



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Special Adult Council
November 16, 2017 @ 2:00 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.	May 18, 2017, Adult Council Meeting Minutes	Konczal	Yes	Approve	4
2.	Ratification of New Adult Council Member	Konczal	Yes	Recommend to Ratify	9
3.	Fresno Regional Workforce Development Board Outstanding Achievement Award	Stogbauer	Yes	Information	10
4.	Workforce Innovation and Opportunity Act Adult and Dislocated Worker Carryover Funding Recommendations for Program Year 2017-2018	Stogbauer	Yes	Recommend to Approve	11
5.	Transfer of Dislocated Worker Program Funds to the Adult Program	Stogbauer	Yes	Recommend to Approve	19
6.	Fourth Quarter On-the-Job Training Report for Program Year 2016-2017	Stogbauer	Yes	Recommend to Accept	20
7.	First Quarter On-the-Job Training Report for Program Year 2017-2018	Stogbauer	Yes	Recommend to Accept	21
8.	Fourth Quarter Local Performance Results Report for Program Year 2016-2017	Stogbauer	Yes	Recommend to Accept	22
9.	First Quarter Local Performance Results Report for Program Year 2017-2018	Stogbauer	Yes	Recommend to Accept	28
10.	Fourth Quarter Providers of Services' Monitoring Report for Program Year 2016-2017	DeWitt	Yes	Recommend to Accept	35

ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

Disabled individuals who need special assistance to attend or participate in this meeting may request assistance by contacting the Fresno Regional Workforce Development Board, at 2125 Kern Street, Suite 208, Fresno, California, or by calling (559) 490-7100. Every effort will be made to reasonably accommodate individuals with disabilities by making meeting materials available in alternative formats. Requests for assistance should be made at least two (2) working days in advance of the meeting.

Item #	Description	Presenter	Enclosure	Action	Page #
11.	First Quarter Providers of Services' Monitoring Report for Program Year 2017-2018	DeWitt	Yes	Recommend to Accept	37
12.	Fourth Quarter Providers of Services' Customer Complaint Report for Program Year 2016-2017	DeWitt	Yes	Recommend to Accept	40
13.	First Quarter Providers of Services' Customer Complaint Report for Program Year 2017-2018	DeWitt	Yes	Recommend to Accept	42
14.	Fourth Quarter Job Seeker Customer Satisfaction Report for Program Year 2016-2017	DeWitt	Yes	Recommend to Accept	44
15.	First Quarter Job Seeker Customer Satisfaction Report for Program Year 2017-2018	DeWitt	Yes	Recommend to Accept	47
16.	Employer Customer Satisfaction	DeWitt	Yes	Information	50
17.	Fourth Quarter Adult and Dislocated Worker Demographics Report for Program Year 2016-2017	Giles	Yes	Information	52
18.	First Quarter Adult and Dislocated Worker Demographics Report for Program Year 2017-2018	Giles	Yes	Information	61
19.	One-Stop Report Package	Giles	Yes	Information	70
20.	Agenda Items for January 25, 2018, Meeting	Konczal	No	Discussion	--
21.	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 11/8/17
Bumatay	XX	XX	--	XX	XX	
Hensley**	XX	XX	P	XX	XX	
Olivares	XX	XX	P	XX	XX	
Richards	XX	XX	A	XX	XX	
Watkins	XX	XX	--	XX	XX	

* = 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:	November 8, 2017
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: May 18, 2017, Adult Council Meeting Minutes

INFORMATION:

Approve the minutes of the May 18, 2017, Adult Council meeting.

ATTACHMENT:

May 18, 2017, Adult Council Meeting Minutes



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Special Adult Council Meeting
May 18, 2017

SUMMARY MINUTES

The meeting was called to order at 2:32 p.m.

- ROLL CALL: PRESENT - Jeff Hensley and Joe Olivares
- ABSENT - Tom Richards
- AGENDA CHANGES: None
- ABSTENTIONS/RECUSALS/
DISCLOSURES OF POTENTIAL
CONFLICTS OF INTEREST: None
- CHAIR/STAFF REPORT: None
- PUBLIC COMMENTS: None

Item	Description/Action Taken
1.	<p><u>May 19, 2016, Adult Council Meeting Minutes</u></p> <p>OLIVARES/HENSLEY – APPROVED THE MAY 19, 2016, ADULT COUNCIL MEETING MINUTES.</p>
2.	<p><u>Items Referred from Other Committees</u></p> <p>There were no items referred by other Committees.</p>
3.	<p><u>Ratification of New Adult Council Members</u></p> <p>Blake Konczal, Executive Director, Fresno Regional Workforce Development Board (FRWDB), stated that Director Raine Bumatay and Sherri Watkins have expressed interest in becoming members of the Adult Council. Director Hensley requested that the Adult Council vote to recommend that the FRWDB ratify the appointment at the June 7, 2017, meeting.</p> <p>OLIVARES/HENSLEY – RECOMMENDED THAT THE FRWDB RATIFY RAINE BUMATAY AND SHERRI WATKINS AS NEW ADULT COUNCIL MEMBERS (UNANIMOUS).</p>
4.	<p><u>Adult and Dislocated Worker One-Stop Operator Contract Awards for Program Year 2017-2018</u></p> <p>Phyllis Stogbauer, Deputy Director of Program Services, FRWDB, presented the Adult and Dislocated Worker One-Stop Operator Contract Awards for Program Year (PY) 2017-2018. Ms. Stogbauer explained that the procurement for the current Adult and Dislocated Worker One-Stop Operators contracts stipulated a maximum five (5) year contract period, which ends June 30, 2018. The Workforce Innovation and Opportunity Act (WIOA), however, mandated that the One-Stop Operator(s) be procured every four (4) years.</p> <p>The Request for Proposal (RFP) was released on February 3, 2017 with two (2) bidders' conferences on February 8, 2017, and February 14, 2017. Only one (1) proposal was received for the Urban and West Service Delivery Areas (SDA), and two (2) proposals received for the East SDA prior to the deadline date. As outlined in the RFP, competitive procurement requires that at least three (3) responsive proposals are received in each of the SDAs by the submission deadline date. Therefore, the procurement was declared a failed competition.</p>

The proposals needed to meet a minimum overall rating score of 70 points. A rating team scored each of the proposals and based on the scoring, recommended contracts be awarded in each of the SDAs as follows: Urban: Central Labor Council Partnership, East: Proteus, Inc. and West: West Hills Community College District.

OLIVARES/HENSLEY – RECOMMENDED THAT THE FRWDB APPROVE ADULT AND DISLOCATED WORKER ONE-STOP OPERATOR CONTRACT AWARDS FOR PROGRAM YEAR 2017-2018. (UNANIMOUS)

5. **Workforce Innovation and Opportunity Act Adult and Dislocated Worker Funding Recommendation for Program Year 2017-2018**

Mr. Konczal stated that the California Employment Development Department released the WIOA formula allocations for PY 2017-2018. The FRWDB received an overall decrease of eight percent (8%) compared to the allocations received in PY 2016-2017.

Approval of the recommended funding will result in the following: a three percent (3%) carryover to PY 2018-2019; an allocation of 30% of total award for training: an eight percent (8%) decrease in FRWDB Program Administration, Program and Information Technology Support, Business Services Center and One-Stop contract services; a decrease in the Urban One-Stop contractor budget by an additional \$225,000; an increase in the One-Stop site budgets in the amount of \$225,000; a decrease of the Supportive Services pool by 17%; and the allocation maintains the minimum funding level of \$500,000 annually for the rural One-Stop Provider of Services.

The allocation was an estimate, and if there are any changes FRWDB staff will provide revised allocations for the Adult Council's approval at the July 27, 2017, Adult Council meeting.

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

6. **Fresno County Workforce Investment Act Adult and Dislocated Worker Program Performance Report for Program Year 2015-2016**

Mr. Konczal presented the Fresno County Workforce Investment Act Adult and Dislocated Worker Program Performance Report for PY 2015-2016. Mr. Konczal explained that each year the State of California reports Local Workforce Investment Area performance as mandated by the United States Department of Labor, and that new goals are negotiated each year. Mr. Konczal added that the results indicated that the Service Providers had successfully achieved all of the mandated goals for that fiscal year.

OLIVARES/HENSLEY – RECOMMENDED THAT THE FRWDB ACCEPT THE FRESNO COUNTY WORKFORCE INVESTMENT ACT ADULT AND DISLOCATED WORKER PROGRAM PERFORMANCE REPORT FOR PROGRAM YEAR 2015-2016. (UNANIMOUS)

7. **Third Quarter On-the-Job Training Reports for Program Year 2016-2017**

Ms. Stogbauer presented the Third Quarter On-the-Job Training (OJT) Report for PY 2016-2017. Ms. Stogbauer announced that there was one (1) unsuccessful OJT completion in the third quarter. Ms. Stogbauer briefly went over the process of the OJTs for the new members, as well as how the OJT process has changed over the past ten (10) years.

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

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

Ms. Stogbauer presented the Third Quarter Local Performance Results Report for PY 2016-2017. Ms. Stogbauer went over each graph and explained that in some cases the expenditures were low, but that FRWDB staff is not worried because the expenditures will be carried over into the next fiscal year. A new graph was recently added called the 'Adult and Dislocated Placement and Credential Rate.' This graph tracks when an individual has completed a vocational training.

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

9. Fourth Quarter Providers of Services' Monitoring Reports for Program Year 2015-2016

Stephen DeWitt, Quality Systems Manager, FRWDB, presented the Fourth Quarter Providers of Services' Monitoring Report for PY 2015-2016. Mr. DeWitt stated that there were no fiscal findings, and FRWDB staff had no issues or concerns.

Director Hensley asked if FRWDB staff could explain what the Veterans program entails. Mr. Konczal replied that special grant money was received to train veterans in the building trades to become apprentices. The program started in Fresno county, and has since spread to all eight (8) counties from San Joaquin to Kern county. Mr. Konczal added that there has been positive feedback from everyone who has worked with the veterans.

OLIVARES/HENSLEY – RECOMMENDED THAT THE FRWDB ACCEPT THE FOURTH QUARTER PROVIDERS OF SERVICES' MONITORING REPORT FOR PROGRAM YEAR 2015-2016. (UNANIMOUS)

10. First, Second and Third Quarters Providers of Services' Monitoring Reports for Program Year 2016-2017

Mr. DeWitt presented the First, Second and Third Quarters Providers of Services' Monitoring Report for PY 2016-2017. Mr. DeWitt was pleased to report that there were no findings.

OLIVARES/HENSLEY – RECOMMENDED THAT THE FRWDB ACCEPT THE FIRST, SECOND AND THIRD QUARTERS PROVIDERS OF SERVICES' MONITORING REPORTS FOR PROGRAM YEAR 2016-2017. (UNANIMOUS)

11. Fourth Quarter Providers of Services' Customer Complaint Report for Program Year 2015-2016

Mr. DeWitt presented the Fourth Quarter Providers of Services' Customer Complaint Report for PY 2015-2016 and stated that no complaints were received in the fourth quarter.

OLIVARES/HENSLEY – RECOMMENDED THAT THE FRWDB ACCEPT THE FOURTH QUARTER PROVIDERS OF SERVICES' CUSTOMER COMPLAINT REPORT FOR PROGRAM YEAR 2015-2016. (UNANIMOUS)

12. First, Second and Third Quarters Providers of Services' Customer Complaint Report for Program Year 2016-2017

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

OLIVARES/HENSLEY – RECOMMENDED THAT THE FRWDB ACCEPT THE FIRST, SECOND AND THIRD QUARTERS PROVIDERS OF SERVICES' CUSTOMER COMPLAINT REPORT FOR PROGRAM YEAR 2016-2017. (UNANIMOUS)

13. Job Seeker Customer Satisfaction

Mr. DeWitt presented the Job Seeker Customer Satisfaction Report. Mr. DeWitt explained that the first page was the Basic Career Services survey, which reflects the resource room as well as everything up to enrollment. The second page was the Placement Satisfaction survey that was completed at pre-exit of the program. Mr. DeWitt noted that the satisfaction level is trending upwards.

Director Hensley pointed out that the number of surveys had really increased over the years, and that the comments received are helpful to the program.

OLIVARES/HENSLEY – RECOMMENDED THAT THE FRWDB ACCEPT THE JOB SEEKER SATISFACTION REPORT. (UNANIMOUS)

14. **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 received 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.

15. **Third Quarter Adult and Dislocated Worker Demographics Report for Program Year 2016-2017**

Tim Giles, Deputy Director of Information Systems, FRWDB, presented the Third 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.

This was an information item.

16. **Third Quarter One-Stop Report Package**

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

This was an information item.

17. **Agenda Items for July 27, 2017, Meeting**

Mr. Konczal reminded the Adult Council that if they have any items to be added to the agenda for the July 27, 2017 meeting, to send their items to FRWDB staff at least a two (2) weeks before the meeting.

18. **Meeting Feedback**

Director Hensley commented to the Adult Council that FRWDB staff is great about answering any questions the Council may have about the agenda packet items. Mr. Konczal added that at the FRWDB meetings, colleagues can turn to the Adult Council members to get answers as to what happened in the meetings, whereas this doesn't always happen at other WDB meetings where staff mainly answers the questions that are asked.

The meeting adjourned at 3:18 p.m.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	2
MEETING DATE:	November 8, 2017
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 David Mercer to the Adult Council.

REASON FOR RECOMMENDATION:

Director Mercer is the District Representative of the Operating Engineers Local 3 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:	November 8, 2017
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: Phyllis Stogbauer, Deputy Director of Program Services
SUBJECT: Fresno Regional Workforce Development Board Outstanding Achievement Award

INFORMATION:

The Fresno Regional Workforce Development Board Adult Participant Outstanding Achievement Award for the Third Quarter has been awarded to Angel McCurn.

A video presentation will be provided at the meeting.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	4
MEETING DATE:	November 8, 2017
ACTION:	RECOMMEND TO APPROVE

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

TO: Adult Council
FROM: Phyllis Stogbauer, Deputy Director of Program Services
SUBJECT: Workforce Innovation and Opportunity Act Adult and Dislocated Worker Carryover Funding Recommendations for Program Year 2017-2018

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) approve the allocation of additional Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker funds for Program Year (PY) 2017-2018 in the amount of \$989,990 and the PY 2016-2017 unobligated carryover funds in the amount of \$819,611, as outlined below.

REASON FOR RECOMMENDATION:

The Employment Development Department (EDD), Workforce Services Division, released estimated WIOA formula allocations for PY 2017-2018 on February 8, 2017. The FRWDB received \$8,106,097, which was allocated by the FRWDB at the June 7, 2017, meeting. Then on June 27, 2017, EDD released the revised allocations, which increased the estimated award by \$989,990, bringing the total allocation of Adult and Dislocated Worker funds for PY 2017-2018 to \$9,096,087.

The Fiscal closeout for Program Year 2016-2017 has been finalized. 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.

FRWDB staff recommends that the Adult Council approve the proposed revised budget allocations for the additional funding and carryover funds as outlined in Attachment II. Approval of the recommended funding allocations will result in the following:

- Increases carryover for PY 2018-2019 by \$29,420, to maintain the three percent (3%) allocation of total funding.
- Increases current plan year 2017-2018 training pool by \$296,997 to meet the minimum 30% training allocation as mandated by the State of California.
- Allocates an additional reserve of \$879,588 of unexpended training funds from PY 2016-2017 to ensure full expenditure of mandated training funds.
- Decreases the Supportive Service pool by \$100,000.
- Allocates \$100,000 for Soft Skills upgrade training.
- Allocates \$45,000 to the Fresno County Public Defender's office for a pilot program. This program will assist Job Seekers in filing legal documents to assist them in addressing legal barriers to employment, i.e., criminal record expungements and back child support payments.
- Consolidates the One-Stop Marketing budget and adds additional marketing funds into the One-Stop Sites budget.
- Consolidates all FAWIC staffing and operational cost from One-Stop Sites budget into the FAWIC Administration and Program Support budget.

FISCAL IMPACT:

Approval of this item will allocate an additional \$989,990 of WIOA Adult and Dislocated Worker funds and \$819,611 of unobligated carryover funds. The \$1,780,181 will be allocated to contracts and budgets, and places \$29,420 into carryover for PY 2018-2019.

ATTACHMENTS:

ATTACHMENT I: EDD Information Notice WSIN 16-37, WIOA Formula Planning Estimate Allocations for PY 17-18

ATTACHMENT II: EDD Information Notice WSIN 16-60, WIOA Formula Allocations for PY 17-18

ATTACHMENT III: WIOA Adult and Dislocated Worker Allocations Spreadsheet for PY 2017-2018



INFORMATION NOTICE

Date: February 8, 2017 Expiration Date: 03/08/2019 Number: WSIN16-37



WIOA FORMULA PLANNING ESTIMATE ALLOCATIONS – PY 17-18

This provides *Workforce Innovation and Opportunity Act* (WIOA) Title I formula estimate allocations for each Local Workforce Development Area (Local Area), for the Adult, Youth, and Dislocated Worker funding streams for Program Year (PY) 2017-18. These allocations are based on the estimated allotment levels issued by the U.S. Department of Labor, Employment and Training Administration to the states in Training and Employment Guidance Letter 14-16, dated January 13, 2017. These allotment levels are provided as an estimate for planning purposes and will change based on the enacted PY 2017 full-year appropriation expected in April 2017. The planning estimates in this notice can provide Local Areas with a general idea of how their funding will change in PY 2017, assuming there are no major increases or decreases enacted by Congress.

The WIOA prescribes a specific method to calculate sub-state hold harmless levels. These hold harmless provisions were established to help mitigate year-to-year volatility in funding levels. Under WIOA, hold harmless provisions ensure that each Local Area receives no less than 90 percent of their average percentage share from the two prior years. The Local Areas that receive more than 100 percent of their average percentage share from the previous two years will be proportionately reduced by the amount of total funding necessary to ensure that all Local Areas receive at least 90 percent of their average percentage share from the two prior years.

The allotment to California and the amounts available for the formula allocation to its Local Areas are listed below. Attachment 1 reflects the total amount Local Areas will receive for each of the funding streams for PY 17-18. Additionally, Attachment 2 provides a breakdown of how each of the three funding streams is allocated.

PY 17-18 Title I	Total Federal Allotment	Amount Available for Formula Allocation
Youth Program	\$123,092,430	\$104,628,566
Adult Program	\$118,028,427	\$100,324,163
Dislocated Worker Program	\$152,634,373	\$91,580,625

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

If you have any questions, please contact Laura Caputo from the Financial Management Unit at Laura.Caputo@edd.ca.gov or by phone at 916-653-9150.

/S/ JAIME L. GUTIERREZ, Chief
Central Office Workforce Services Division

Attachment is available on the internet:

1. Youth, Adult, and Dislocated Worker Activities Program Estimate Allotments
2. WIOA Estimate Funding SFY 17-18



WIOA FORMULA ALLOCATIONS – PY 17-18

The *Workforce Innovation and Opportunity Act* (WIOA) formula fund allocations for each Local Workforce Development Area (Local Areas), for the Adult, Youth, and Dislocated Worker (DW) funding streams for Program Year (PY) 2017-18, have been released. These allocations are based on the allotments issued by the U.S. Department of Labor (DOL) to the states (refer to DOL Training and Employment Guidance Letter (TEGL) 27-16, dated June 09, 2017).

The WIOA prescribes a specific method to calculate sub-state hold harmless levels for DW Program funds. As a result, there is an alignment in the WIOA hold harmless provisions across the Adult, Youth, and DW programs. These hold harmless provisions were established to help mitigate year-to-year volatility in funding levels. Under the WIOA, hold harmless provisions ensure that each area receives no less than 90 percent of their average percentage share from the two prior years. The local areas that receive more than 100 percent of their average percentage share from the previous two years will be proportionately reduced by the amount of total funding necessary to ensure that all local areas receive at least 90 percent of their average percentage share from the two prior years.

Please be aware that this notice is being issued for planning and budgeting purposes only because the state has not yet received the federal *Notice of Award* (NOA) for any of the funding streams. Once the NOA has been received, Youth allocations will be released to Local Areas immediately. The Adult and DW allocations will be released as soon as we receive federal and state spending authority for these funds.

The allotment to California and the amounts available for the formula allocation to the local areas are listed below. Attachment 1 reflects the total amount local areas will receive for each of the funding streams during the PY 17-18. Additionally, Attachment 2 provides a breakdown of how each of the three funding streams is allocated.

