



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

**Workforce Development Board**  
**December 6, 2017 @ 4:00 p.m.**  
**Council of Fresno County Governments**  
**2035 Tulare Street – 2<sup>nd</sup> Floor**  
**Sequoia Room**  
**Fresno, CA 93721**

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

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

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

| Item # | Description  | Presenter | Enclosure | Action      | Page # |
|--------|--|-----------|-----------|-------------|--------|
| 6.     | Pre-Apprentice Program Video Presentation  | Konczal   | No        | Information | --     |
| 7.     | Clean Slate Program  | Xiong     | No        | Information | --     |
| 8.     | Committee Reports<br>Adult Council - Jeff Hensley<br>B&I Committee – Lydia Zabrycki<br>Executive Committee – Paul Bauer<br>Youth Council – Dennis Montalbano |           | No        | Information | --     |
| 9.     | Approval of the June 7, 2017, Meeting Minutes  | Konczal   | Yes       | Approve     | 6      |
| 10.    | October 2017 Financial Report  | Konczal   | Yes       | Accept      | 12     |
| 11.    | Adult Council Chair  | Bauer     | Yes       | Ratify      | 17     |
| 12.    | Fresno Regional Workforce Development Board<br>Ethics and Best Practices   | Price     | Yes       | Information | 18     |

### 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 # |
|--------|-------------|-----------|-----------|--------|--------|
|--------|-------------|-----------|-----------|--------|--------|

**CONSENT ITEMS**

13. Approve Consent Items (A1 through D11). *Items pulled from consent will be handled with the other regular items at the end of the agenda, including any information items that are pulled.* Approve

**CONSENT ITEMS SUBMITTED BY ADULT COUNCIL**

|     |  |           |     |         |    |
|-----|--|-----------|-----|---------|----|
| A1  | Ratification of New Adult Council Member   | Konczal   | Yes | Ratify  | 20 |
| A2  | Workforce Innovation and Opportunity Act Adult and Dislocated Worker Carryover Funding Recommendations for Program Year 2017- 2018 | Stogbauer | Yes | Approve | 21 |
| A3  | Transfer of Dislocated Worker Program Funds to the Adult Program   | Stogbauer | Yes | Approve | 29 |
| A4  | Fourth Quarter On-the-Job Training Report for Program Year 2016-2017   | Stogbauer | Yes | Accept  | 30 |
| A5  | First Quarter On-the-Job Training Report for Program Year 2017-2018  | Stogbauer | Yes | Accept  | 31 |
| A6  | Fourth Quarter Local Performance Results Report for Program Year 2016-2017   | Stogbauer | Yes | Accept  | 32 |
| A7  | First Quarter Local Performance Results Report for Program Year 2017-2018  | Stogbauer | Yes | Accept  | 38 |
| A8  | Fourth Quarter Providers of Services' Monitoring Report for Program Year 2016-2017   | DeWitt    | Yes | Accept  | 45 |
| A9  | First Quarter Providers of Services' Monitoring Report for Program Year 2017-2018  | DeWitt    | Yes | Accept  | 47 |
| A10 | Fourth Quarter Providers of Services' Customer Complaint Report for Program Year 2016-2017   | DeWitt    | Yes | Accept  | 50 |
| A11 | First Quarter Providers of Services' Customer Complaint Report for Program Year 2017-2018  | DeWitt    | Yes | Accept  | 52 |
| A12 | Fourth Quarter Job Seeker Customer Satisfaction Report for Program Year 2016-2017  | DeWitt    | Yes | Accept  | 54 |
| A13 | First Quarter Job Seeker Customer Satisfaction Report for Program Year 2017-2018   | DeWitt    | Yes | Accept  | 57 |

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

|    |  |         |     |        |    |
|----|--|---------|-----|--------|----|
| B1 | Ratification of New Business and Industry Committee Member | Konczal | Yes | Ratify | 61 |
| B2 | Employer Customer Satisfaction                             | Nutting | Yes | Accept | 62 |

| Item #   | Description  | Presenter   | Enclosure | Action      | Page # |
|--|--|-------------|-----------|-------------|--------|
| <b><u>CONSENT ITEMS SUBMITTED BY EXECUTIVE COMMITTEE</u></b> |  |             |           |             |        |
| C1   | Program Year 2017-2018 Agency Budget and Personnel Plan  | Konczal     | Yes       | Approve     | 65     |
| <b><u>CONSENT ITEMS SUBMITTED BY YOUTH COUNCIL</u></b>       |  |             |           |             |        |
| D1   | Workforce Innovation and Opportunity Act Youth Program Funds for Program Year 2016-2017, Carryover, and Funding Recommendations for Program Year 2017-2018 | Stogbauer   | Yes       | Approve     | 70     |
| D2   | Draft Workforce Innovation and Opportunity Act Title I Youth Request for Proposals Statement of Work for Program Year 2018-2019                            | Stogbauer   | Yes       | Approve     | 78     |
| D3   | Fourth Quarter Local Performance Results Report for Program Year 2016-2017   | Stogbauer   | Yes       | Accept      | 91     |
| D4   | First Quarter Local Performance Results Report for Program Year 2017-2018  | Stogbauer   | Yes       | Accept      | 97     |
| D5   | Fourth Quarter Youth Satisfaction Report for Program Year 2016-2017  | DeWitt      | Yes       | Accept      | 103    |
| D6   | First Quarter Youth Satisfaction Report for Program Year 2017-2018   | DeWitt      | Yes       | Accept      | 105    |
| D7   | Fourth Quarter Providers of Services Monitoring Report for Program Year 2016-2017  | DeWitt      | Yes       | Accept      | 107    |
| D8   | First Quarter Providers of Services Monitoring Report for Program Year 2017-2018   | DeWitt      | Yes       | Accept      | 109    |
| D9   | Fourth Quarter Youth Customer Complaint Report for Program Year 2016-2017  | DeWitt      | Yes       | Accept      | 111    |
| D10  | First Quarter Youth Customer Complaint Report for Program Year 2017-2018   | DeWitt      | Yes       | Accept      | 112    |
| D11  | Youth Council Vice Chair Selection   | Konczal     | Yes       | Ratify      | 113    |
| <b>NON-CONSENT ITEMS</b>                                     |  |             |           |             |        |
| 14.  | Third Quarter Community Events   | Konczal     | Yes       | Information | 115    |
| 15.  | Information Sharing  | WDB Members | No        | Discussion  | --     |
| 16.  | Agenda Items for March 7, 2018, Meeting  | Konczal     | No        | Discussion  | --     |
| 17.  | Meeting Feedback   | Konczal     | No        | Discussion  | --     |

**FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD  
2018 MEETING SCHEDULE**

|     | <b>Executive<br/>Committee<br/>4:00 p.m.</b> | <b>FAWIC<br/>Board<br/>4:00 p.m.</b> | <b>Adult<br/>Council<br/>4:00 p.m.</b> | <b>Business &amp;<br/>Industry<br/>Committee<br/>4:00 p.m.</b> | <b>Workforce<br/>Development<br/>Board<br/>4:00 p.m.</b> | <b>Youth<br/>Council<br/>4:00 p.m.</b> |
|-----|--|--------------------------------------|--|--|--|--|
| JAN | 1/17   | 1/17                                 | 1/25                                   |  |  |  |
| FEB |  |                                      |  | 2/07   |  | 2/15                                   |
| MAR |  |                                      |  |  | 3/07   |  |
| APR | 4/18   | 4/18                                 | 4/26                                   |  |  |  |
| MAY |  |                                      |  | 5/02   |  | 5/17                                   |
| JUN |  |                                      |  |  | 6/06   |  |
| JUL | 7/18   | 7/18                                 | 7/26                                   |  |  |  |
| AUG |  |                                      |  | 8/01   |  | 8/16                                   |
| SEP |  |                                      |  |  | 9/05   |  |
| OCT | 10/17  | 10/17                                | 10/25                                  |  |  |  |
| NOV |  |                                      |  | 11/07  |  | 11/15                                  |
| DEC |  |                                      |  |  | 12/05  |  |

The FAWIC Board meets immediately after the Executive Committee.

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

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

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

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

|                      |                         |
|----------------------|-------------------------|
| <b>AGENDA ITEM:</b>  | <b>9</b>                |
| <b>MEETING DATE:</b> | <b>December 6, 2017</b> |
| <b>ACTION:</b>       | <b>APPROVE</b>          |

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Blake Konczal, Executive Director  
**SUBJECT:** Approval of the June 7, 2017, Meeting Minutes

**RECOMMENDATION:**

Approve the minutes of the July 7, 2017, meeting of the Fresno Regional Workforce Development Board.

**ATTACHMENT:**

July 7, 2017, Meeting Minutes



## FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Workforce Development Board  
June 7, 2017 @ 4:00 p.m.

### SUMMARY MINUTES

The meeting was called to order at 4:02 p.m.

ROLL CALL: PRESENT – Lacy Barnes, Paul Bauer, Raine Bumatay, Tony Canales, Lee Ann Eager, Frank Gornick, Jeff Hensley, Ron Hicks, (arrived at 4:04 p.m.), David Mercer, Dennis Montalbano, Tommie Nellon (arrived at 4:06 p.m.), Joe Olivares, Tom Richards, Chuck Riojas, Smita Rouillard, and Legal Counsel Ken Price.

ABSENT – Tom Abshere, Oliver Baines, Andreas Borgeas, Fely Guzman, Araceli Holland, Richard Keyes Scott Miller, Delfino Neira, Shelly Tarver and Lydia Zabrycki.

COMMENTS BY FRWDB CHAIR AND/OR EXECUTIVE STAFF: None.

AGENDA CHANGES: REMOVAL OF ITEMS OR EMERGENCY ADDITIONS: Blake Konczal, Executive Director, Fresno Regional Workforce Development Board (FRWDB), requested that an item be added to the agenda. Mr. Konczal explained that it had come to the attention of FRWDB staff that the deadline to have its partner Memorandums of Understanding (MOUs) with partner allocation plans to the state had been changed to September 1, 2017. The next FRWDB meeting on September 6, 2017, which falls after the new deadline. FRWDB staff is requesting this item be added to authorize the FRWDB Executive Committee approve the MOU boilerplate in order to submit it to the state by the deadline.

Ken Price, Legal Counsel, stated that under the Brown Act, the circumstances Mr. Konczal explained would allow for adding the agenda item and that a motion and second, followed by a vote of the FRWDB, would be required to approve adding the item to the agenda.

Director Hicks arrived (4:04 p.m.)

**OLIVARES/MONTALBANO – APPROVED THE ADDITION OF AGENDA ITEM 10A (UNANIMOUS).**

ABSTENTIONS/  
DISCLOSURES OF  
POTENTIAL CONFLICTS  
OF INTEREST/  
RECUSALS:

Lacy Barnes – Item A2; Tony Canales – Item A2; Frank Gornick – Item A2; David Mercer – Item A2; and Chuck Riojas – Item A2.

PUBLIC COMMENTS: None.

**Item Description/Action Taken**

**6. Manufacturing Internship Program Video Presentation**

Nuvia Varela, Adult and Youth Program Manager, FRWDB, explained that the FRWDB, in partnership with the Fresno County Office of Education, Reedley College, and the San Joaquin Manufacturing Alliance, developed the manufacturing internship pilot program to assist youth who are interested in a career in manufacturing. Working off of referrals from high school, colleges and Regional Occupational Programs, five (5) individuals were selected to participate in the pilot program. Ms. Varela presented a video that highlighted two (2) program participants who interned at Betts Spring Manufacturing.

Director Nellon arrived (4:06 p.m.)

Director Montalbano noted that the Youth Council also saw the video at their last meeting and indicated that the gentlemen from the video were present to answer questions from Youth Council members. Director Montalbano stated that the program appeared to have had a positive impact on the participants and their families and indicated his wish to have the FRWDB sponsor more of these internships.

Mr. Konczal stated that as this was a pilot program, FRWDB staff will evaluate the program and will come back to the FRWDB for a recommendation to approve more internships, if the data supports it.

This was an information item.

**7. Committee Reports**

Youth Council: Director Montalbano reported that the Youth Council (Council) met on May 18<sup>th</sup>, at which time they recommended that the FRWDB approve funding allocations for Program Year (PY) 2017-2018, which reflected a 4.42% decrease when compared to PY 2016-2017 allocations. FRWDB approval would result in a reduction in FRWDB administration program support for youth contracted services, vocational training, and customer pools. The allocation would also maintain a three percent (3%) carryover to PY 2018-2019. As the allocations are based on anticipated funding from the state, any changes to the allocations would be brought back to the FRWDB for its approval. Also presented for the Council's recommendation for approval was the third quarter Youth Customer Complaint Report for PY 2016-2017.

Director Montalbano stated that the Council is planning to visit the One-Stop at West Hills Community College and invited any interested FRWDB Directors to join them. The date for the visit has not yet been confirmed.

Adult Council: Director Hensley reported that the Adult Council also met on May 18<sup>th</sup>, at which time they recommended that the FRWDB ratify Director Raine Bumatay and Sherri Watkins to the Adult Council. He stated that Phyllis Stogbauer, Deputy Director of Program Services, FRWDB, presented the One-Stop Operator contract awards for Adult and Dislocated Worker programs for PY 2017-2018, and that the Adult Council is recommending the following awards: Central Labor Council, Partnership for the Urban area, Proteus, Inc. for the East, and West Hills Community College District for the West. The Adult Council recommended that the FRWDB approve funding allocations for PY 2017-2018, which reflected an eight percent (8%) decrease from last year's allocations. The recommendation included a three percent (3%) carryover to PY 2018-2019. Like the Youth Council, these recommendations are based on anticipated funding from the state and any changes would be brought back to the FRWDB for approval.



The Adult Council reviewed and recommended for the FRWDB's acceptance the following quarterly reports: Job Seeker Customer Satisfaction Report; Third Quarter On-the-Job Training Report; Third Quarter Local Performance Reports; First, Second and Third Quarter Providers of Services Monitoring Reports; First, Second and Third Quarters Providers of Services Customer Complaint Reports; and PY 2015-2016 Fourth Quarter Monitoring and Customer Complaint Reports. The Adult Council also received a number of reports as information items.

Executive Committee: Director Bauer reported that the Executive Committee (Committee) met on April 19<sup>th</sup>, at which time they accepted the February 2017 Agency Budget and Expenditures Report and the February 2017 Financial Report. Mr. Konczal provided the Committee with an overview of two (2) items he and FRWDB staff had been focusing on during the first quarter of 2017: SlingShot, which is the ten (10)-county grant for which the FRWDB is the fiscal agent; and the Central Valley Forest Corps project, which has the potential of providing monies for training up to 1,000 individuals to cut down dead trees and plant new trees in the Sierra Nevada.

This was an information item.

