



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Adult Council
January 25, 2018 @ 4:00 p.m.

Workforce Connection - Manchester Center
3302 N. Blackstone, Room 209
Fresno, CA 93726

Mission Statement: 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.

PLEASE TURN OFF CELL PHONE OR PUT IT ON VIBRATE

ROLL CALL

AGENDA CHANGES: REMOVAL OF ITEMS OR EMERGENCY ADDITIONS

ABSTENTIONS/RECUSALS/DISCLOSURE OF POTENTIAL CONFLICTS OF INTEREST

COMMITTEE CHAIR/STAFF COMMENTS

PUBLIC COMMENTS

Item #	Description	Presenter	Enclosure	Action	Page #
1.	November 8, 2017, Adult Council Meeting Minutes	Konczal	Yes	Approve	4
2.	Ratification of New Adult Council Member	Konczal	Yes	Recommend to Ratify	9
3.	Adult Council Vice Chair Selection	Konczal	Yes	Discuss and Recommend	10
4.	Local Dislocated Worker Definition and Eligibility Criteria Policy	Stogbauer	Yes	Recommend to Accept	11
5.	Second Quarter On-the-Job Training Report for Program Year 2017-2018	Stogbauer	Yes	Recommend to Accept	15
6.	Second Quarter Providers of Services' Monitoring Report for Program Year 2017-2018	DeWitt	Yes	Recommend to Accept	16
7.	Second Quarter Providers of Services' Customer Complaint Report for Program Year 2017-2018	DeWitt	Yes	Recommend to Accept	19
8.	Second Quarter Job Seeker Customer Satisfaction Report for Program Year 2017-2018	DeWitt	Yes	Recommend to Accept	21
9.	Employer Customer Satisfaction	DeWitt	Yes	Information	24
10.	Second Quarter Adult and Dislocated Worker Demographics Report for Program Year 2017-2018	Giles	Yes	Information	26
11.	One-Stop Report Package	Giles	Yes	Information	35

ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

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Item #	Description	Presenter	Enclosure	Action	Page #
12.	Potential Impact of California Minimum Wage Increases	Giles	Yes	Information	39
13.	Agenda Items for April 26, 2018, Meeting	Konczal	No	Discussion	--
14.	Meeting Feedback	Konczal	No	Discussion	--

**Fresno Regional Workforce Development Board
Adult Council
2017 Attendance Roster**

	1/26/17	4/27/17	Special Meeting 5/18/16	7/27/17	10/26/17	Special Meeting 11/16/17
Bumatay	XX	XX	--	XX	XX	A
Hensley*	XX	XX	P	XX	XX	P
Olivares	XX	XX	P	XX	XX	P
Richards	XX	XX	A	XX	XX	P
Watkins	XX	XX	--	XX	XX	P

* = Chairperson

** = Vice Chairperson

P = Present

A = Absent

-- = Not a Ratified Member at Time of Meeting

XX = Meeting Cancelled

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	1
MEETING DATE:	January 25, 2018
ACTION:	APPROVE

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

TO: Adult Council
FROM: Blake Konczal, Executive Director
SUBJECT: November 16, 2017, Adult Council Meeting Minutes

INFORMATION:

Approve the minutes of the November 16, 2017, Adult Council meeting.

ATTACHMENT:

November 16, 2017, Adult Council Meeting Minutes



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Special Adult Council Meeting
November 16, 2017

SUMMARY MINUTES

The meeting was called to order at 2:01 p.m.

ROLL CALL: PRESENT -	Jeff Hensley, Joe Olivares, Tom Richards and Sherri Watkins (arrived at 2:09 p.m.)
ABSENT -	Raine Bumatay
AGENDA CHANGES:	None
ABSTENTIONS/RECUSALS/ DISCLOSURES OF POTENTIAL CONFLICTS OF INTEREST:	None
CHAIR/STAFF REPORT:	Blake Konczal, Executive Director, Fresno Regional Workforce Development Board (FRWDB), stated that the agenda had an incorrect date and time due to having to reschedule the meeting to another date.
PUBLIC COMMENTS:	None

Item	Description/Action Taken
1.	<p><u>May 18, 2017, Adult Council Meeting Minutes</u></p> <p>OLIVARES/RICHARDS – APPROVED THE MAY 18, 2017, ADULT COUNCIL MEETING MINUTES.</p>
2.	<p><u>Ratification of New Adult Council Member</u></p> <p>Mr. Konczal explained that Director Mercer had expressed interest in becoming a member of the Adult Council. Director Hensley requested that the Adult Council vote to recommend that the FRWDB ratify the appointment at the December 6, 2017, FRWDB meeting.</p> <p>Council Member Watkins arrived (2:09 p.m.)</p> <p>RICHARDS/OLIVARES – RECOMMENDED THAT THE FRWDB RATIFY DAVID MERCER AS A NEW ADULT COUNCIL MEMBER (UNANIMOUS).</p>
3.	<p><u>Fresno Regional Workforce Development Board Outstanding Achievement Award</u></p> <p>Phyllis Stogbauer, Deputy Director of Program Services, FRWDB, presented a short video clip that revealed that the Outstanding Achievement Award for the Third Quarter of Program Year (PY) 2016-2017 was awarded to Angel McCurn. Mr. McCurn proudly explained in the video what a cement mason's job entails.</p> <p>This was an information item.</p>
4.	<p><u>Workforce Innovation and Opportunity Act Adult and Dislocated Worker Carryover Funding Recommendations for Program Year 2017-2018</u></p> <p>Mr. Konczal stated that when the California Employment Development Department released the Workforce Innovation and Opportunity Act (WIOA) formula allocations for PY 2017-2018 in February 2017, the allocation was only an estimate.</p>

Approval of the recommended funding will approve the allocation of additional WIOA Adult and Dislocated Worker funds for PY 2017-2018 in the amount of \$989,990, and the PY 2016-2017 unobligated carryover funds in the amount of \$819,611. The WIOA Adult and Dislocated Worker programs have a total of \$2,585,891 of carryover funds, a difference of \$819,611 from the initial estimated amount.

Council Member Watkins asked what the \$45,000 funds going toward the Fresno County Public Defender Pilot Program provided. Mr. Konczal explained that the program will assist job seekers in filing legal documents to assist them in addressing legal barriers to employment, such as criminal record expungements and back child support payments.

RICHARDS/OLIVARES – RECOMMENDED THAT THE FRWDB APPROVE THE WORKFORCE INNOVATION AND OPPORTUNITY ACT ADULT AND DISLOCATED WORKER CARRYOVER FUNDING RECOMMENDATIONS FOR PROGRAM YEAR 2017-2018. (UNANIMOUS)

5. Transfer of Dislocated Worker Program Funds to the Adult Program

Ms. Stogbauer requested that the Adult Council recommend that the FRWDB approve the transfer of \$917,000 of Dislocated Worker program funds to the Adult program. Ms. Stogbauer explained that currently the One-Stop system is serving more adult than dislocated worker customers and that the WIOA states up to 100 percent of the funds can be transferred between the two (2) funding streams.

OLIVARES/WATKINS – RECOMMENDED THAT THE FRWDB APPROVE THE TRANSFER OF DISLOCATED WORKER PROGRAM FUNDS TO THE ADULT PROGRAM. (UNANIMOUS)

6. Fourth Quarter On-the-Job Training Reports for Program Year 2016-2017

Ms. Stogbauer presented the Fourth Quarter On-the-Job Training (OJT) Report for PY 2016-2017. Ms. Stogbauer announced that there were eleven completed OJTs for the fourth quarter, and seven (7) of those were successful. Ms. Stogbauer explained the process of an OJT for the new committee member.

RICHARDS/OLIVARES – RECOMMENDED THAT THE FRWDB ACCEPT THE FOURTH QUARTER ON-THE-JOB TRAINING REPORTS FOR PROGRAM YEAR 2016-2017. (UNANIMOUS)

7. First Quarter On-the-Job Training Reports for Program Year 2017-2018

Ms. Stogbauer presented the First Quarter OJT Report for PY 2017-2018. Ms. Stogbauer announced that there was one (1) OJT in the first quarter and it was successfully completed.

WATKINS/OLIVARES – RECOMMENDED THAT THE FRWDB ACCEPT THE FIRST QUARTER ON-THE-JOB TRAINING REPORTS FOR PROGRAM YEAR 2017-2018. (UNANIMOUS)

8. Fourth Quarter Local Performance Results Report for Program Year 2016-2017

Ms. Stogbauer presented the Fourth Quarter Local Performance Results Report for PY 2016-2017. Ms. Stogbauer went over each graph and explained that in some instances the number of enrollments was lower in the rural area locations, but that is not uncommon.

OLIVARES/WATKINS – RECOMMENDED THAT THE FRWDB ACCEPT THE FOURTH QUARTER LOCAL PERFORMANCE RESULTS REPORT FOR PROGRAM YEAR 2016-2017. (UNANIMOUS)

9. First Quarter Local Performance Results Report for Program Year 2017-2018

Ms. Stogbauer presented the First Quarter Local Performance Results Report for PY 2017-2018. Ms. Stogbauer stated that a new graph is included for the first quarter that tracks the placement median wage earnings. This is a new performance goal that FRWDB staff will be tracking closely with the goal of having clients exit the program with higher wages and more hours.