<u>PY 2017-18 Title I</u>	<u>Total Federal Allotment</u>	<u>Amount Available for Formula Allocation</u>
Adult Program	\$117,464,601	\$99,844,911
Youth Program	\$122,708,017	\$104,301,815
Dislocated Worker Program	\$151,913,910	\$91,148,347

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

Youth allotments to the states will be issued in one sum with an April 1, 2017, effective date under grant code 301.

If you have any questions about this notice, please contact Laura Caputo at Laura.Caputo@edd.ca.gov or by phone at 916-653-9150.

/S/ JAIME L. GUTIERREZ, Chief
Central Office Workforce Services Division

Attachments are available on the internet:

1. [Youth , Adult, and Dislocated Worker Activities Program Allocations](#)
2. [WIOA Funding SFY 2017-18](#)

Workforce Innovation and Opportunity Act
Youth, Adult, and Dislocated Worker Activities Program Allocations
Program Year 2017-18

Local Area	Round 1			Round 2		Grand Total
	Youth	Adult	Dislocated Worker	Adult	Dislocated Worker	
Alameda	\$1,578,957	\$189,069	\$318,832	\$1,295,681	\$1,698,765	\$5,081,304
Anaheim City	\$771,661	\$94,497	\$99,712	\$647,584	\$531,278	\$2,144,732
Contra Costa	\$1,462,809	\$184,035	\$289,608	\$1,261,186	\$1,543,058	\$4,740,696
Foothill	\$539,933	\$71,033	\$80,922	\$486,786	\$431,161	\$1,609,835
Fresno	\$5,104,062	\$615,194	\$673,977	\$4,215,904	\$3,591,012	\$14,200,149
Golden Sierra	\$891,045	\$111,006	\$167,803	\$760,720	\$894,070	\$2,824,644
Humboldt	\$340,824	\$37,963	\$43,828	\$260,162	\$233,520	\$916,297
Imperial	\$2,253,775	\$282,154	\$341,524	\$1,933,593	\$1,819,672	\$6,630,718
Kern, Inyo, Mono	\$4,733,093	\$580,121	\$640,728	\$3,975,549	\$3,413,858	\$13,343,349
Kings	\$706,557	\$99,939	\$95,787	\$684,877	\$510,361	\$2,097,521
Los Angeles	\$10,354,267	\$1,262,710	\$1,201,428	\$8,653,298	\$6,401,320	\$27,873,023
Los Angeles City	\$13,304,252	\$1,641,240	\$1,339,025	\$11,247,341	\$7,134,460	\$34,666,318
Madera	\$717,894	\$92,512	\$94,952	\$633,979	\$505,912	\$2,045,249
Mendocino	\$213,735	\$27,609	\$31,397	\$189,203	\$167,287	\$629,231
Merced	\$1,490,188	\$179,850	\$203,332	\$1,232,504	\$1,083,372	\$4,189,246
Monterey	\$1,691,875	\$217,547	\$319,203	\$1,490,841	\$1,700,742	\$5,420,208
Mother Lode	\$387,028	\$57,393	\$58,725	\$393,311	\$312,890	\$1,209,347
NCC	\$1,139,866	\$134,940	\$162,858	\$924,739	\$867,723	\$3,230,126
NoRTEC	\$2,409,764	\$295,242	\$314,173	\$2,023,282	\$1,673,942	\$6,716,403
North Bay	\$668,246	\$93,245	\$126,140	\$639,003	\$672,085	\$2,198,719
NOVA-San Mateo	\$1,392,728	\$179,393	\$288,793	\$1,229,372	\$1,538,719	\$4,629,005
Oakland City	\$1,293,484	\$162,061	\$149,875	\$1,110,598	\$798,550	\$3,514,568
Orange	\$2,948,268	\$348,796	\$628,483	\$2,390,287	\$3,348,618	\$9,664,452
Pacific Gateway	\$1,751,989	\$203,059	\$169,039	\$1,391,558	\$900,658	\$4,416,303
Richmond City	\$340,178	\$45,335	\$38,052	\$310,680	\$202,745	\$936,990
Riverside	\$6,432,195	\$788,413	\$885,180	\$5,402,965	\$4,716,325	\$18,225,078
Sacramento	\$3,695,179	\$449,240	\$511,382	\$3,078,624	\$2,724,692	\$10,459,117
San Benito	\$206,482	\$24,858	\$33,580	\$170,354	\$178,916	\$614,190
San Bernardino	\$5,796,594	\$699,962	\$722,788	\$4,796,816	\$3,851,081	\$15,867,241
San Diego	\$6,869,887	\$800,496	\$1,016,361	\$5,485,771	\$5,415,267	\$19,587,782
San Francisco	\$1,165,054	\$163,706	\$248,885	\$1,121,871	\$1,326,082	\$4,025,598
San Joaquin	\$2,986,903	\$356,154	\$393,105	\$2,440,710	\$2,094,503	\$8,271,375
San Jose - Silicon Valley	\$2,221,198	\$267,257	\$357,542	\$1,831,500	\$1,905,016	\$6,582,513
San Luis Obispo	\$598,863	\$58,545	\$74,935	\$401,208	\$399,261	\$1,532,812
Santa Ana City	\$934,602	\$116,531	\$83,213	\$798,585	\$443,366	\$2,376,297
Santa Barbara	\$1,205,671	\$111,723	\$148,196	\$765,636	\$789,603	\$3,020,829
Santa Cruz	\$1,059,492	\$119,656	\$151,383	\$820,001	\$806,581	\$2,957,113
SELACO	\$976,189	\$117,994	\$140,672	\$808,609	\$749,513	\$2,792,977
Solano	\$956,802	\$133,613	\$165,990	\$915,648	\$884,408	\$3,056,461
Sonoma	\$847,883	\$101,825	\$138,213	\$697,802	\$736,414	\$2,522,137
South Bay	\$1,510,888	\$198,206	\$220,879	\$1,358,299	\$1,176,865	\$4,465,137
Stanislaus	\$2,398,795	\$294,318	\$330,737	\$2,016,947	\$1,762,200	\$6,802,997
Tulare	\$2,745,334	\$333,057	\$384,653	\$2,282,425	\$2,049,470	\$7,794,939
Ventura	\$1,815,841	\$211,627	\$323,595	\$1,450,275	\$1,724,146	\$5,525,484
Verdugo	\$676,606	\$92,208	\$108,351	\$631,901	\$577,304	\$2,086,370
Yolo	\$714,879	\$68,967	\$85,922	\$472,627	\$457,798	\$1,800,193
TOTAL	\$104,301,815	\$12,714,299	\$14,403,758	\$87,130,612	\$76,744,589	\$295,295,073

	A	B	C	D	E	F	G
1	WORKFORCE INNOVATION AND OPPORTUNITY ACT ADULT AND DISLOCATED WORKER						
2	ALLOCATIONS FOR PROGRAM YEAR 2017-2018						
3							
4							
5			PROPOSED	REVISED			
6			5.18.17	9.30.17			
7			Adult/DW	Adult/DW			
8			Allocation	Allocation	Increase/	%	
9			2017-18	2017-18	(Decrease)	Change	
10							
11							
12							
13	Actual/Estimated Carryover		1,766,280	2,585,891	819,611	46%	
14	Award		8,106,097	9,096,087	989,990	12%	
15	Total Available		9,872,377	11,681,978	1,809,601	18%	
16							
17							
18	Operational Costs						
19	One-Stop Sites Budget		1,489,780	1,506,564	16,784	1%	
20	FRWDB Admin Support		883,738	1,018,677	134,939	15%	
21	FRWDB Program Support		746,188	1,153,061	406,873	55%	
22	Employment Study & Assessment Materials		50,600	50,600	0	0%	
23	Memberships		20,000	20,000	0	0%	
24	Program Income		(106,720)	(106,720)	0	0%	
25	Carryover to Following Year	3%	243,463	272,883	29,420	12%	
26	Total Operational Costs		3,327,049	3,915,065	588,016	18%	
27							
28							
29							
30							
31							
32	Contractors & Participant Pools						
33	CLC - Urban		2,525,769	2,525,769	0	0%	
34	Proteus, Inc. - East		500,392	500,392	0	0%	
35	West Hills Community College - West		501,594	501,594	0	0%	
36	Current Plan Year Training Pool		1,950,139	2,247,136	296,997	15%	
37	Prior Plan Year 16-17 Training Reserve		0	879,588	879,588		
38	Incumbent Worker Training (IWT) Pool		481,690	481,690	0	0%	
39	Supportive Services		219,483	119,483	(100,000)	-46%	
40	Soft Skills Upgrade Training		0	100,000	100,000		
41	Pilot Public Defenders Project		0	45,000	45,000		
42	CMTi Programming & Maintenance		180,694	180,694	0	0%	
43	CSUF Foundation - Business Services		185,567	185,567	0	0%	
44	Total Contractors & Participant Pools		6,545,328	7,766,913	1,221,585	19%	
45							
46							
47	Total Allocations		9,872,377	11,681,978			
48				0			
49							
50			2,431,829	2,728,826			
51	Training Percentage		30%	30%			
52							
53							
54	Note: Due to spreadsheet formula rounding calculations, total(s) may be \$1.00 off.						
55							
56							
57							
58							

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	5
MEETING DATE:	November 8, 2017
ACTION:	RECOMMEND TO APPROVE

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

TO: Adult Council
FROM: Phyllis Stogbauer, Deputy Director of Program Services
SUBJECT: Transfer of Dislocated Worker Program Funds to the Adult Program

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) approve the transfer of \$917,000 of Dislocated Worker program funds to the Adult program.

REASON FOR RECOMMENDATION:

Section 133(b)(4) of the Workforce Innovation and Opportunity Act (WIOA) states that up to and including 100 percent of the funds allocated to the Title I Adult and Dislocated Worker programs may be transferred between these two (2) funding streams. The Employment Development Department (EDD), Workforce Services Division (WSD), has been given the authority to approve transfers on behalf of the Governor.

FRWDB staff has reviewed grant amounts and obligations between the Adult and Dislocated Worker funding streams for Program Year 2017-2018. At the present time, the One-Stop system is serving a higher ratio of Adult than Dislocated Worker customers, resulting in increased obligations in the Adult program. Therefore, FRWDB staff is recommending that \$917,000 of Dislocated Worker funds be transferred to the Adult program.

Upon approval of this item by the FRWDB, a transfer request will be sent to the California EDD-WSD.

FISCAL IMPACT

Approval of this item will increase available Adult program funds by \$917,000 and decrease Dislocated Worker program funds by the same amount.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	6
MEETING DATE:	November 8, 2017
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: Phyllis Stogbauer, Deputy Director of Program Services

SUBJECT: Fourth Quarter On-the-Job Training Report for Program Year 2016-2017

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Fourth Quarter On-the-Job Training (OJT) Report for Program Year (PY) 2016-2017.

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 2016-2017:

Completions by Quarter	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	YTD
Number of Completed OJTs	6	5	6	11	28
Number of OJTs with Successful Completion	6	3	5	7	21
Percentage of Successful Completions	100%	60 %	83%	64%	75%
Follow-ups by Quarter					
Number of OJT Follow-ups Completed	2	6	4	3	15
Number of OJTs with employer at Follow-up	2	6	3	2	13
Percentage of Successful Retentions	100%	100%	75%	67%	87%

FRWDB staff will provide information regarding the fourth quarter OJTs completions and retention rate at the meeting.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	7
MEETING DATE:	November 8, 2017
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: Phyllis Stogbauer, Deputy Director of Program Services

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

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the First 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				
Number of OJTs with Successful Completion	1				
Percentage of Successful Completions	100%				
Follow-ups by Quarter					
Number of OJT Follow-ups Completed	4				
Number of OJTs with employer at Follow-up	3				
Percentage of Successful Retentions	75%				

FRWDB staff will provide information regarding the retention rate at the meeting.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	8
MEETING DATE:	November 8, 2017
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: Phyllis Stogbauer, Deputy Director of Program Services
SUBJECT: Fourth Quarter Local Performance Results Report for Program Year 2016-2017

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the attached Adult and Dislocated Worker Program Providers of Services Local Performance Results Report for the Fourth Quarter of Program Year 2016-2017.

REASON FOR RECOMMENDATION:

The 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:

Adult/ DW Served:

CLC: Staff has no concerns.

Proteus, Inc.: Adult and Dislocated Worker (DW) enrollments are below plan due to lack of qualified adult and dislocated workers. Staff is working with provider on outreach and recruitment of qualified job seekers.

WHCCD: Enrollments are below plan due to lack of qualified Adult/DW. Staff is working with provider on outreach and recruitment of qualified job seekers.

Adult/ DW Expenditures:

CLC: Staff has no concerns.

Proteus, Inc.: Staff has no concerns; expenditures are below plan due to unanticipated staff savings and a delay in the hiring process.

WHCCD: Staff has no concerns.

Adult/DW Placements & Credential Rate:

CLC: Staff has no concerns.

Proteus, Inc.: Provider is below in placements due to lack of participation in the program. Provider staff will continue to work closely with job seekers to ensure positive outcomes. Staff is working with provider on placement strategies.

WHCCD: Staff has no concerns. DW certificate of attainment below area plan due to three (3) of seven (7) participants got employed and they were not able to complete a high school diploma equivalency or training. Provider will work with participants during the follow-up process to encourage them to complete educational goals.

Adult/DW Completion of Training:

CLC: Staff has no concerns.

Proteus, Inc.: Staff has no concerns.

WHCCD: Staff is working with provider on strategies for engaging job seekers during training. Provider is below plan due to participants dropping from training program due to securing employment and/or personal issues. Provider will work closely with job seekers to ensure they complete their training successfully.

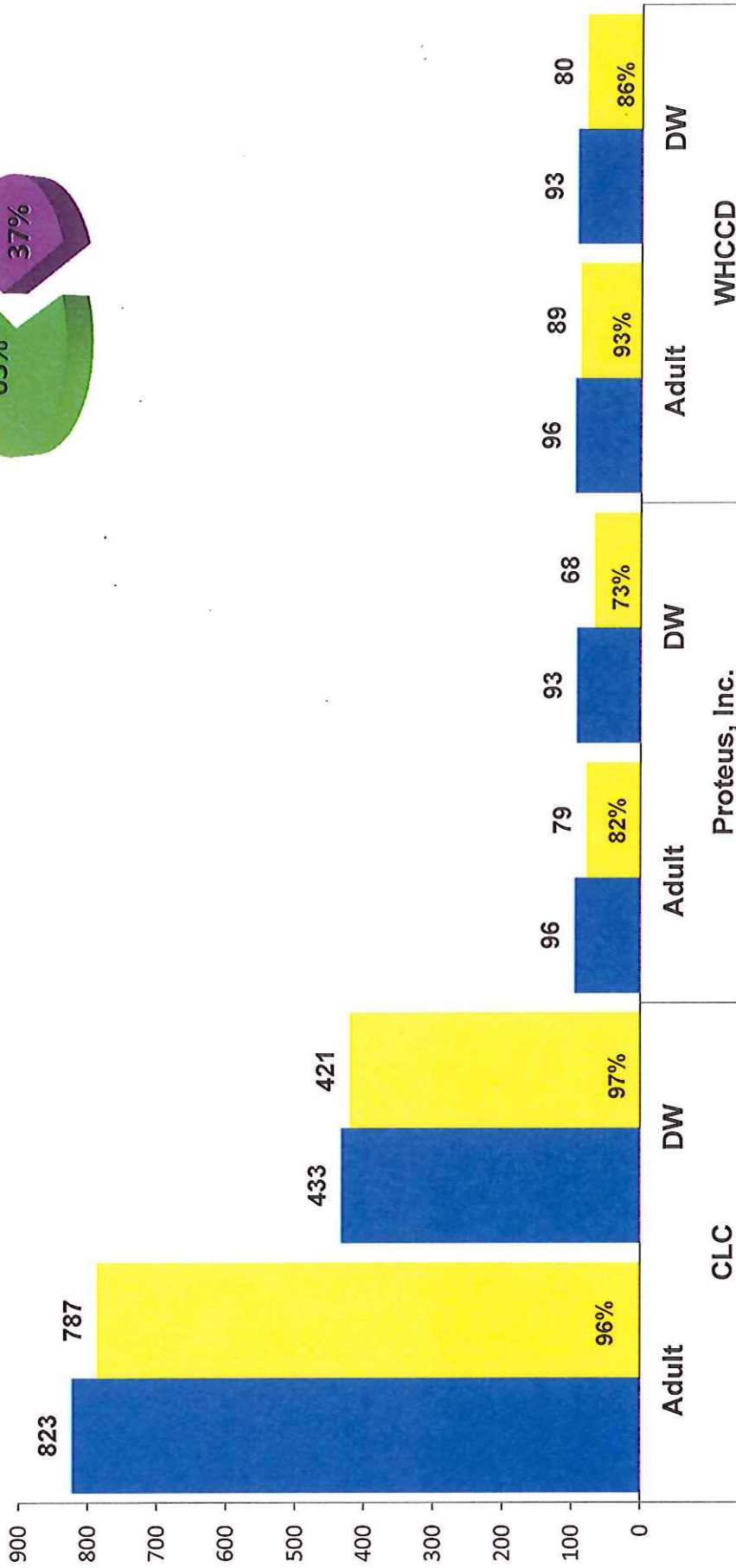
ATTACHMENT:

Adult and Dislocated Worker Program Providers of Services Local Performance Results Report for the Fourth Quarter of Program Year 2016-2017

Adult/DW Served

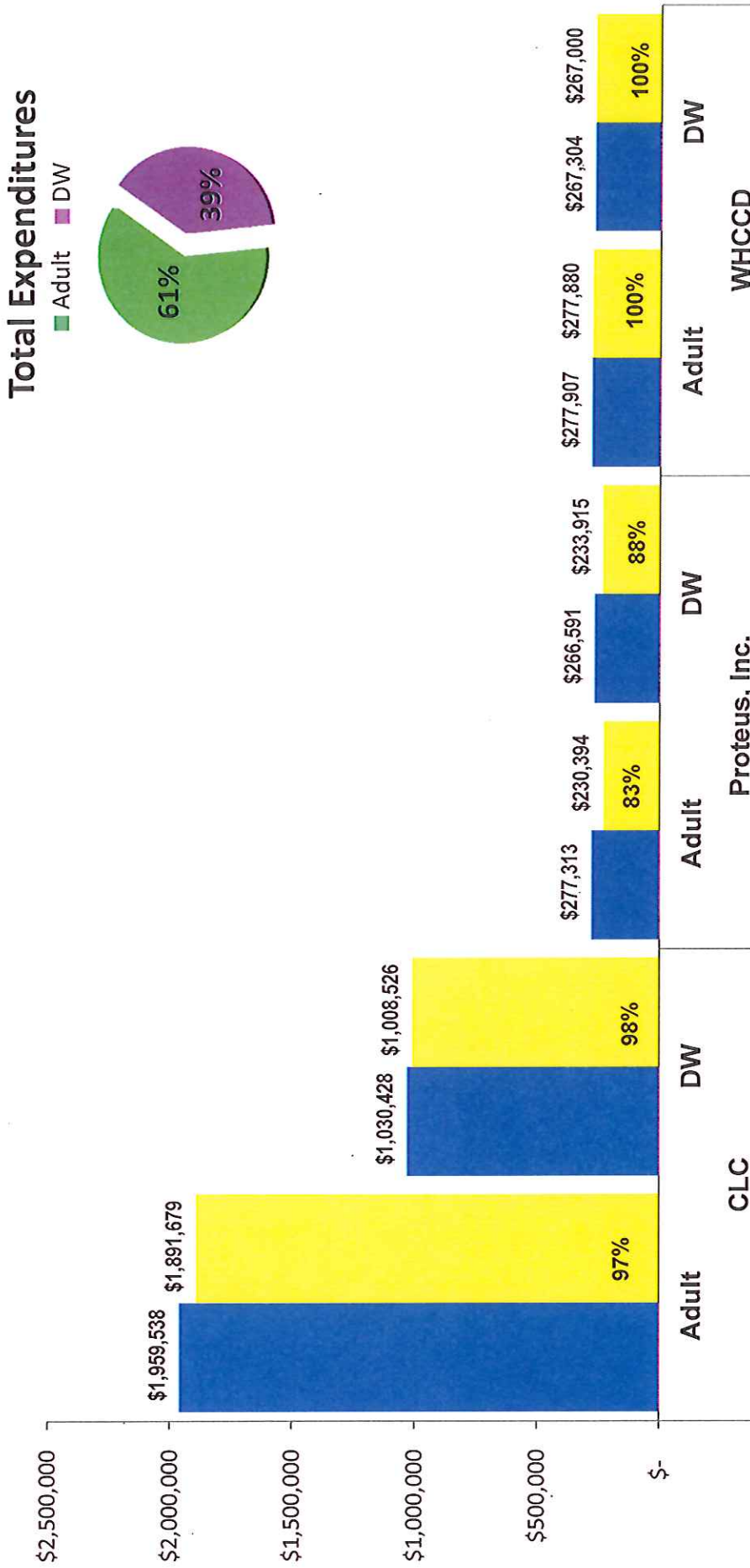
CLC - Central Labor Council
Proteus - Proteus, Inc.
WHCCD - West Hills Community College District