8. **Approval of the March 1, 2017, Meeting Minutes**

**BARNES/EAGER – APPROVED THE MARCH 1, 2017, MEETING MINUTES (UNANIMOUS, WITH THE RECUSALS NOTED ABOVE).**

9. **April 2017 Financial Report**

Mr. Konczal presented the April 2017 Financial Report for acceptance, noting that all spending was on track and FRWDB staff had no concerns. Mr. Konczal reminded Directors that the FRWDB is allowed to roll over a maximum of 20% from one year to the next. This year, as reported in the Council updates, the planned rollover is three percent (3%). Although a small amount compared to what is allowed, the rollover amount does provide a cushion to lessen the impact of budget cuts.

**RICHARDS/BARNES – ACCEPTED THE APRIL 2017 FINANCIAL REPORT (UNANIMOUS).**

10. **Workforce Innovation and Opportunity Act Local Plan**

Mr. Konczal reminded Directors that the FRWDB has always been required to have a local plan on file with the State of California. Now, under the Workforce Innovation and Opportunity Act (WIOA), the state is also requiring a regional plan in addition to a local plan. Mr. Konczal explained that the FRWDB is in a region with Workforce Development Boards from the ten (10) valley counties starting at San Joaquin in the north down to Kern in the south.

The FRWDB received conditional approval of its plan by the state, but the final plan must be submitted by August 1, 2017. Due to the timing of the next FRWDB meeting and the lead time required to get the Chief Local Elected Officials' approval of the plan, FRWDB staff requested that the FRWDB authorize the Executive Committee to approve the final local plan at its July 19, 2017, meeting.

**BARNES/GORNICK – AUTHORIZED THE FRWDB EXECUTIVE COMMITTEE TO APPROVE THE FINAL FRWDB WIOA REGIONAL AND LOCAL PLANS (UNANIMOUS).**

**10A. America's Job Center of California Phase II Memorandum of Understanding**

Mr. Konczal indicated that similar to the previous item, FRWDB staff is requesting that the FRWDB authorize the Executive Committee to approve the FRWDB WIOA America's Job Center of California (AJCC) Phase II MOU boilerplate and One-Stop Infrastructure Partner Allocation Plan.

Mr. Konczal explained that the FRWDB is required to have a formal MOU with its mandated partners. If the MOUs that include client services involve money, a formalized budget must also be attached to the MOU. The MOU template was approved by the FRWDB, but the budgets were not prepared in time to present to the FRWDB at this meeting. The finalized MOUs must be submitted to the state by September 1, 2017. The next FRWDB meeting is scheduled for September 6, 2017, which would not be in time to meet the September 1, 2017, deadline with the state.

**BARNES/GORNICK – AUTHORIZED THE FRWDB EXECUTIVE COMMITTEE TO APPROVE THE FRWDB WIOA AJCC PHASE II MOU BOILERPLATE AND ONE-STOP INFRASTRUCTURE PARTNER ALLOCATION PLAN (UNANIMOUS).**

**11. Approval of Consent Item (A1 – B5)**

**OLIVARES/NELLON – APPROVED CONSENT ITEMS A1 – B5 (UNANIMOUS).**

**12. Financial Statements and Supplemental Data for Fiscal Year Ending June 30, 2016**

Mr. Konczal stated that the Fresno Area Workforce Investment Corporation (FAWIC), as an agency that receives more than \$750,000 in federal funds, is required to have an annual audit performed. He indicated that Moore Grider and Company performed the audit, and the FAWIC had no findings and was listed as a "low risk auditee".

This was an information item.

**13. First Quarter Community Events**

Mr. Konczal stated that the FRWDB would be attending the Chamber of Commerce State of the County Breakfast in September.

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

This was an information item.

**14. Information Sharing**

Director Bauer presented Mr. Konczal with a certificate recognizing his 15 years with the FRWDB.

Mr. Konczal shared with the FRWDB that the state just provided an additional \$300,000 to the SlingShot program to add the Motherlode counties of Mariposa, Tuolumne, Calaveras and Amador into that partnership.

Director Bauer recognized and congratulated Director Montalbano for receiving recognition from the FRWDB as an employer of the year, and then also for being named "Member of the Year" from the Automotive Service Councils of California.

Director Bauer also announced that this would be Director Gornick's last FRWDB meeting. Director Bauer and Mr. Konczal thanked Director Gornick for his many years of service to the FRWDB, stating that it had been an honor to serve with him. Director Gornick stated that he appreciates the work that the FRWDB has done, and he hoped his successor as Chancellor, Dr. Stuart VanHorn, would be appointed to the FRWDB to represent the west side of Fresno County.

Director Riojas acknowledged Mr. Konczal for the work he has done in driving the pre-apprenticeship program, stating that the International Brotherhood of Electrical Workers had just turned out its first journeyman that started out as a pre-apprentice over five (5) years ago. Director Riojas stated that through Mr. Konczal's networking and leadership, the pre-apprenticeship program was formed. The program is currently operating in eight (8) counties, but will soon expand to 12 counties. Director Riojas indicated that now, all 12 trades are involved in pre-apprenticeship programs and that these programs will be more and more successful every year moving forward.

15. **Agenda Items for September 6, 2017, Meeting**

None.

16. **Meeting Feedback**

There was no meeting feedback.

The meeting was adjourned at 4:59 p.m.

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

|               |                  |
|---------------|------------------|
| AGENDA ITEM:  | 10               |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | ACCEPT           |

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Blake Konczal, Executive Director  
**SUBJECT:** October 2017 Financial Report

**RECOMMENDATION:**

Accept the attached Fresno Regional Workforce Development Board (FRWDB) October 2017 Financial Report.

**REASON FOR RECOMMENDATION:**

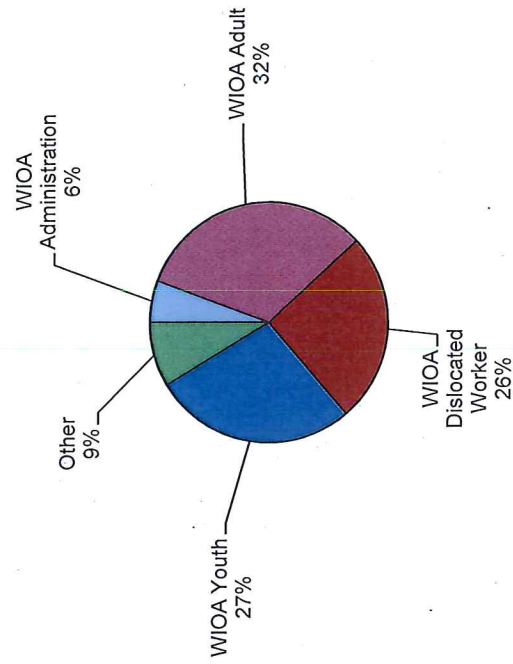
The attached charts display year-to-date financial information through October 31, 2017. Staff has no concerns with grant expenditures at this time.

**ATTACHMENT:**

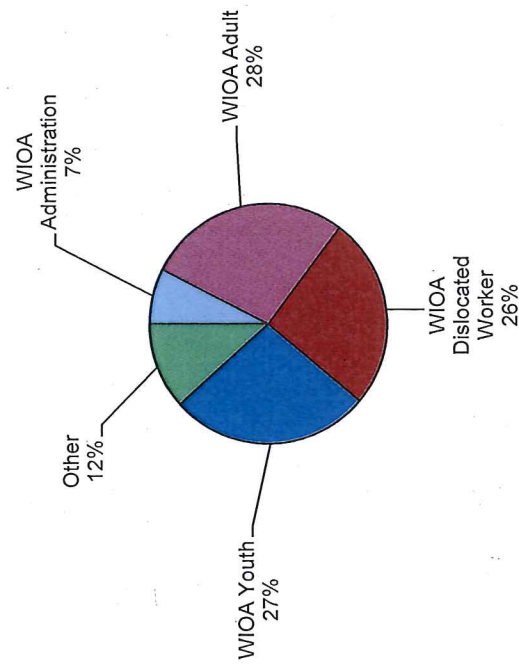
October 2017 Financial Report

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD  
FINANCIAL REPORT  
October 2017

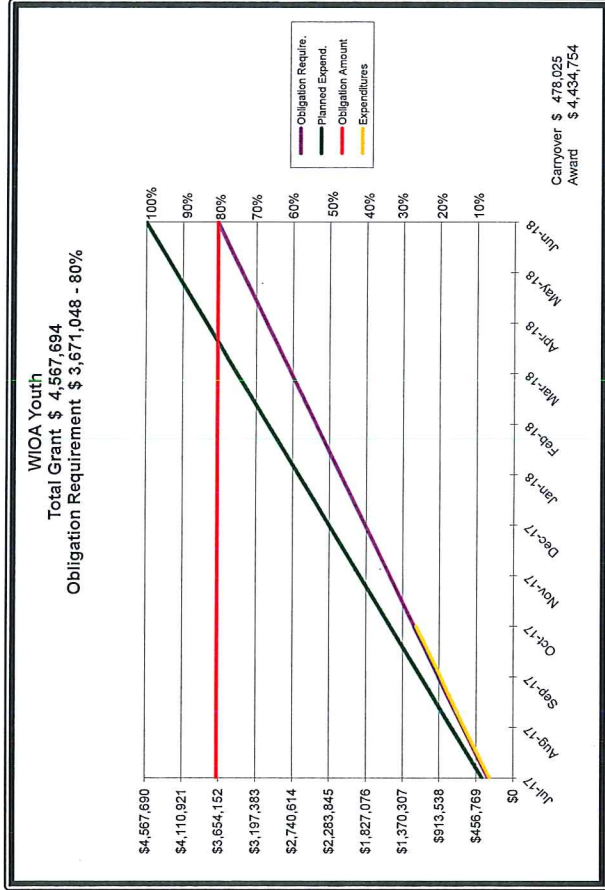
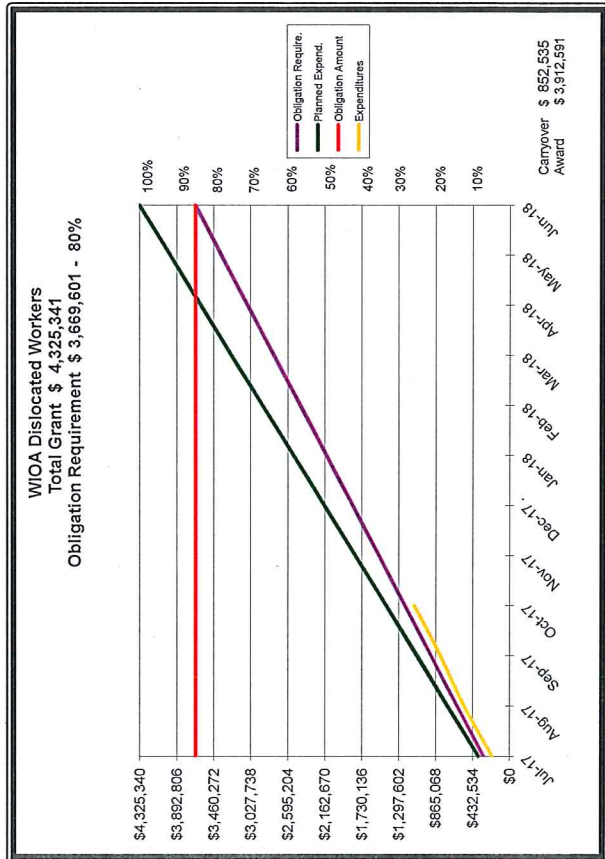
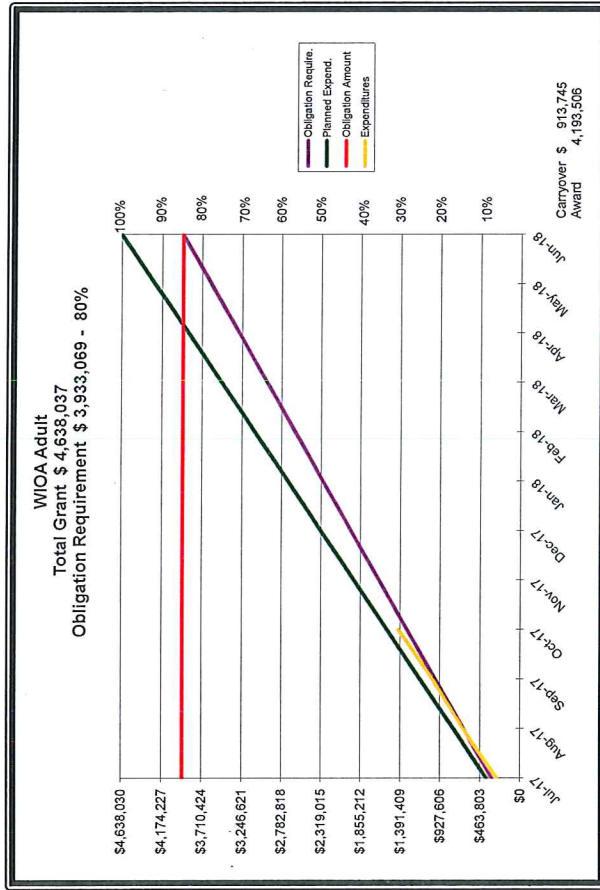
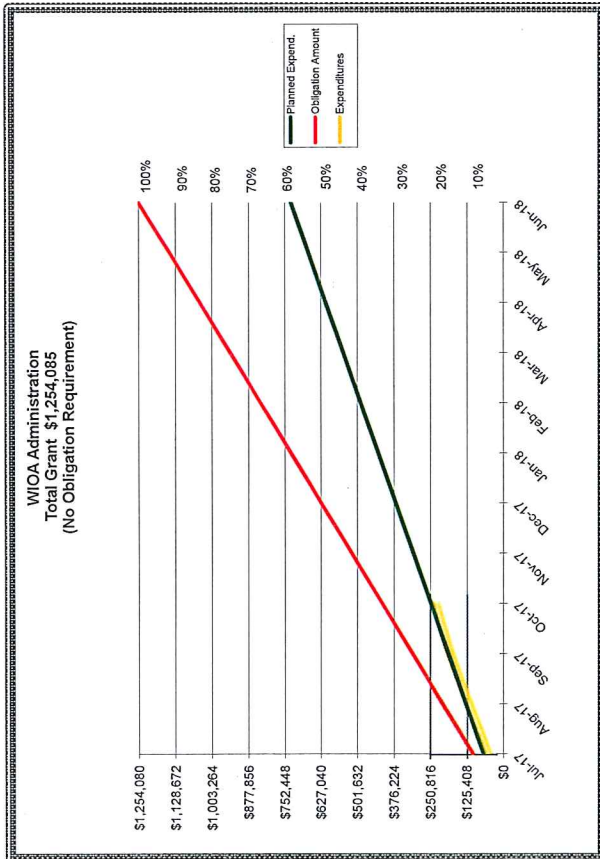
**FRWDB Expenditures  
Fiscal Year 2017-2018**