WATKINS/RICHARDS – RECOMMENDED THAT THE FRWDB ACCEPT THE FIRST QUARTER LOCAL PERFORMANCE RESULTS REPORT FOR PROGRAM YEAR 2017-2018. (UNANIMOUS)

10. **Fourth Quarter Providers of Services' Monitoring Report for Program Year 2016-2017**

Stephen DeWitt, Quality Systems Manager, FRWDB, presented the Fourth Quarter Providers of Services' Monitoring Report for PY 2016-2017. Mr. DeWitt stated that there were no fiscal findings, and FRWDB staff had no issues or concerns.

OLIVARES/WATKINS – RECOMMENDED THAT THE FRWDB ACCEPT THE FOURTH QUARTER PROVIDERS OF SERVICES' MONITORING REPORT FOR PROGRAM YEAR 2016-2017.

(UNANIMOUS)

11. **First Quarter Providers of Services' Monitoring Report for Program Year 2017-2018**

Mr. DeWitt presented the First Quarter Providers of Services' Monitoring Report for PY 2017-2018. Mr. DeWitt noted that there were no fiscal findings, and most of the programs were part of special grants.

OLIVARES/WATKINS – RECOMMENDED THAT THE FRWDB ACCEPT THE FIRST QUARTER PROVIDERS OF SERVICES' MONITORING REPORT FOR PROGRAM YEAR 2017-2018.

(UNANIMOUS)

12. **Fourth Quarter Providers of Services' Customer Complaint Report for Program Year 2016-2017**

Mr. DeWitt presented the First Quarter Providers of Services' Customer Complaint Report for PY 2016-2017. Mr. DeWitt stated that one (1) complaint was received in the fourth quarter, but the issue was resolved fairly quickly.

WATKINS/OLIVARES – RECOMMENDED THAT THE FRWDB ACCEPT THE FOURTH QUARTER PROVIDERS OF SERVICES' CUSTOMER COMPLAINT REPORT FOR PROGRAM YEAR 2016-2017. (UNANIMOUS)

13. **First Quarter Providers of Services' Customer Complaint Report for Program Year 2017-2018**

Mr. DeWitt presented the First Quarter Providers of Services' Customer Complaint Report for PY 2017-2018. Mr. DeWitt stated that one (1) complaint was received in the first quarter and was resolved to the client's satisfaction.

The second complaint was not closed out by the end of first quarter, and will be reported on at the next Adult Council meeting.

RICHARDS/OLIVARES – RECOMMENDED THAT THE FRWDB ACCEPT THE FIRST QUARTER PROVIDERS OF SERVICES' CUSTOMER COMPLAINT REPORT FOR PROGRAM YEAR 2017-2018. (UNANIMOUS)

14. **Fourth Quarter Job Seeker Customer Satisfaction Report for Program Year 2016-2017**

Mr. DeWitt presented the Job Seeker Customer Satisfaction Report for the Fourth Quarter of PY 2016-2017. Mr. DeWitt explained that the first page was the Basic Career Services survey, which reflects the resource room activities as well as other self-service activities up to enrollment. The second page was the Placement Satisfaction survey that was completed at pre-exit of the program.

Director Hensley pointed out that the recently added comment section is helpful as it allows the committee to see direct feedback from clients.

WATKINS/OLIVARES – RECOMMENDED THAT THE FRWDB ACCEPT THE FOURTH QUARTER JOB SEEKER SATISFACTION REPORT FOR PROGRAM YEAR 2016-2017. (UNANIMOUS)

15. **First Quarter Job Seeker Customer Satisfaction Report for Program Year 2017-2018**

Mr. DeWitt presented the Job Seeker Customer Satisfaction Report for the First Quarter of PY 2017-2018. Mr. DeWitt noted that the comments continue to be mostly positive.

WATKINS/OLIVARES – RECOMMENDED THAT THE FRWDB ACCEPT THE FIRST QUARTER JOB SEEKER SATISFACTION REPORT FOR PROGRAM YEAR 2017-2018. (UNANIMOUS)

16. **Employer Customer Satisfaction**

Mr. DeWitt presented the Employer Customer Satisfaction Report as an information item. Mr. DeWitt stated that the report reflects employer customer satisfaction and that the FRWDB maintained a 4.8 out of 5 rating from employer customers. The report will be presented at the next Business and Industry Committee meeting as a 'Recommend to Accept' item.

This was an information item.

17. **Fourth Quarter Adult and Dislocated Worker Demographics Report for Program Year 2016-2017**

Tim Giles, Deputy Director of Information Systems, FRWDB, presented the Fourth Quarter Adult and Dislocated Demographics Report for PY 2016-2017. Mr. Giles stated that the report was broken down by enrollments based on gender, age, ethnicity and barriers to employment.

Director Mercer asked what can be done when a client comes into the program with a barrier. Mr. Konczal responded that the goal is to train people with the skills to get employment, or better employment.

This was an information item.

18. **First Quarter Adult and Dislocated Worker Demographics Report for Program Year 2017-2018**

Mr. Giles presented the First Quarter Adult and Dislocated Demographics Report for PY 2017-2018 and FRWDB staff had no issues or concerns.

This was an information item.

19. **One-Stop Report Package**

Mr. Giles presented the One-Stop Report Package, which included the Monthly New Customer Trend Report, the Monthly Repeat Customer Trend Report, and the Partner Referral Report.

Director Hensley commented that there seemed to be a large total number of clients for multiple visits. Mr. Konczal responded that the average client will visit around three (3) to four (4) separate times while they go through the program.

This was an information item.

20. **Agenda Items for January 25, 2018, Meeting**

Mr. Konczal reminded the Adult Council that if they have any items to be added to the agenda for the January 25, 2018, meeting, to send their items to FRWDB staff at least a two (2) weeks before the meeting. Director Olivares requested information to be brought back on how the January 1, 2018, minimum wage level increase will impact FRWDB programs.

21. **Meeting Feedback**

No meeting feedback was provided.

The meeting adjourned at 3:13 p.m.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	2
MEETING DATE:	January 25, 2018
ACTION:	RECOMMEND TO RATIFY

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

TO: Adult Council
FROM: Blake Konczal, Executive Director
SUBJECT: Ratification of New Adult Council Member

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) ratify the appointment of FRWDB Director Stuart Van Horn to the Adult Council.

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 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:	3
MEETING DATE:	January 25, 2018
ACTION:	DISCUSS AND RECOMMEND

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

TO: Adult Council
FROM: Blake Konczal, Executive Director
SUBJECT: Adult Council Vice Chair Selection

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 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.

The Adult Council will discuss the process and recommendations.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	4
MEETING DATE:	January 25, 2018
ACTION:	RECOMMEND TO ACCEPT

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TO: Adult Council
FROM: Phyllis Stogbauer, Deputy Director of Program Services
SUBJECT: Local Dislocated Worker Definition and Eligibility Criteria Policy

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) approve the following definitions for Dislocated Worker Eligibility Criteria.

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 Dislocated Worker (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, FRWDB 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, rejections 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 of 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>
--

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;

<p>*Sufficient attachment to the workforce: <i>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.</i></p>

<p>**Unlikely to return: <i>Unless obviated by conditions or circumstances associated with dislocation, a WIA participant may provide written self-certification or determination of the likelihood 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.</i></p>

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

AGENDA ITEM:	5
MEETING DATE:	January 25, 2018
ACTION:	RECOMMEND TO ACCEPT

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TO: Adult Council

FROM: Phyllis Stogbauer, Deputy Director of Program Services

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

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Second Quarter On-the-Job Training (OJT) Report for Program Year (PY) 2017-2018.

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 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			
Percentage of Successful Completions	100%	100%			
Follow-ups by Quarter					
Number of OJT Follow-ups Completed	4	5			
Number of OJTs with employer at Follow-up	3	5			
Percentage of Successful Retentions	75%	100%			

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	6
MEETING DATE:	January 25, 2018
ACTION:	RECOMMEND TO ACCEPT

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TO: Adult Council
FROM: Stephen DeWitt, Quality Systems Manager
SUBJECT: Second Quarter Providers of Services' Monitoring Report for Program Year 2017-2018

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the following Providers of Services Monitoring Report for the Second Quarter for Program Year 2017-2018.

REASON FOR RECOMMENDATION:

FRWDB staff conducts programmatic and fiscal monitoring of all contracts to ensure compliance with federal, state, and local regulations and/or policies.

ATTACHMENT:

Second Quarter Adult Monitoring Report for 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.

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

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

Sub-Recipient	Contract # (s)
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:

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

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

Sub-Recipient	Contract # (s)
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:	7
MEETING DATE:	January 25, 2018
ACTION:	RECOMMEND TO ACCEPT

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

TO: Adult Council
FROM: Stephen DeWitt, Quality Systems Manager
SUBJECT: Second Quarter Providers of Services' Customer Complaint Report for Program Year 2017-2018

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Adult and Dislocated Worker Customer Complaint Report for the Second Quarter of Program Year 2017-2018.

REASON FOR RECOMMENDATION:

Under the 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 and Dislocated Worker Customer Complaint Report for the Second Quarter of 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	CLC	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:	8
MEETING DATE:	January 25, 2018
ACTION:	RECOMMEND TO ACCEPT

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

TO: Adult Council
FROM: Stephen DeWitt, Quality Systems Manager
SUBJECT: Second Quarter Job Seeker Customer Satisfaction Report for Program Year 2017-2018

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Second Quarter Job Seeker Customer Satisfaction Report for Program Year (PY) 2017-2018.