Total Served- 1524

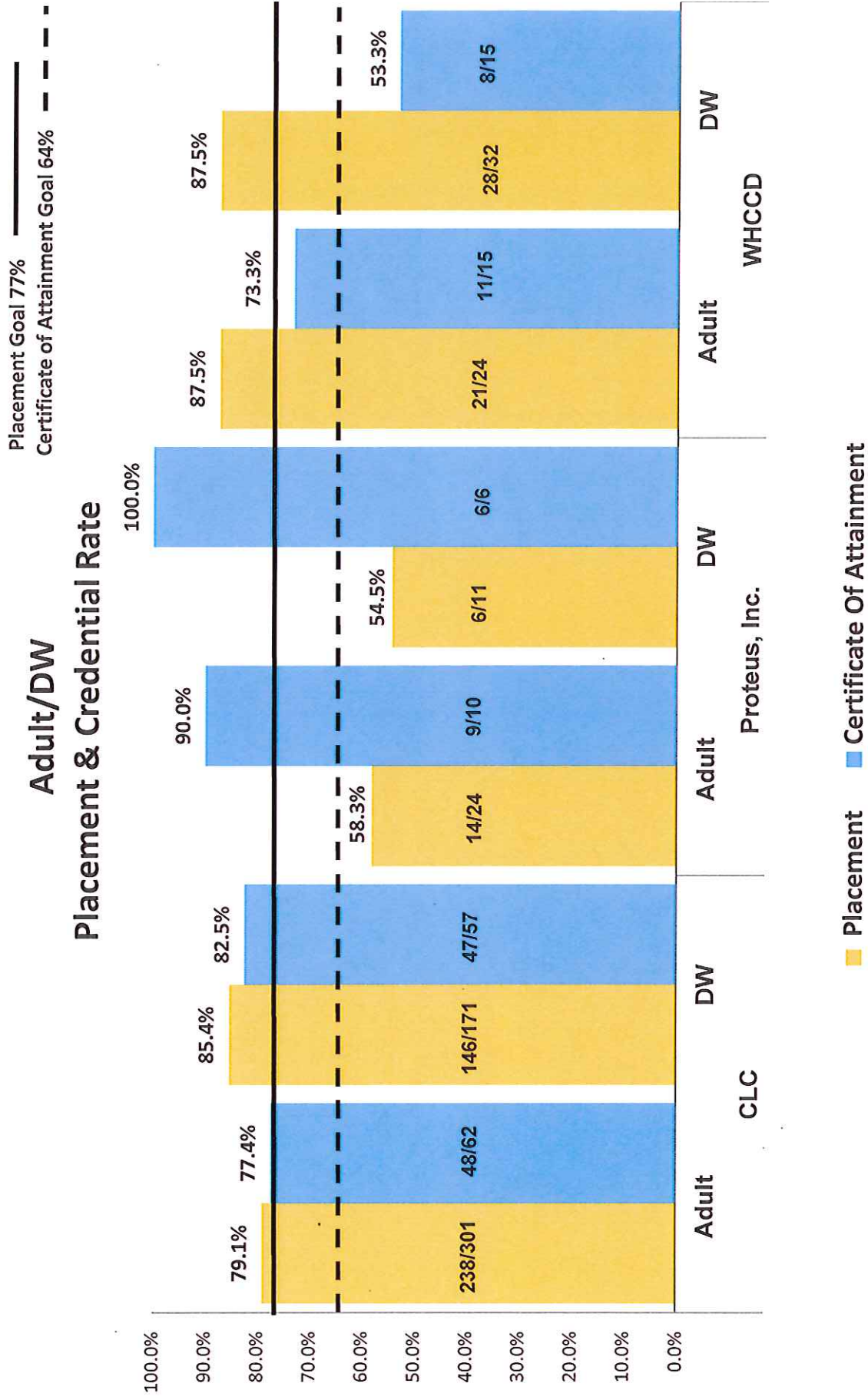


Note: Adult/DW number served goal is 95%.

Adult/DW Expenditures

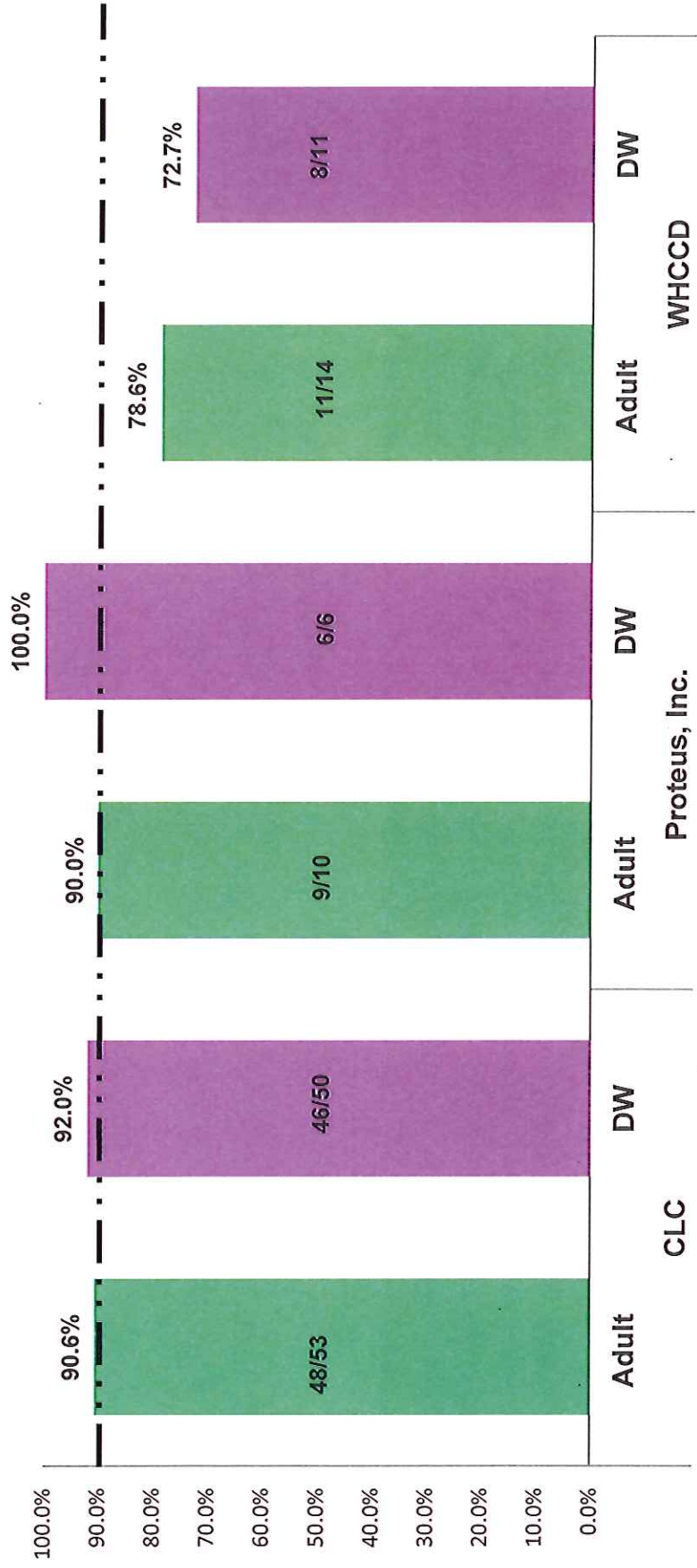


Note: Adult/DW Expenditures goal is 95% to 100%.



Completion of Training
Goal 90% ——— - - - - -

Adult/DW Completion of Training



■ Adult ■ DW

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	9
MEETING DATE:	November 8, 2017
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: Phyllis Stogbauer, Deputy Director of Program Services
SUBJECT: First Quarter Local Performance Results Report for Program Year 2017-2018

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the attached Adult and Dislocated Worker Program Providers of Services Local Performance Results Report for the First Quarter of Program Year 2017-2018.

REASON FOR RECOMMENDATION:

The 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:

Adult/ DW Served:

CLC: Staff has no concerns.

Proteus, Inc.: Staff has no concerns and has met goal or exceeds goal.

WHCCD: Staff has no concerns and has met goal or exceeds goal.

Adult/ DW Expenditures:

CLC: Staff has no concerns; expenditures are below plan caused by unanticipated staff savings. Provider had vacant positions that were filled mid-September. Provider is fully staffed and anticipates to be aligned by the second quarter.

Proteus, Inc.: Staff has no concerns; expenditures are below plan caused by unanticipated staff savings due to a staff member on Leave of Absence during the first quarter. Provider is fully staffed and anticipates being on track by second quarter.

WHCCD: Staff has no concerns.

Adult/DW Placements:

CLC: Staff has no concerns.

Proteus, Inc.: Provider is below in placements due to lack of participation in the program. Provider staff will continue to work closely with job seekers to ensure positive outcomes. Staff is working with provider on placement strategies.

WHCCD: Staff has no concerns.

Credential Rate:

CLC: Certificate of attainment is below plan due to six (6) participants got employed and they were not able to complete their educational goals. Provider will work with participants during the follow-up process to encourage them to complete educational goals. Provider anticipates to be aligned by the second quarter.

Proteus, Inc.: Staff has no concerns.

WHCCD: DW certificate of attainment is below plan due to participants obtaining employment without completing their educational goals. Provider will work with participants during the follow-up process to encourage them to complete educational goals. Provider also anticipates to be aligned by the second quarter.

Adult/DW Median Wage:

CLC: Median wage is below plan due to participants obtaining minimum wage employment or part-time employment. Provider is working on minimizing the closures of participants with part-time employment and encourages the participants to target better paying wages and full-time employment.

Proteus, Inc.: Median wage is below plan due to participants taking jobs to support their families that are not high paying jobs. Provider is working on strategies to encourage participants to stick with the program to obtain full-time/higher paying employment.

WHCCD: Staff has no concerns.

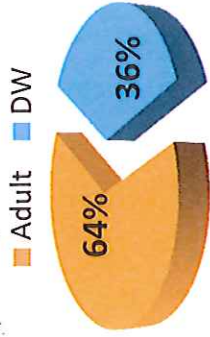
ATTACHMENT:

Adult and Dislocated Worker Program Providers of Services Local Performance Results Report for the First Quarter of Program Year 2017-2018

Adult/DW Served

CLC - Central Labor Council
 Proteus - Proteus, Inc.
 WHCCD - West Hills Community College District

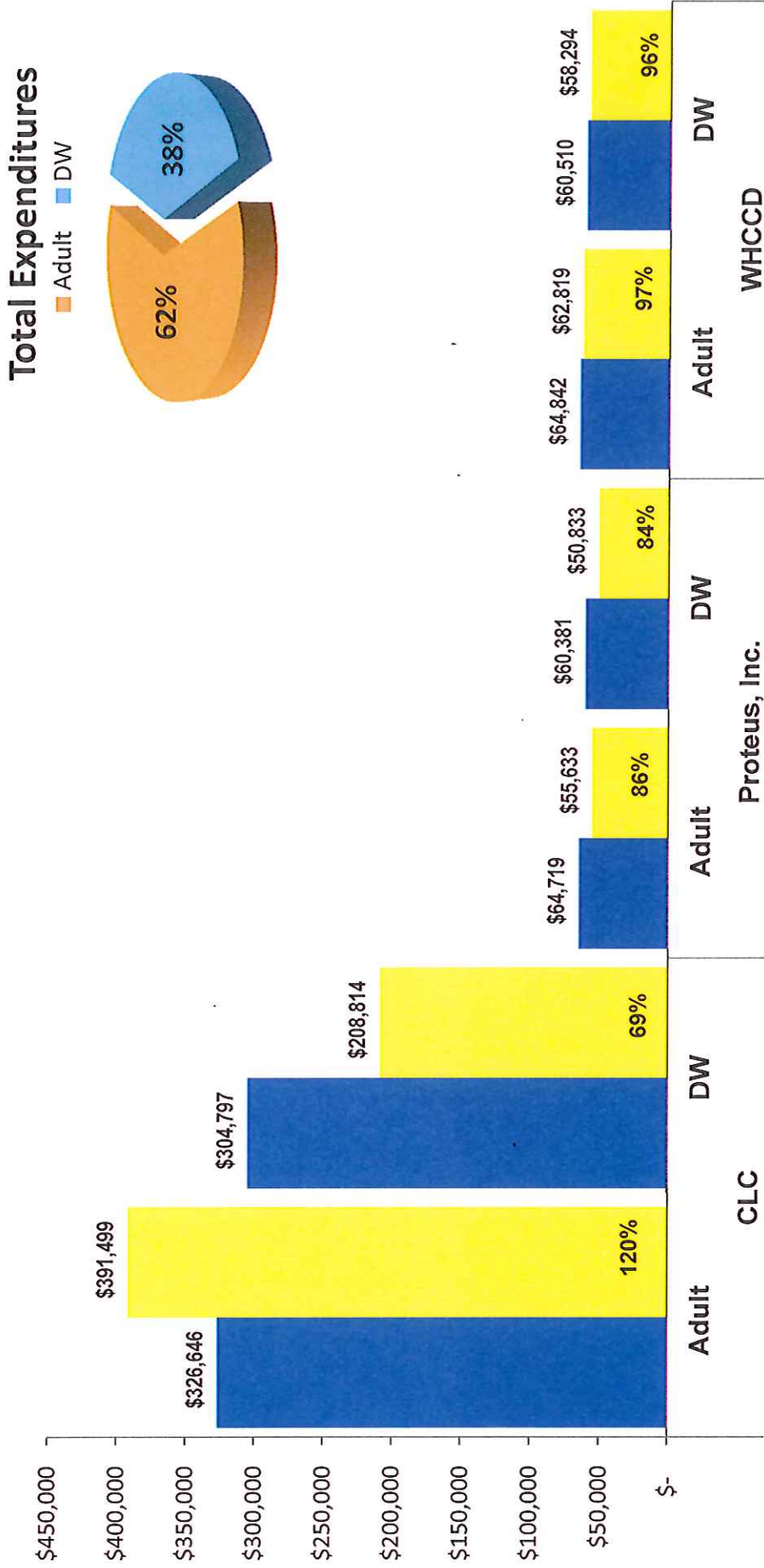
Total Served- 1098



■ Plan ■ Actual

Note: Adult/DW number served goal is 95%.

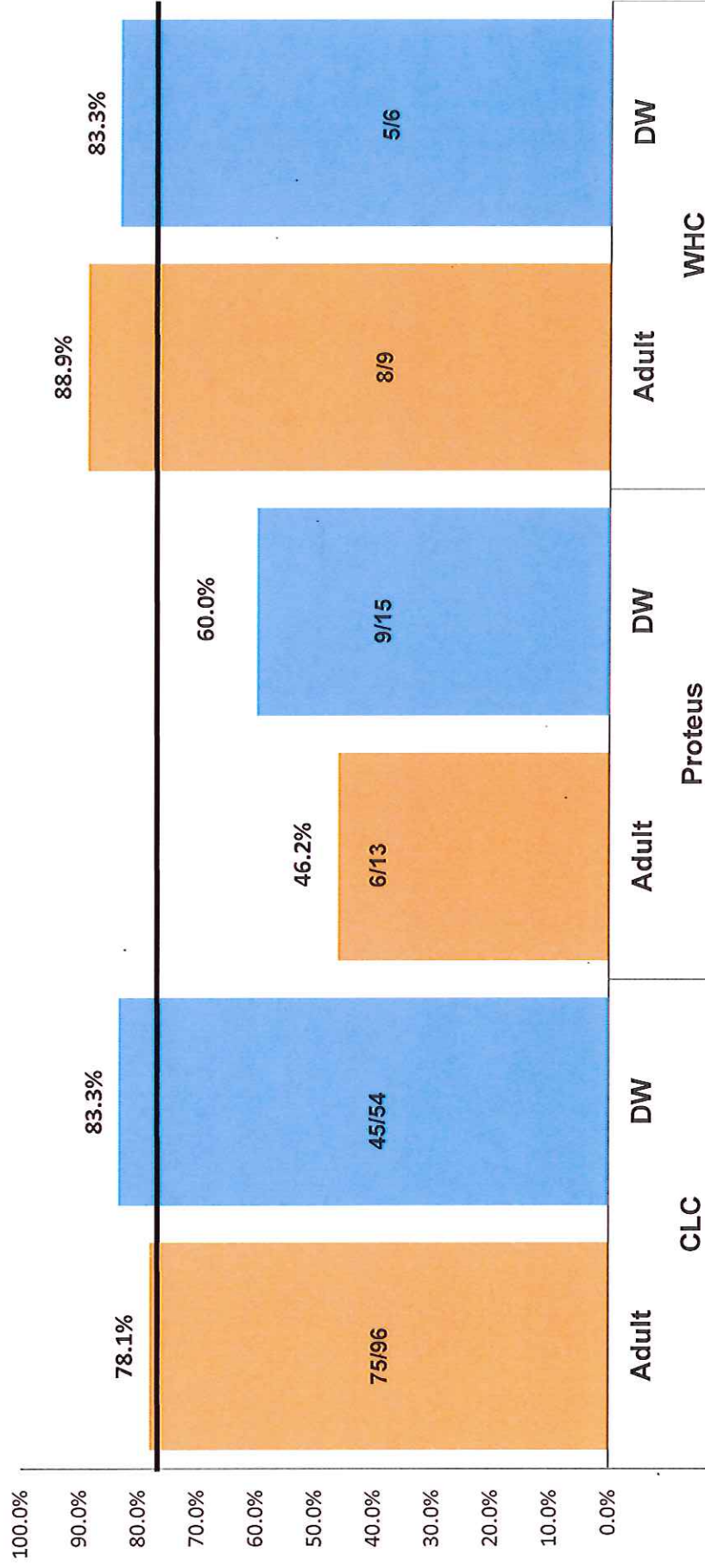
Adult/DW Expenditures



Note: Adult/DW Expenditures goal is 95% to 100%.