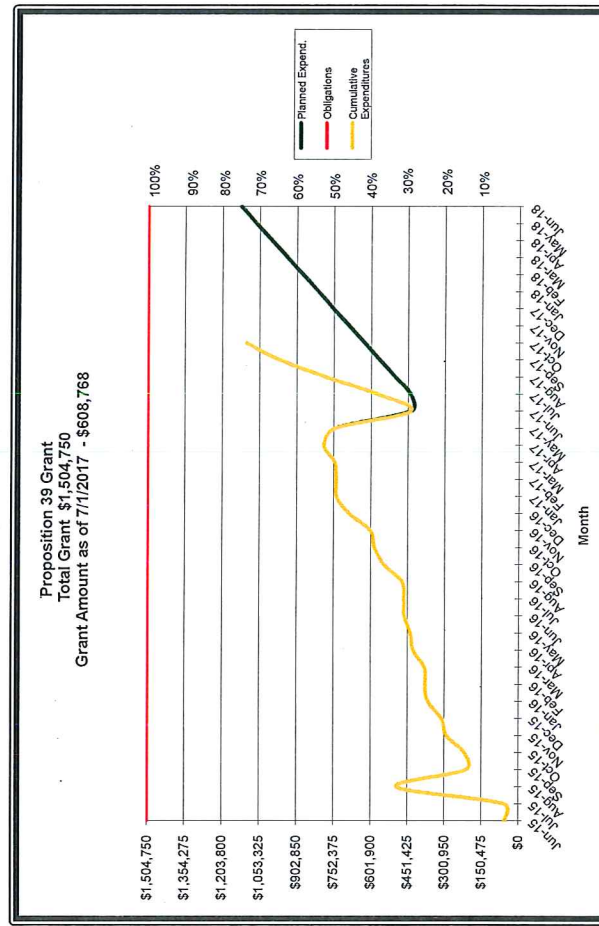
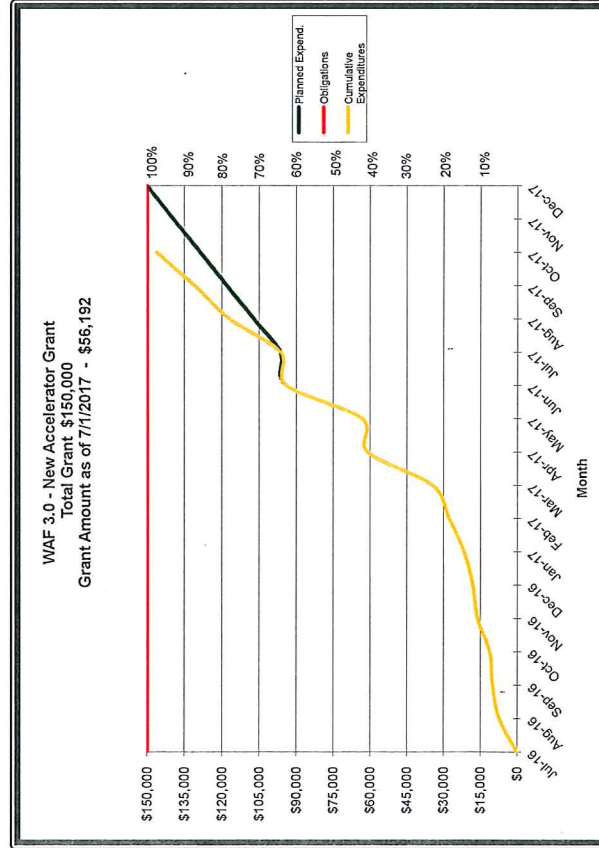
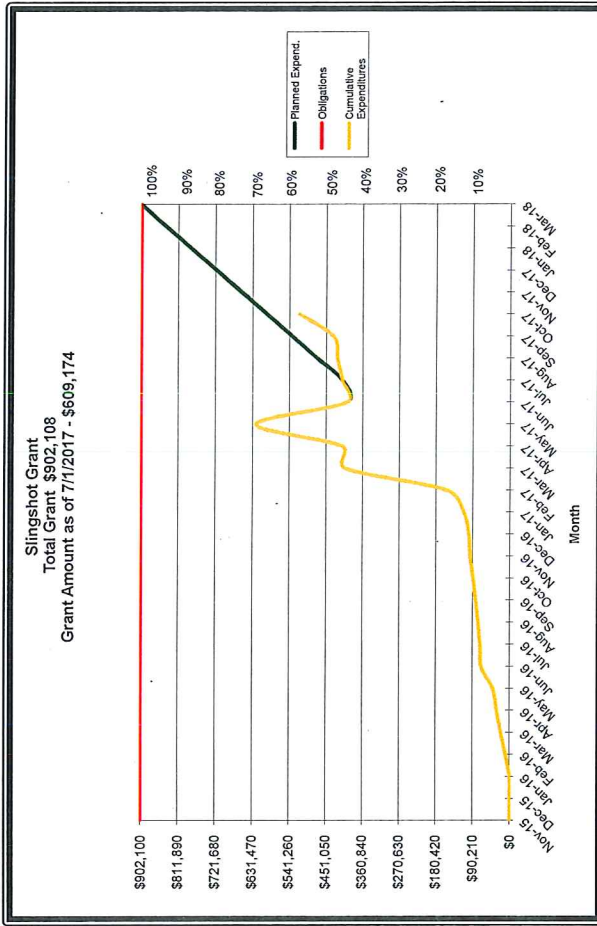
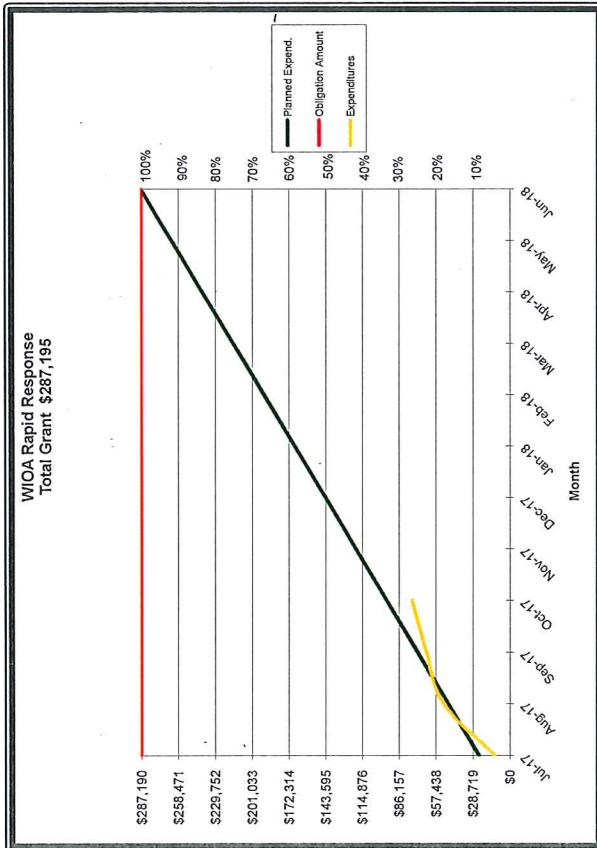


**FRWDB Committed Funds  
Fiscal Year 2017-2018**



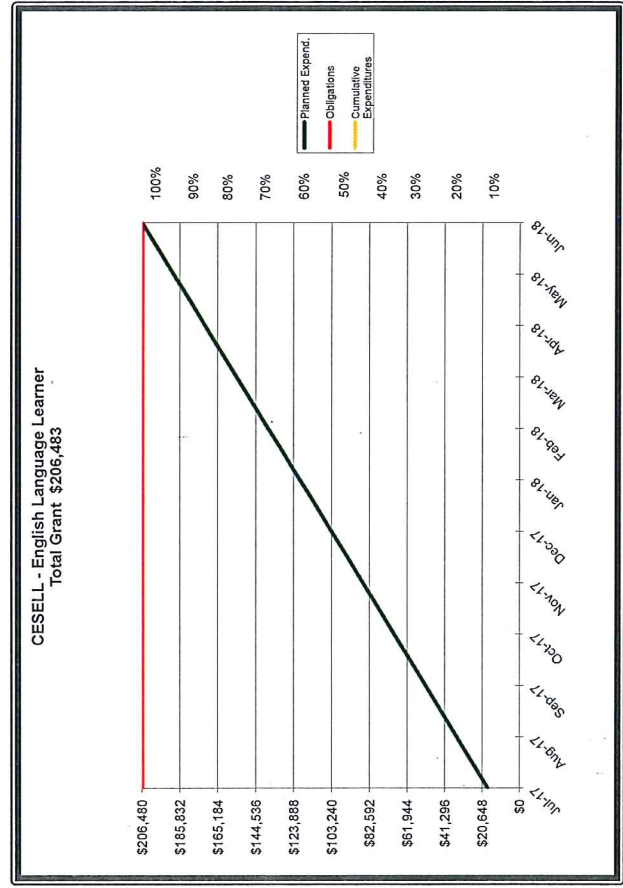
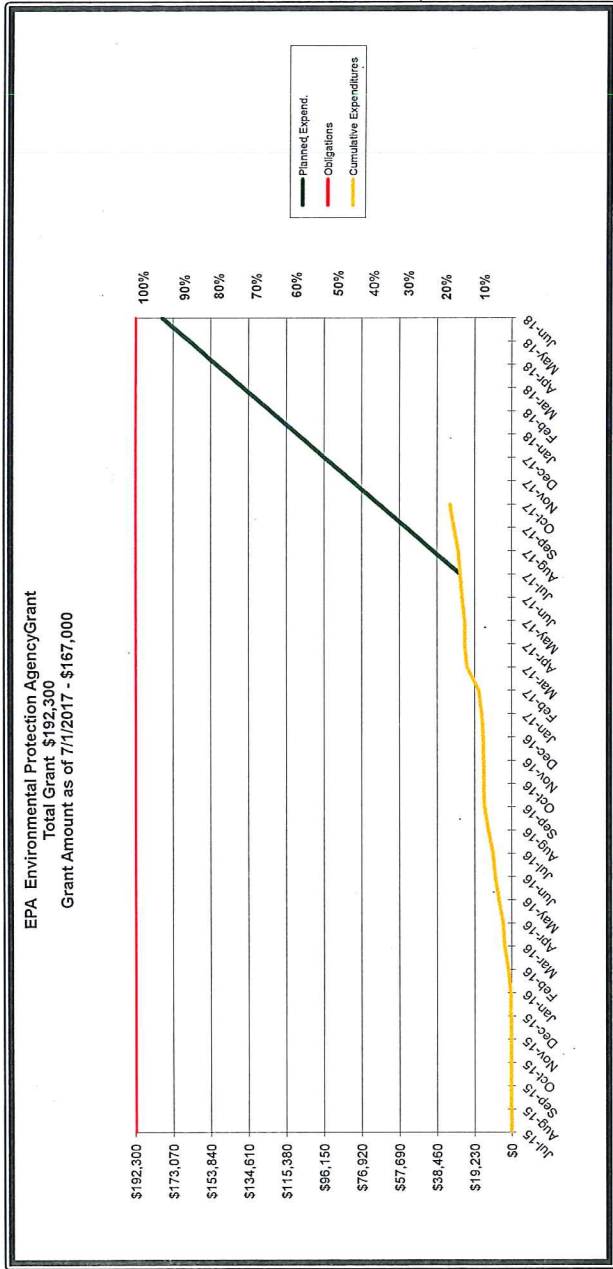
October 2017





FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD FINANCIAL REPORT

October 2017





# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

|               |                  |
|---------------|------------------|
| AGENDA ITEM:  | 11               |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | RATIFY           |

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Paul Bauer, Chair  
**SUBJECT:** Adult Council Chair

## **RECOMMENDATION:**

Ratify the appointment of Jeff Hensley as Adult Council Chair. Director Hensley has been serving as Vice Chair of the Adult Council since October 2014, and has assumed the duties of the Adult Council chair in the absence of an appointed chair.

## **BACKGROUND:**

As outlined in the Section 6.01 of the Fresno Regional Workforce Development Board (FRWDB) Bylaws, the chair of each standing committee shall be appointed by the FRWDB Chair, subject to ratification by majority vote of the Directors then in office. The vice chair of each standing committee shall be appointed by the committee chair, subject to ratification by majority vote of the Directors then in office. The standing committee vice chair shall assume the duties of the standing committee chair in his or her absence. Any standing committee, to the extent provided in the Board motion by which it is formed, shall only have the authority delegated by the Board. All standing committees shall observe strict compliance with the Ralph M. Brown Act.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

|               |                  |
|---------------|------------------|
| AGENDA ITEM:  | 12               |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | INFORMATION      |

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Ken Price, Legal Counsel  
**SUBJECT:** Fresno Regional Workforce Development Board Ethics and Best Practices

**INFORMATION:**

Ken Price, Fresno Regional Workforce Development Board (FRWDB) Counsel, will make a brief presentation regarding governmental ethics and best practices.

# Consent Items Submitted by the Adult Council

## **MISSION:**

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

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

|               |                  |
|---------------|------------------|
| AGENDA ITEM:  | A1               |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | RATIFY           |

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**TO:** Fresno Regional Workforce Development Board

**FROM:** Adult Council

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

**RECOMMENDATION:**

Ratify the appointment of Fresno Regional Workforce Development Board (FRWDB) Director David Mercer to the Adult Council.

The Adult Council approved this recommendation on November 16, 2017.

**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:  | A2               |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | APPROVE          |

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Adult Council  
**SUBJECT:** Workforce Innovation and Opportunity Act Adult and Dislocated Worker Carryover Funding Recommendations for Program Year 2017-2018

## **RECOMMENDATION:**

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.

The Adult Council approved this recommendation on November 16, 2017.

