Hunger-Free Kids Act of 2010, the Service Provider must base low-income status on an individual student's eligibility to receive free or reduced price lunch.
4. Meets one (1) or more of the following barriers:
  - a. Basic skills deficient;
  - b. An English language learner;
  - c. An offender;
  - d. A homeless individual or a runaway;
  - e. An individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under Section 477 of the Social Security Act, or in an out-of-home placement;
  - f. Pregnant or parenting (custodial and non-custodial parent including non-custodial fathers);
  - g. Individual with disability;
  - h. An individual who requires additional assistance to complete an educational program or secure and hold employment.

Limitation: No more than five percent (5%) of the total local newly enrolled IS youth in a given program year may be eligible under this barrier.

(Reference: WIOA Section 129[a][1][C] and [Title 20 CFR §681.220](#) )

#### Low Income

~~A youth living in a high poverty area is automatically considered to be a low-income individual. A high poverty area is a census tract or county that has a poverty rate of at least 25 percent, as set every five (5) years using American Community Survey (ACS) Five (5) Year data. Local Areas may access ACS Five (5) Year data on the U.S. Census Fact Finder website to determine the poverty rate. TEG 21-16, Attachment 2 – Determining Whether Youth are living in a High Poverty Area, provides step-by-step instruction on how to calculate the poverty rate.~~

Under WIOA, a youth who receives or is eligible to receive a free or reduced lunch under the Richard B. Russell National School Lunch Act, is considered to be low-income. While the free/reduced lunch low-income category primarily

applies to IS Youth, OS youth may also qualify as low income if the youth is a parent living in the same household as a child who receives or is eligible to receive free or reduced price lunch based on their income level. However, not all youth who receive a free or reduced priced lunch automatically qualify as low-income for the WIOA youth program eligibility. In areas where a school district subsidizes all student meals under the Hunger-Free Kids Act of 2010, the Local Area must base low-income status on an individual student's eligibility to receive free or reduced price lunch or on the youth's ability to meet one of the other low-income categories under WIOA.

A youth living in a high-poverty area is automatically considered to be a low-income individual. A high-poverty area is a Census tract or county that has a poverty rate of at least 25 percent as set every 5 years using American Community Survey (ACS) 5-Year data. Local Areas may access ACS 5-Year data on the U.S. Census Fact Finder website to determine the poverty rate. TEGL 21-16, Attachment 2 - Determining Whether Youth are living in a High Poverty Area, provides step-by-step instruction on how to calculate the poverty rate.

**A referral system must be in place for youth who are determined not eligible for WIOA services.**

#### **D. Mandated WIOA Youth Services**

The successful applicant must clearly demonstrate how the following core services of the WIOA Youth Year-Round Program will be provided.

WIOA Youth service provision is based on strong case management that includes, but is not limited to, regular contact with the participant; the provision and tracking of supportive services; tracking participation in appropriate services as defined in the Individual Service Strategy (ISS); and attainment of goals.

- 1. Outreach/Recruitment:** Provider staff must work directly with local educational entities and other related community organizations that focus on providing services to OS youth to conduct ongoing recruitment.
- 2. Orientation:** An orientation must be provided to each youth utilizing the FRWDB orientation presentation, which is provided in OD 01-14. Orientations may be provided in a group setting or one-on-one and must include information on the full services that are available through the FRWDB WIOA Youth Program.
- 3. Eligibility:** The provider of services is responsible to ensure that all documents needed to substantiate WIOA eligibility are gathered. Enrollment cannot occur until the individual has met the WIOA youth eligibility criteria



outlined in the local Technical Assistance Guide (OD 03-15) and has been officially certified as WIOA eligible.

4. **Objective Assessment:** An Objective Assessment interview must be completed and document the results in the ISS for each youth.
5. **Assessment:** Each youth must be provided a basic skills assessment to determine academic skill levels prior to intake/eligibility and career assessments, to determine career interest and goals. Providers must use locally approved assessment tools: Comprehensive Adult Student Assessment System (CASAS) for basic skills assessments, and O\*NET and WorkKeys for career assessments (OD 20-13).
6. **Individual Services Strategy (ISS):** An ISS must be developed for each youth to plan for academic services, career exploration, and job placement services to participants under the WIOA. The plan must include the appropriate combination and sequence of services for the participants, based on the results of the initial academic assessment, objective assessment, and other comprehensive career assessments (OD 17-15).
7. **Job Readiness Workshop:** All youth are required to complete the entire Job Readiness two (2) week (four (4) hours per day for a total of eight (8) days) facilitated workshop using IMAGO Job Readiness Curriculum as outlined in OD 05-17.
8. **Work Experience:** WIOA places a priority on providing youth with occupational learning opportunities through Work Experience. Work Experience must include academic and occupational education. **The academic and occupational education component refers to contextual learning that accompanies a work experience. It includes the information necessary to understand and work in specific industries or occupations.** Bidders must demonstrate their ability to monitor work experience as outlined in OD 22-13 and expend their full allocation of Work Experience funds.
9. **Training Services:** OS youth may be eligible for skills training services. Bidders must demonstrate how they will implement the local skills training process as outlined in Skills Training Process, OD 12-06.
10. **Job Ready Preparation Process:** All youth must complete the Job Ready Process as outlined in OD 04-17.
11. **Information/Referral:** All youth must be provided information on the full array of applicable or appropriate services that are available through the local board or other eligible providers or One-Stop partners. Youth must be provided with referrals to appropriate training and educational programs that have the capacity to serve the participant or applicant either on a sequential or concurrent basis as outlined in OD 01-14.