REASON FOR RECOMMENDATION:

At its July 24, 2014, meeting, 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.

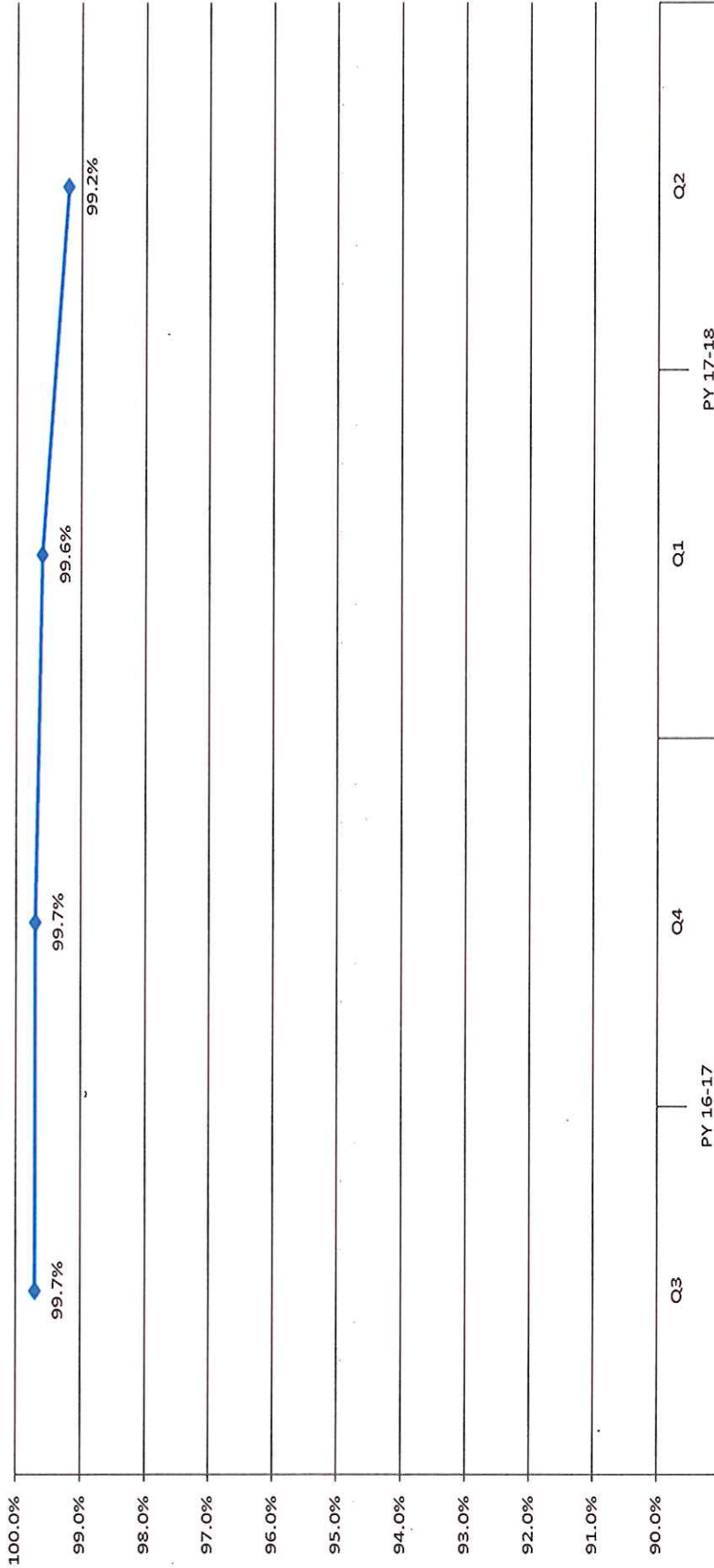
FRWDB staff implemented the updated process and tools beginning in October, 2014, for the Second Quarter of PY 2014-2015.

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

ATTACHMENTS:

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

Basic Career Services



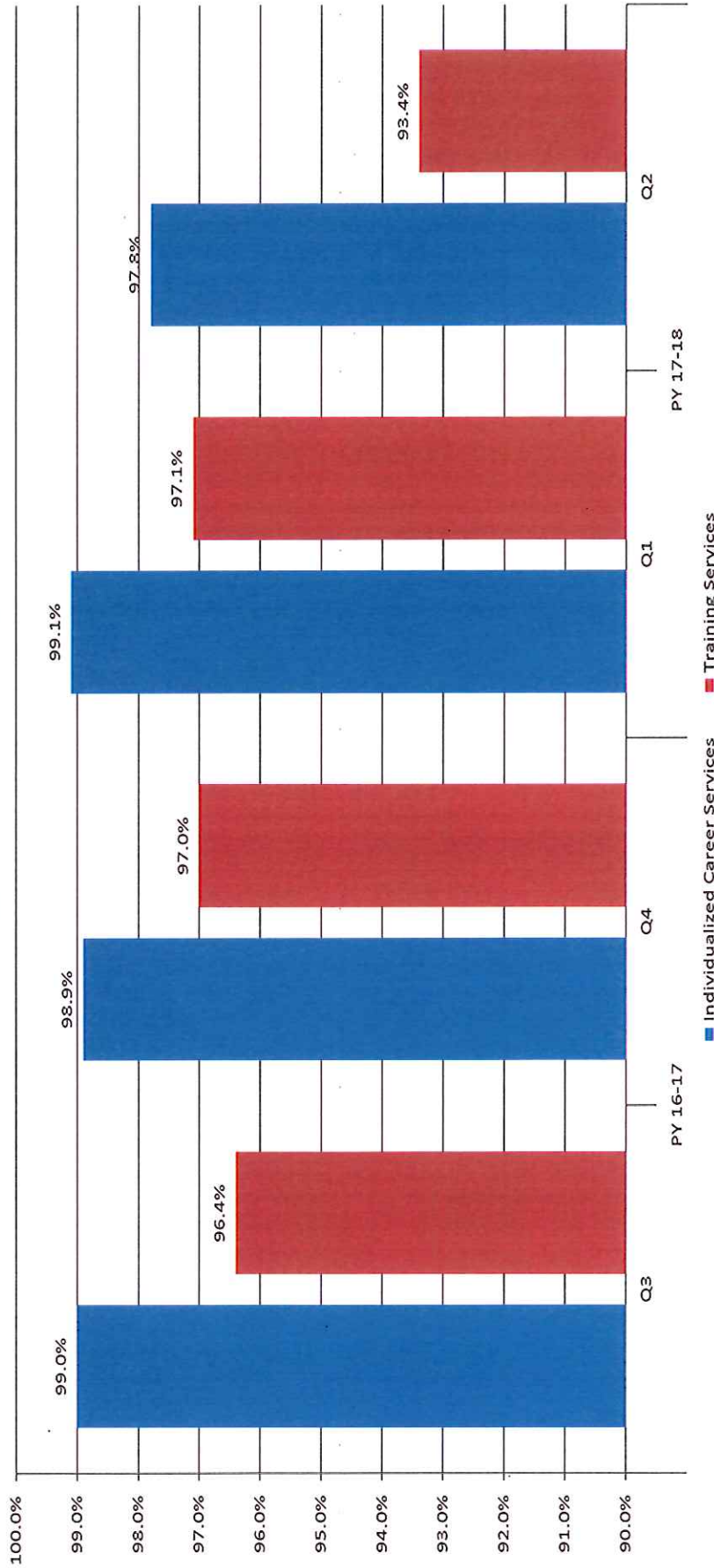
Staff Notes:

	PY 16-17		PY 17-18	
	Q3	Q4	Q1	Q2
Surveys Received	846	754	843	739
Number of Users	7626	6605	6840	6183
Survey Response Rate	11.1%	11.4%	12.3	12.0

Sample of User Comments:

Very helpful; I will recommend to friends; easy to understand; services and staff very helpful; orientation was informative; the entire process is much more involved and empowering than I had anticipated; a lot of information to process, partner staff not responsive (2); but I recognized a lot of services that I could use; this is a great resource for new residents; very responsive; computer network is slow; super friendly staff; suggest that the presenter asks the attendees what they are looking for; suggest more time be spent on the overview of the resource room and what is available; some computers work, some don't; How do I become a member of the team at Workforce Connection?

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
	91	41	82	41	79	33	75	35
Clients Placed by Type	Non-Training	Training	Non-Training	Training	Non-Training	Training	Non-Training	Training
	113	45	117	43	108	51	85	40
Survey Response Rate	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.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	9
MEETING DATE:	January 25, 2018
ACTION:	INFORMATION

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

TO: Adult Council
FROM: Stephen DeWitt, Quality Systems Manager
SUBJECT: Employer Customer Satisfaction

INFORMATION:

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.

Fresno Regional Workforce Development Board (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 operations meetings between provider and FRWDB staff.

This report will be presented at the Business and Industry Committee meeting on February 21, 2018, as a 'Recommend to Accept' item.