## **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 Fresno Regional Workforce Development Board (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 PY 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 PY 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

|  |   |   |
|--|---|---|
|  <p><b>EDD</b> Employment<br/>Development<br/>Department<br/>State of California<br/>Workforce Services</p> | <h1 style="margin: 0;">INFORMATION NOTICE</h1> <p style="margin: 0;">Date: February 8, 2017    Expiration Date: 03/08/2019    Number: WSIN16-37</p> |  |
|--|---|---|

## 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<br>Title I       | Total Federal<br>Allotment | Amount Available for<br>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](mailto: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<br/>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](mailto: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          |
| <b>TOTAL</b>              | <b>\$104,301,815</b> | <b>\$12,714,299</b> | <b>\$14,403,758</b> | <b>\$87,130,612</b> | <b>\$76,744,589</b> | <b>\$295,295,073</b> |

|    | A   | B  | C                 | D                 | E                 | F             | G |
|----|---|----|-------------------|-------------------|-------------------|---------------|---|
| 1  | <b>WORKFORCE INNOVATION AND OPPORTUNITY ACT ADULT AND DISLOCATED WORKER</b>         |    |                   |                   |                   |               |   |
| 2  | <b>ALLOCATIONS FOR PROGRAM YEAR 2017-2018</b>                                       |    |                   |                   |                   |               |   |
| 3  |   |    |                   |                   |                   |               |   |
| 4  |   |    |                   |                   |                   |               |   |
| 5  |   |    | <b>PROPOSED</b>   | <b>REVISED</b>    |                   |               |   |
| 6  |   |    | <b>5.18.17</b>    | <b>9.30.17</b>    |                   |               |   |
| 7  |   |    | <b>Adult/DW</b>   | <b>Adult/DW</b>   |                   |               |   |
| 8  |   |    | <b>Allocation</b> | <b>Allocation</b> | <b>Increase/</b>  | <b>%</b>      |   |
| 9  |   |    | <b>2017-18</b>    | <b>2017-18</b>    | <b>(Decrease)</b> | <b>Change</b> |   |
| 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 | <b>Total Available</b>  |    | <b>9,872,377</b>  | <b>11,681,978</b> | <b>1,809,601</b>  | <b>18%</b>    |   |
| 16 |   |    |                   |                   |                   |               |   |
| 17 |   |    |                   |                   |                   |               |   |
| 18 | <b>Operational Costs</b>  |    |                   |                   |                   |               |   |
| 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 | <b>Total Operational Costs</b>  |    | <b>3,327,049</b>  | <b>3,915,065</b>  | <b>588,016</b>    | <b>18%</b>    |   |
| 27 |   |    |                   |                   |                   |               |   |
| 30 |   |    |                   |                   |                   |               |   |
| 31 |   |    |                   |                   |                   |               |   |
| 32 | <b>Contractors &amp; Participant Pools</b>  |    |                   |                   |                   |               |   |
| 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 | <b>Total Contractors &amp; Participant Pools</b>                                    |    | <b>6,545,328</b>  | <b>7,766,913</b>  | <b>1,221,585</b>  | <b>19%</b>    |   |
| 45 |   |    |                   |                   |                   |               |   |
| 46 |   |    |                   |                   |                   |               |   |
| 47 | <b>Total Allocations</b>  |    | <b>9,872,377</b>  | <b>11,681,978</b> |                   |               |   |
| 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:  | A3               |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | APPROVE          |

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

**TO:** Fresno Regional Workforce Development Board  
**FROM:** Adult Council  
**SUBJECT:** Transfer of Dislocated Worker Program Funds to the Adult Program

**RECOMMENDATION:**

Approve the transfer of \$917,000 of Dislocated Worker program funds to the Adult program.

The Adult Council approved this recommendation on November 16, 2017.

**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.

Fresno Regional Workforce Development Board (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:  | A4               |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | ACCEPT           |

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

**TO:** Fresno Regional Workforce Development Board  
**FROM:** Adult Council  
**SUBJECT:** Fourth Quarter On-the-Job Training Report for Program Year 2016-2017

**RECOMMENDATION:**

Accept the Fourth Quarter On-the-Job Training (OJT) Report for Program Year (PY) 2016-2017.

The Adult Council approved this recommendation on November 16, 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.

Fresno Regional Workforce Development Board (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:

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

FRWDB staff provided information regarding the Fourth Quarter OJTs completions and retention rate at the Adult Council meeting.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

|               |                  |
|---------------|------------------|
| AGENDA ITEM:  | A5               |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | ACCEPT           |

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Adult Council  
**SUBJECT:** First Quarter On-the-Job Training Report for Program Year 2017-2018

**RECOMMENDATION:**

Accept the First Quarter On-the-Job Training (OJT) Report for Program Year (PY) 2017-2018.  
 The Adult Council approved this recommendation on November 16, 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.

Fresno Regional Workforce Development Board (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:

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

FRWDB staff provided information regarding the retention rate at the Adult Council meeting.

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

|               |                  |
|---------------|------------------|
| AGENDA ITEM:  | A6               |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | ACCEPT           |

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Adult Council  
**SUBJECT:** Fourth Quarter Local Performance Results Report for Program Year 2016-2017

**RECOMMENDATION:**

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

The Adult Council approved this recommendation on November 16, 2017.

**REASON FOR RECOMMENDATION:**

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

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

**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 and 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 became 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.

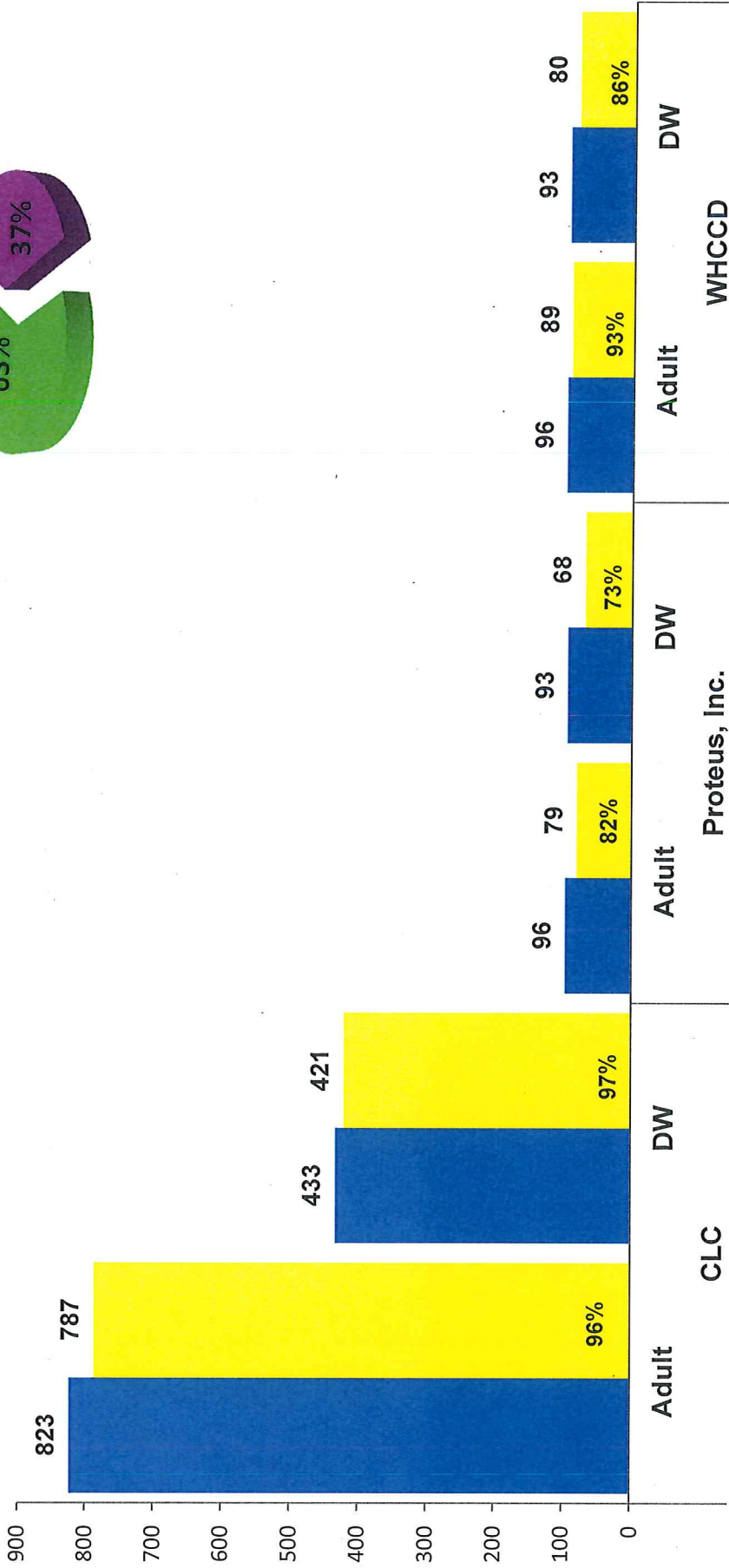
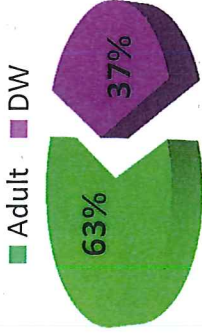
**ATTACHMENT:**

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

# Adult/DW Served

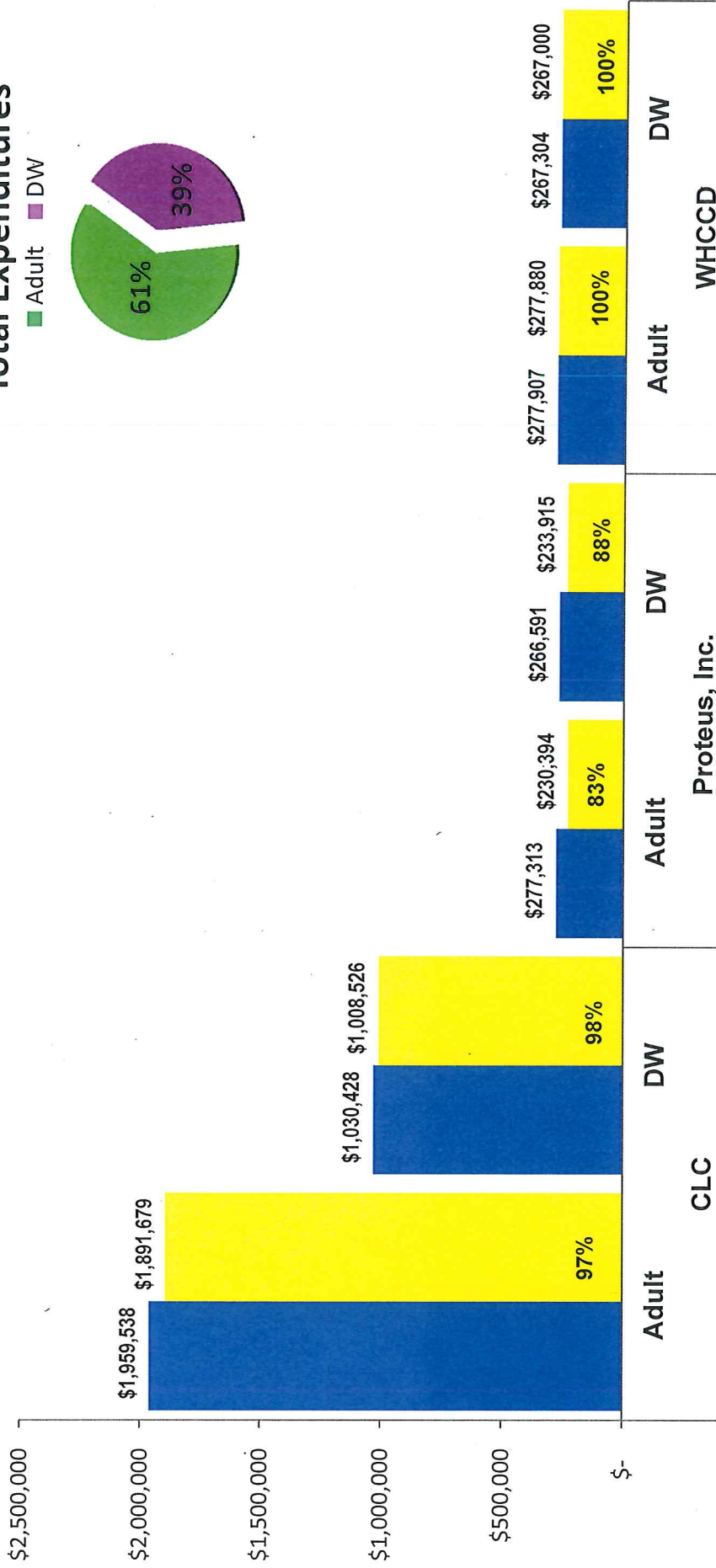
CLC- Central Labor Council  
Proteus - Proteus, Inc.  
WHCCD -West Hills Community College District

Total Served- 1524

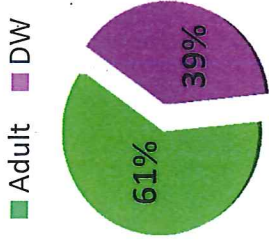


Note: Adult/DW number served goal is 95%.