12. **Follow-Up Services:** Closely tracking follow-up services can contribute to more successful long-term outcomes for youth and allow for the ongoing data collection that is required to measure performance for youth. Active case management, identification of multiple family/friend contact information, and frequent contact with the youth will increase access to these youth during the 12 month follow-up period as outlined in OD 05-15.

All WIOA Year-Round Youth PBs, ODs and IBs, are available on the FRWDB website at: [www.workforce-connection.com/fcwib/index.cfm?pg=policy\\_bulletins](http://www.workforce-connection.com/fcwib/index.cfm?pg=policy_bulletins)

### **E. Required WIOA Youth Program Elements**

The successful applicant must clearly demonstrate how they will accomplish the year-round youth services identified above within the scope of the following 14 required program elements that must be provided to participating youth. Proposals must show how the services will help youth meet the primary objectives established by the LWDA, state and federal performance standards.

1. Tutoring, study skills training, and instruction leading to secondary completion, including dropout prevention strategies.
2. Alternative secondary school offerings or dropout recovery services.
3. Paid/unpaid work experiences with an academic and occupational education component.
4. Occupational skills training with a focus on recognized postsecondary credentials and in-demand occupations.
5. Leadership development activities (e.g. community service, peer centered activities).
6. Supportive services.
7. Adult mentoring.
8. Follow-up services for at least 12 months after program completion.
9. Comprehensive guidance and counseling, including drug and alcohol abuse counseling.
10. Integrated education and training for specific occupation or cluster.
11. Financial literacy education.
12. Entrepreneurial skills training.

13. Services that provide labor market information about in-demand industry sectors and occupations.

14. Post-secondary preparation and transition activities.

Contracted providers will have the discretion to determine what specific program elements will be provided to a youth participant, based on each participant's objective assessment and individual needs.

## **F. Mandated Program Design Components**

All bidders must specifically demonstrate their current and future ability, if awarded contract funds, to provide the WIOA year-round youth services (section D items 1-12 above) and the provision of appropriate 14 WIOA youth program elements (E items 1-14 above), as appropriate, based on the individual needs of the youth.

All proposals must specifically demonstrate bidder's ability to serve both IS and OS youth and how the bidder will ensure that a minimum 75% of all youth served will be OS youth.

The bidder must demonstrate the ability to develop and maintain relationships with education and community organizations to conduct ongoing outreach/recruitment and orientation services.

The bidder must demonstrate their ability to establish communication and coordination procedures for serving youth simultaneously with partner agency staff. A triage of care process must be developed to allow sharing of information in order to minimize duplication of services and determine the best option(s) available to meet the needs of the youth so that they can successfully integrate into post-secondary education and/or job placement.

All proposals must include strategies on how to help meet employment and training needs.

## **G. Performance Measures**

Programs, at a minimum, will be measured on their success in achieving each of the prescribed performance outcomes under the WIOA. The percentage rates for each of the outcomes are established by the state and the FRWDB Board of Directors.

The WIOA performance measures for youth are:

1. Placement in Employment or Education (Second Quarter post exit)
2. Placement in Employment or Education (Fourth Quarter post exit)

3. Median Earnings
4. Credential Rate
5. Measurable Skills Gain

Each bidder must be able to demonstrate its ability to monitor these outcomes by utilizing FRWDB reporting and analysis tools and services.

#### **H. Program Design Mandates**

Bidders must demonstrate how they will utilize non-traditional service delivery models, such as co-location at community sites and facilities or mobile services, to provide a comprehensive array of services to all eligible youth they are proposing to serve.

Requested program services and their minimum requirements have been defined in the preceding sections. These outlined programs are the only services being requested at this time. Should unsolicited activities be received, they will be rejected at the discretion of the FRWDB.

**Provider of Service will be required to meet the minimum approved performance goals in order to be considered in contract compliance.**

Contract performance will be evaluated monthly by FRWDB staff and reported to the FRWDB Youth Council and the FRWDB Board of Directors each quarter.

Displacement Policy – A youth in a program or activity authorized under Title I of the WIOA must not displace (including a partial displacement, such as a reduction in the hours of non-overtime work, wages or employment benefits) any currently employed employee.

A program or activity authorized under Title I of the WIOA must not impair an existing contract for services or collective bargaining agreement.

A youth in a program or activity under Title I of the WIOA may not be employed in, or assigned to, a job if:

1. Any other individual is on layoff from the same or any substantially equivalent job;
2. The employer has terminated the employment of any regular, unsubsidized employee or otherwise caused an involuntary reduction in its workforce with the intention of filling the vacancy so created with the WIOA youth; or

3. The job is created in a promotional line that infringes in any way on the promotional opportunities of currently employed workers.

The FRWDB will require collaborations and linkages for the following reasons:

1. Collaboration and linkages will enhance communication and cooperation among the various agencies that provide overlapping and/or complimentary services. These partnerships encourage personnel from various organizations to work together to provide expanded opportunities for youth.
2. Each organization is unique and excels in certain aspects of service provision. Combining the strengths of all partners will ultimately lead to better overall programs.
3. Collaborations and linkages can help minimize the effects of decreased funding availability and generate the possibility of greater sustainability in program services.
4. For purposes of this Request for Proposals (RFP), the following definitions apply:
  - a. Collaboration means a temporary alliance of groups or organizations that come together to work jointly on a specific endeavor. Collaboration is strengthened by a formal written agreement which delineates the responsibilities of each group, organization, or entity.
  - b. Linkage means any mechanism that connects or ties services together. This linkage enhances overall services to the youth.