Placement Goal 77%

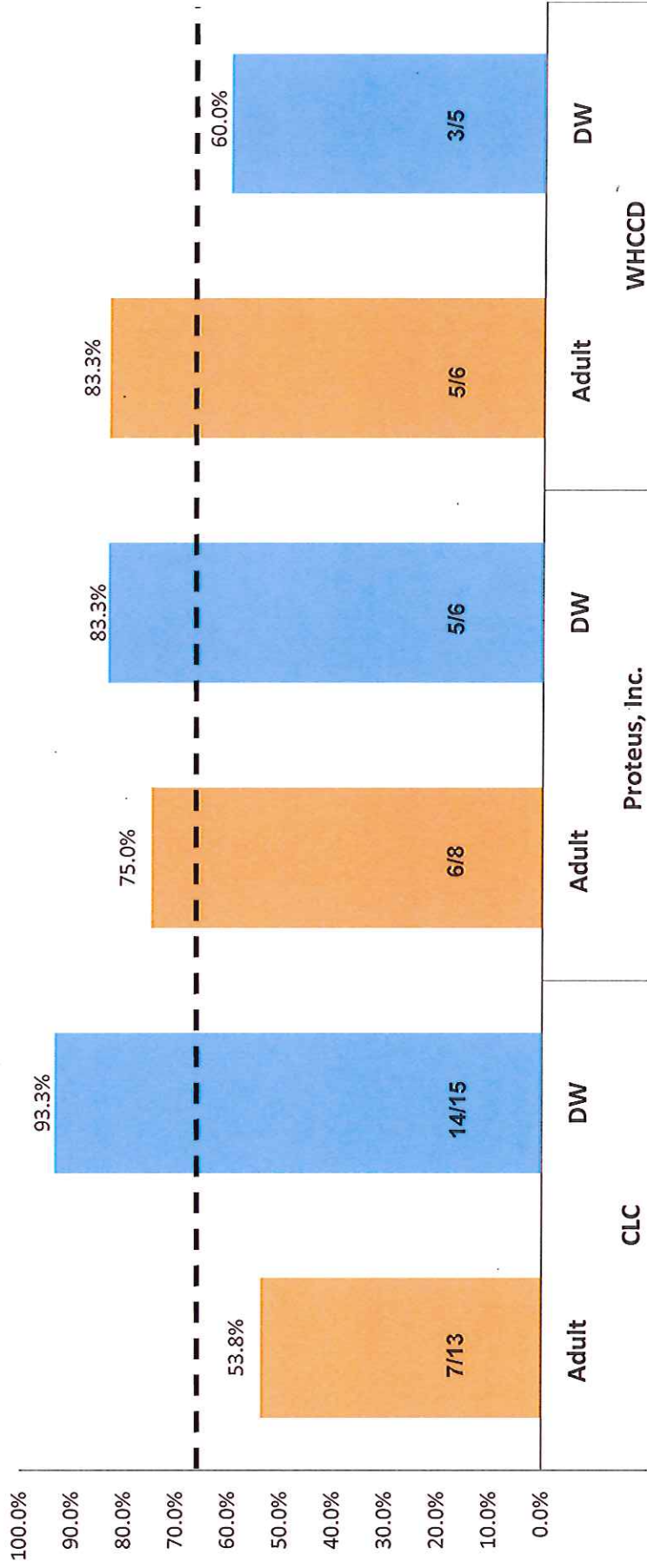
Adult/DW Placement



■ Adult ■ DW

Certificate of Attainment Goal 64%

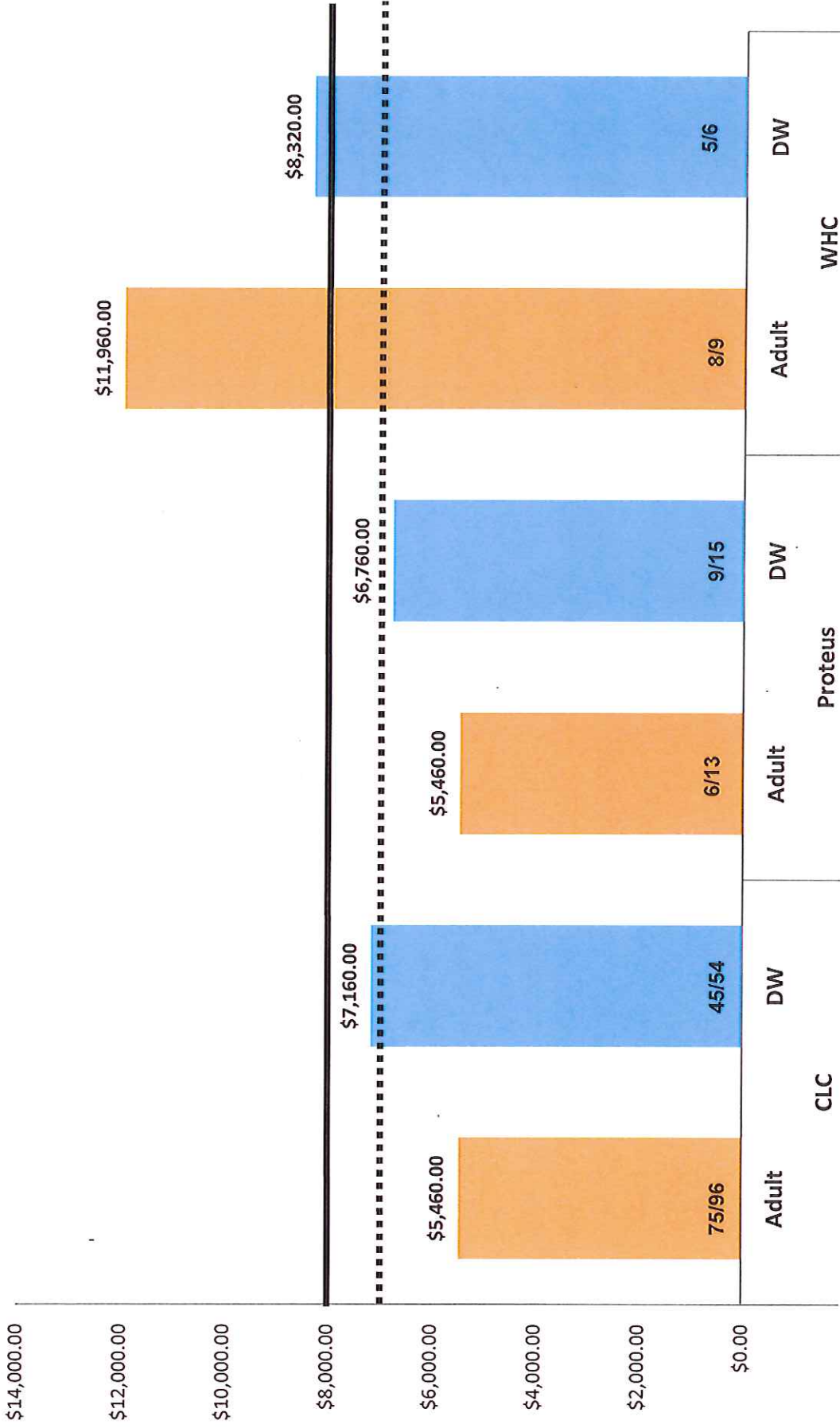
Adult/DW Credential Rate



■ Adult ■ DW

Placement Median Wage Earnings

Goals
 DW- \$ 8,000
 Adult \$6,800



■ Adult ■ DW

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	10
MEETING DATE:	November 8, 2017
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: Fourth Quarter Providers of Services' Monitoring Report for Program Year 2016-2017

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the following Providers of Services Monitoring Report for the Fourth Quarter for Program Year 2016-2017.

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:

Fourth Quarter Adult Monitoring Report for Program Year 2016-2017

**Adult Providers of Services Monitoring Report
Fourth Quarter, Program Year 2016-2017**

Program Monitoring:

No program monitoring was completed by the end of the fourth quarter.

Programmatic monitoring of the following providers is in process as of the end of the fourth quarter:

Service Provider	Contract # (s)
Central Labor Council Partnership	213, 213-NEG, 213-Prop 39, 580-VEAP
Proteus, Inc.	243
West Fresno Faith Based Organization	601-Prop 39
San Joaquin County Worknet	638-Prop 39
Resources for Independent Living	733-DEA
Community Services & Employment (CSET)	694-Prop 39
Fresno Economic Opportunities Commission	420-Prop 39

Fiscal Monitoring:

Fiscal monitoring of the following providers were completed:

Service Provider	Contract # (s)	Results
Kings County Jobs Training Office PY 16-17 Fiscal Annual Review	674-Prop 39	No Findings

Fiscal monitoring of the following providers are in process as of the end of the fourth quarter:

Service Provider	Contract # (s)
Central Labor Council Partnership	213, 580-VEAP, 213-NEG
West Fresno Faith Based Organization	601-Prop 39
Resources for Independent Living	733-DEA
Fresno, Madera, Kings and Tulare County Building Construction Trades Council (CVIEP Grant Fiscal Annual)	692-CVIEP

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	11
MEETING DATE:	November 8, 2017
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: First 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 First 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:

First Quarter Adult Monitoring Report for Program Year 2017-2018

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

Program Monitoring:

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

Sub-Recipient	Contract # (s)	Results
San Joaquin County Worknet	638-Prop 39	No Findings
Fresno State Foundation – CVBI	719, 719 Slingshot, 596	No Findings
Kings County Jobs Training Office (JTO)	674	No Findings
Tulare Workforce Development Board	636	No Findings

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

Sub-Recipient	Contract # (s)
Central Labor Council Partnership	213, 213-NEG, 213-Prop 39, 580- VEAP
Proteus, Inc.	243
West Fresno Faith Based Organization	601-Prop 39
Merced Workforce Development Board	637
Resources for Independent Living	733-DEA
Fresno Economic Opportunities Commission	420-Prop 39

Fiscal Monitoring:

Fiscal monitoring of the following sub-recipients was completed:

Sub-Recipient	Contract # (s)	Results
SER PY 16-17 Fiscal Closeout	730	No Findings
Fresno State Foundation – CVBI PY 16-17 Fiscal Closeout	719, 719 Slingshot, 596	No Findings
Central Labor Council Partnership PY 16-17 Fiscal Annual Review	213, 580-VEAP, 213-NEG	1) OJT Issues. Finding Closed
Resources for Independent Living PY 16-17 Fiscal Annual Review	733-DEA	1) Unsupported reported expenditures; Overpayment returned. Finding Closed

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

Sub-Recipient	Contract # (s)
West Hills Community College District PY 16-17 Fiscal Closeout	250, 540, 390, 588, 250 NEG, 587Craft, 250 Slingshot
Clovis Unified School District PY 16-17 Fiscal Closeout	692-RICO III
Fresno, Madera, Kings and Tulare County Building Construction Trades Council PY 16-17 Fiscal Closeout	692
Community Services & Employment (CSET) PY 16-17 Fiscal Closeout	694-Prop 39
Tulare Workforce Development Board PY 16-17 Fiscal Closeout	636-Prop 39, VEAP
Central Labor Council Partnership PY 16-17 Fiscal Closeout	213, 580
Proteus, Inc. PY 16-17 Fiscal Closeout	343, 540, 243NEG
West Fresno Faith Based Organization	601-Prop 39
Fresno, Madera, Kings and Tulare County Building Construction Trades Council (CVIEP Grant Fiscal Annual)	692-CVIEP

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	12
MEETING DATE:	November 8, 2017
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: Fourth Quarter Providers of Services' Customer Complaint Report for Program Year 2016-2017

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Adult and Dislocated Worker Customer Complaint Report for the Fourth Quarter of Program Year 2016 - 2017.

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 Fourth Quarter of Program Year 2016-2017.

Adult/Dislocated Worker Customer Complaint Report

Fourth Quarter, Program Year 2016 - 2017

Date	Provider of Services	Summary of Customer Complaint	Action Taken	Date of Correction
5/17/17	Central Labor Council Partnership	Denied enrollment due to not being registered for Selective Service.	Sufficient evidence provided at hearing to show that complainant did not willfully or knowingly fail to register for Selective Service. Enrollment denial reversed.	6/21/17

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	13
MEETING DATE:	November 8, 2017
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: First 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 First 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 First Quarter of Program Year 2017-2018.

Adult/Dislocated Worker Customer Complaint Report

First Quarter, Program Year 2017-2018

Date	Sub-Recipient	Summary of Customer Complaint	Action Taken	Date of Correction
9/6/17	CLC	Poor communication style/skills	Management discussed communication styles/skills with frontline staff	9/29/17
9/25/17	CLC	Poor customer service	Investigation in process	TBD

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	14
MEETING DATE:	November 8, 2017
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: Fourth Quarter Job Seeker Customer Satisfaction Report for Program Year 2016-2017

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Fourth Quarter Job Seeker Customer Satisfaction Report for Program Year (PY) 2016-2017.

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.

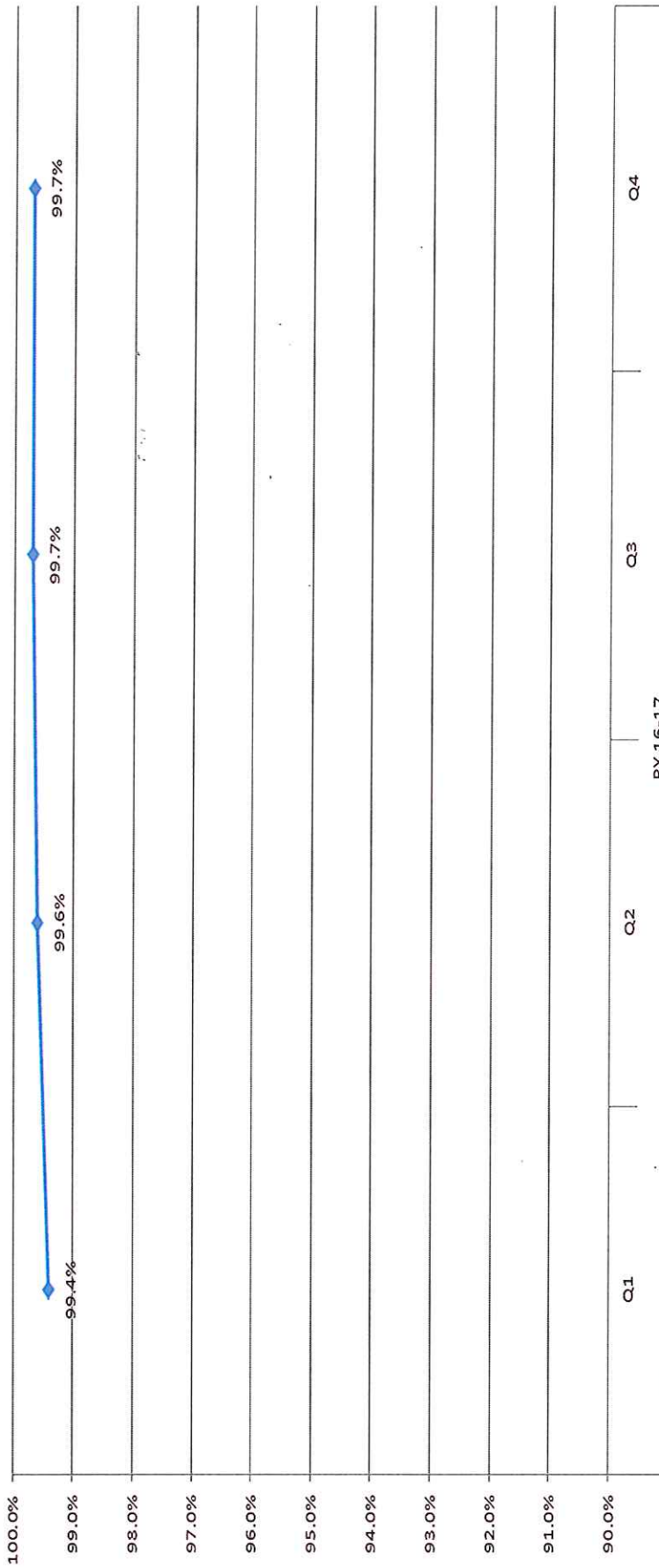
FRWDB staff implemented the updated process and tools beginning in October, 2014, for the Second Quarter of PY 2014-2015.

This report is the results for the four (4) quarter period ending June 30, 2017.

ATTACHMENTS:

Job Seeker Customer Satisfaction Report for the Fourth Quarter of PY 2016-2017

Universal Services



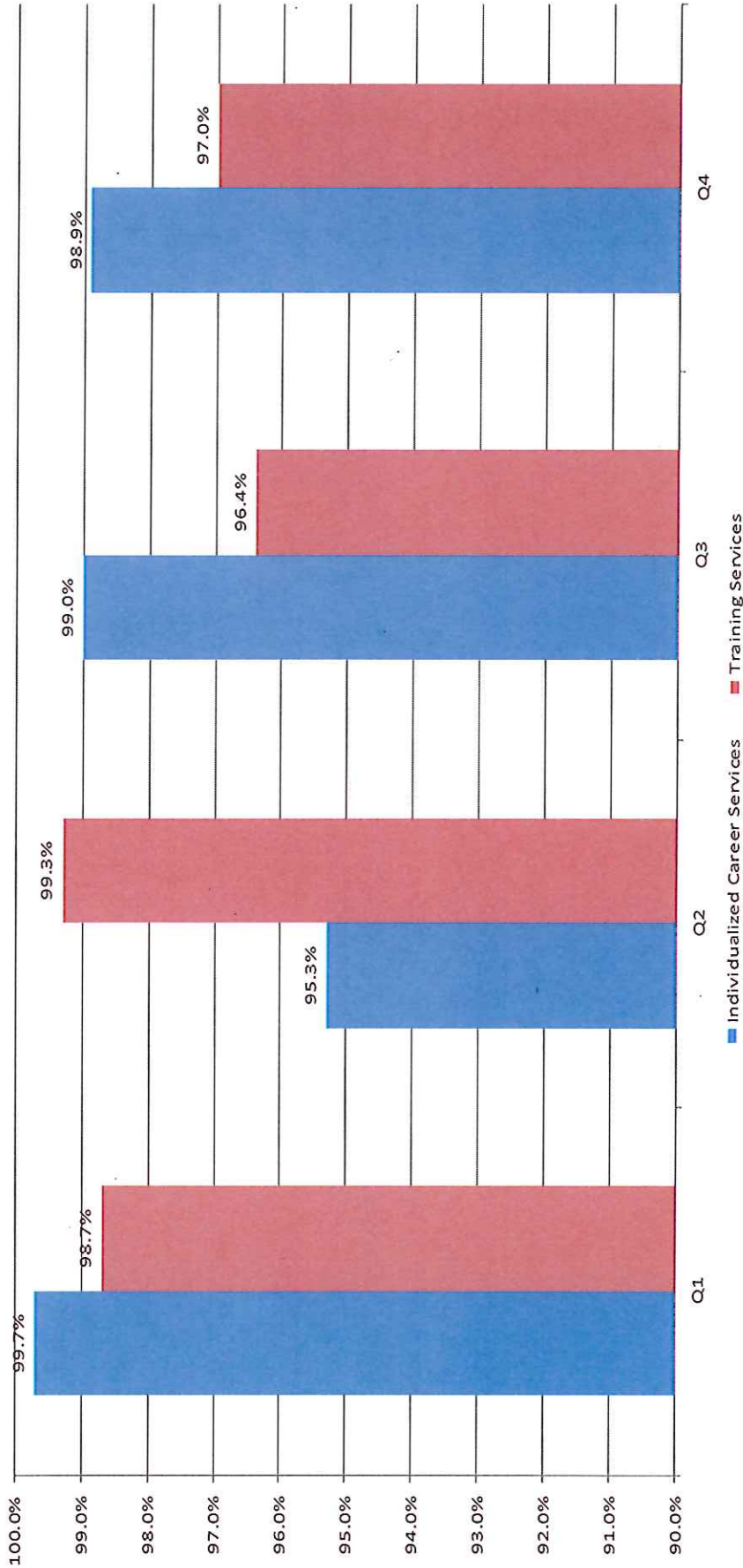
Staff Notes:

	PY 16-17			
	Q1	Q2	Q3	Q4
Surveys Received	950	761	846	754
Number of Users	7,935	7058	7626	6605
Survey Response Rate	12.0%	10.8%	11.1%	11.4%

Sample of User Comments:

I can do so much more than I thought; like the assessments; staff very helpful; it's like a second home; have confidence in journey towards a career, not just a job; very motivating; gives me focus; orientation not integral to job search; very professional; orientation slides seem outdated; too many acronyms; I hope I pass the hard test; straight to the point; I'm not good at tests; I will recommend this program to my friends; very informative; I have poor computer skills; don't understand dress code requirements; orientation doesn't match handouts; computers need to be updated; need to provide tour of resource room; there should be a flow to the resource room; interested in healthcare sector; interested in high speed rail jobs; excellent presentation with a very practical focus on expectations and opportunities.

Placement Satisfaction



Staff Notes:

		PY 16-17							
		Q1		Q2		Q3		Q4	
		Non-Training	Training	Non-Training	Training	Non-Training	Training	Non-Training	Training
Surveys Received by Type		84	45	50	33	91	41	82	41
Clients Placed by Type		102	45	87	29	113	45	117	43
Survey Response Rate		82.4%	100%	57.5%	87.9%	80.5%	91.1%	70.1%	95.3%

Client Feedback:

Individualized Career Services: I would recommend WFC in a heartbeat; took job out of necessity, not a career path; the assessments seemed to hinder progress to the next step; I have referred 2 friends.

Training Services: Took job in customer service, not related to training (pre-apprenticeship); did not secure training related employment, but satisfied with the program overall (training was Bus Driver, employment was Security Guard).

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	15
MEETING DATE:	November 8, 2017
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: First Quarter Job Seeker Customer Satisfaction Report for Program Year 2017-2018

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the First 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.