### Adult/DW Expenditures



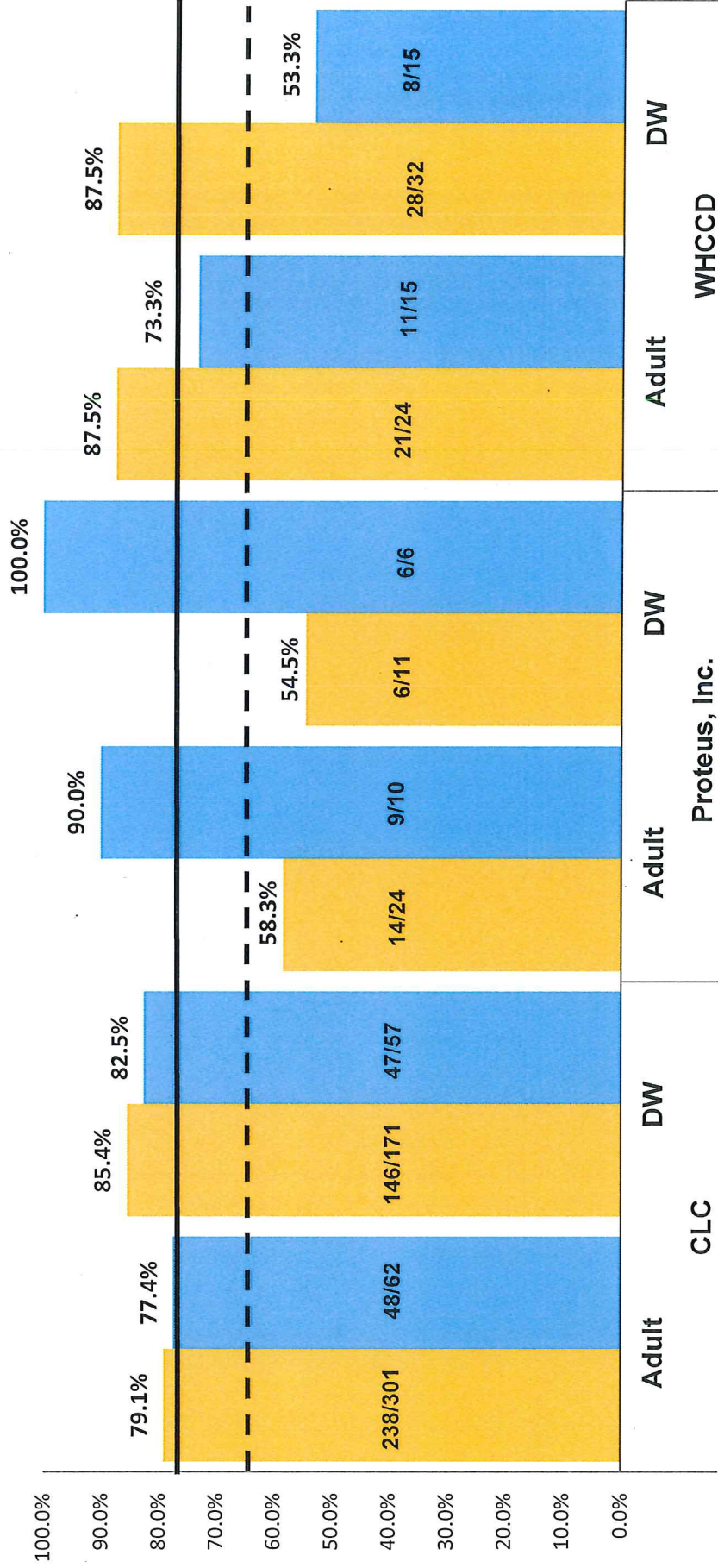
### Total Expenditures



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

Placement Goal 77% ———  
 Certificate of Attainment Goal 64% - - - -

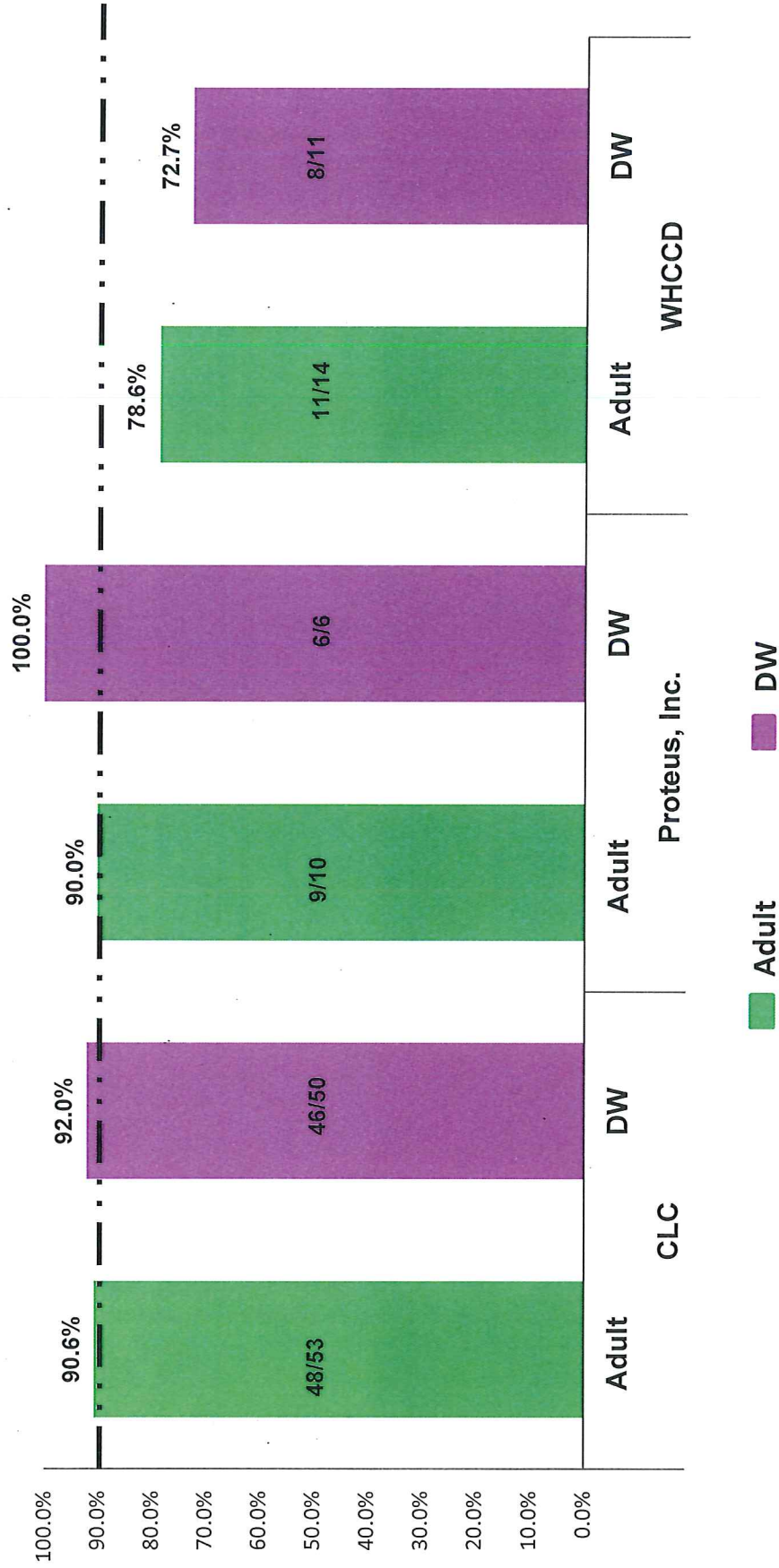
### Adult/DW Placement & Credential Rate



■ Placement ■ Certificate Of Attainment

### Adult/DW Completion of Training

Completion of Training  
Goal 90% ————



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

|               |                  |
|---------------|------------------|
| AGENDA ITEM:  | A7               |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | ACCEPT           |

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

## **RECOMMENDATION:**

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

The Adult Council approved this recommendation on November 16, 2017.

## **REASON FOR RECOMMENDATION:**

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

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

### **Adult/ Dislocated Worker (DW) Served:**

**CLC:** Staff has no concerns.

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

**WHCCD:** Staff has no concerns.

### **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 becoming 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.

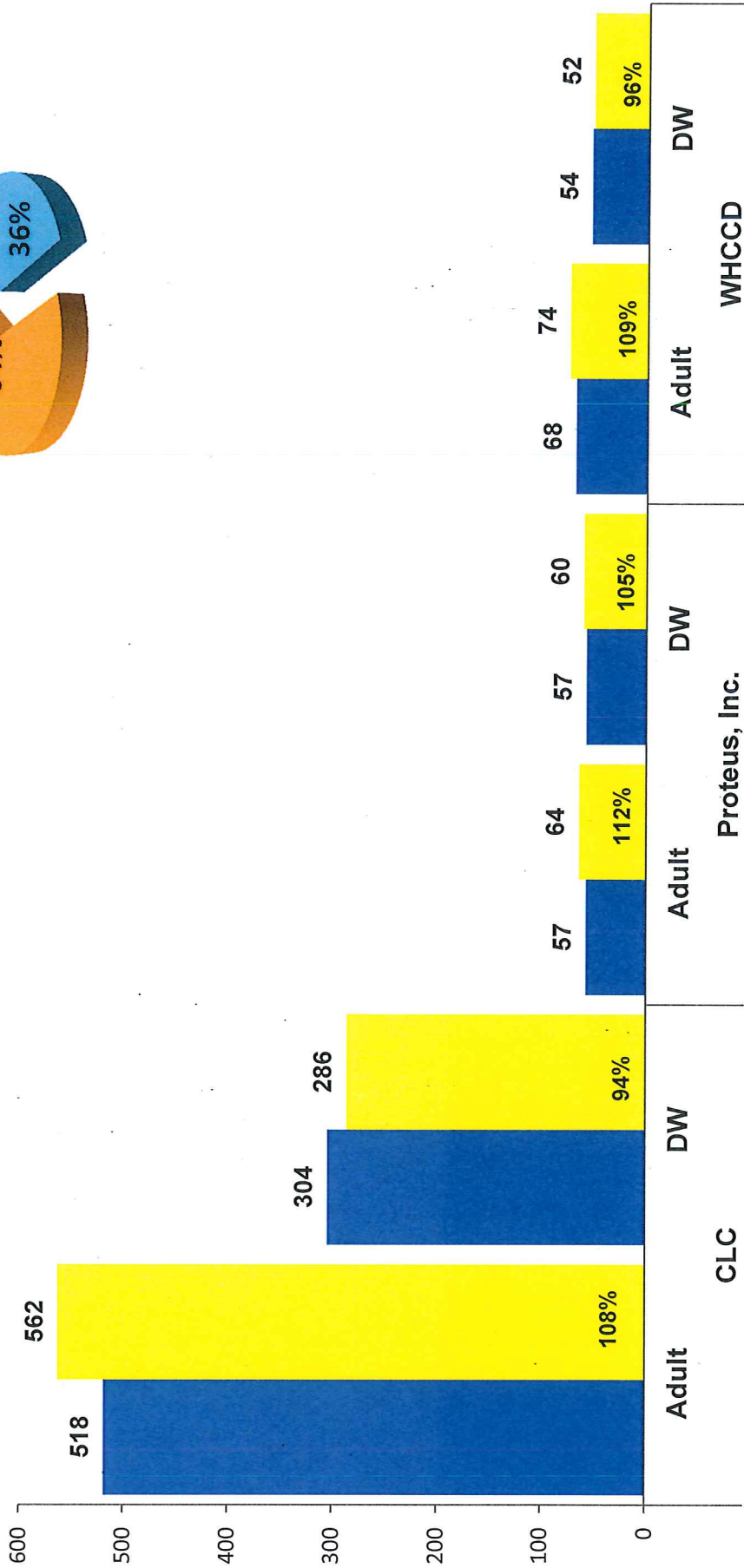
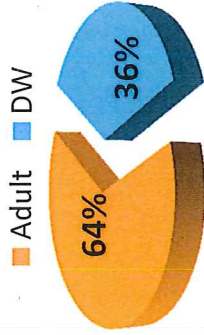
**ATTACHMENT:**