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
OVERALL MEAN	4.8	4.8	4.8	4.8
Possible Unique # Employers Within a Quarter to be Surveyed / # of Employers Responded	21/13	13/11	29/22	16/12

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

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	10
MEETING DATE:	January 25, 2018
ACTION:	INFORMATION

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

TO: Adult Council
FROM: Tim Giles, Deputy Director of Information Systems
SUBJECT: Second Quarter Adult and Dislocated Worker Demographics Report for Program Year 2017-2018

INFORMATION:

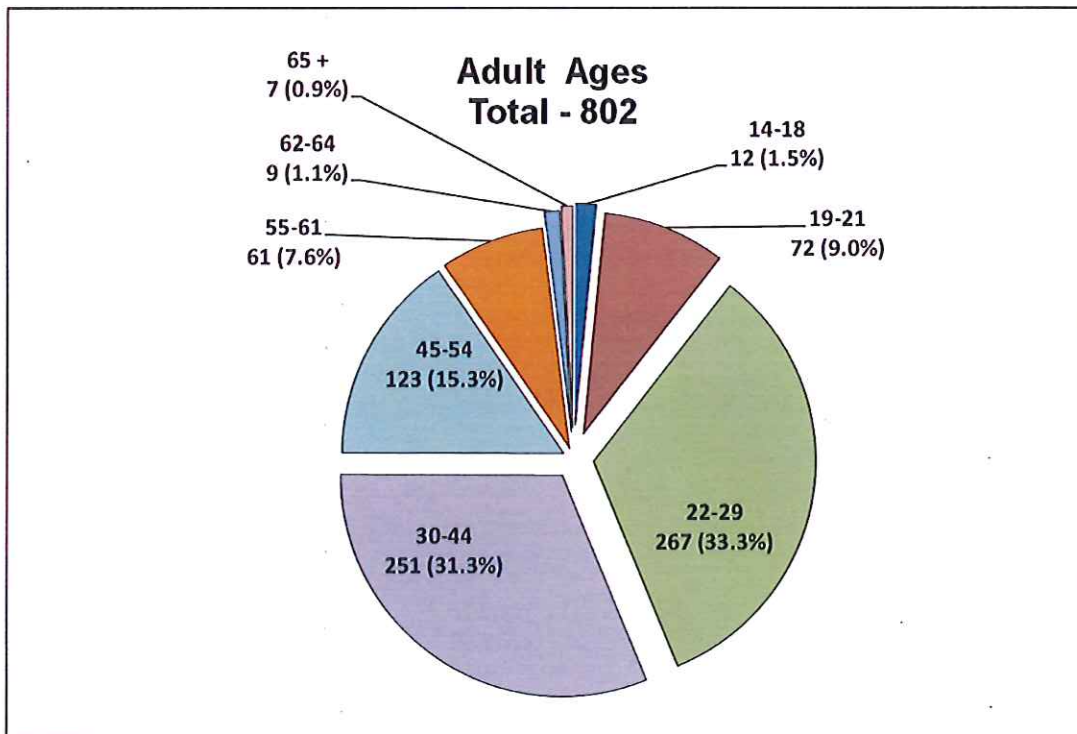
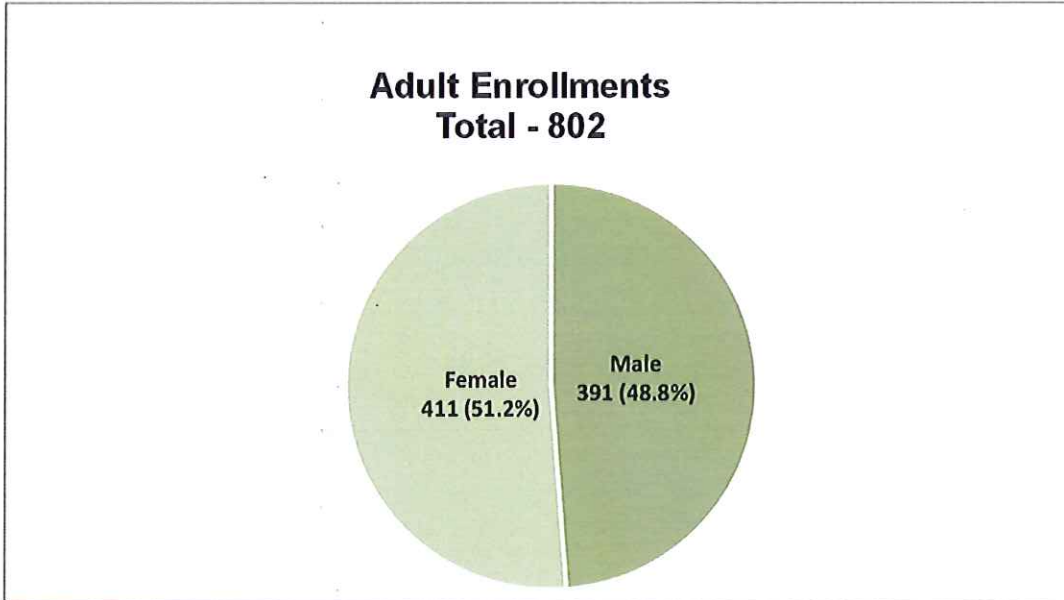
Per the Adult Council's direction, Fresno Regional Workforce Development Board (FRWDB) staff provides cumulative quarterly reports of various demographics for the FRWDB's Adult and Dislocated Worker enrollments. Attached is the demographics report for the Second Quarter of Program Year 2017-2018.

ATTACHMENTS:

ATTACHMENT I: Adult Demographics Second Quarter, Program Year 2017-2018
ATTACHMENT II: Dislocated Worker Demographics Second Quarter, Program Year 2017-2018

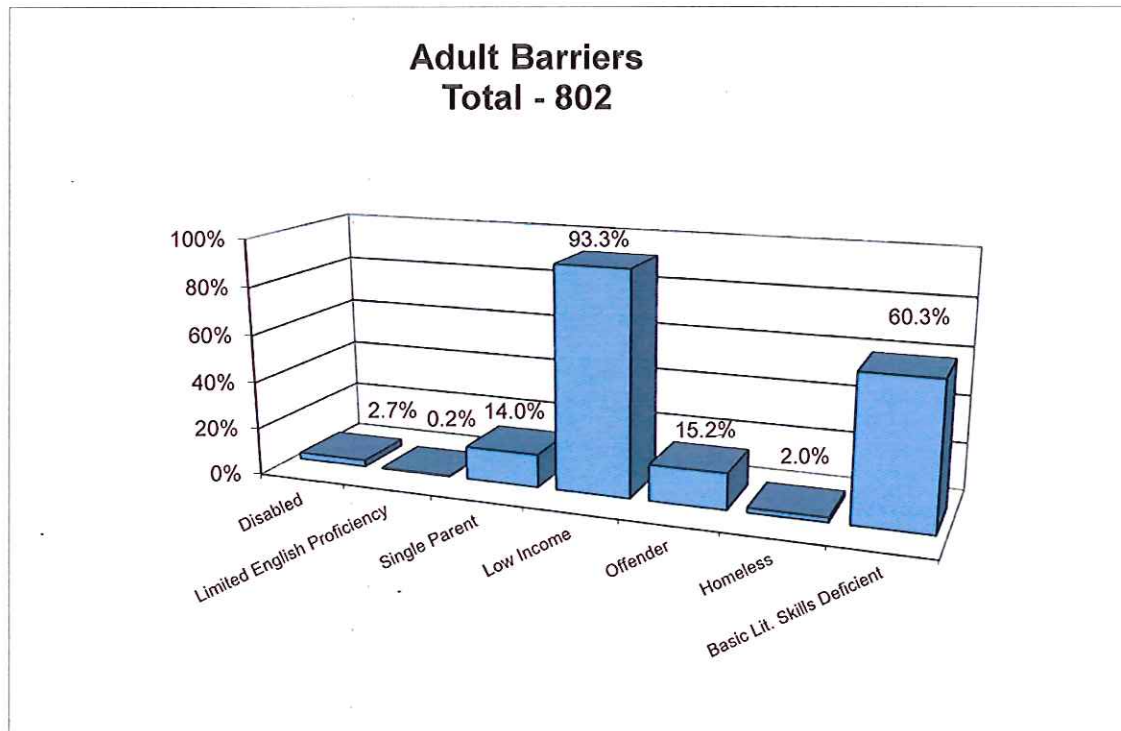
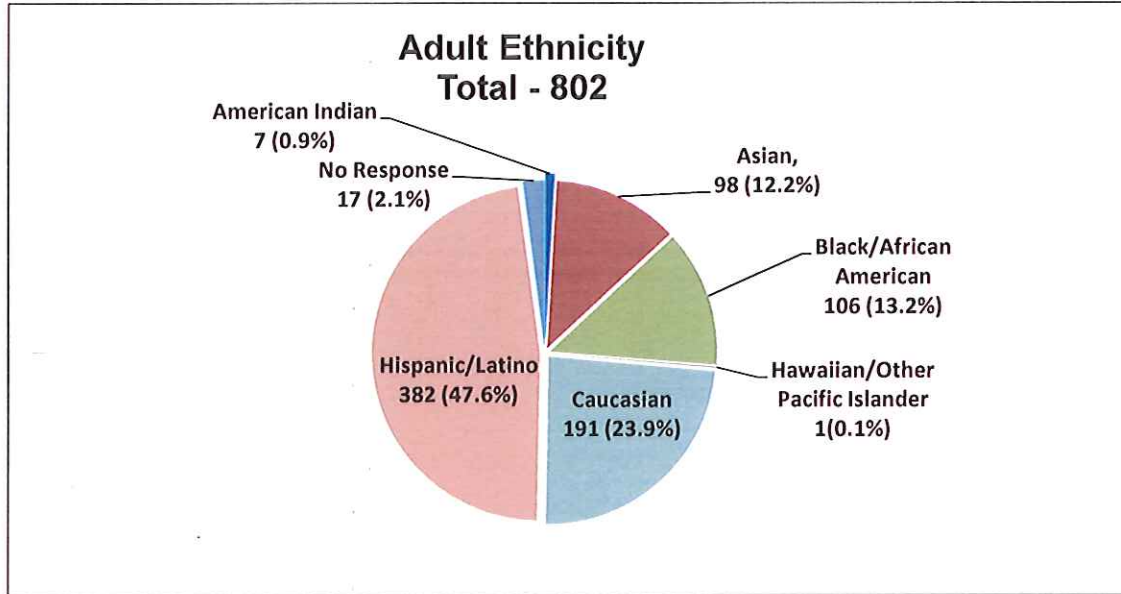