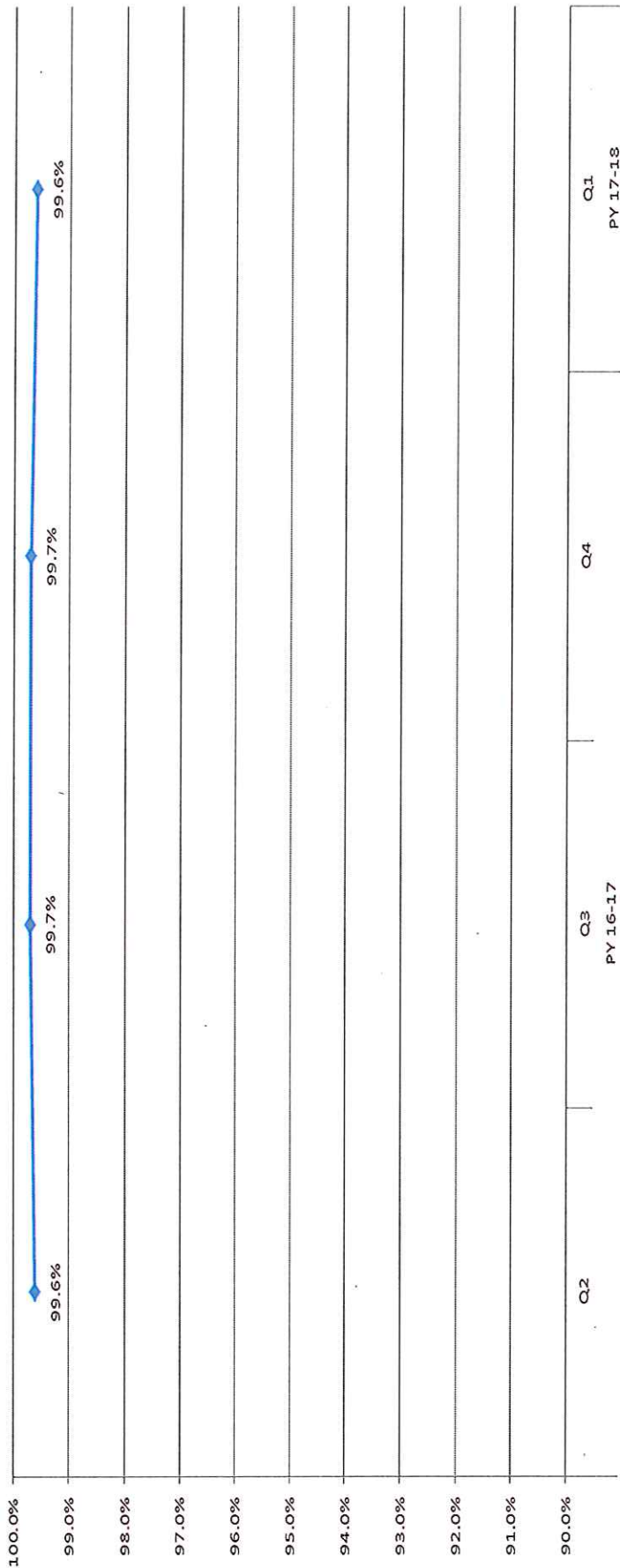
FRWDB staff implemented the updated process and tools beginning in October, 2014, for the Second Quarter of PY 2014-2015.

This report is the results for the four (4) quarter period ending September 30, 2017.

ATTACHMENTS:

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

Basic Career Services



Staff Notes:

	PY 16-17			PY 17-18	
	Q2	Q3	Q4	Q1	Q1
Surveys Received	761	846	754	843	843
Number of Users	7058	7626	6605	6840	6840
Survey Response Rate	10.8%	11.1%	11.4%	12.3	12.3

Sample of User Comments:

Very helpful staff; useful information; WFC seems geared to unskilled labor, not professionals new to the area; snacks/water during orientation would be good; orientation answered all my questions; very informative; very professional staff, always helpful; need program geared to higher level job hunters; would like to know more specifics about vocational training at Orientation; orientation took much longer than it needed, too much repeating/duplication; amazing resource; thanks for taking the time to help; excited to get started; there was nobody to interpret and I don't know how to use a computer; staff are respectful and helpful; Have guest speakers from various industries speak about specific careers; dress code too strict, particularly for the homeless; I am one check away from UI ending; resource room is easy to navigate; eager to get started.

Placement Satisfaction



Staff Notes:

		PY 16-17				PY 17-18			
		Q2		Q3		Q4		Q1	
		Non-Training	Training	Non-Training	Training	Non-Training	Training	Non-Training	Training
Surveys Received by Type		50	33	91	41	82	41	79	33
Clients Placed by Type		87	29	113	45	117	43	108	51
Survey Response Rate		57.5%	87.9%	80.5%	91.1%	70.1%	95.3%	73.2%	64.7%

Client Feedback:

Individualized Career Services: I got the job on my own; the assessments had nothing to do with my current job; good program, but conflicts with my work schedule;

Training Services: The assessments were vague and not correct for myself, in my opinion (training related employment - LVN; got job as a truck driver, not training related (construction trades); became employed right after completing training (training related - construction trades).

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	16
MEETING DATE:	November 8, 2017
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 7, 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				PY17-18
	Q2	Q3	Q4	Q1	
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	4.8	
OVERALL MEAN	4.8	4.8	4.8	4.8	
Possible Unique # Employers Within a Quarter to be Surveyed / # of Employers Responded	30/23	21/13	13/11	29/22	

COMMENTS FROM EMPLOYER

"Thanks for the great service and the referral to the HR hotline." - KASPARIAN'S

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	17
MEETING DATE:	November 8, 2017
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: Fourth Quarter Adult and Dislocated Worker Demographics Report for Program Year 2016-2017

INFORMATION:

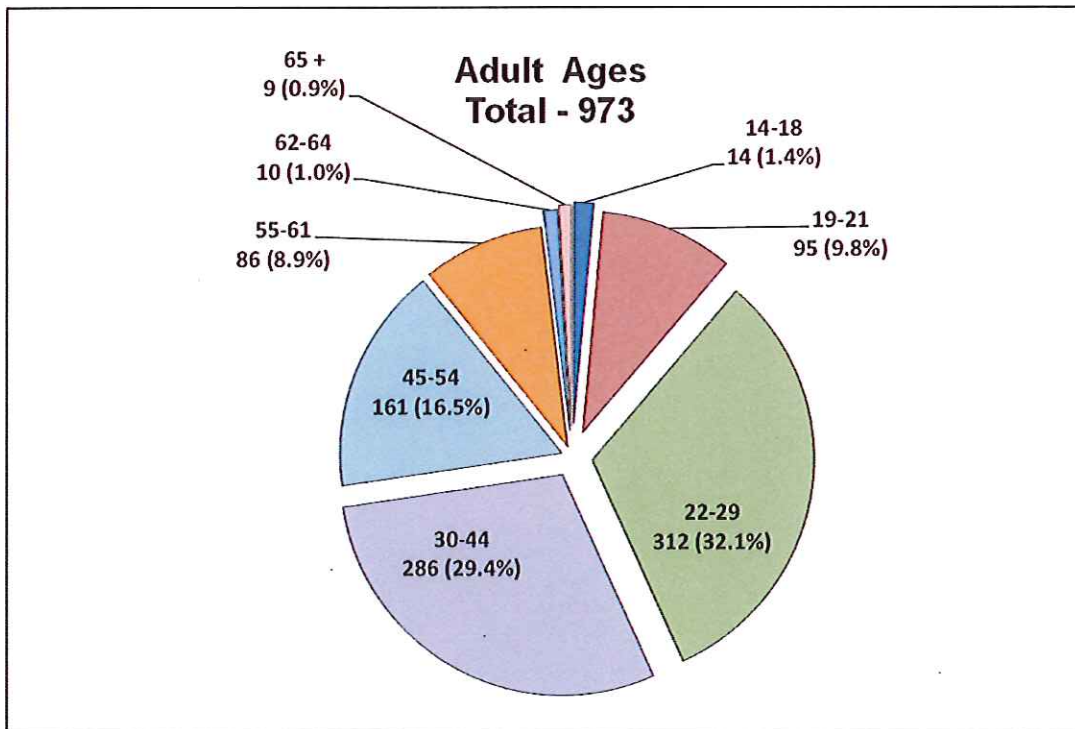
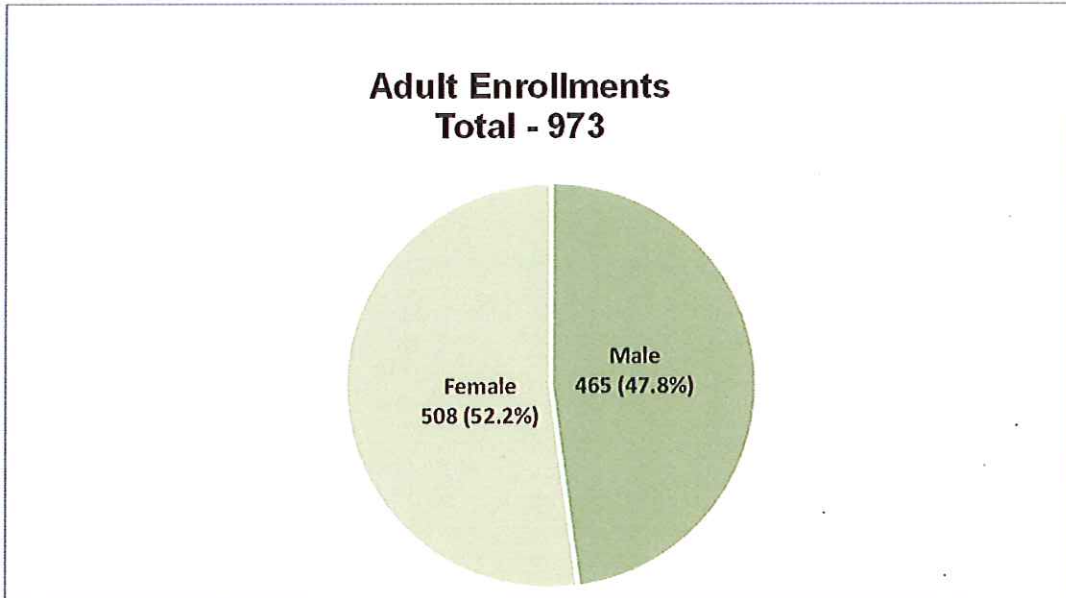
Per the Adult Council's direction, Fresno Regional Workforce Development Board (FRWDB) staff provides cumulative quarterly reports of various demographics for the FRWDB's Adult and Dislocated Worker enrollments. Attached is the demographics report for the Fourth Quarter of Program Year 2016-2017.

ATTACHMENTS:

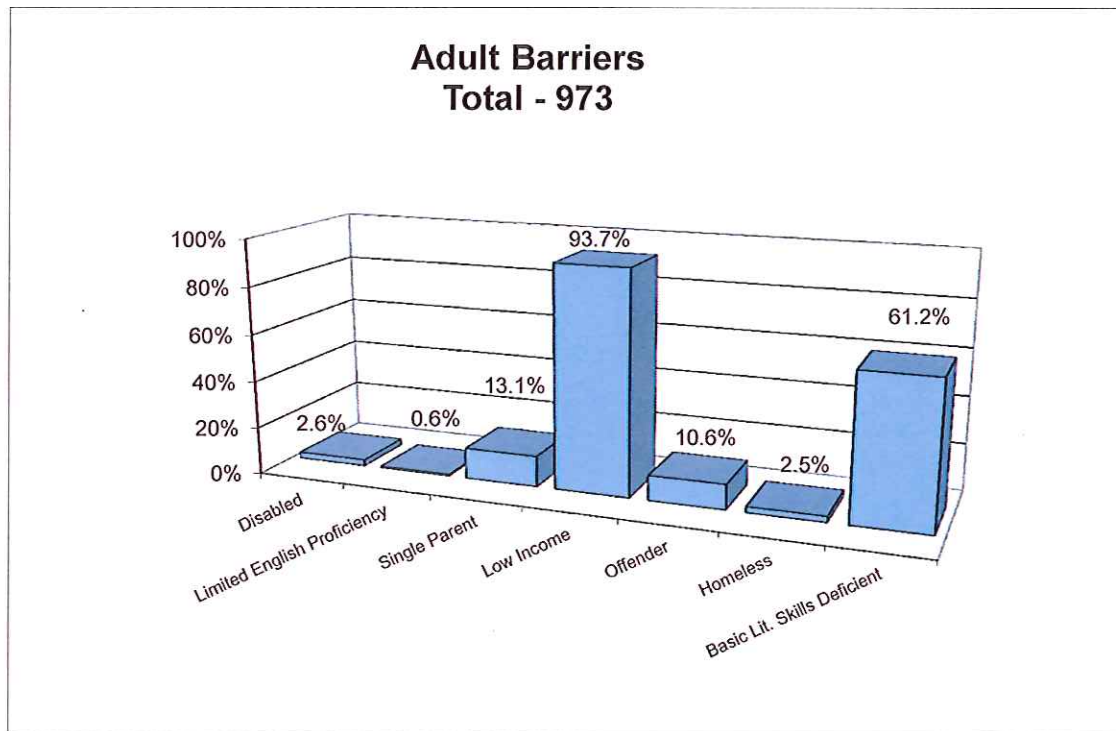
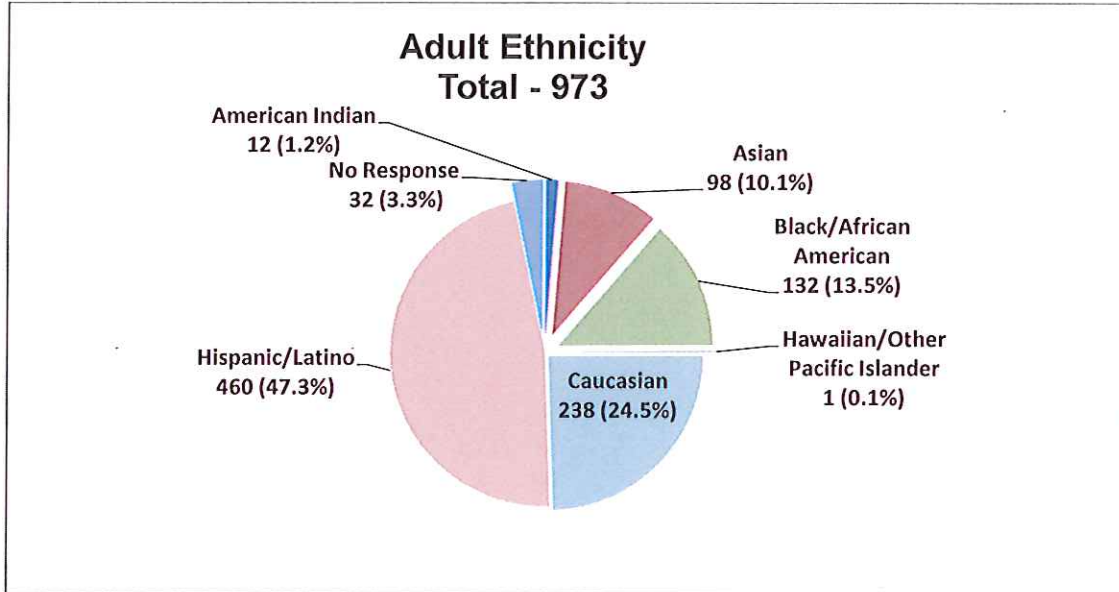
ATTACHMENT I: Adult Demographics Fourth Quarter, Program Year 2016-2017
ATTACHMENT II: Dislocated Worker Demographics Fourth Quarter, Program Year 2016-2017



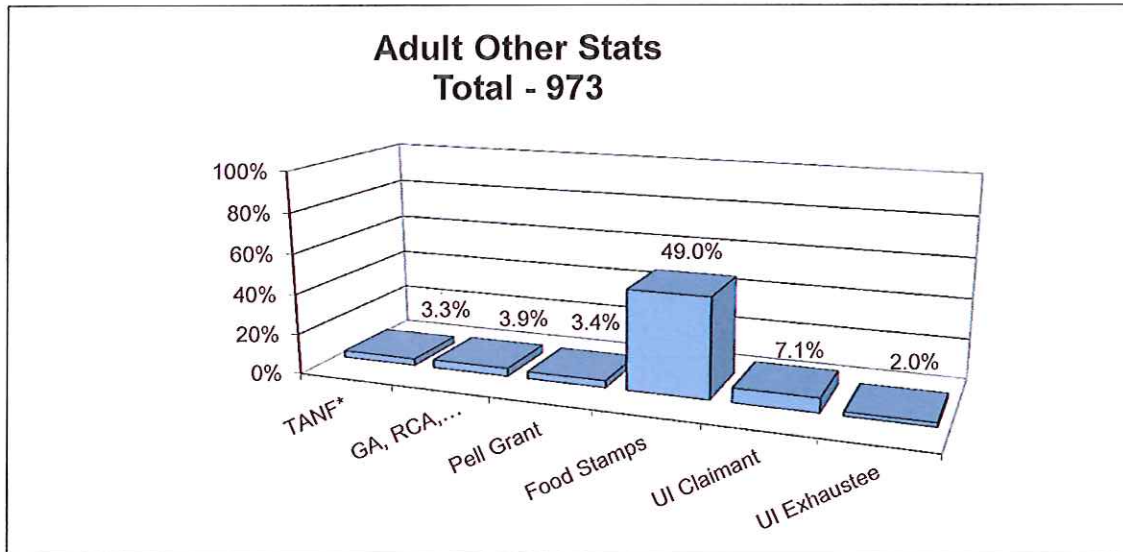
Adult Demographics Fourth Quarter, Program Year 2016-2017



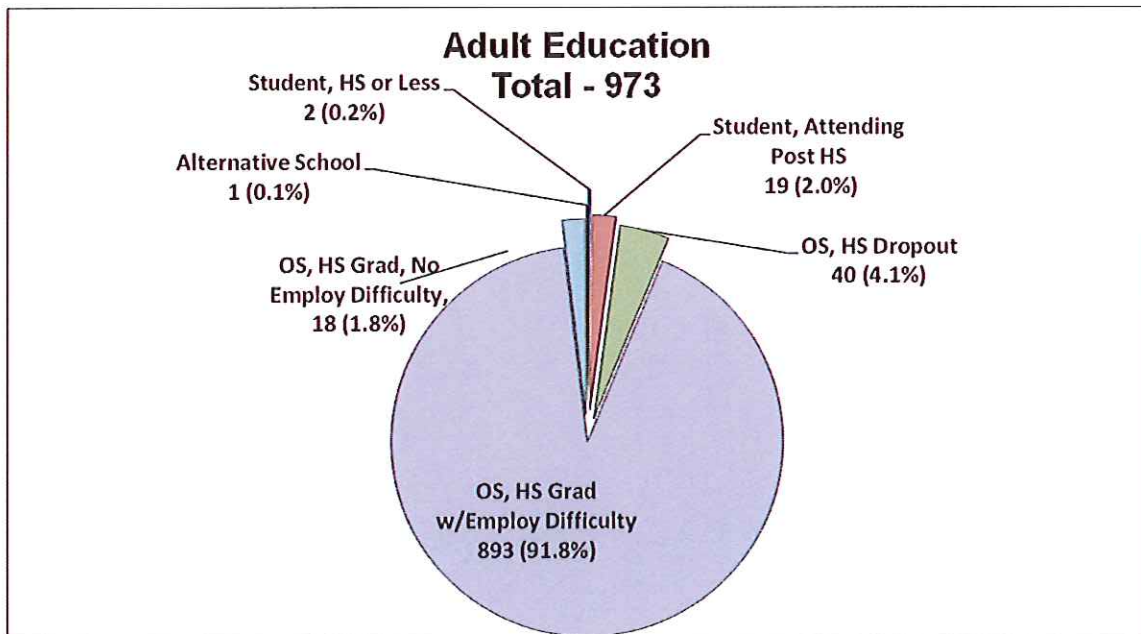
Adult Demographics Fourth Quarter, Program Year 2016-2017