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

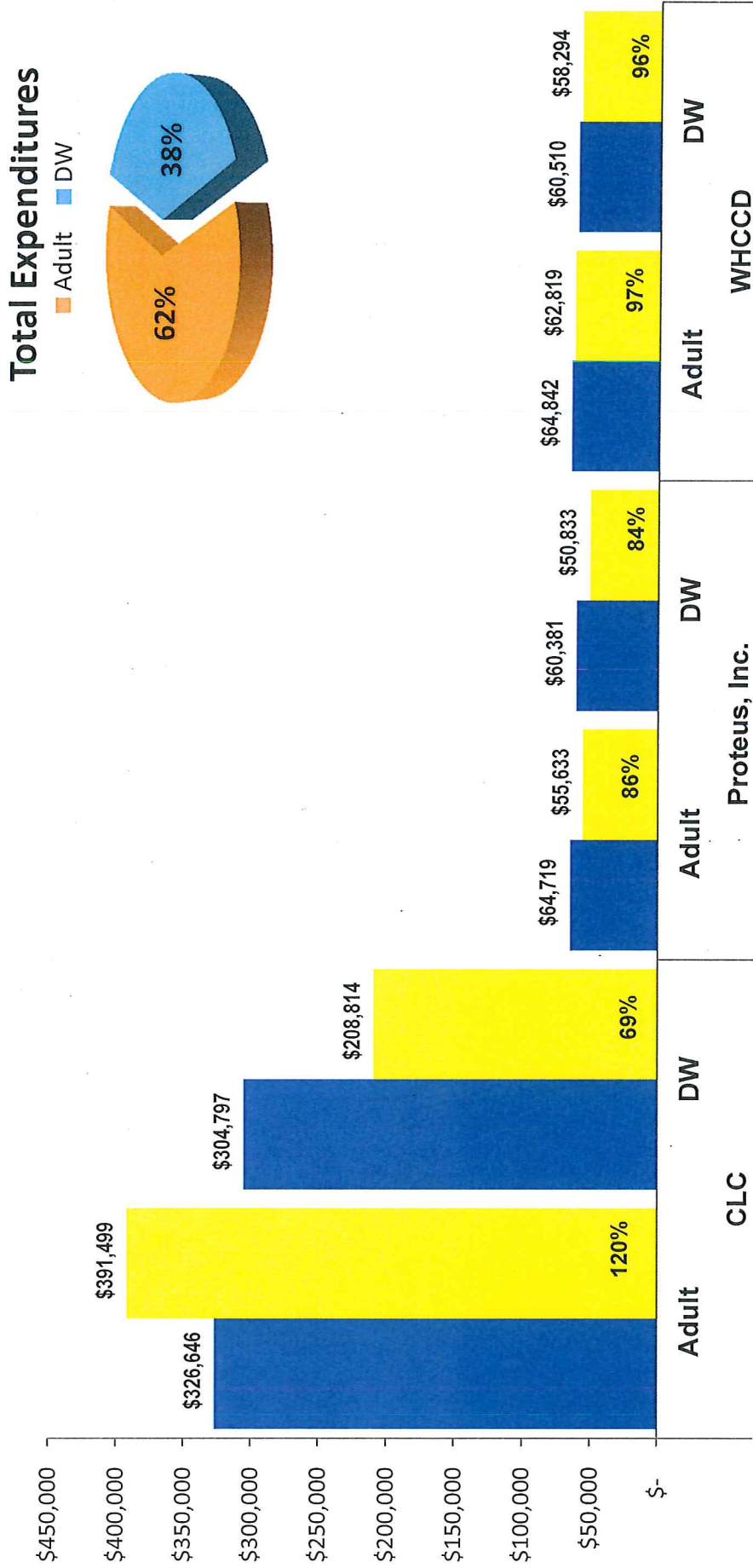
## Total Served - 1098



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



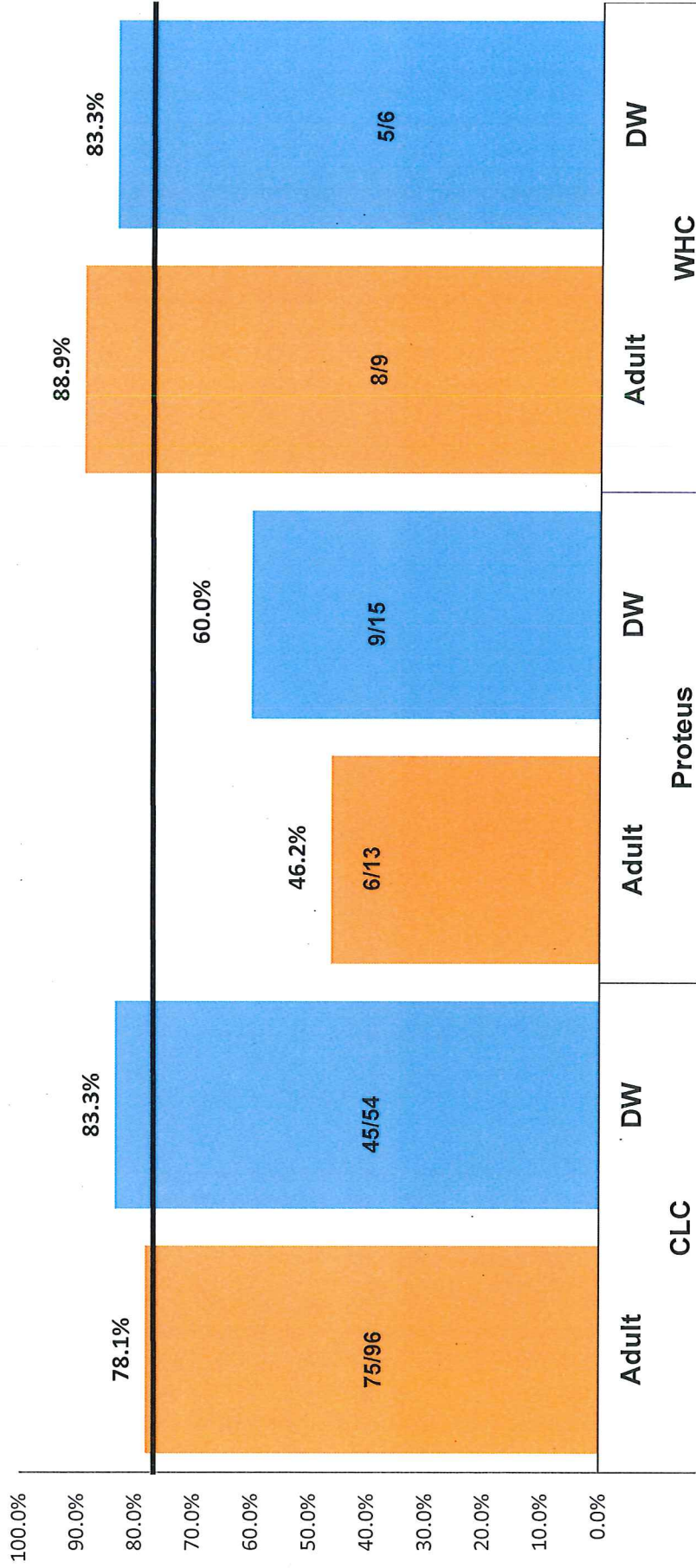
### Adult/DW Expenditures



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

Placement Goal 77%

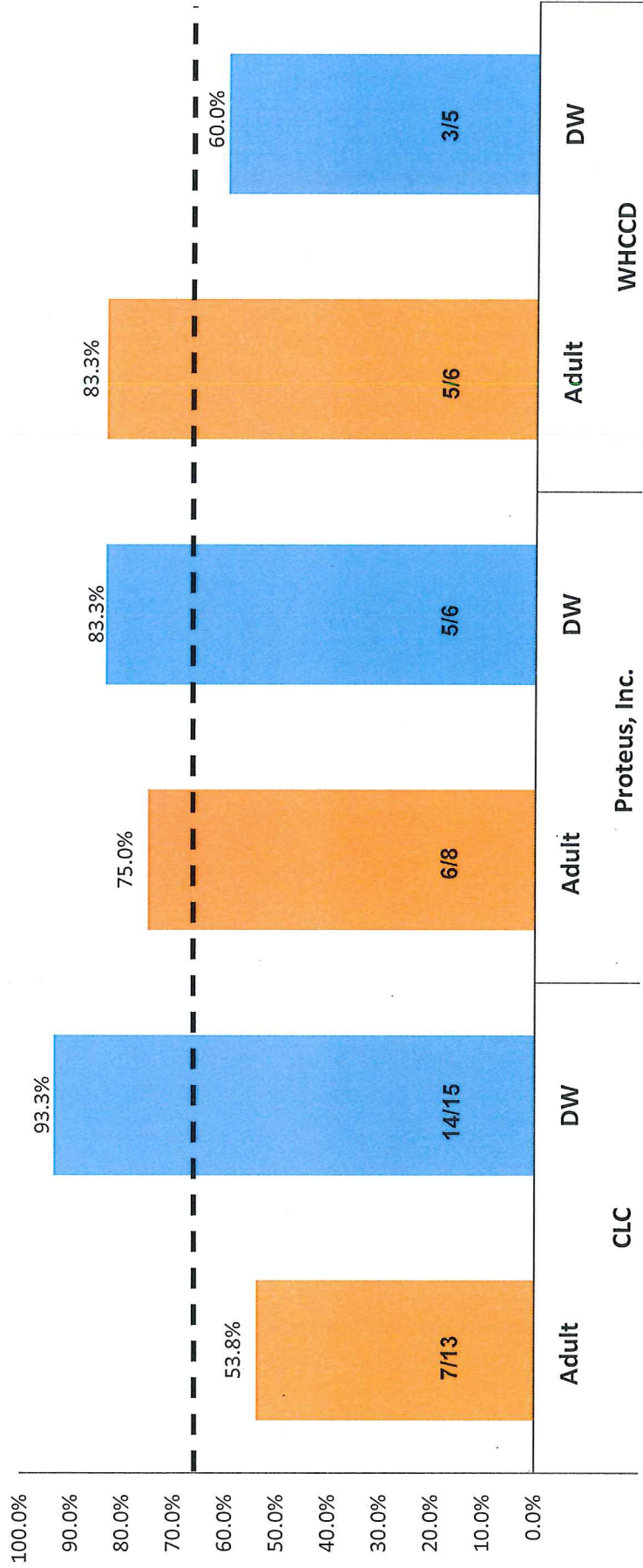
### Adult/DW Placement



■ Adult ■ DW

Certificate of Attainment Goal 64%

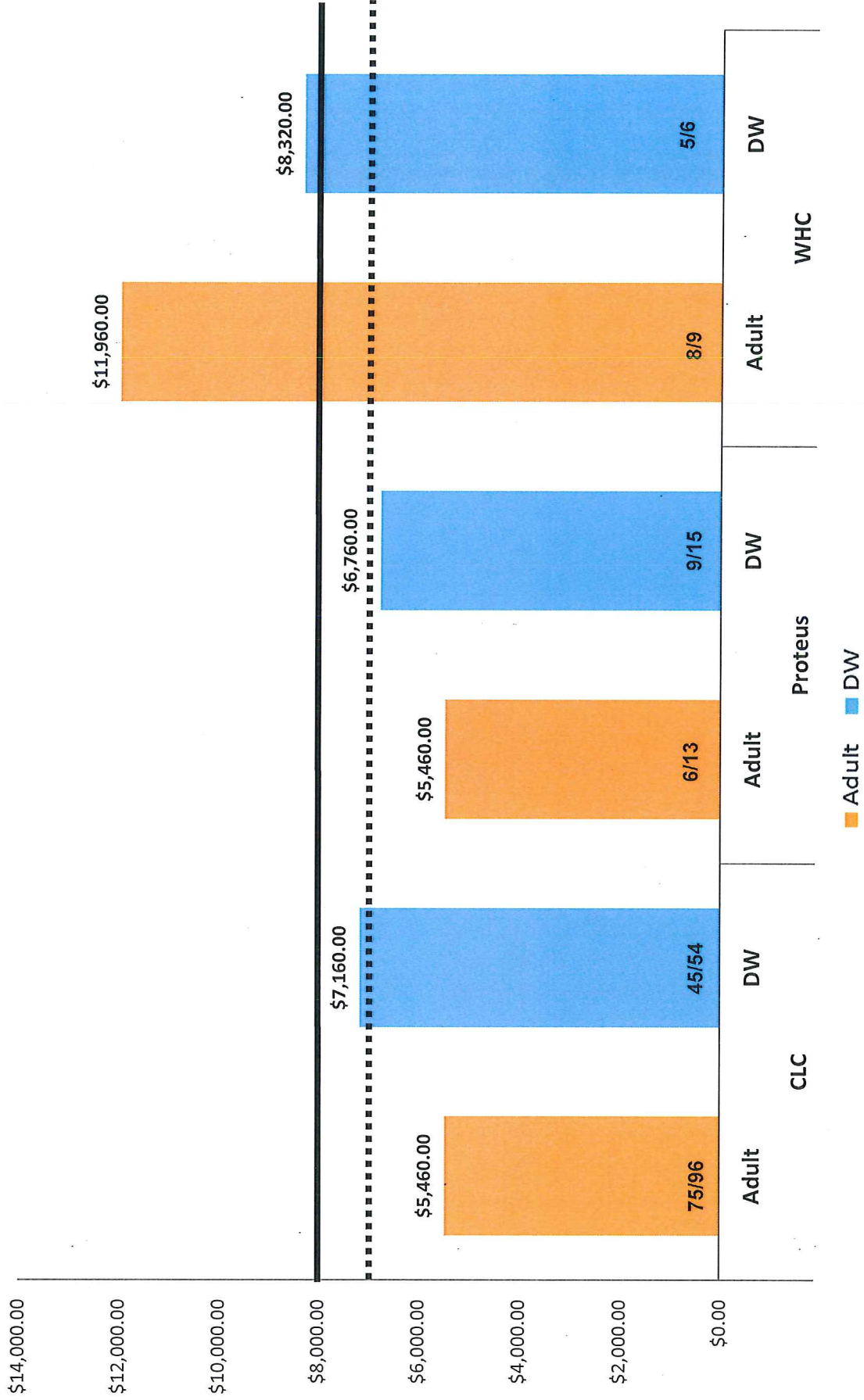
### Adult/DW Credential Rate



■ Adult ■ DW

# Placement Median Wage Earnings

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



**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

|                      |                         |
|----------------------|-------------------------|
| <b>AGENDA ITEM:</b>  | <b>A8</b>               |
| <b>MEETING DATE:</b> | <b>December 6, 2017</b> |
| <b>ACTION:</b>       | <b>ACCEPT</b>           |

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Adult Council  
**SUBJECT:** Fourth Quarter Providers of Services' Monitoring Report for Program Year 2016-2017

**RECOMMENDATION:**

Accept the following Providers of Services Monitoring Report for the Fourth Quarter for Program Year 2016-2017.

The Adult Council approved this recommendation on November 16, 2017.

**REASON FOR RECOMMENDATION:**

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

**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:*

| <b>Service Provider</b>                  | <b>Contract # (s)</b>               |
|--|-------------------------------------|
| 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:*

| <b>Service Provider</b>   | <b>Contract # (s)</b> | <b>Results</b>     |
|---|-----------------------|--------------------|
| Kings County Jobs Training Office<br>Program Yea 16-17 Fiscal Annual Review | 674-Prop 39           | <b>No Findings</b> |

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

| <b>Service Provider</b>  | <b>Contract # (s)</b>  |
|--|------------------------|
| 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<br>Building Construction Trades Council<br>(CVIEP Grant Fiscal Annual) | 692-CVIEP              |

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

|               |                  |
|---------------|------------------|
| AGENDA ITEM:  | A9               |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | ACCEPT           |

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

**RECOMMENDATION:**

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

The Adult Council approved this recommendation on November 16, 2017.

**REASON FOR RECOMMENDATION:**

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

**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.*

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

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

| <b>Sub-Recipient</b>                     | <b>Contract # (s)</b>                      |
|--|--|
| Central Labor Council Partnership        | 213, 213-NEG,<br>213-Prop 39, 580-<br>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:*

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



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

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

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

|                      |                         |
|----------------------|-------------------------|
| <b>AGENDA ITEM:</b>  | <b>A10</b>              |
| <b>MEETING DATE:</b> | <b>December 6, 2017</b> |
| <b>ACTION:</b>       | <b>ACCEPT</b>           |

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---

**TO:** Fresno Regional Workforce Development Board  
**FROM:** Adult Council  
**SUBJECT:** Fourth Quarter Providers of Services' Customer Complaint Report for Program Year 2016-2017

**RECOMMENDATION:**

Accept the Adult and Dislocated Worker Customer Complaint Report for the Fourth Quarter of Program Year 2016 - 2017.

The Adult Council approved this recommendation on November 16, 2017.

**REASON FOR RECOMMENDATION:**

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

**ATTACHMENT:**

Adult 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:  | A11              |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | ACCEPT           |

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

**RECOMMENDATION:**

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

The Adult Council approved this recommendation on November 16, 2017.

**REASON FOR RECOMMENDATION:**

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

**ATTACHMENT:**

Adult 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:  | A12              |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | ACCEPT           |

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Adult Council  
**SUBJECT:** Fourth Quarter Job Seeker Customer Satisfaction Report for Program Year 2016-2017

**RECOMMENDATION:**

Accept the Fourth Quarter Job Seeker Customer Satisfaction Report for Program Year (PY) 2016-2017.

The Adult Council approved this recommendation on November 16, 2017.

**REASON FOR RECOMMENDATION:**

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

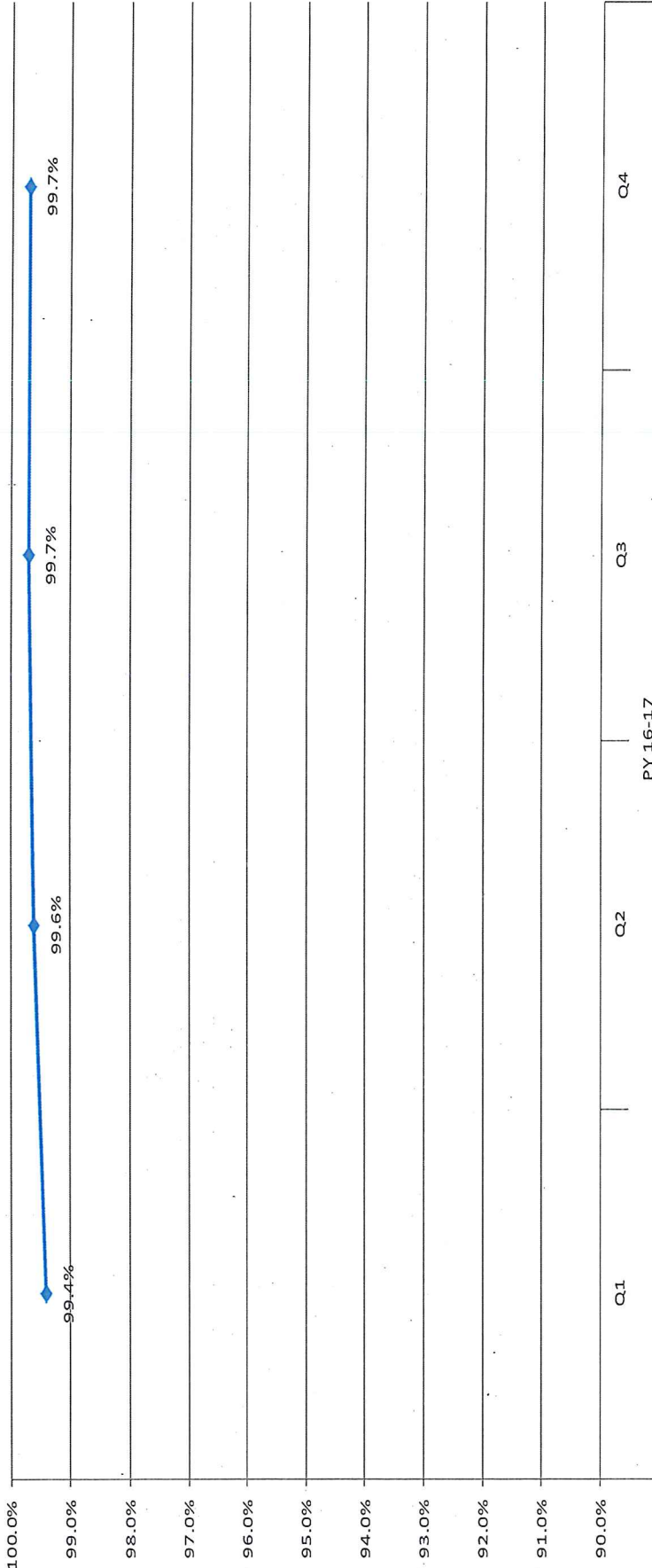
FRWDB staff implemented the updated process and tools beginning in October 2014, for the Second Quarter of PY 2014-2015.