#### **I. General Responsibilities**

1. The bidder must:
  - a. Concomitantly ensure that the FRWDB, the City of Fresno, and the County of Fresno are in compliance with their contract with the State of California.
  - b. Contract with the FRWDB and comply with all of the terms and conditions of that contract for the delivery of services.
  - c. Work under the direction of, and in cooperation with, FRWDB staff.
  - d. Have clearly defined roles and internal communication processes regarding the goals and purpose of the program as outlined in this RFP.
  - e. Cooperate with other funded providers of services.

- f. Under the direction of FRWDB staff, ensure that the services provided are readily accessible to the individuals to be served.
- g. Under the direction of FRWDB staff, ensure that the program is fully staffed with qualified Academic Career Advisors who will act as coaches and facilitators to enrolled youth (OD #04-08).
- h. Under the direction of FRWDB staff, ensure that all staff is fully trained and knowledgeable of WIOA regulations, state directives, local policies and ODS
- i. Under the direction of FRWDB staff, ensure that all local standardized processes and procedures are implemented and complied with as outlined in the local policies and ODS.
- j. Under the direction of FRWDB staff, provide oversight and monitoring of all program activities, including collaborative partners.
- k. Under the direction of FRWDB staff, administer all funds paid to the year-round youth service program(s).
- l. Under the direction of FRWDB staff, collaborate with organizations identified in the proposal and those mandated by the FRWDB and/or state, including, but not limited to:
  - (i) One-Stop centers and system;
  - (ii) Local education agencies;
  - (iii) Social service agencies, public housing agencies, Temporary Assistance for Needy Families (TANF), foster care, and other related programs; and
  - (iv) Business and industry.
- m. Input all required data into the CalJOBS system per FRWDB staff and State of California direction.
- n. Provide services to individuals eligible for participation in the program, including those with barriers to employment such as: individuals with disabilities, offenders, school dropouts, individuals deficient in basic skills and parenting, pregnant, runaway, or homeless youth.
- o. Under the direction of FRWDB staff, coordinate with partners in the program design, implementation and capacity building/staff development.
- p. Be fully accountable and responsible for all outcomes including WIOA state and local performance measures.



- q. Conduct customer satisfaction surveys of youth, parents of youth, and employers and use the results to develop and implement a continuous improvement plan for Work Experience.
2. Funds for Skills Training, Work Experience, and Supportive Services will be held in a centralized voucher bank managed by the FRWDB and should not be included in the proposed budget. A minimum of 20% of total funding will be allocated to the pools.
3. Funds for assessment and tutorial materials should not be included in the proposed budget.
4. Funds for computer equipment and/or software should not be included in the proposed budget.

Successful bidders will be required to submit a copy of their internal procedures manual at the time of contract negotiations to document their ability to comply with all of the items listed above.

## **J. Past Performance**

The primary consideration in selecting agencies or organizations to deliver services will be an evaluation of the bidder's past experience in providing the services being requested or similar services.

Qualified bidders will have a minimum of two (2) years documented, successful performance within the last five (5) years in providing academic, skills-based workforce development services to youth.

Bidders will be required to obtain two (2) Past Performance Questionnaires (pages 50-51) from current and/or previous funding source organizations/agencies with whom the bidder has had direct involvement with providing similar related services. The completed questionnaires must be submitted by the reviewing organizations/agencies to [ythfrfp@workforce-connection.com](mailto:ythfrfp@workforce-connection.com). The questionnaires must be received by the FRWDB on or before 4:00 p.m., April 13, 2018. The organizations/agencies are not to send the completed questionnaires to the bidding agency/organization.

Workforce Innovation and Opportunity Act Youth Services  
 Draft Request for Proposals Scope of Work  
 Public Comments

<p>Comment 1</p>	<p>No specific cities or school districts are mentioned in the Scope of Work.                  It's easier when you say this is the city or this is the zip code you're going to serve. When you start getting into the Fresno area (the urban area), it can get territorial.</p>
<p>FRWDB                  Response/Action</p>	<p>FRWDB staff expanded language to provide additional clarification.</p>



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	C3
MEETING DATE:	March 7, 2018
ACTION:	ACCEPT

2125 Kern Street, Suite 208 • Fresno, CA 93721 • (559) 490-7100 • Fax (559) 490-7199 • www.workforce-connection.com

**TO:** Fresno Regional Workforce Development Board  
**FROM:** Youth Council  
**SUBJECT:** Second Quarter Local Performance Results Report for Program Year 2017-2018

**RECOMMENDATION:**

Accept the attached Youth Program Providers of Services Local Performance Results Report for the Second Quarter of Program Year (PY) 2017-2018.

The Youth Council approved this recommendation on February 15, 2018.

**REASON FOR RECOMMENDATION:**

The Fresno Regional Workforce Development Board (FRWDB) Joint Powers Agreement states, in part, that FRWDB staff shall fulfill administrative responsibilities as set forth in the Workforce Innovation and Opportunity Act (WIOA), including the administering of programs as described in the WIOA, as well as developing budgets and administrative plans. Additional administrative responsibilities and authorities shall include assessing the performance and evaluating the benefit, productivity, and impact of all programs funded under the WIOA, as amended or superseded, and submitting progress reports. FRWDB staff will submit both upon request, but not less often than every quarter.