Adult Demographics Fourth Quarter, Program Year 2016-2017



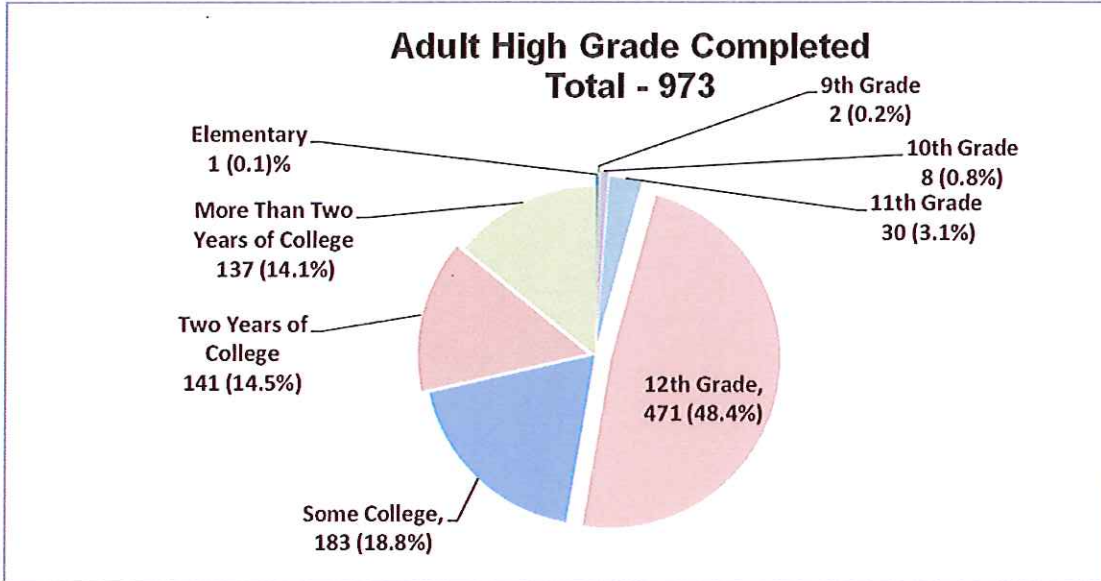
TANF - Temporary Assistance for Needy Families
 GA - General Assistance, RCA - Refugee Cash Assistance, SSI - Supplemental Security Income
 UI - Unemployment Insurance



OS - Out of School, HS - High School

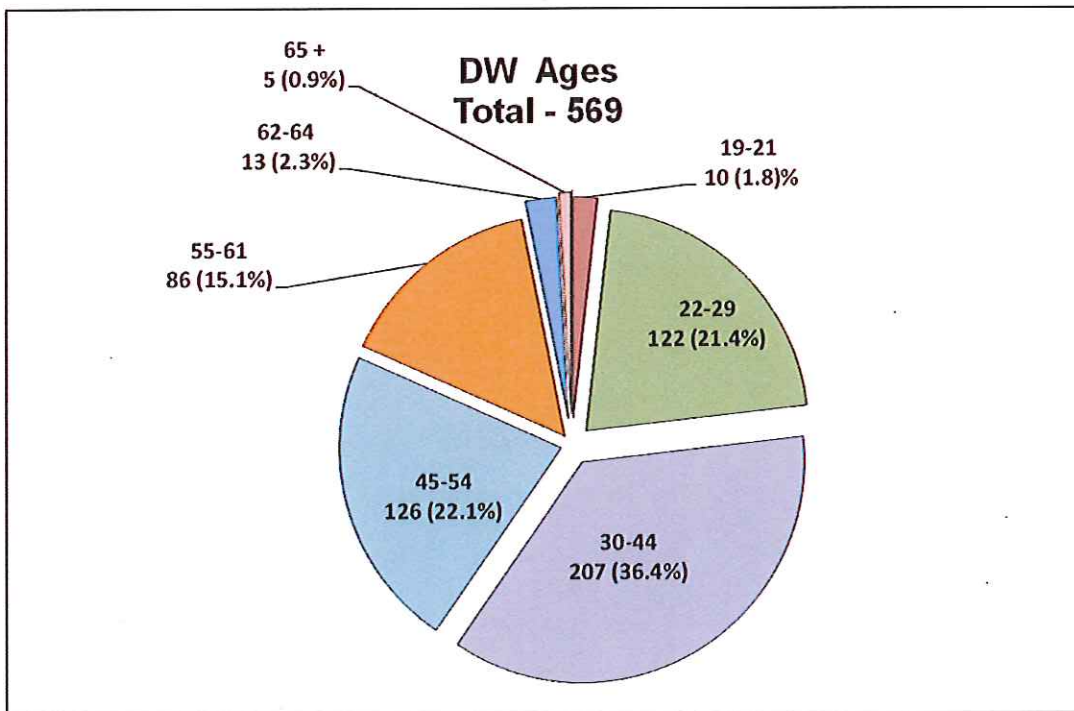
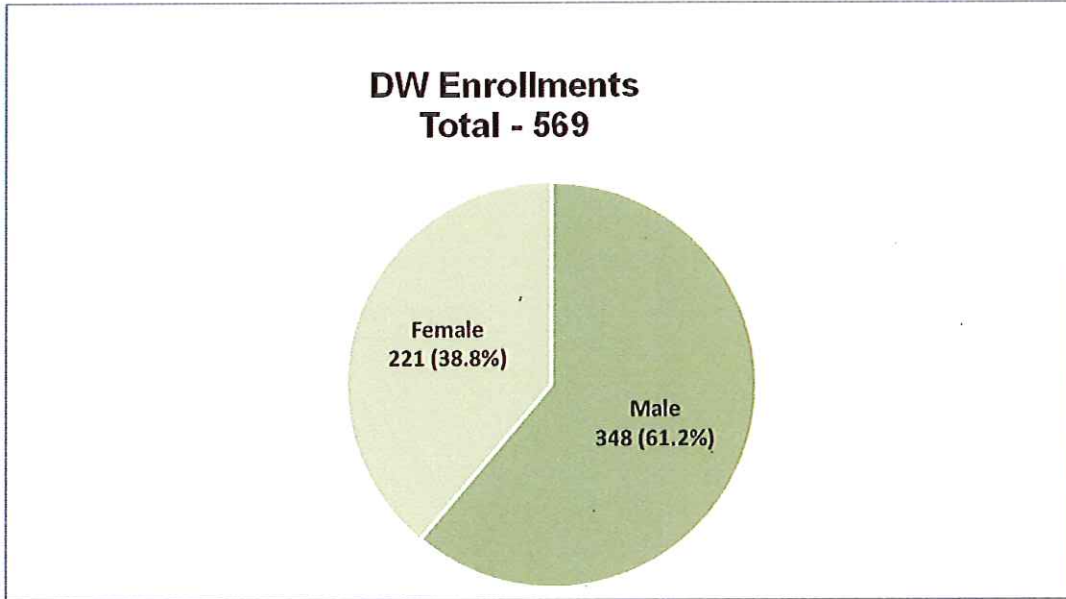
Adult Demographics

Fourth Quarter, Program Year 2016-2017

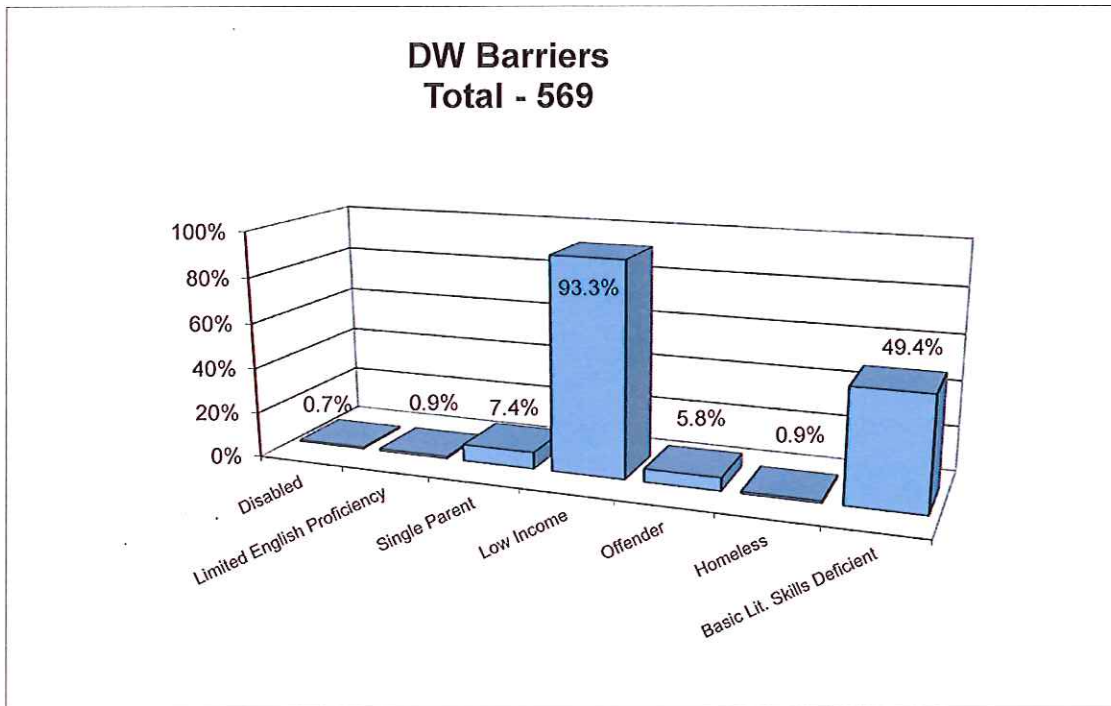
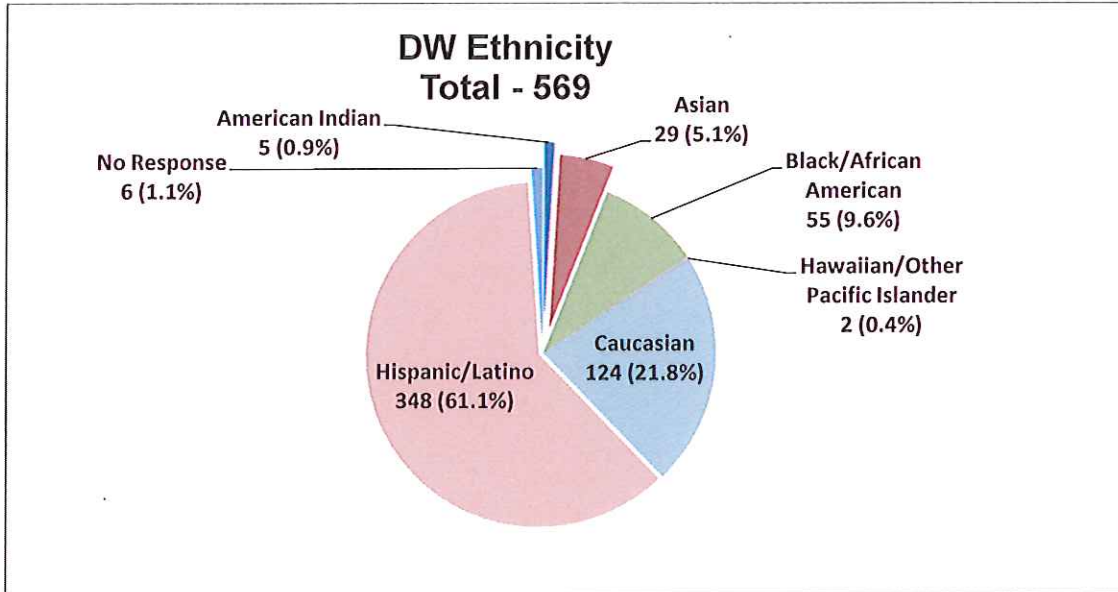




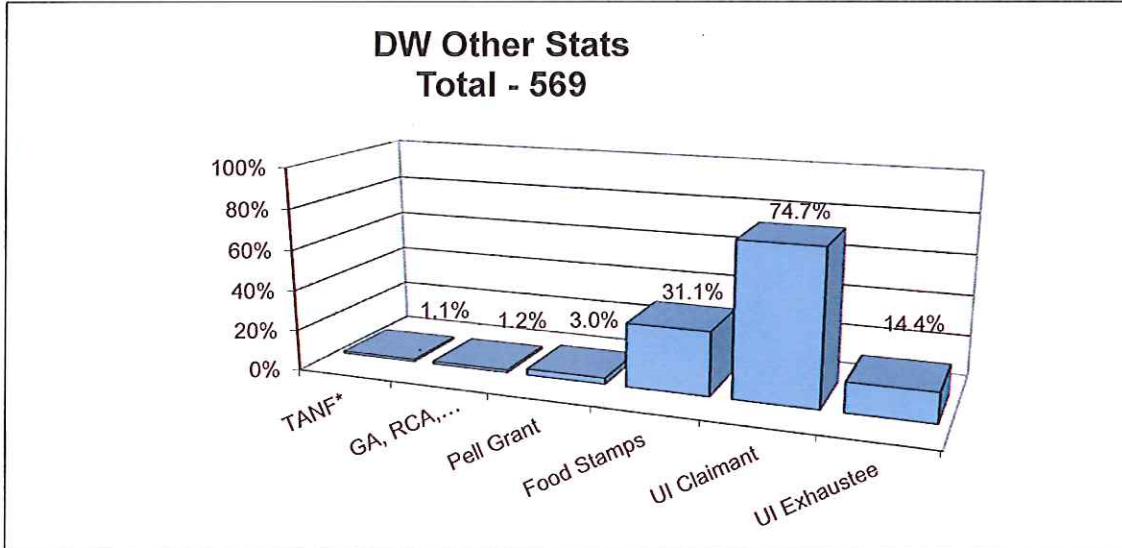
Dislocated Worker Demographics Fourth Quarter, Program Year 2016-2017



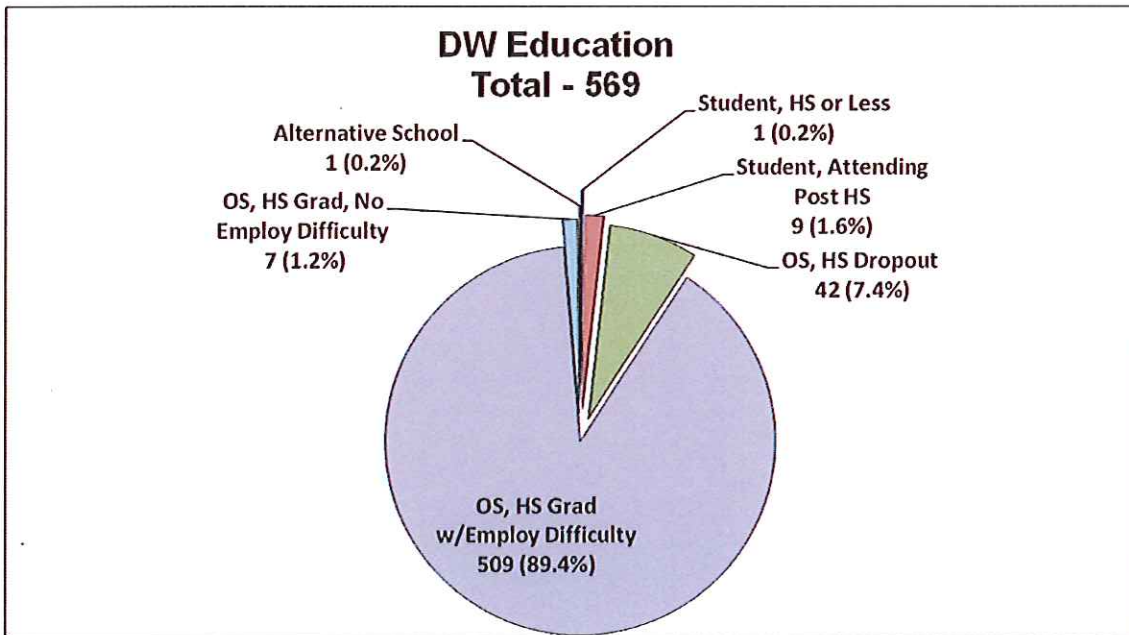
Dislocated Worker Demographics Fourth Quarter, Program Year 2016-2017



Dislocated Worker Demographics Fourth Quarter, Program Year 2016-2017

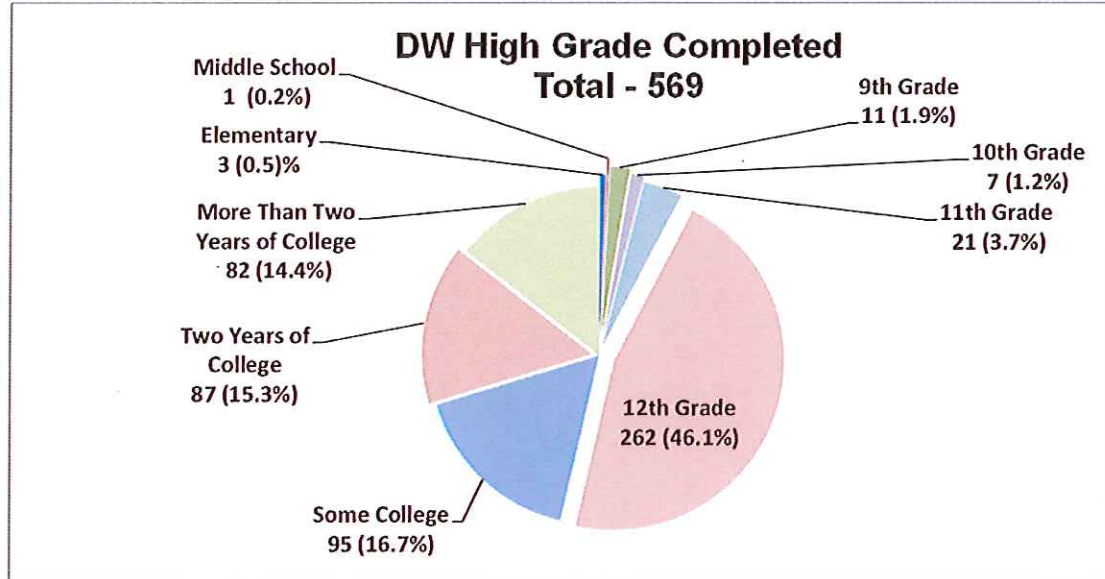


TANF - Temporary Assistance for Needy Families
 GA - General Assistance, RCA - Refugee Cash Assistance, SSI - Supplemental Security Income
 UI - Unemployment Insurance



OS - Out of School, HS - High School

Dislocated Worker Demographics Fourth Quarter, Program Year 2016-2017



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	18
MEETING DATE:	November 8, 2017
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: First Quarter Adult and Dislocated Worker Demographics Report for Program Year 2017-2018

INFORMATION:

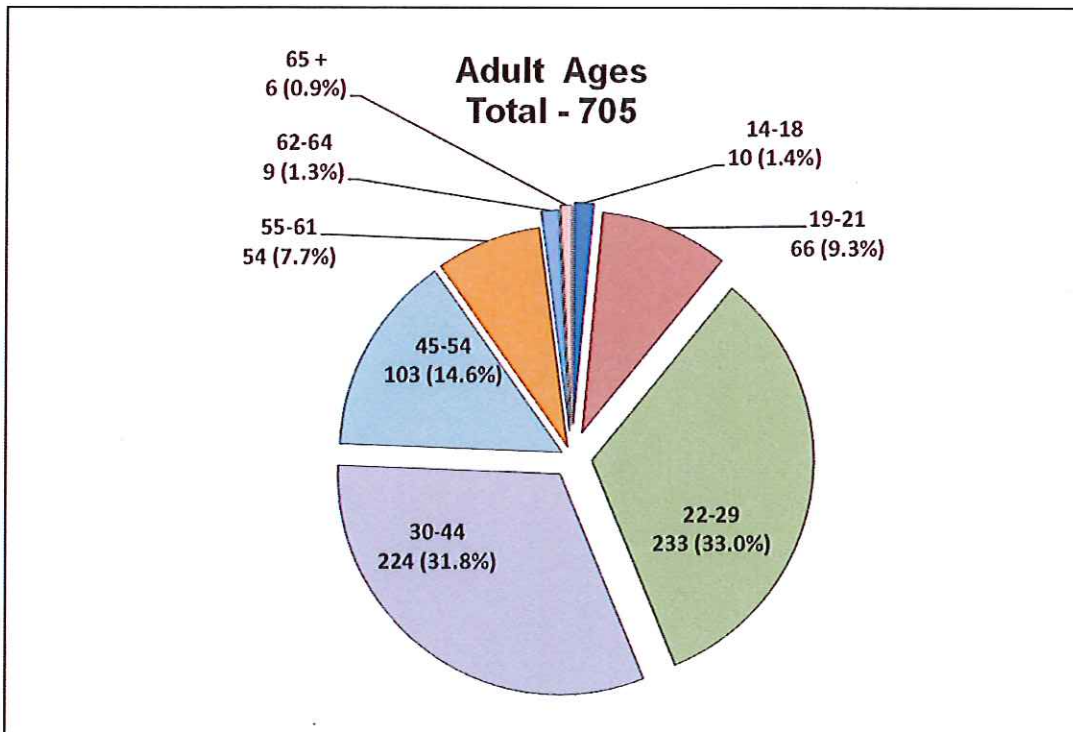
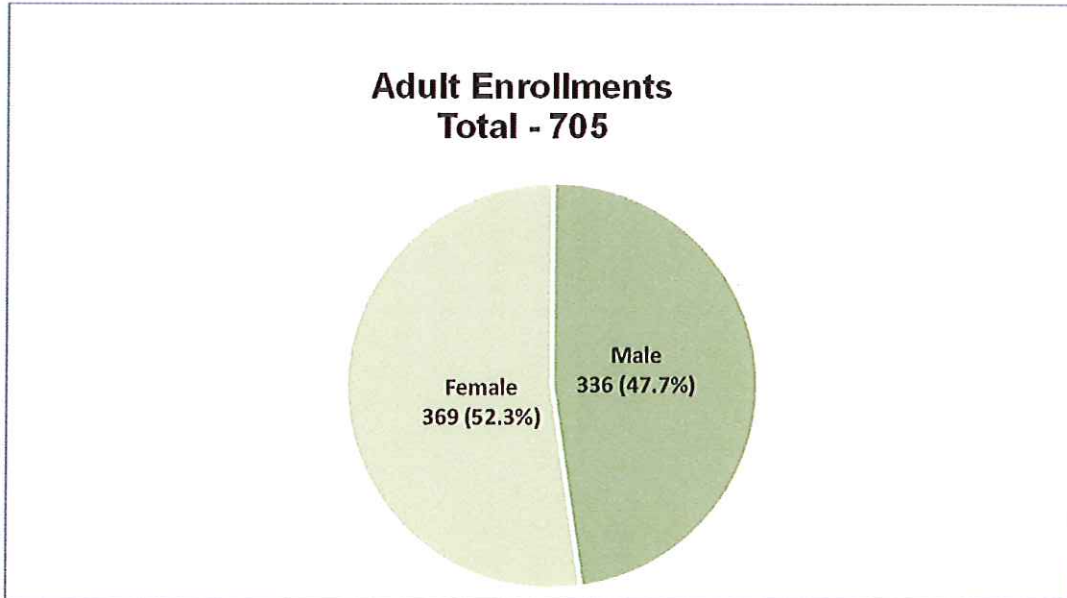
Per the Adult Council's direction, Fresno Regional Workforce Development Board (FRWDB) staff provides cumulative quarterly reports of various demographics for the FRWDB's Adult and Dislocated Worker enrollments. Attached is the demographics report for the First Quarter of Program Year 2017-2018.

ATTACHMENTS:

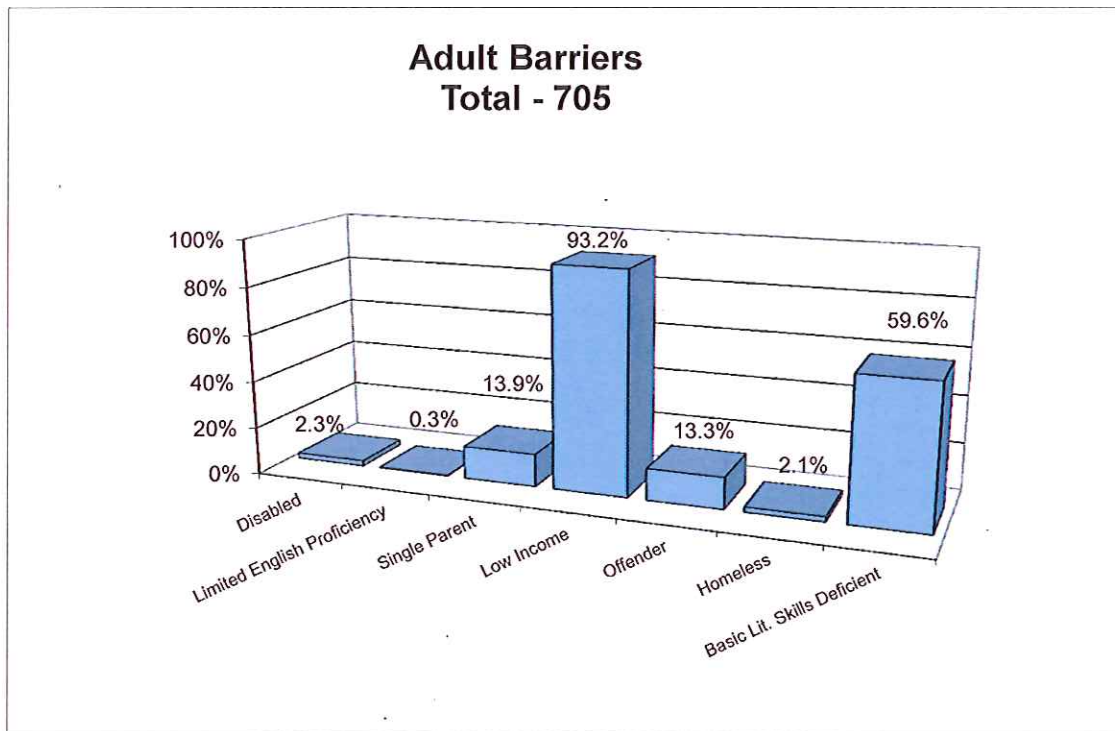
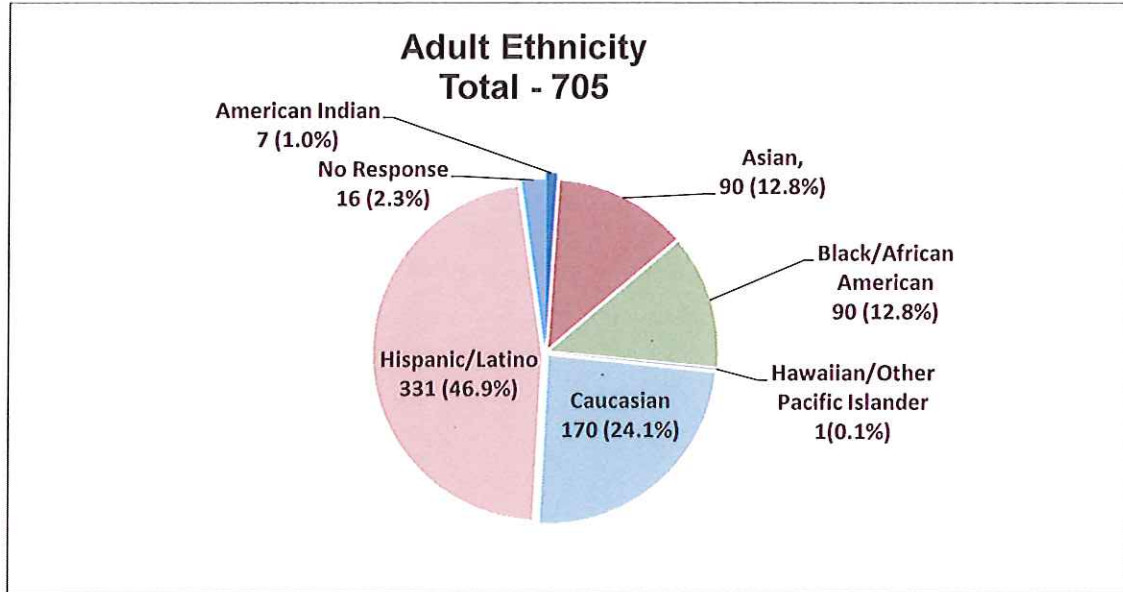
ATTACHMENT I: Adult Demographics First Quarter, Program Year 2017-2018
ATTACHMENT II: Dislocated Worker Demographics First Quarter, Program Year 2017-2018



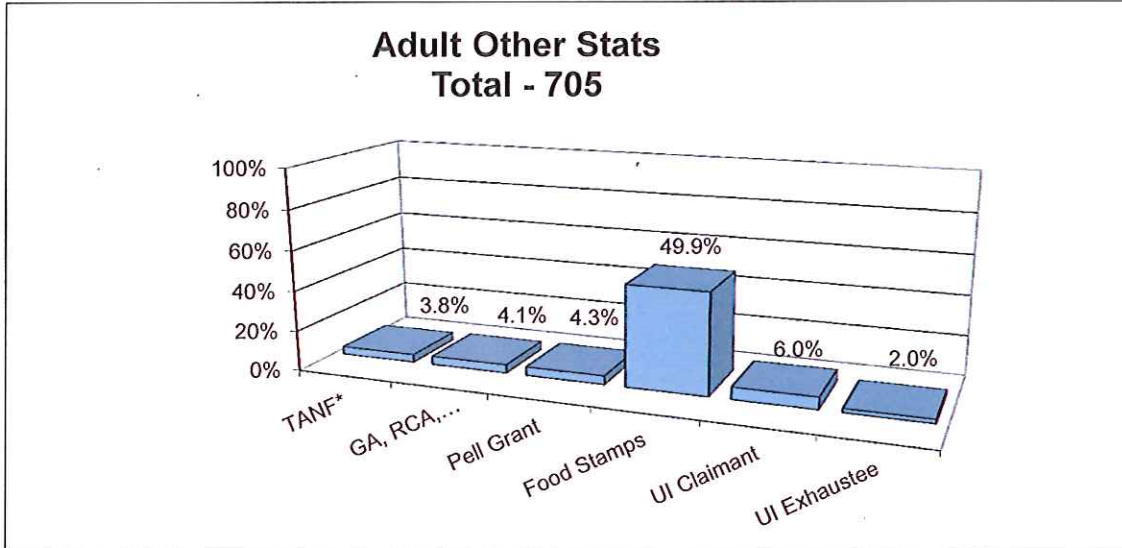
Adult Demographics First Quarter, Program Year 2017-2018



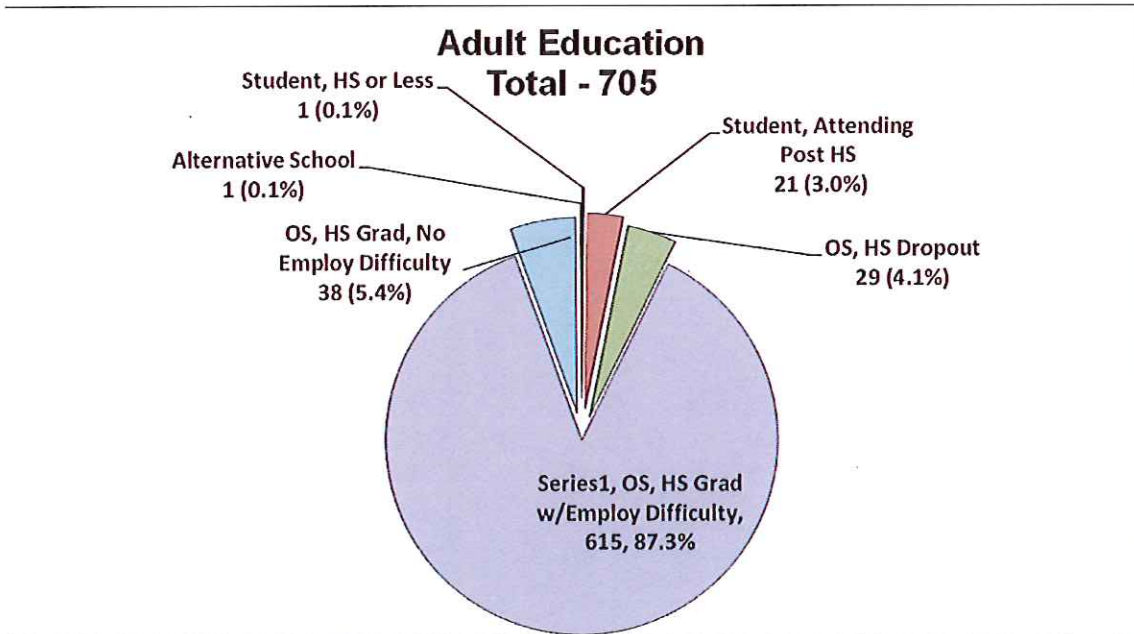
Adult Demographics First Quarter, Program Year 2017-2018



Adult Demographics First Quarter, Program Year 2017-2018



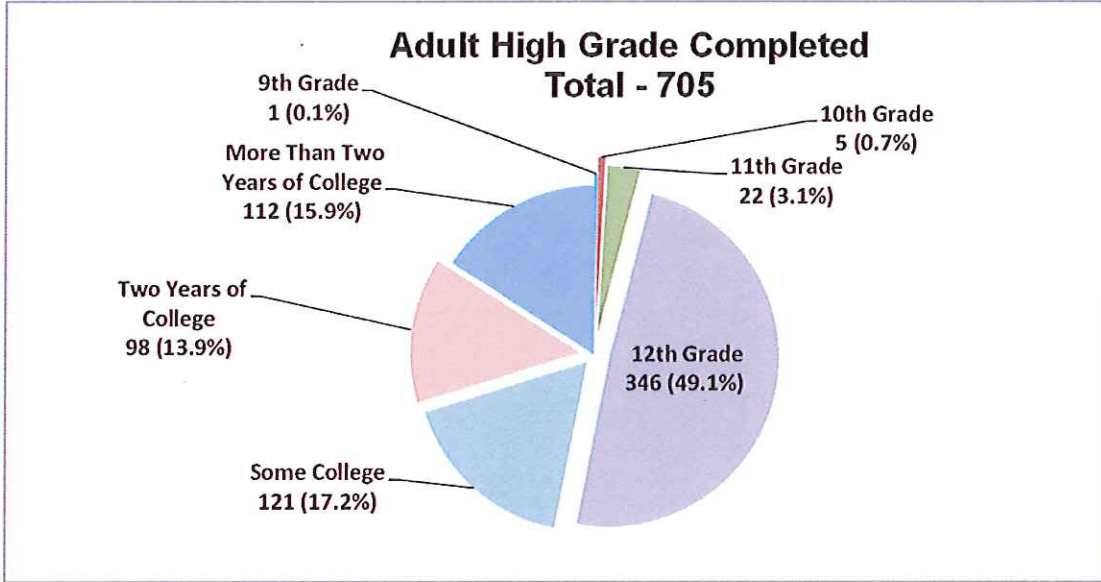
TANF - Temporary Assistance for Needy Families
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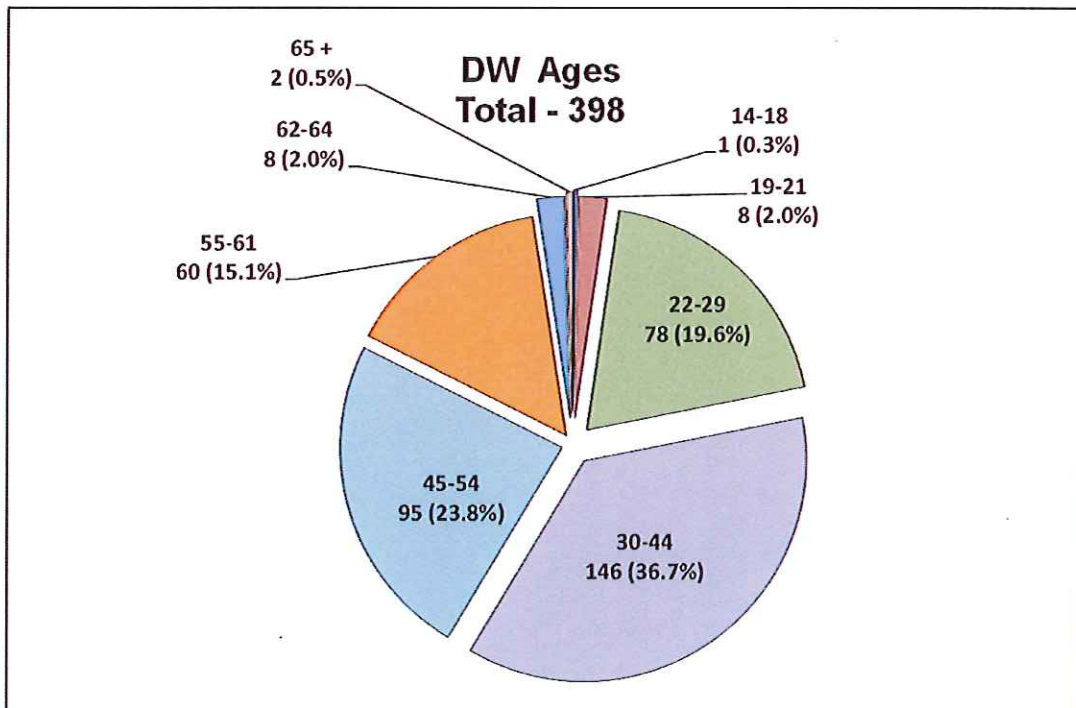
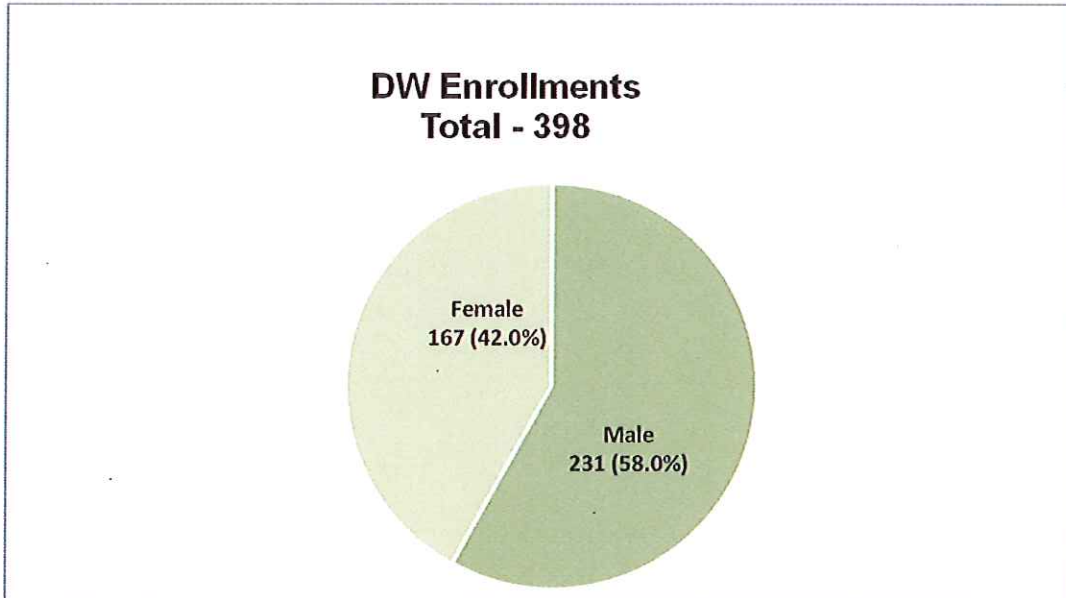
Adult Demographics