Adult Demographics Second Quarter, Program Year 2017-2018



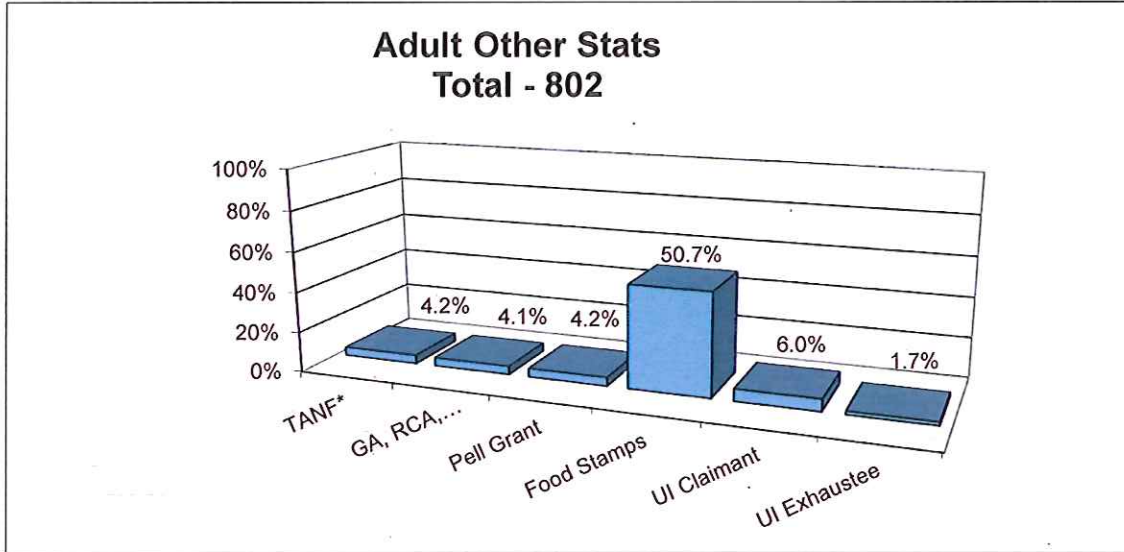
Adult Demographics

Second Quarter, Program Year 2017-2018

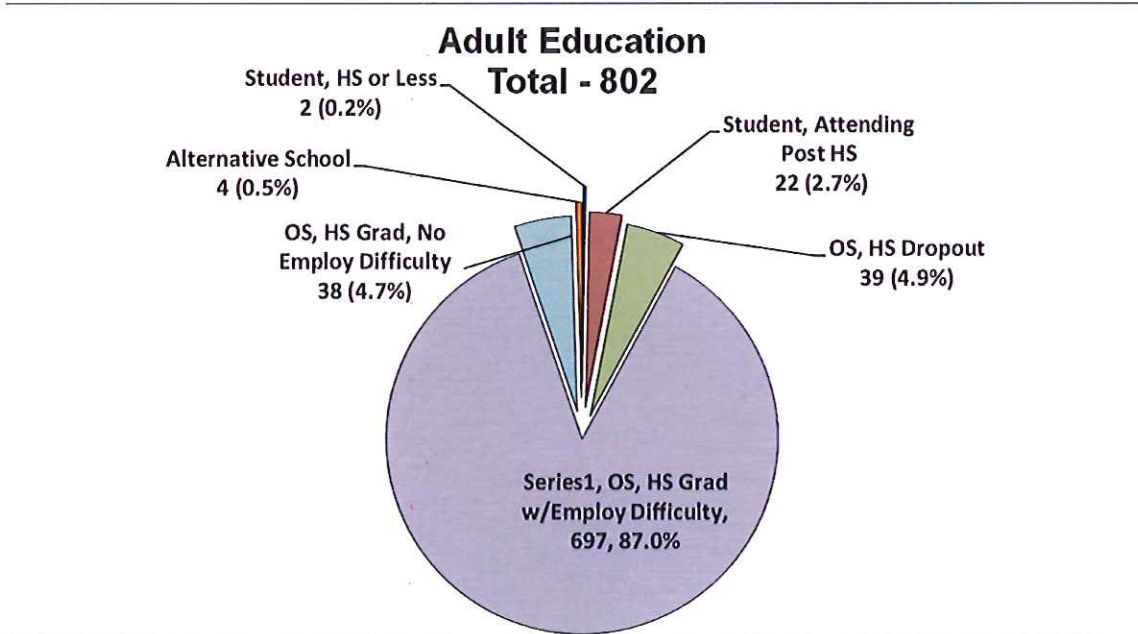


Adult Demographics

Second Quarter, Program Year 2017-2018

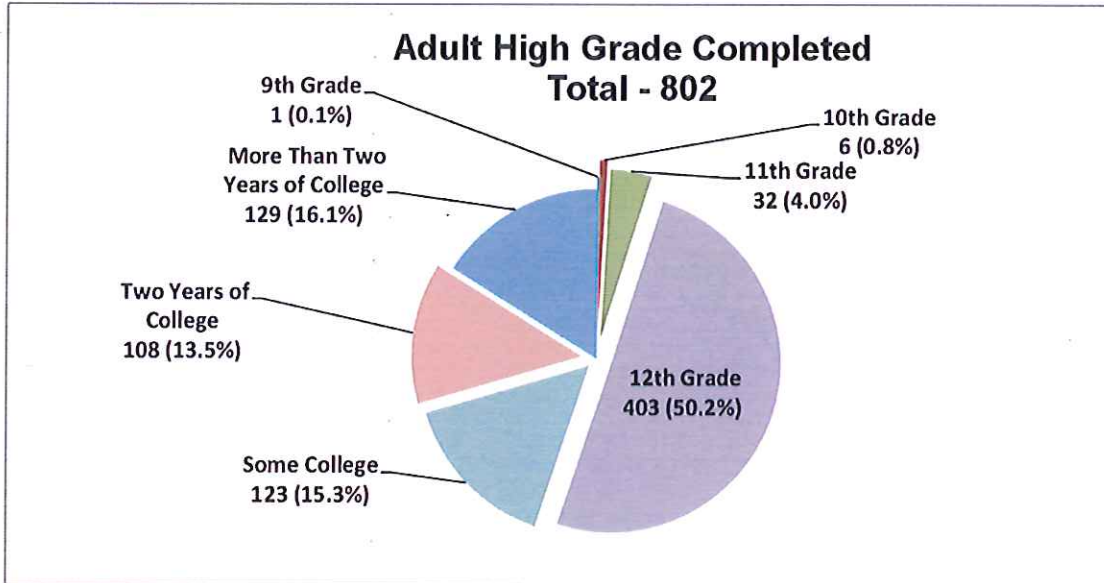


TANF - Temporary Assistance for Needy Families
 GA - General Assistance, RCA - Refugee Cash Assistance, SSI - Supplemental Security Income
 UI - Unemployment Insurance