Staff comments on performance issues for each provider are provided below:

**Youth Served:**

**Fresno Economic Opportunities Commission (FEOC):** Staff has no concerns.

**ResCare:** Staff has no concerns.

**Proteus, Inc.:** Staff has no concerns.

**West Hills Community College District (WHCCD):** Staff has no concerns.

**Youth Offender Services (ResCare):** Staff has no concerns.

**Youth Expenditures:**

**FEOC:** Staff has no concerns and expenditures are below plan caused by unanticipated staff savings due to the hiring process. The provider is fully staffed and is in the process of submitting a budget modification to correct under expenditures.

**ResCare:** Staff has no concerns and expenditures are below plan caused by lower In School Youth (ISY) allocations. Provider plans to maximize ISY enrollments for the year to increase the ISY allocations and balance out the expenditures.

**Proteus, Inc.:** Staff has no concerns. Expenditures are below plan caused by unanticipated staff savings due to the hiring process. Provider is fully staffed and anticipates to be aligned with plan by the third quarter.

**WHCCD:** Staff has no concerns.

**Youth Offender Services (ResCare):** Staff has no concerns and expenditures are below plan caused by lower ISY allocations. Provider plans to maximize ISY enrollments for the year to increase the ISY allocations.

**Youth Placement:**

**FEOC:** Staff has no concerns.

**ResCare:** Staff has no concerns.

**Proteus, Inc.:** Staff has no concerns.

**WHCCD:** Staff has no concerns.

**Youth Offender Services (ResCare):** Staff has no concerns.

**Certificate of Attainment:**

**FEOC:** The Out of School Certificate of Attainment numbers are below due to the participants attaining full-time employment before attaining the academic goal. Provider will continue to engage youth during the follow-up services to encourage them to reengage, and receive a certificate. Provider is also projecting additional exits from participants that have completed all planned services to be aligned with goal by the end of the third quarter.

**ResCare:** Staff has no concerns.

**Proteus, Inc.:** Staff has no concerns.

**WHCCD:** Staff has no concerns. Provider is below goal due to two (2) participants attaining full-time employment before attaining their certificate. Provider will continue to encourage participants during twelve (12) month follow-up to work on their educational goals.

**Youth Offender Services (ResCare):** Staff has no concerns.

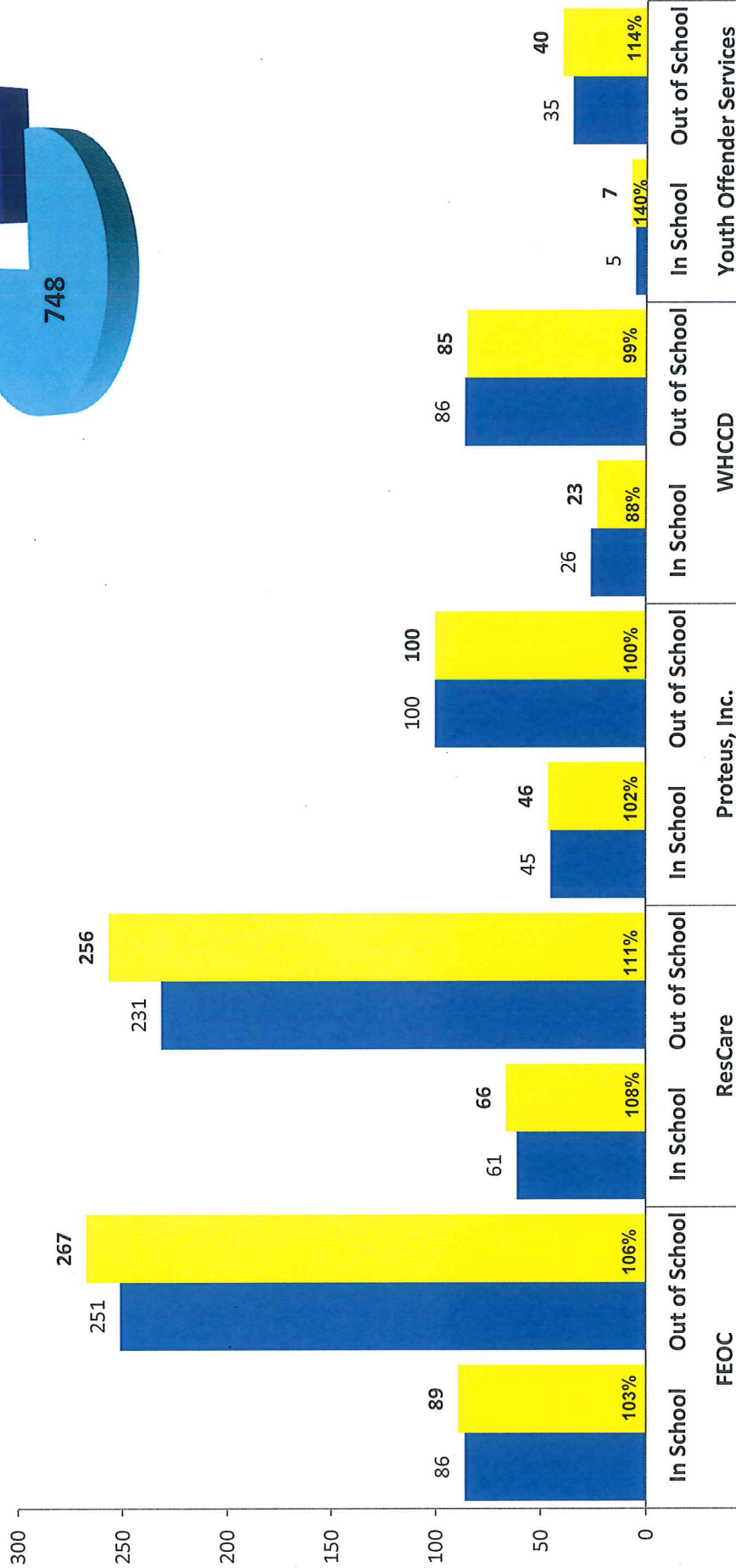
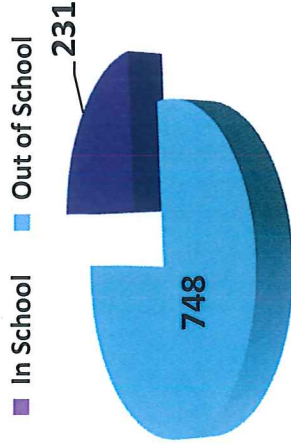
**ATTACHMENT:**