First Quarter, Program Year 2017-2018

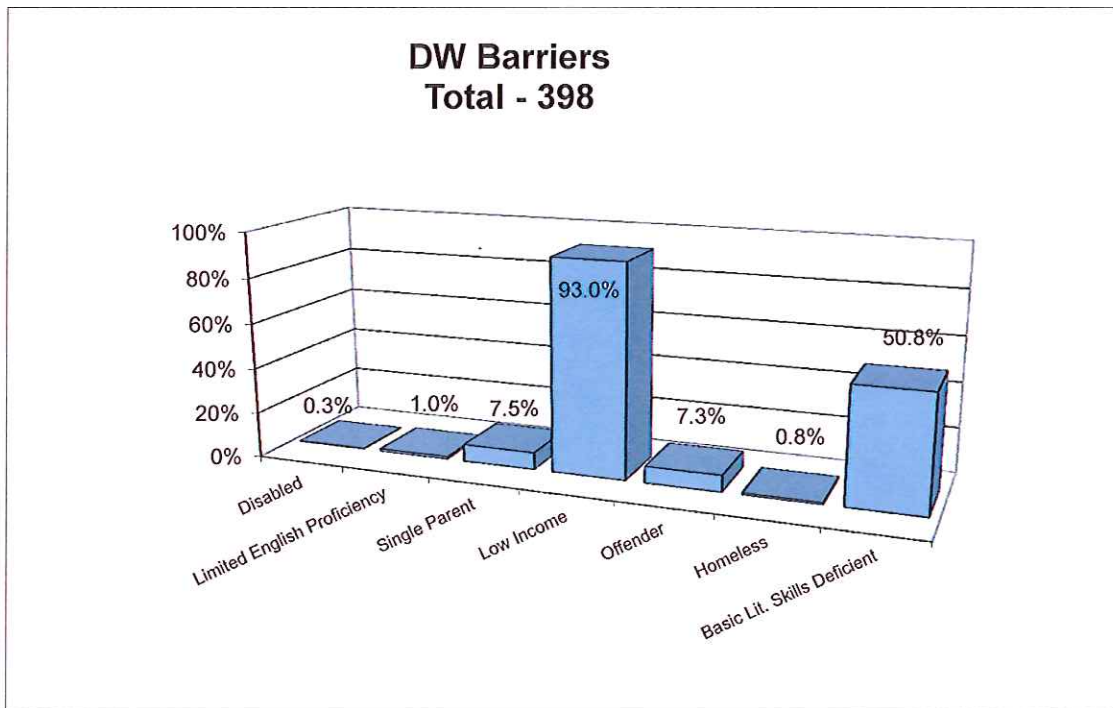
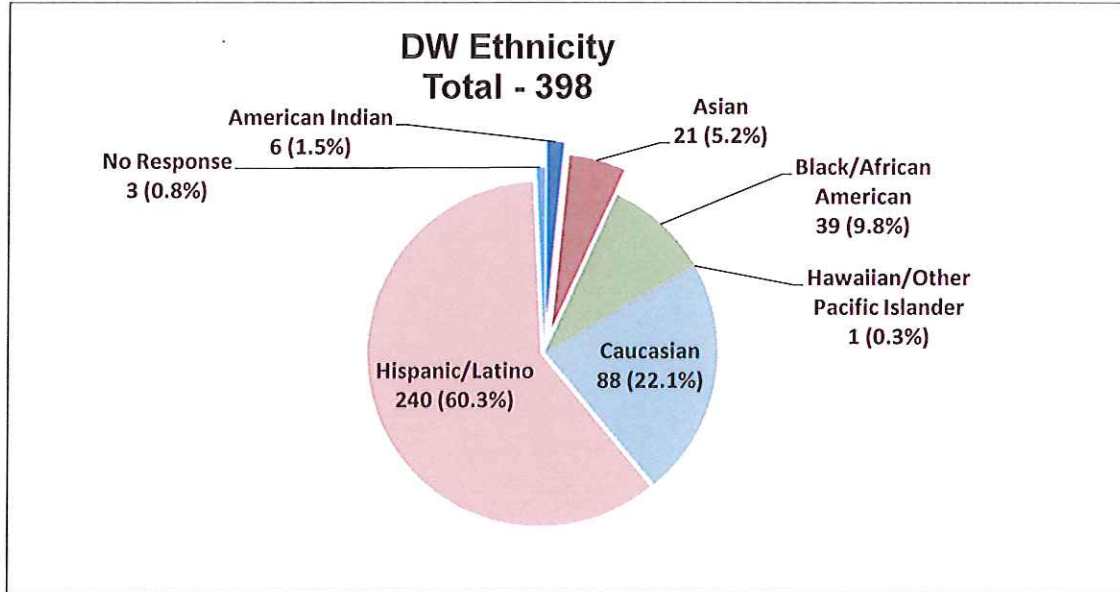




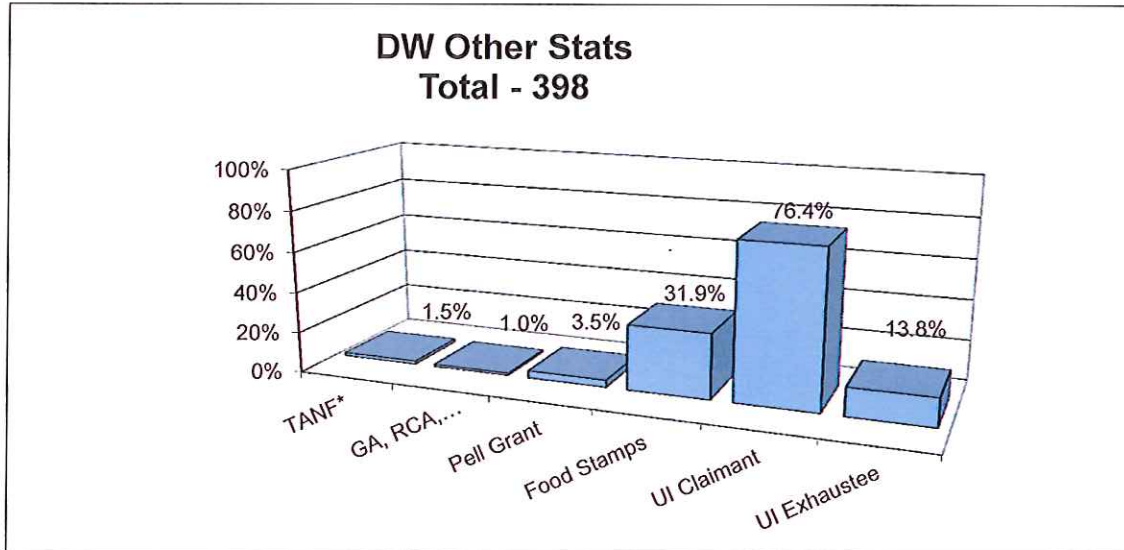
DW
Demographics
First Quarter, Program Year 2017-2018



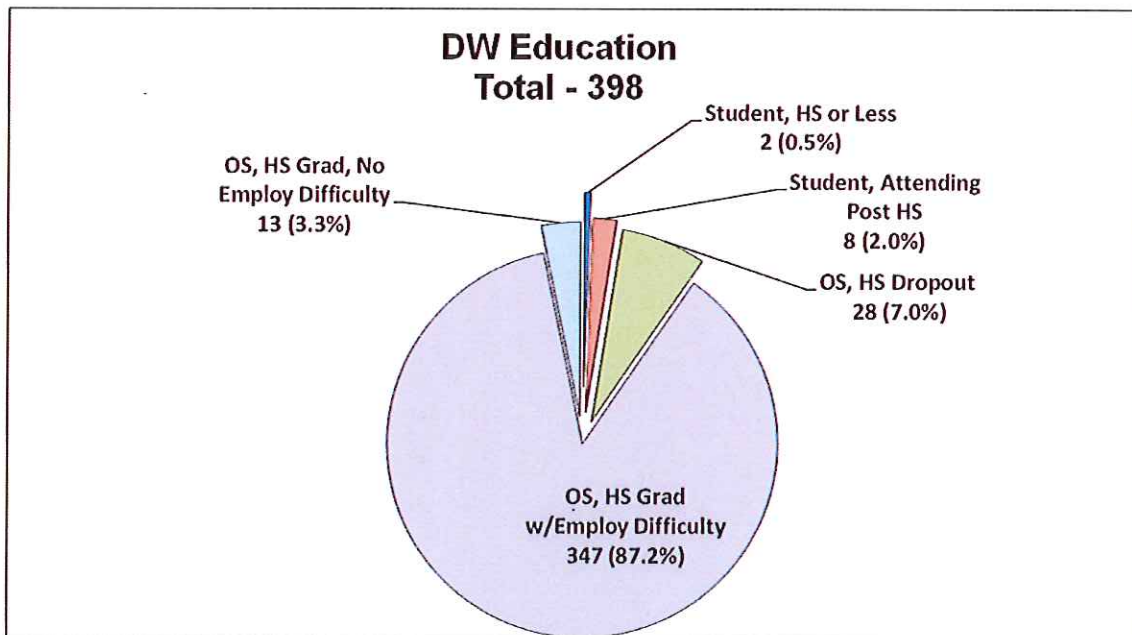
DW Demographics First Quarter, Program Year 2017-2018



DW Demographics First Quarter, Program Year 2017-2018

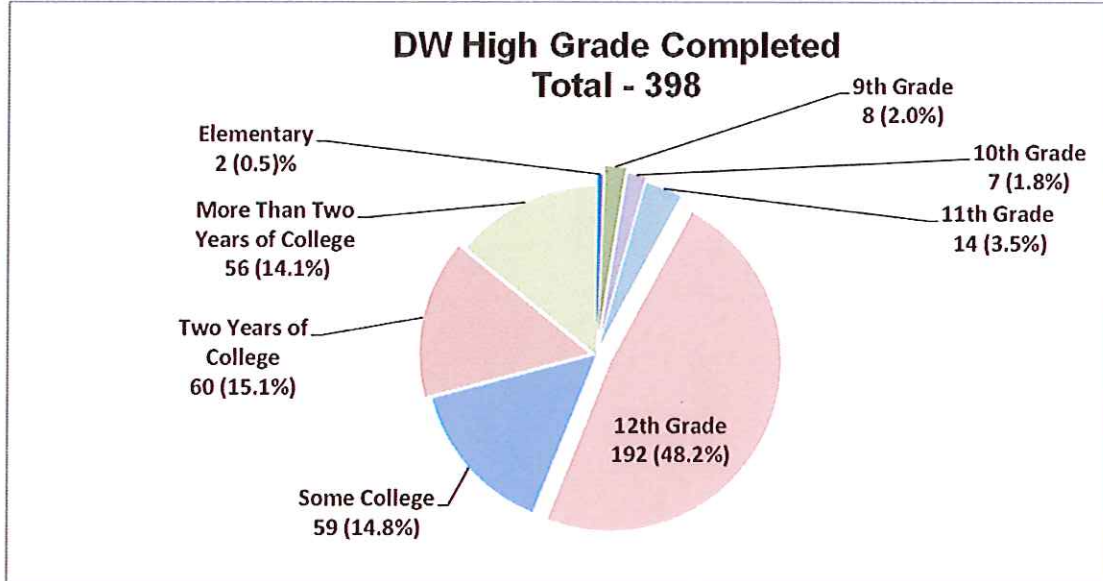


TANF - Temporary Assistance for Needy Families
 GA - General Assistance, RCA - Refugee Cash Assistance, SSI - Supplemental Security Income
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OS - Out of School, HS - High School

DW
Demographics
First Quarter, Program Year 2017-2018



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	19
MEETING DATE:	November 8, 2017
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 First Quarter, Program Year 2017-2018
ATTACHMENT II: Monthly Repeat Customer Trend, First Quarter, Program Year 2017-2018
ATTACHMENT III: Partner Referral Report Fourth Quarter, Program Year 2016-2017
ATTACHMENT IV: Partner Referral Report First Quarter, Program Year 2017-2018

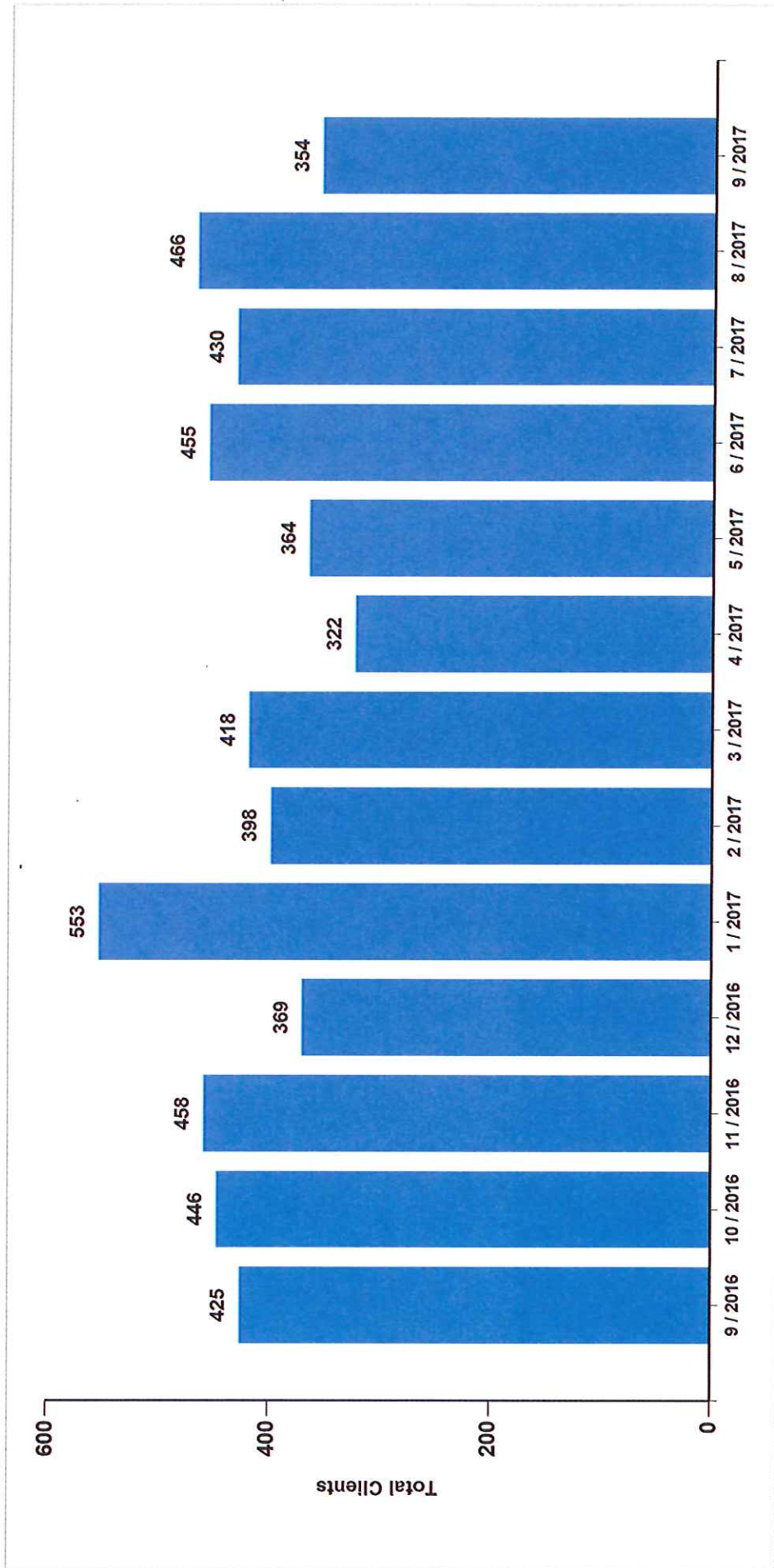


Fresno Regional WDB

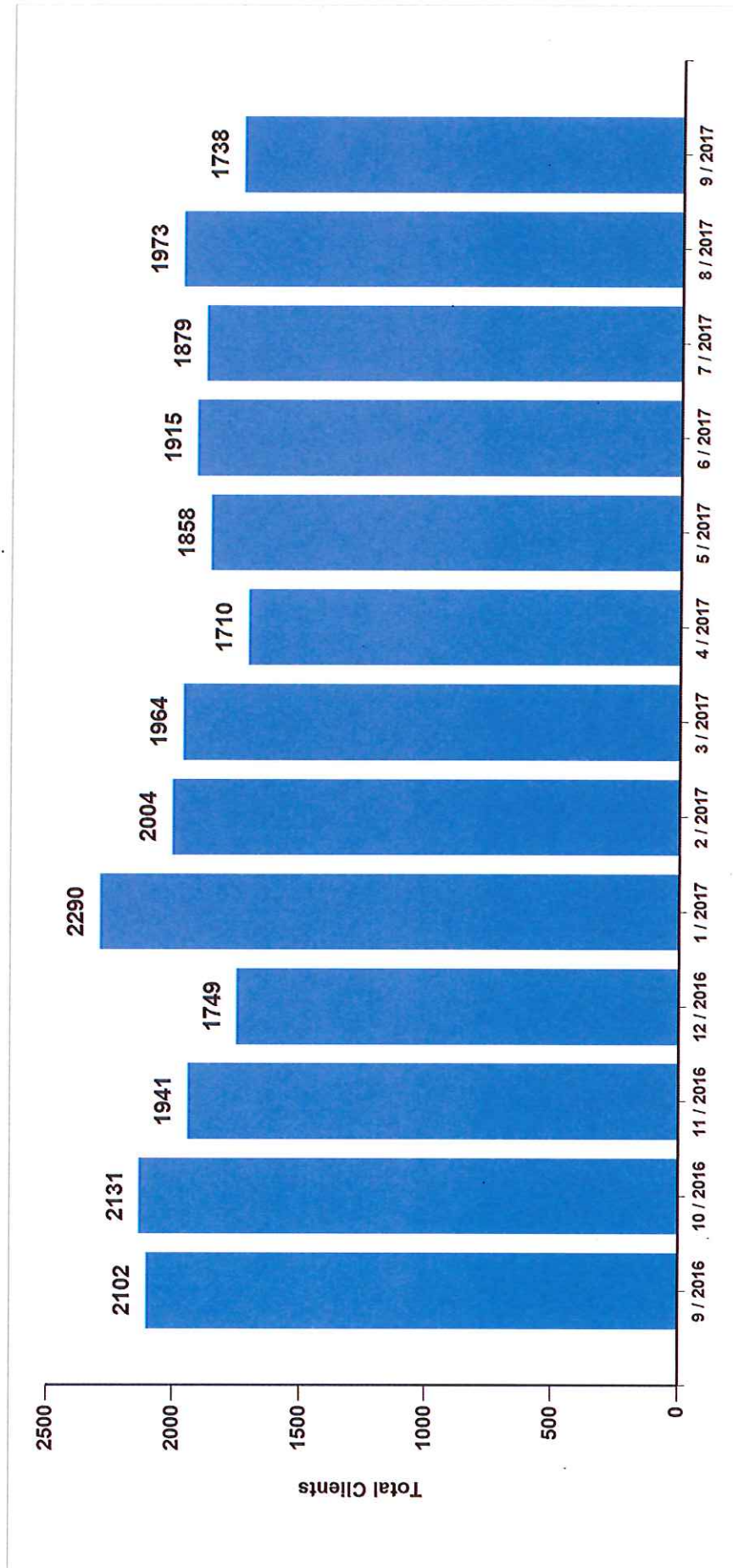
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Connection**

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Fresno Regional Workforce Connection Monthly New Clients Trend Report



Fresno Regional Workforce Connection Monthly Repeat Clients Trend



Fresno Regional Workforce Connection Partner Referral

Report period from 04/01/2017 to 06/30/17

	Total Referral
AARP REFERRALS (CSS)	53
AARP REFERRALS (SRT)	1
CAE REFERRALS (CSS)	65
DOR REFERRALS (CSS)	41
DOR REFERRALS (SRT)	12
DSS REFERRALS (CSS)	36
DSS REFERRALS (SRT)	1
EDD REFERRALS (CSS)	124
EDD REFERRALS (SRT)	1
FAS REFERRALS (CSS)	75
FCC REFERRALS (CSS)	195
OTHER PARTNER REFERRALS (CSS)	194
SRT APPOINTMENT	604
WHCC REFERRALS (CSS)	42
WHCC REFFERRALS (SRT)	4
WIOA REFERRALS (SRT)	251
WORKSHOP REFERRALS (CSS)	15
WORKSHOP REFERRALS (SRT)	13
Total	1727

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 Connection Partner Referral

Report period from 07/01/2017 to 09/30/17

	Total Referral
AARP REFERRALS (CSS)	49
CAE REFERRALS (CSS)	83
DOR REFERRALS (CSS)	38
DOR REFERRALS (SRT)	15
DSS REFERRALS (CSS)	43
DSS REFERRALS (SRT)	6
EDD REFERRALS (CSS)	124
EDD REFERRALS (SRT)	2
FAS REFERRALS (CSS)	89
FCC REFERRALS (CSS)	223
OTHER PARTNER REFERRALS (CSS)	185
SRT APPOINTMENT	566
WHCC REFERRALS (CSS)	36
WIOA REFERRALS (SRT)	201
WORKSHOP REFERRALS (CSS)	101
WORKSHOP REFERRALS (SRT)	101
Total	1862

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