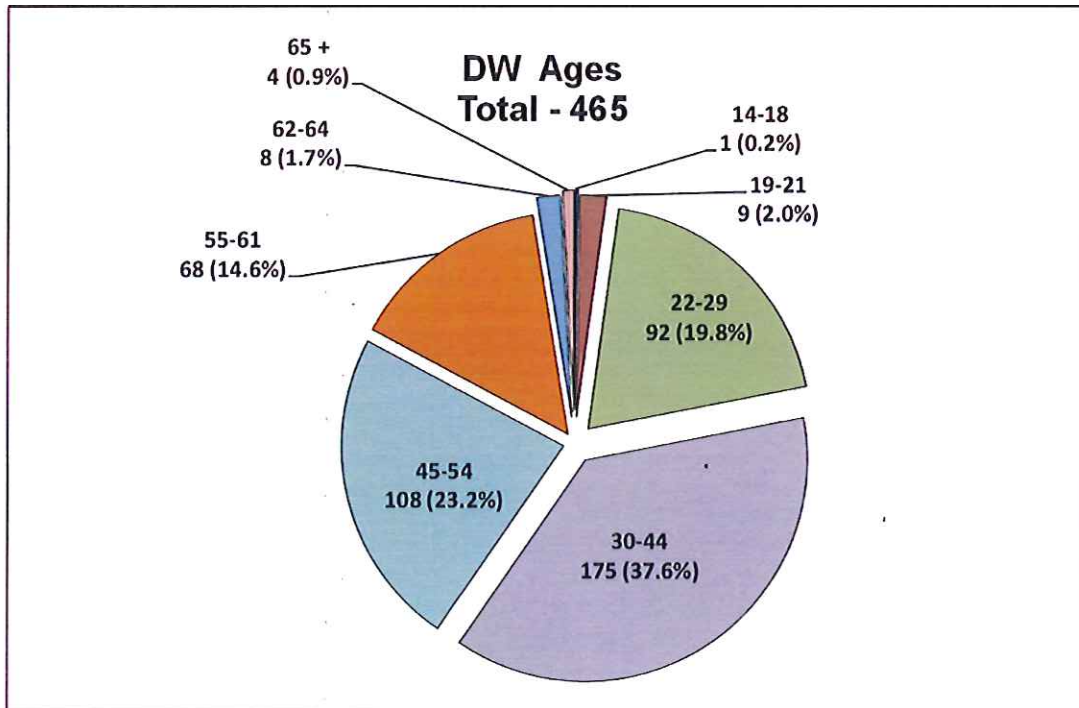
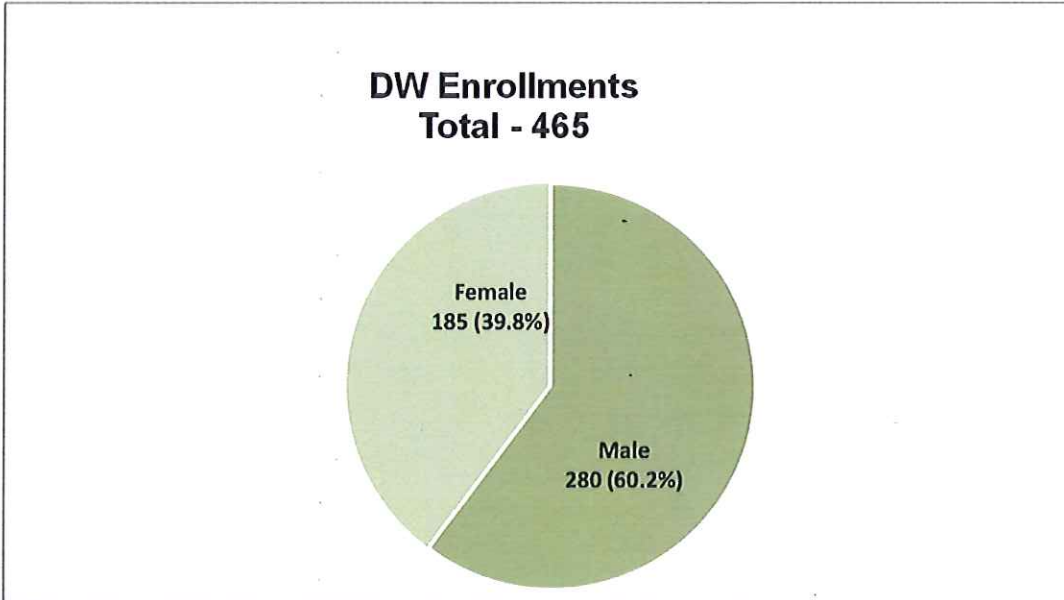
OS - Out of School, HS - High School

Adult Demographics Second Quarter, Program Year 2017-2018



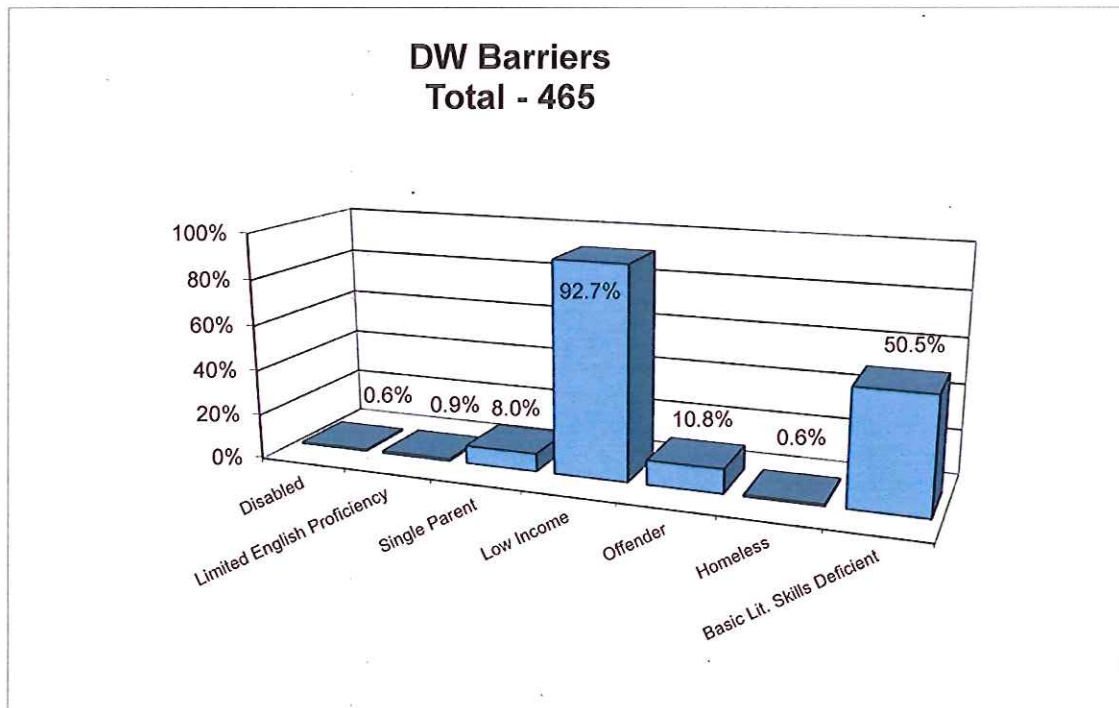
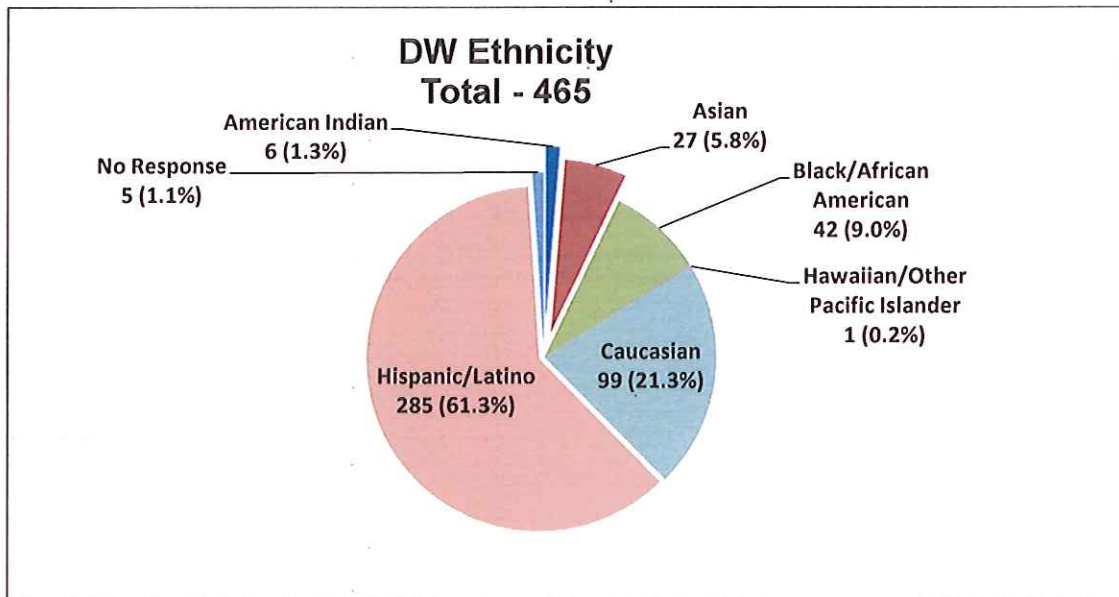