All Youth One System Providers of Services Local Performance Results Report for the Second Quarter of Program Year 2017-2018

# Youth Served

FEOC - Fresno Economic Opportunities Commission  
 ResCare - ResCare Workforce Services  
 Proteus - Proteus, Inc.  
 WHCCD - West Hills Community College District

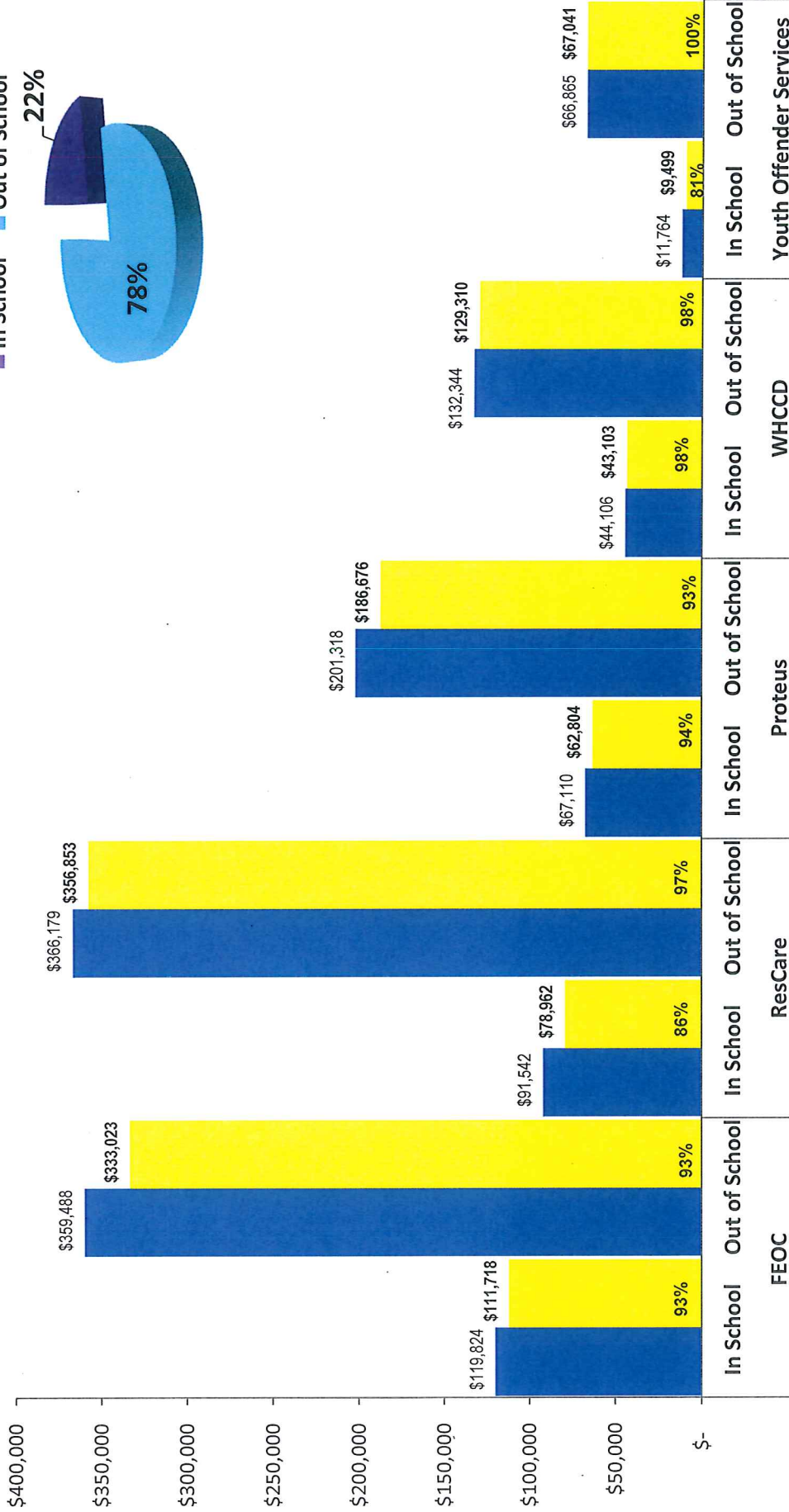
**Total Served- 979**



■ Plan ■ Actual