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

**ATTACHMENTS:**

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

### Universal Services



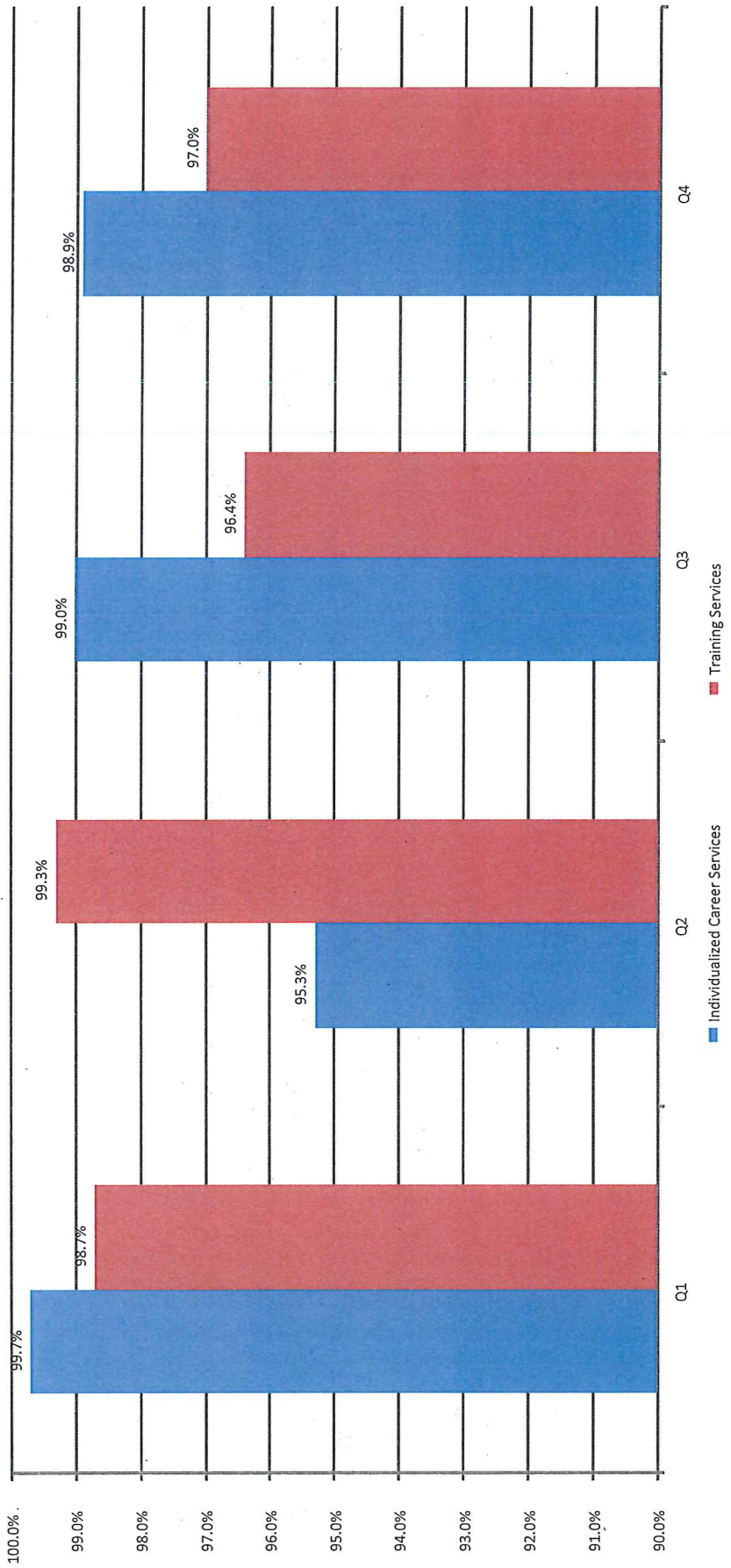
**Staff Notes:**

|                      | 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           |
| <b>Survey Response Rate</b> |  | <b>82.4%</b> | <b>100%</b> | <b>57.5%</b> | <b>87.9%</b> | <b>80.5%</b> | <b>91.1%</b> | <b>70.1%</b> | <b>95.3%</b> |

**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:  | A13              |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | ACCEPT           |

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

**RECOMMENDATION:**

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

The Adult Council approved this recommendation on November 16, 2017.

**REASON FOR RECOMMENDATION:**

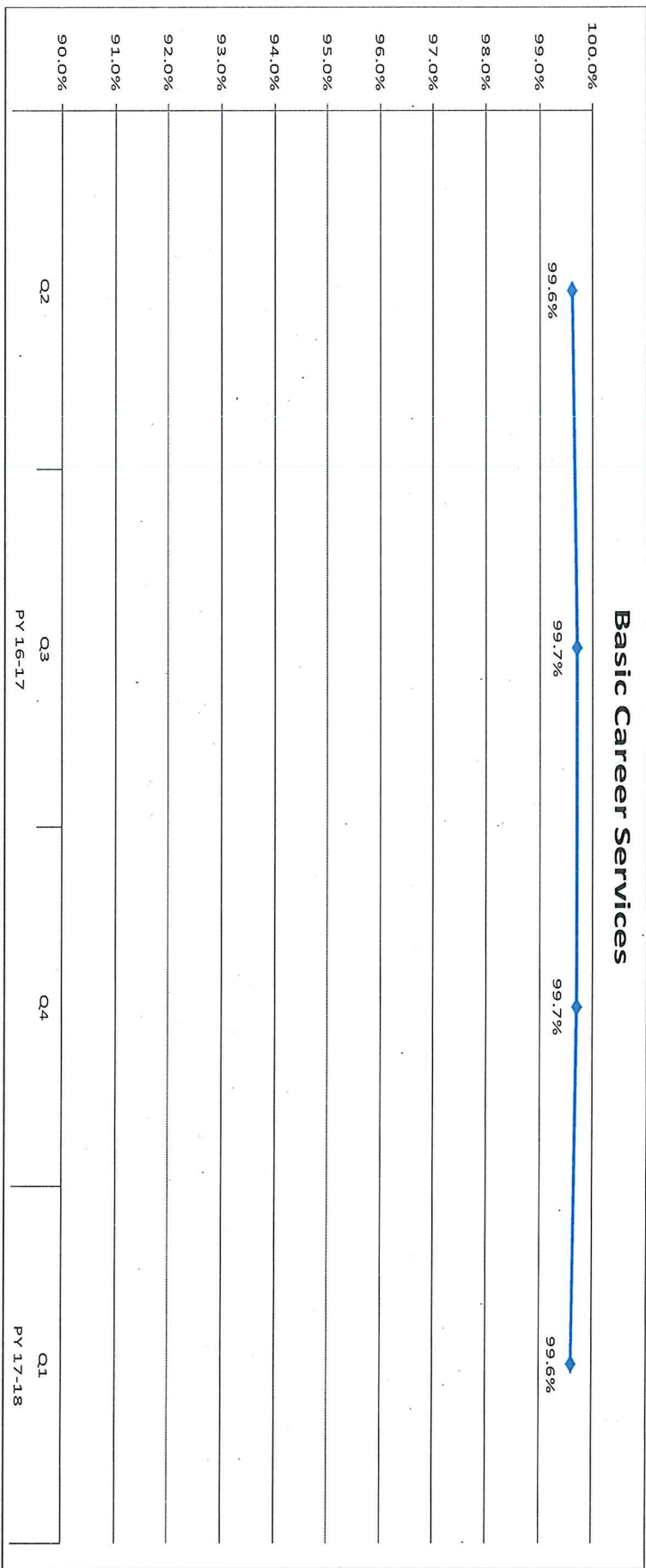
At its July 24, 2014, meeting, Fresno Regional Workforce Development Board (FRWDB) staff presented to the Adult Council a new survey model, as an information item. The redesign incorporated a new set of survey tools and reporting process.

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

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

**ATTACHMENTS:**

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



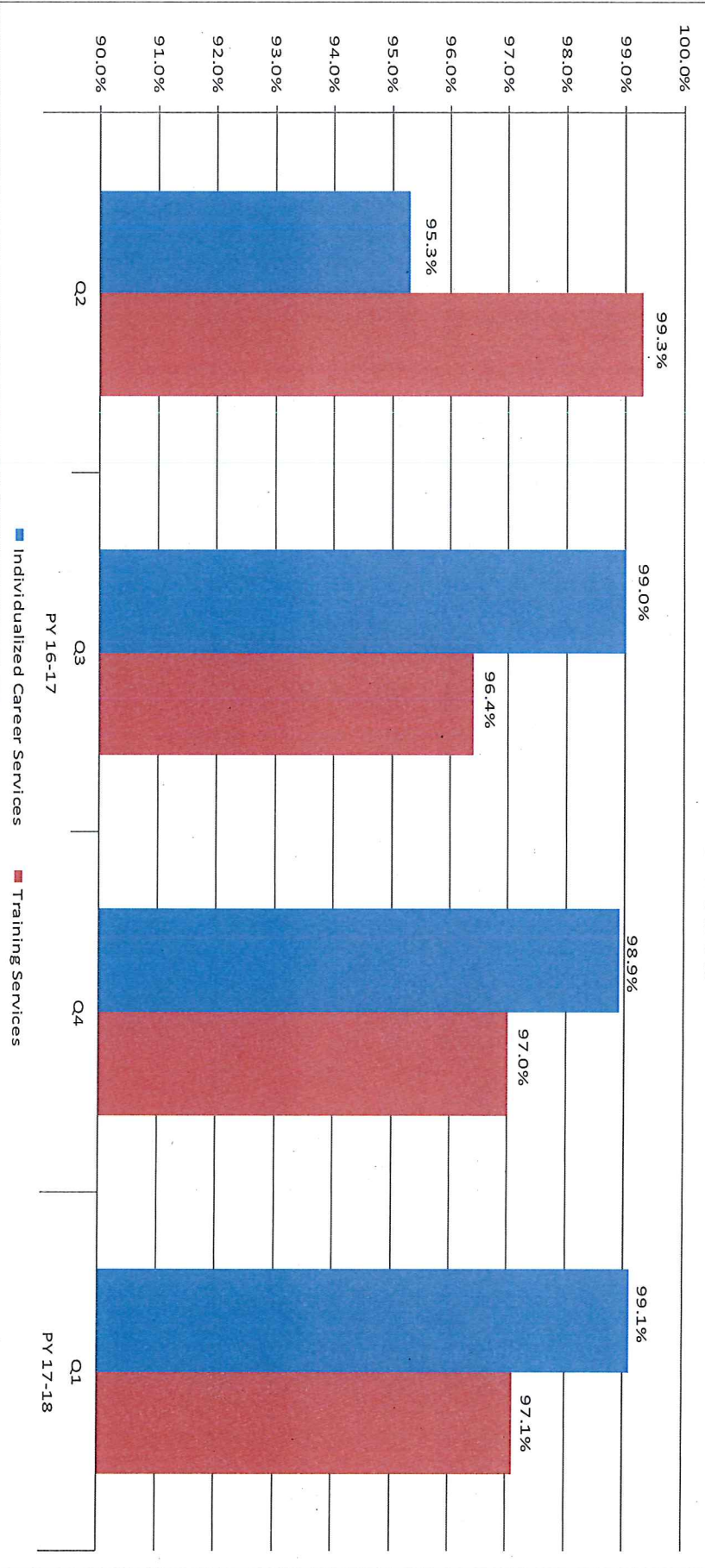
**Staff Notes:**

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

|                          | 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).

# Consent Items Submitted by the Business & Industry Committee

## **MISSION:**

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

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

|                      |                         |
|----------------------|-------------------------|
| <b>AGENDA ITEM:</b>  | <b>B1</b>               |
| <b>MEETING DATE:</b> | <b>December 6, 2017</b> |
| <b>ACTION:</b>       | <b>RATIFY</b>           |

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

**RECOMMENDATION:**

Ratify the appointment of Corinna Pereira to the Business and Industry Committee.

The Business and Industry Committee approved this recommendation on August 2, 2017.

**REASON FOR RECOMMENDATION:**

Corinna Pereira is the Workplace Learning Liaison with West Hills Community College District and has expressed interest in joining the Business and Industry Committee.

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

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

|               |                  |
|---------------|------------------|
| AGENDA ITEM:  | B2               |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | ACCEPT           |

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

**RECOMMENDATION:**

Accept the Customer Satisfaction Report.

The Business and Industry Committee approved this recommendation on August 2, 2017.

**REASON FOR RECOMMENDATION:**

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

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

**ATTACHMENT:**

Employer Customer Satisfaction Report

## EMPLOYER RELATIONS SURVEY

Rolling Four (4) Quarter Report

| EMPLOYER RELATIONS MEASURES   | PY 15-16   |            | PY 16-17   |            |            |
|---|------------|------------|------------|------------|------------|
|   | Q4         | Q1         | Q2         | Q3         | Q4         |
| 1. How responsive were we to your needs (were we timely)?   | 4.8        | 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        | 4.8        |
| 3. Have you experienced consistent service over several recruitments?                               | 4.8        | 4.8        | 4.8        | 4.8        | 4.8        |
| 4. Did you receive quality service at WC?   | 4.8        | 4.9        | 4.8        | 4.8        | 4.8        |
| <b>OVERALL MEAN</b>   | <b>4.9</b> | <b>4.9</b> | <b>4.8</b> | <b>4.8</b> | <b>4.8</b> |
| Possible Unique # Employers Within a Quarter to be Surveyed / # of Employers Responded              | 34/24      | 37/28      | 30/23      | 21/13      |            |

### COMMENTS FROM EMPLOYER

*"Employee is doing great. Thanks for the referral." - THE TERRACES AT SAN JOAQUIN GARDENS*

**Consent Items  
Submitted by the**

**Executive  
Committee**



**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

|               |                  |
|---------------|------------------|
| AGENDA ITEM:  | C1               |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | APPROVE          |

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Executive Committee  
**SUBJECT:** Program Year 2017-2018 Agency Budget and Personnel Plan

**RECOMMENDATION:**

Approve the Program Year (PY) 2017-2018 Fresno Regional Workforce Development Board (FRWDB) Agency Budget and Agency Personnel Plan. Expenditures may exceed individual budget line items as long as total expenditures do not exceed the total budget.