**DW
Demographics
Second Quarter, Program Year 2017-2018**

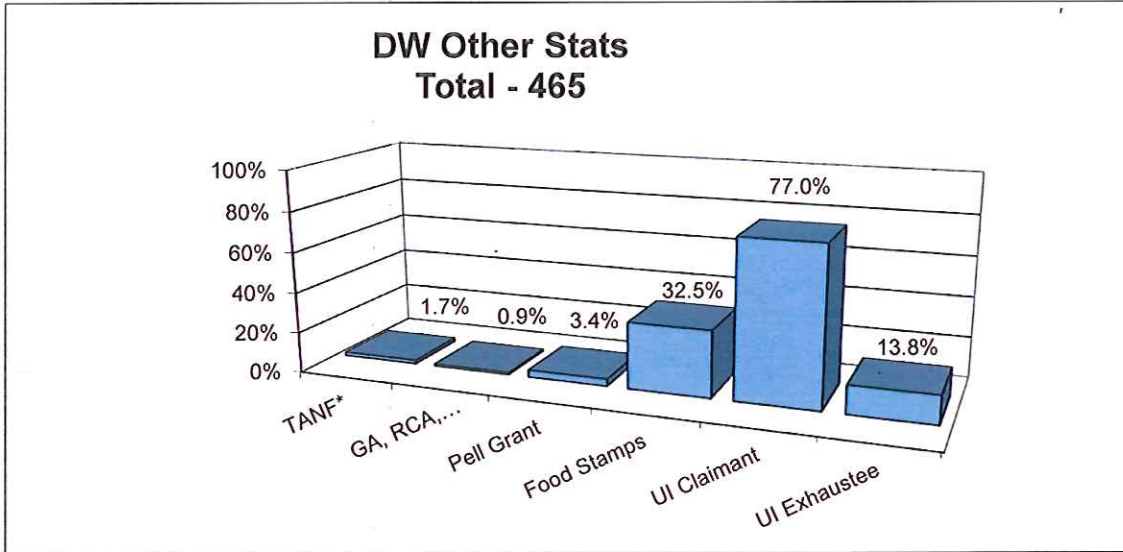


DW Demographics

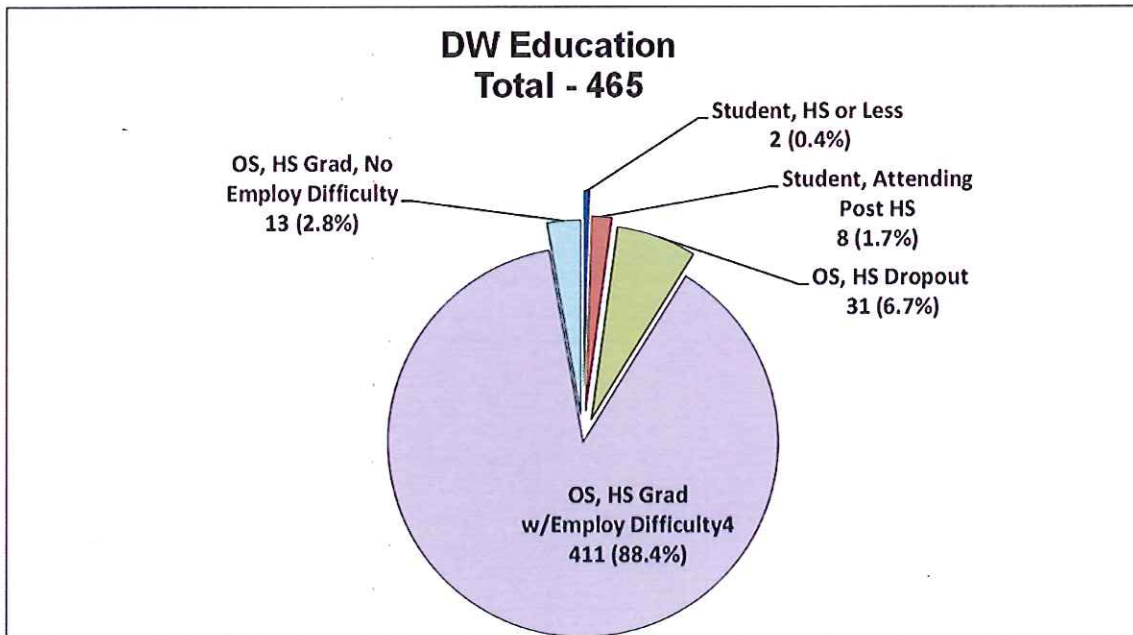
Second Quarter, Program Year 2017-2018



DW Demographics Second Quarter, Program Year 2017-2018



TANF - Temporary Assistance for Needy Families
 GA - General Assistance, RCA - Refugee Cash Assistance, SSI - Supplemental Security Income
 UI - Unemployment Insurance

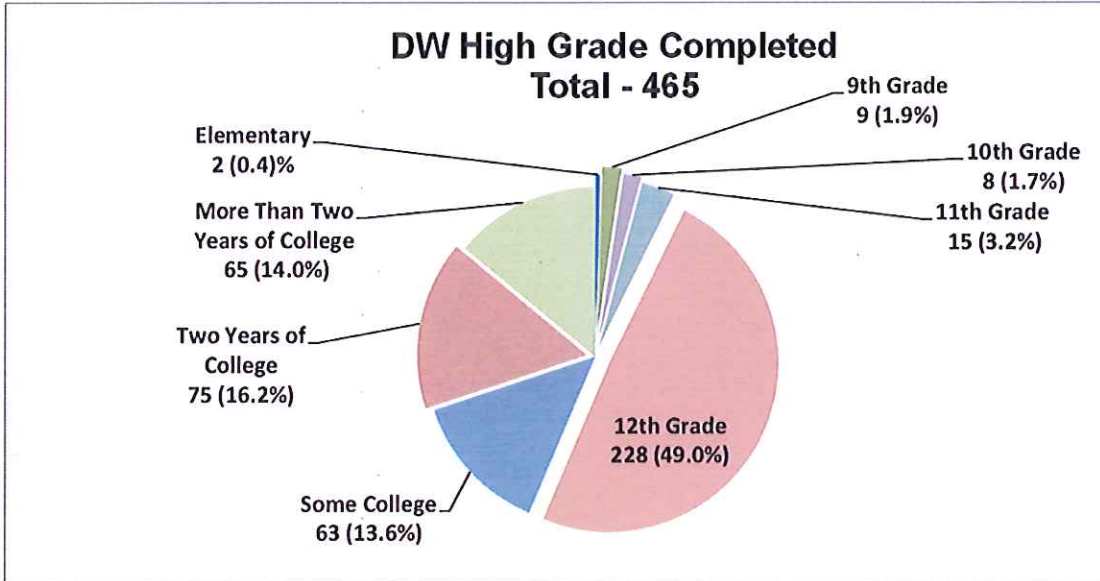


OS - Out of School, HS - High School

DW

Demographics

Second Quarter, Program Year 2017-2018



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGÉNDAR ITEM:	11
MEETING DATE:	January 25, 2018
ACTION:	INFORMATION

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

TO: Adult Council
FROM: Tim Giles, Deputy Director of Information Systems
SUBJECT: One-Stop Report Package

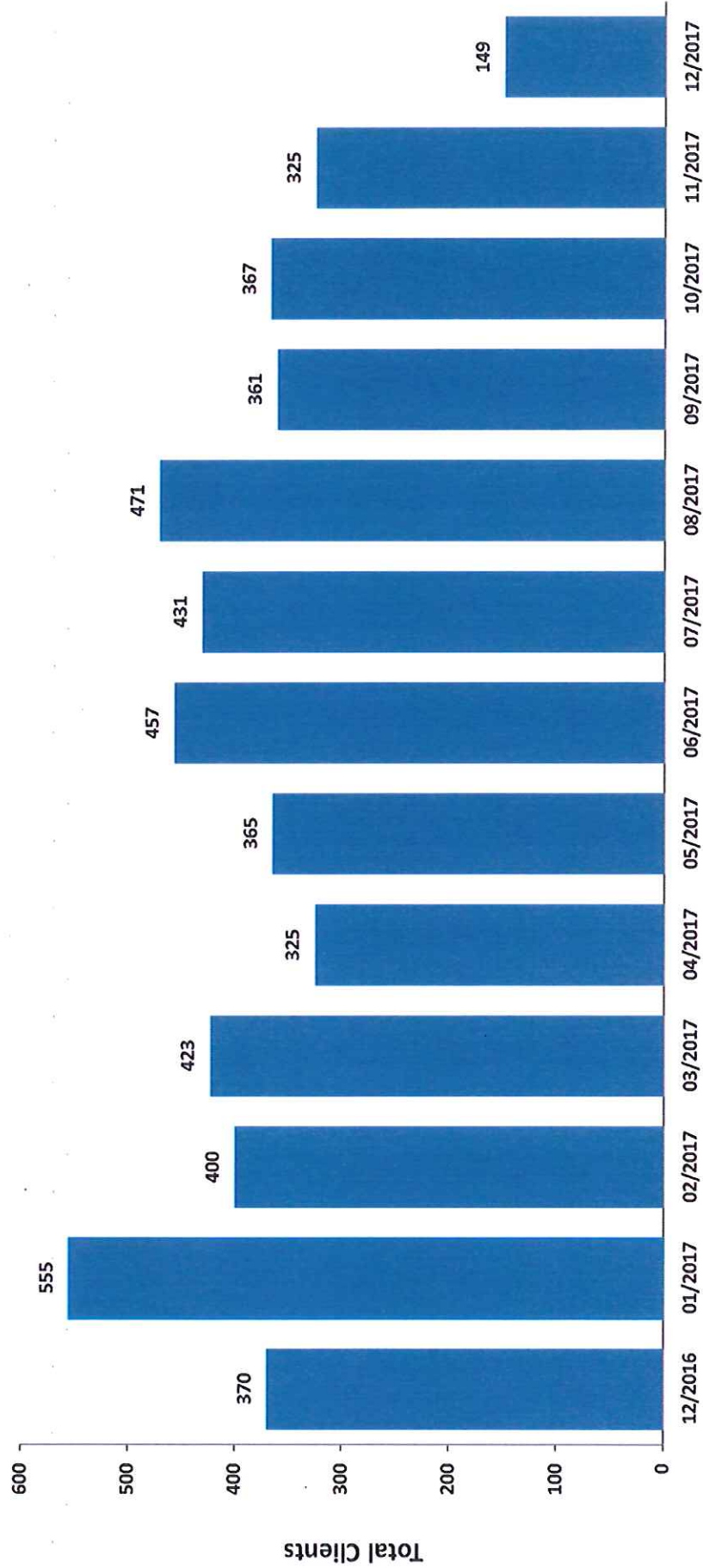
INFORMATION:

The Adult Council requested that Fresno Regional Workforce Development Board staff provide One-Stop Reports each quarter.