Note: Number served goal is 95%

# Youth Expenditures



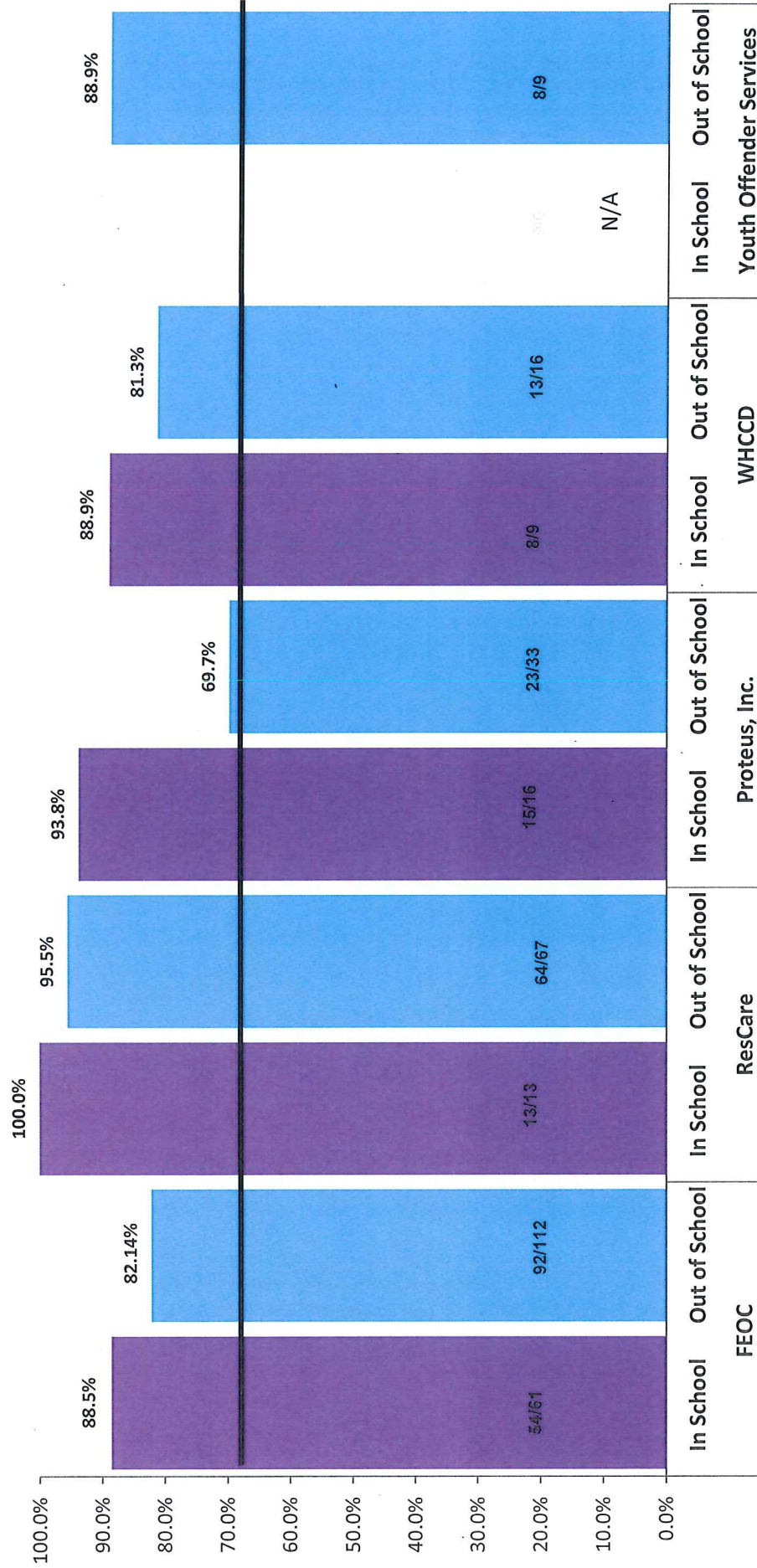
Note: WIOA mandates a minimum of 75% Out-of-School Expenditures and a maximum of 25% In school Expenditures. The expenditures goal range is 95% to 100%.

### Youth Placement

Goals

Placement 68% 

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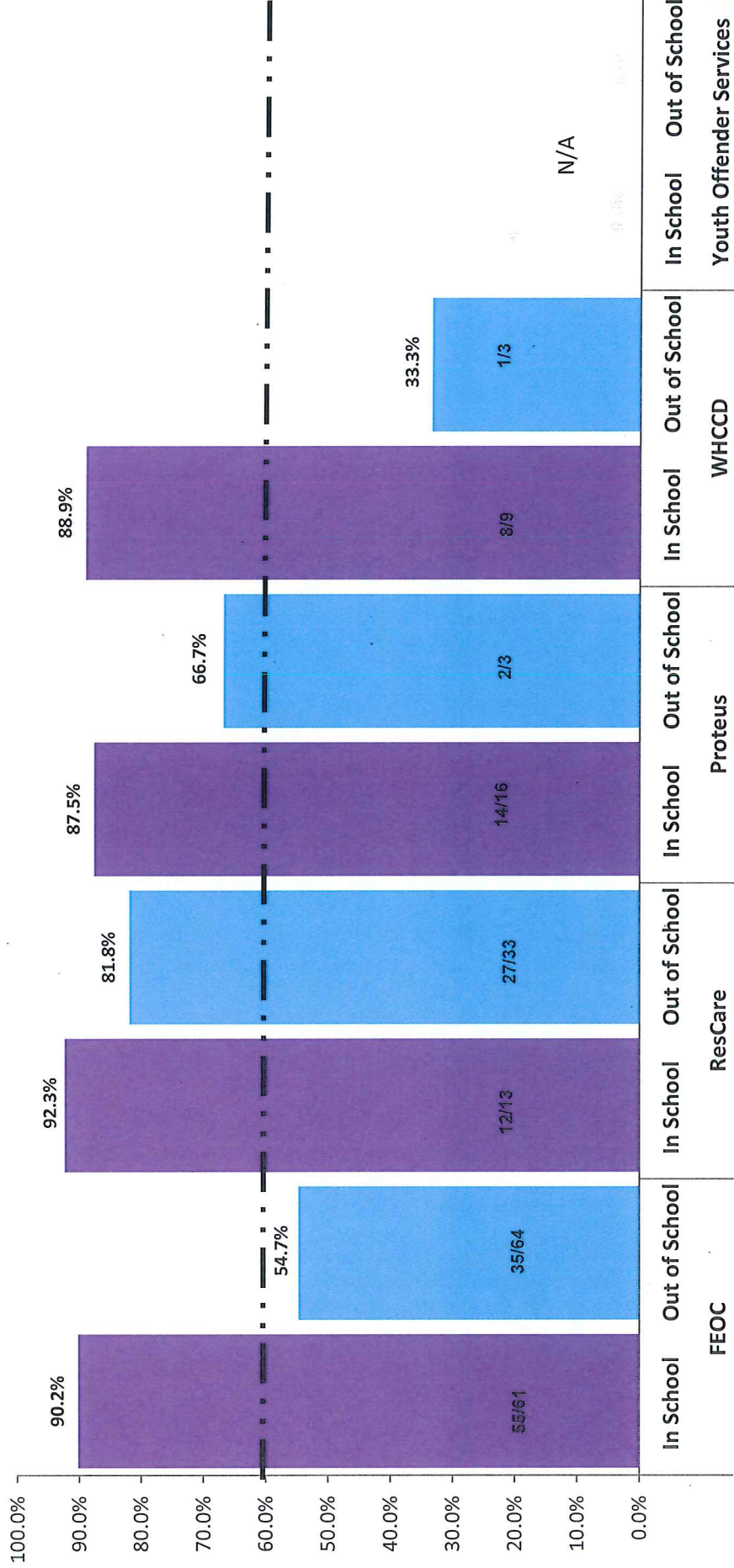
■ In School ■ Out of School



## Youth Certificate of Attainment

Goals

Certificate of Attainment 60%



■ In School ■ Out of School

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	C4
MEETING DATE:	March 7, 2018
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Youth Council  
**SUBJECT:** Second Quarter Youth Satisfaction Report for Program Year 2017-2018

## **RECOMMENDATION:**

Accept the Youth Customer Satisfaction Report for the Second Quarter of Program Year (PY) 2017-2018.

The Youth Council approved this recommendation on February 15, 2018.

## **REASON FOR RECOMMENDATION:**

In the Five Year Plan, approved by the Fresno Regional Workforce Development Board (FRWDB) at its meeting on June 5, 2013, the Youth Council had included the action that the FRWDB would develop and implement the measurement and reporting of our youth participants' satisfaction beginning in PY 2013-2014.

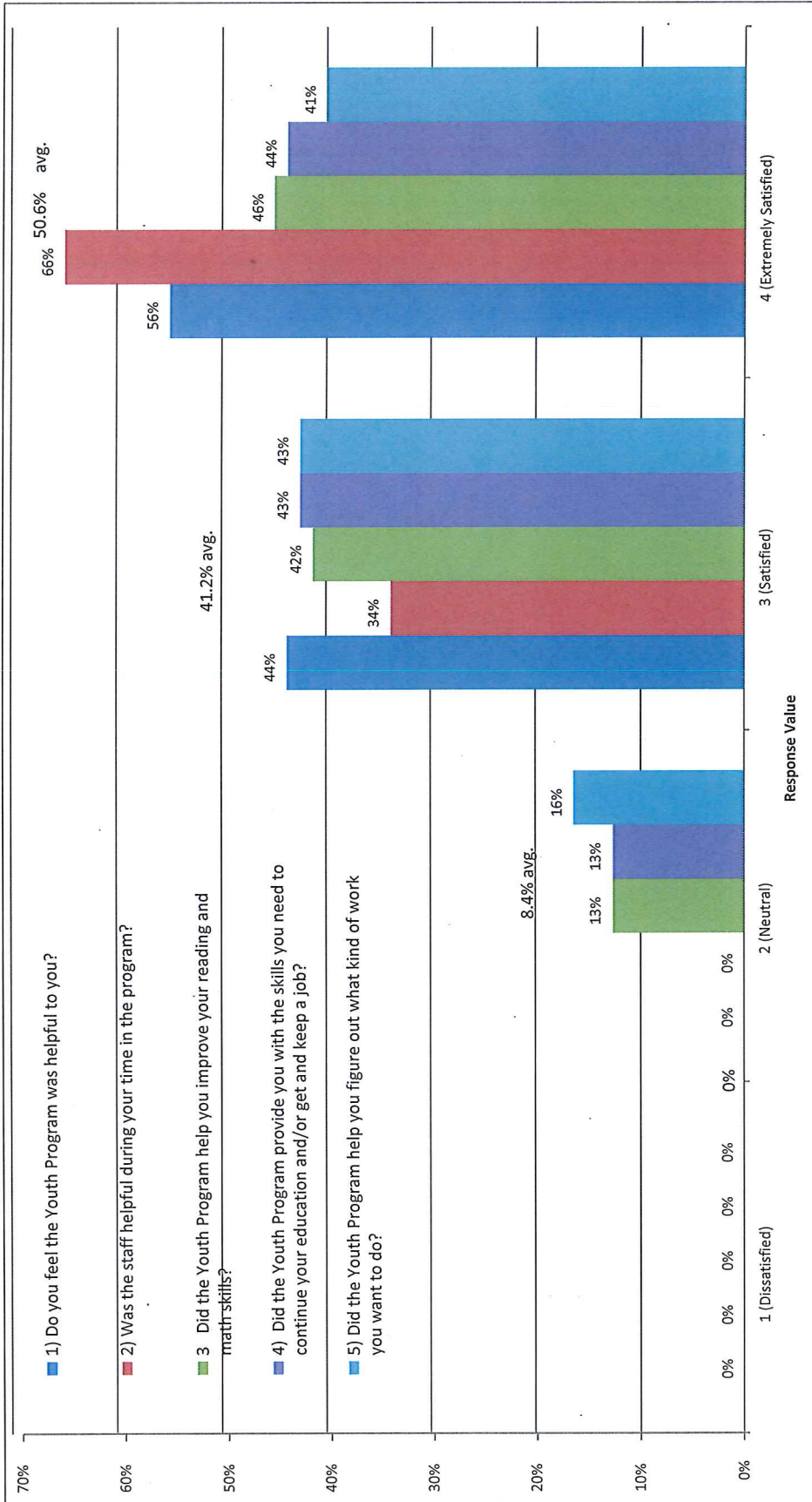
The data collected is intended to provide additional insight into possible improvements to the All Youth One System program, as perceived by our participants.