ATTACHMENTS:

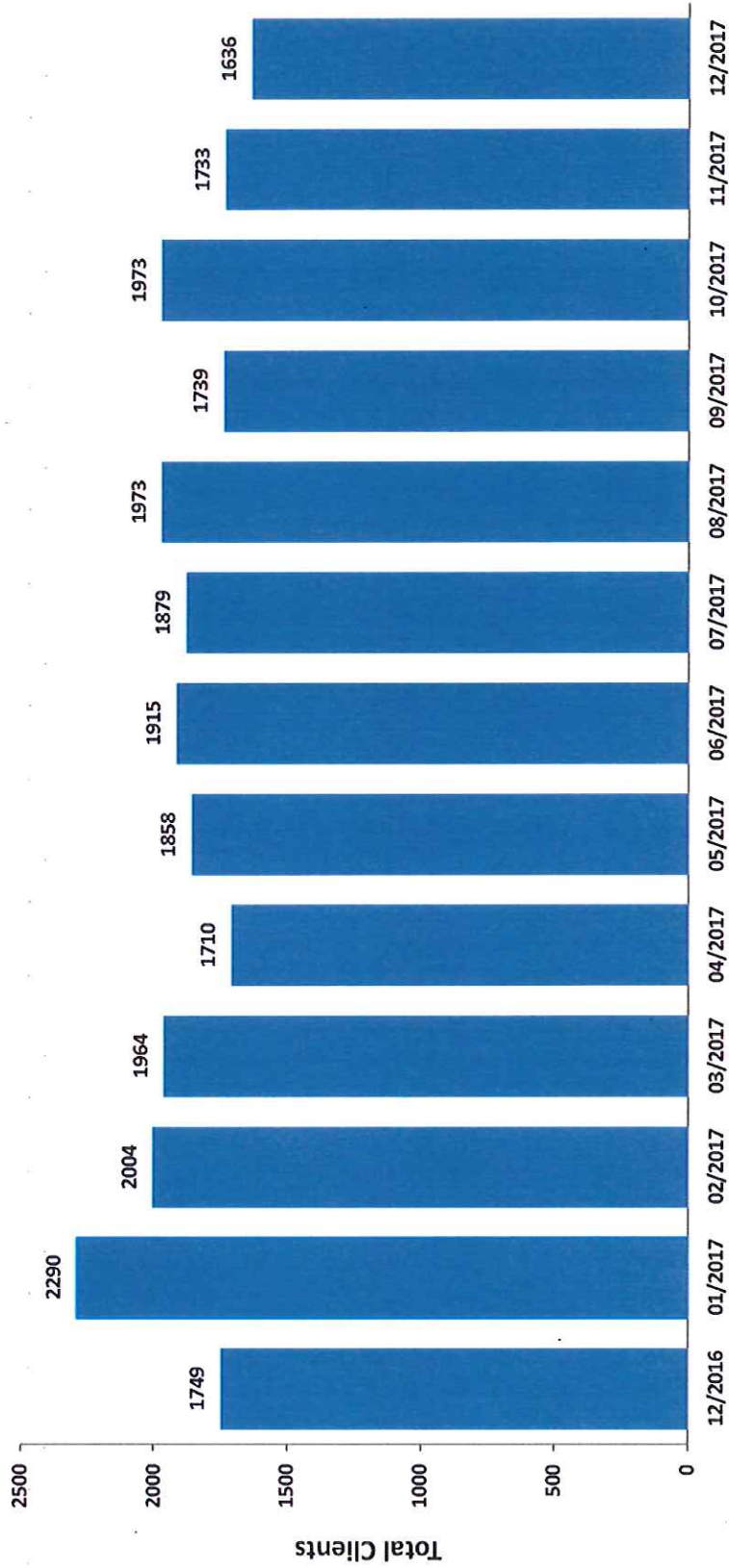
- ATTACHMENT I: Monthly New Customer Trend for All Workforce System
- ATTACHMENT II: Monthly Repeat Customer Trend for All Workforce System
- ATTACHMENT III: Partner Referral Report

Fresno Regional Workforce Connection
New Client Trend Report





Fresno Regional Workforce Connection Repeat Client Trend Report



Fresno Regional Workforce Connection Partner Referral

Report period from 10/01/2017 to 12/31/17

	Total Referral
AARP REFERRALS (CSS)	25
CAE REFERRALS (CSS)	62
COMMUNITY RESOURCE REFERRAL (CalJOBS)	66
DOR REFERRALS (CSS)	30
DOR REFERRALS (SRT)	5
DSS REFERRALS (CSS)	30
EDD REFERRALS (CSS)	77
FAS REFERRALS (CSS)	66
FCC REFERRALS (CSS)	147
FCC REFERRALS (SRT)	1
OTHER PARTNER REFERRALS (CSS)	137
SRT APPOINTMENT	439
WHCC REFERRALS (CSS)	14
WIOA REFERRALS (SRT)	131
WIOA REFFERAL (CalJOBS)	86
WORKSHOP REFERRALS (CSS)	38
WORKSHOP REFERRALS (SRT)	38
Total	1392

AARP - AARP Foundation

CAE - Clovis Adult Education

CSS - Customer Service Specialist

DOR - California Department of Rehabilitation

DSS - Fresno County Department of Social Services

EDD - California Employment Development Department

FAS - Fresno Adult School

FCC - Fresno City College

SRT - Self Reliance Team

WHCC - West Hills Community College

WIOA - Workforce Innovation and Opportunity Act

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	12
MEETING DATE:	January 25, 2018
ACTION:	INFORMATION

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

TO: Adult Council

FROM: Tim Giles, Deputy Director of Information Systems

SUBJECT: Potential Impact of California Minimum Wage Increases

BACKGROUND:

At the Adult Council meeting of November 16, 2017, Director Olivares requested information related to the potential impact to the Fresno Regional Workforce Development Board (FRWDB) from the recent implementation of the State of California minimum wage increase. This item is provided to discuss results of research by FRWDB management related to the wage increase.

The State of California amended its labor code in April of 2016 to begin a series of minimum wage increases beginning January 1, 2017.

January 1 of each year	26 Employees or More	25 Employees or Less
2017	\$10.50	\$10.00
2018	\$11.00	\$10.50
2019	\$12.00	\$11.00
2020	\$13.00	\$12.00
2021	\$14.00	\$13.00
2022	\$15.00	\$14.00
2023	\$15.00	\$15.00
2024	Indexed*	Indexed*

* Rate adjusted to changes in Consumer Price Index (if any) to a cap of 3.5 percent each year.

Areas where the FRWDB will most likely be affected are:

- 1) Median Wage Performance Outcome - Shown in the table below is a comparison of our wage performance goals and the placement wages from the first six (6) months of Program Year (PY) 2017-2018. Both of the placement median wage hourly equivalents meet or exceed both minimum wages through 2018. This indicates that the majority of our participants are receiving the new minimum wage already.

Program	Quarterly Median Wage Goal	Hourly Equivalent	Placement Median Wage (6 Months)	Hourly Equivalent
Adult	\$5,157.00	\$9.92	\$5,840.25	\$11.23
Dislocated Worker	\$7,523.00	\$14.47	\$6,760.00	\$13.00

- 2) Hours Worked – Hours worked could have a significant impact on the FRWDB participants. Conventional wisdom states that forced increases in employee wages usually result in cost saving actions by employers. A common action is to slow hiring and/or reduce hours. This seems to be supported by a June 2017 University of Washington study of the city of Seattle (which is in the process of raising the minimum wage also to \$15.00) and the effects of raising its minimum wage, most recently to \$13.00. Below is a breakdown of hours worked for the same placement cohort used above.

- a. 33% of Adult participants worked less than 40 hours per week.
 - o The median hourly wage of these participants was \$10.50; yet, the median quarterly wage was \$4,095 or \$7.88 per hour.
 - o Working less than 40 hours does adversely affect our median wage outcome.
 - b. The effect will be more significant with Dislocated Workers of whom 16% of participants were working less than 40 hours because the goal is higher than the Adult program.
 - o The median hourly wage was \$11.00 with the median quarterly wage at \$4,160 or \$8.00 per hour.
- 3) There is a lot of conjecture about a variety of effects that may or may not occur.
- a. There is broad agreement that moderate increases in the minimum wage can positively affect low wage workers; however, the affect may not be beneficial when moving beyond the \$13.00 wage. Essentially, there seems to be more discussion about negative affects when the wage moves beyond \$13.00 than positive effects.
 - b. Significantly raising the minimum wage lessens the ability of low income workers.to receive federal assistance
 - i. Federal assistance is usually tied to the federal definition of low income. Regional or local increases in wages could push up the income level of low income workers, potentially pushing them above the low income benchmarks used for eligibility for federal assistance. In 2018, the federal minimum wage is \$7.25 per hour.
 - c. There also will be a ripple effect to other employee costs. For example, under California law, exempt employees must earn a salary of at least double the minimum wage. Workers' Compensation costs are also tied to wages.