In collaboration with the sub-contracted Youth Service Providers, FRWDB staff designed the tools and process that would be used. Since that time, the process, tools and reports have been updated to reflect input from the Youth Council and FRWDB.

## **ATTACHMENT:**

Second Quarter Youth Customer Satisfaction Report for Program Year 2017 - 2018

Second Quarter Youth Customer Satisfaction Report for Program Year 2017 – 2018



Surveys Received	79
Participants Closed	115
Survey Response Rate	69.7%

Participant Comments:

Everyone's doing great; keep up the good work; no changes needed; I got my high school diploma; this program has helped me more than you can imagine; program was very helpful, allowed me to gain new working skills; tutorial lessons are too long; need more hours for work experience; need to provide snacks (brain food); driver training and food stamps assistance would be a good addition.



**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	C5
MEETING DATE:	March 7, 2018
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Youth Council  
**SUBJECT:** Second Quarter Providers of Services Monitoring Report for Program Year 2017-2018

**RECOMMENDATION:**

Accept the following Providers of Services Monitoring Report for the Second Quarter of Program Year 2017-2018.

The Youth Council approved this recommendation on February 15, 2018.

**REASON FOR RECOMMENDATION:**

Fresno Regional Workforce Development Board (FRWDB) staff conducts programmatic and fiscal monitoring of all contracts to ensure compliance with federal, state and local regulations and/or policies. The attached is an overview of the Youth contracts that were monitored during the period of October 1, 2017, through December 31, 2017.

**ATTACHMENT:**

Youth Providers of Services Monitoring Report Second Quarter, Program Year 2016-2017

**Youth Providers of Services Monitoring Report  
Second Quarter, Program Year 2017-2018**

**Program Monitoring:**

*Program monitoring of the following sub-recipients was completed:*

<b>Sub-Recipient</b>	<b>Contract #(s)</b>	<b>Results</b>
ResCare Workforce Services Program Year (PY) 17-18	320	1) Missing waivers in files; 2) Release of Information issues; 3) Missing eligibility support documentation; 4) Obsolete forms used. <b>All Findings Closed</b>

*Program monitoring of the following sub-recipients are in process at the end of the second quarter:*

<b>Sub-Recipient</b>	<b>Contract # (s)</b>
West Hills Community College District PY 16-17	390

**Fiscal Monitoring:**

*Fiscal monitoring of the following sub-recipients was completed:*

<b>Sub-Recipient</b>	<b>Contract #(s)</b>	<b>Results</b>
ResCare Workforce Services PY 16-17 Fiscal Close out	320, 324	<b>No Findings</b>
Fresno Economic Opportunities Commission PY 16-17 Fiscal Close out	310, 421	<b>No Findings</b>
Clovis Unified School District PY 16-17 Close out	593-RICO III	<b>No Findings</b>
Proteus, Inc. PY 16-17 Fiscal Close out	333	<b>No Findings</b>
West Hills Community College District – PY 16-17 Fiscal Close out	390	<b>No Findings</b>

*Fiscal monitoring of the following sub-recipients is in process at the end of the second quarter: **NONE***

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	C6
MEETING DATE:	March 7, 2018
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Youth Council  
**SUBJECT:** Second Quarter Youth Customer Complaint Report for Program Year 2017-2018

**RECOMMENDATION:**

Accept the following Youth Customer Complaint Report for the Second Quarter of Program Year (PY) 2017-2018.

The Youth Council approved this recommendation on February 15, 2018.

**REASON FOR RECOMMENDATION:**

Under the Fresno Regional Workforce Development Board (FRWDB) Joint Powers Agreement, the FRWDB develops and manages systems to hear and resolve grievances brought by participants, vendors, or other interested parties, and to provide quarterly reports to the FRWDB regarding such grievances.

No Youth program complaints were received during the Second Quarter of PY 2017-2018.

# Non-Consent

# Agenda Items

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	11
MEETING DATE:	March 7, 2018
ACTION:	INFORMATION

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Blake Konczal, Executive Director  
**SUBJECT:** Fourth Quarter Community Events

**INFORMATION:**

The following events will occur in the fourth quarter of Program Year 2017-2018.

Month	Event	Description	Cost
April 2018	Fresno County Economic Development Corporation – Real Estate Forecast	Eight (8) tickets and recognition in event program.	Included in Platinum Membership

**FISCAL IMPACT:**

Funds have been budgeted in the FRWDB Agency Budget to attend this event.