The Executive Committee approved this recommendation on August 9, 2017.

**REASON FOR RECOMMENDATION:**

The Schedule of Funds, Attachment I, details the total funds, including carryover from PY 2016-2017 and estimated funds available for PY 2017-2018. Overall, it is estimated that funding will increase \$515,430. The net increase is partially due to the Workforce Innovation and Opportunity Act Formula Allocations for PY 2017-2018 received on June 27, 2017, from the Employment Development Department, Workforce Services Division, being higher than the released estimates received on February 8, 2017. Funding for the Rapid Response formula grant has not been received; therefore, the amount is estimated at the same amount that was allocated in PY 2016-2017, including carryover.

Attachment II, Staff Schedule, details staff positions for the agency. The cost for all FRWDB staff is included in the Agency Budget on Attachment III. These amounts include the cost for Administrative Services, Program Support, Information Technology Support, and One-Stop Site Support.

Attachment III details the proposed Agency Budget for PY 2017-2018 as compared to the prior year and year-to-date expenditures. The attached budget reflects an increase of 2.96% from the PY 2016-2017 budget. The budget includes the following: 1) adds three (3) Business and Workforce Consultant positions, 2) includes ten percent (10%) increase for Medical, 3) increases Professional Services, 4) decreases Advertising costs since part of marketing costs are absorbed by the One-Stops, 5) decreases Rent for Data Center costs since these costs will be absorbed by the One-Stops and 6) decreases Equipment costs.

**FISCAL IMPACT:**

\$3,504,006

**ATTACHMENTS:**

ATTACHMENT I: Schedule of Funds  
ATTACHMENT II: Staff Schedule  
ATTACHMENT III: Agency Budget

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD  
SCHEDULE OF FUNDS  
FY 2017-2018

| GRANT   | FUNDS AVAILABLE<br>PY 2016-17 | ESTIMATED<br>FUNDS AVAILABLE<br>PY 2017-18 | INCREASE<br>(DECREASE) |
|---|-------------------------------|--|------------------------|
| WIOA ADULT  | 4,877,638                     | 5,643,211                                  | 765,573                |
| WIOA DISLOCATED WORKER                                | 5,848,621                     | 5,219,156                                  | (629,465)              |
| WIOA YOUTH  | 5,139,966                     | 5,943,869                                  | 803,903                |
| WIOA RAPID RESPONSE (includes Lay off Aversion)       | 293,129                       | 343,226                                    | 50,097                 |
| WIOA WORKFORCE ACCELERATOR                            | 150,000                       | 65,163                                     | (84,837)               |
| PROPOSITION 39  | 724,506                       | 631,562                                    | (92,944)               |
| SLINGSHOT   | 957,562                       | 357,518                                    | (600,044)              |
| SLINGSHOT STATEWIDE CAPACITY BUILDING                 |                               | 309,906                                    | 309,906                |
| CALJOBS VOS ENHANCEMENT TOUCH SCREEN TECHNOLOGY       |                               | 13,000                                     | 13,000                 |
| EPA BROWNFIELDS                                       | 186,903                       | 167,144                                    | (19,759)               |
| WIA INFRASTRUCTURE EMPLOYMENT PROJECT (ENDS 12/31/16) | 102,260                       | -  | -                      |
| WIA DISABILITY EMPLOYMENT ACCELERATOR                 | 58,262                        | -  | -                      |
| WIA VETERANS GRANT                                    | 213,830                       | -  | -                      |
| RICO III - CAREER PATHWAYS                            | 188,643                       | -  | -                      |
| JOB DRIVEN NEG  | 24,549                        | -  | -                      |
| <b>TOTAL FUNDING</b>                                  | <b>18,765,869</b>             | <b>18,693,755</b>                          | <b>515,430</b>         |

Prepared by: C. Beierschmitt

| STAFF SCHEDULE   |                    |                    |                          |          |                          |          |
|--|--------------------|--------------------|--------------------------|----------|--------------------------|----------|
| REGULAR POSITIONS  | BUDGET<br>FY 16-17 | BUDGET<br>FY 17-18 | SALARY RANGE<br>FY 16-17 |          | SALARY RANGE<br>FY 17-18 |          |
| <b>Administrative Services:</b>  |                    |                    |                          |          |                          |          |
| Executive Director   | 1.00               | 1.00               | \$8,800 to               | \$12,000 | \$8,800 to               | \$12,000 |
| Deputy Director of Fiscal Services                                     | 0.00               | 1.00               | -                        | -        | 5,665                    | 8,085    |
| Deputy Director of Information Systems                                 | 0.60               | 0.60               | 5,665 to                 | 8,085    | 5,665 to                 | 8,085    |
| Deputy Director of HR/Business Services/Organizational Development     | 0.25               | 0.25               | 5,665 to                 | 8,085    | 5,665 to                 | 8,085    |
| Deputy Director of Program Services                                    | 0.30               | 0.30               | 4,982 to                 | 6,360    | 4,982 to                 | 6,360    |
| Senior Quality Systems Manager   | 0.50               | 0.50               | 4,841 to                 | 6,300    | 4,841 to                 | 6,300    |
| Marketing Manager  | 0.10               | 0.10               | 4,223 to                 | 5,565    | 4,223 to                 | 5,565    |
| Accounting Supervisor  | 0.60               | 0.00               | 4,069 to                 | 5,565    | 4,069 to                 | 5,565    |
| Accountant   | 1.00               | 1.00               | 3,871 to                 | 4,899    | 3,871 to                 | 4,899    |
| Auditor/Monitor  | 2.00               | 2.00               | 3,871 to                 | 4,666    | 3,871 to                 | 4,666    |
| Senior Division Secretary  | 1.00               | 1.00               | 3,550 to                 | 5,292    | 3,550 to                 | 5,292    |
| Senior Contract Administrator  | 1.00               | 1.00               | 3,296 to                 | 4,851    | 3,296 to                 | 4,851    |
| Contract Administrator   | 0.00               | 1.00               | -                        | -        | 3,200 to                 | 4,400    |
| Research Assistant Special Projects Program Coordinator                | 1.00               | 1.00               | 3,193 to                 | 4,200    | 3,193 to                 | 4,200    |
| Division Secretary/Receptionist Office Administrator                   | 1.00               | 1.00               | 3,219 to                 | 4,200    | 3,385 to                 | 4,333    |
| Account Clerk I/II/III   | 2.00               | 2.00               | 2,266 to                 | 3,360    | 2,266 to                 | 3,360    |
| <b>Total Administration Positions</b>                                  | <b>12.35</b>       | <b>13.75</b>       |                          |          |                          |          |
| <b>Program Operations</b>  |                    |                    |                          |          |                          |          |
| Deputy Director of Information Systems                                 | 0.22               | 0.22               | \$ 5,665 to              | \$ 8,085 | \$ 5,665 to              | \$ 8,085 |
| Deputy Director of Program Services                                    | 0.70               | 0.70               | 4,982 to                 | 6,360    | 4,982 to                 | 6,360    |
| Senior Quality Systems Manager   | 0.50               | 0.50               | 4,841 to                 | 6,300    | 4,841 to                 | 6,300    |
| General Services/IT Support Manager                                    | 1.00               | 1.00               | 4,223 to                 | 5,565    | 4,841 to                 | 6,300    |
| Program Manager Youth/Adult Program Manager                            | 1.00               | 1.00               | 4,223 to                 | 5,565    | 4,223 to                 | 5,565    |
| Program Analyst  | 2.00               | 0.00               | 3,193 to                 | 4,200    | 3,193 to                 | 4,200    |
| Accounting Supervisor  | 0.40               | 0.00               | 4,069 to                 | 5,565    | 4,069 to                 | 5,565    |
| Computer Programmer  | 1.00               | 1.00               | 4,720 to                 | 5,906    | 4,720 to                 | 5,906    |
| Manufacturing Recruitment Specialist                                   | 0.00               | 1.00               | -                        | -        | 3,833 to                 | 4,500    |
| Training Coordinator Career Technical Education Coordinator/Specialist | 1.00               | 1.50               | 3,871 to                 | 4,899    | 3,871 to                 | 4,899    |
| Facility Specialist II   | 1.00               | 1.00               | 3,059 to                 | 4,211    | 3,059 to                 | 4,211    |
| Facility Specialist-I General Services Administrative Assistant        | 1.00               | 1.00               | 2,578 to                 | 3,504    | 2,578 to                 | 3,504    |
| ITA/OJT/Supportive Serv. Payment Clerk                                 | 1.00               | 1.00               | 2,266 to                 | 3,360    | 2,266 to                 | 3,360    |
| Receptionist   | 1.00               | 1.00               | 2,678 to                 | 3,780    | 2,678 to                 | 3,780    |
| <b>Total Operations Positions</b>                                      | <b>11.82</b>       | <b>10.92</b>       |                          |          |                          |          |
| <b>Business Services</b>   |                    |                    |                          |          |                          |          |
| Deputy Director of HR/Business Services/Org. Develop.                  | 0.75               | 0.75               | \$ 5,665 to              | \$ 8,085 | \$ 5,665 to              | \$ 8,085 |
| Marketing Manager  | 0.90               | 0.90               | 4,223 to                 | 5,565    | 4,223 to                 | 5,565    |
| Senior Outplacement Specialist Business Program Consultant             | 1.00               | 1.00               | 3,193 to                 | 4,358    | 3,917 to                 | 4,899    |
| Business and Workforce Consultant                                      | 0.00               | 3.00               | -                        | -        | 3,833                    | 4,500    |
| <b>Total Business Services Positions</b>                               | <b>2.65</b>        | <b>5.65</b>        |                          |          |                          |          |
| <b>IT Support</b>  |                    |                    |                          |          |                          |          |
| Deputy Director of Information Systems                                 | 0.18               | 0.18               | \$ 5,665 to              | \$ 8,085 | \$ 5,665 to              | \$ 8,085 |
| Network Administrator  | 1.00               | 1.00               | 4,833 to                 | 6,000    | 4,833 to                 | 6,000    |
| Network Technician   | 1.00               | 0.00               | 4,600 to                 | 5,800    | 4,600 to                 | 5,800    |
| Computer Technician  | 1.00               | 1.00               | 2,970 to                 | 4,010    | 2,970 to                 | 4,010    |
| <b>Total IT Support</b>  | <b>3.18</b>        | <b>2.18</b>        |                          |          |                          |          |
| <b>TOTAL REGULAR POSITIONS</b>   | <b>30.00</b>       | <b>32.50</b>       |                          |          |                          |          |

**FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD  
AGENCY BUDGET**

**PY 2017-2018**

|    | <b>Budget by Line Item</b>               | <b>2016-2017<br/>Budget</b> | <b>2017-2018<br/>Budget</b> | <b>Increase/<br/>(Decreases)</b> | <b>Percent<br/>Change</b> | <b>Expended<br/>5/31/2017</b> |
|----|--|-----------------------------|-----------------------------|----------------------------------|---------------------------|-------------------------------|
| 51 | Salaries                                 | \$ 1,977,150                | \$ 2,060,045                | 82,895                           | 4.19%                     | \$ 1,465,799                  |
| 52 | Payroll Taxes                            | 180,307                     | 192,163                     | 11,856                           | 6.58%                     | 137,058                       |
| 53 | Fringe Benefits                          | 544,635                     | 574,993                     | 30,358                           | 5.57%                     | 417,318                       |
| 55 | Staff/Board/Service Provider Development | 44,250                      | 44,250                      | 0                                | 0.00%                     | 35,436                        |
| 56 | Local Mileage                            | 18,875                      | 18,875                      | 0                                | 0.00%                     | 11,812                        |
| 60 | Communications                           | 21,480                      | 21,480                      | 0                                | 0.00%                     | 12,521                        |
| 61 | Insurance                                | 27,000                      | 27,000                      | 0                                | 0.00%                     | 22,351                        |
| 62 | Maintenance                              | 67,550                      | 67,550                      | 0                                | 0.00%                     | 44,866                        |
| 63 | Memberships                              | 20,000                      | 20,000                      | 0                                | 0.00%                     | 20,102                        |
| 64 | Miscellaneous                            | 35,100                      | 35,100                      | 0                                | 0.00%                     | 33,569                        |
| 65 | Office Expense                           | 23,600                      | 23,600                      | 0                                | 0.00%                     | 15,917                        |
| 66 | Professional Services                    | 134,000                     | 165,800                     | 31,800                           | 23.73%                    | 135,742                       |
| 67 | Advertising                              | 48,220                      | 23,250                      | -24,970                          | -51.78%                   | 9,238                         |
| 68 | Rent and Leases                          | 211,800                     | 188,600                     | -23,200                          | -10.95%                   | 223,375                       |
| 69 | Utilities                                | 20,300                      | 20,300                      | 0                                | 0.00%                     | 17,244                        |
| 71 | Furniture and Equipment                  | 29,000                      | 21,000                      | -8,000                           | -27.59%                   | 18,519                        |
|    | <b>Total</b>                             | <b>\$ 3,403,267</b>         | <b>\$ 3,504,006</b>         | <b>\$ 100,739</b>                | <b>2.96%</b>              | <b>\$ 2,620,867</b>           |

Due to spreadsheet formula rounding calculations, total(s) may be off by \$1 or \$2

# Consent Items Submitted by the Youth Council

## **MISSION:**

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

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

|               |                  |
|---------------|------------------|
| AGENDA ITEM:  | D1               |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | APPROVE          |

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Youth Council  
**SUBJECT:** Workforce Innovation and Opportunity Act Youth Program Funds for Program Year 2016-2017 Carryover, and Funding Recommendations for Program Year 2017-2018

## **RECOMMENDATION:**

Approve the allocation of additional Workforce Innovation and Opportunity Act (WIOA) Youth funds for Program Year (PY) 2017-2018 in the amount of \$669,308, and the PY 2016-2017 unobligated carryover funds in the amount of \$421,295 as outlined below.

The Youth Council approved this recommendation on November 16, 2017.

## **REASON FOR RECOMMENDATION:**

The Employment Development Department (EDD), Workforce Services Division, released estimated WIOA formula allocations for PY 2017-2018 on February 8, 2017 (Attachment I). The Fresno Regional Workforce Development Board (FRWDB) received \$4,434,754 (Attachment II); 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 \$669,308, bringing the total allocation of Youth funds for PY 2017-2018 to \$5,104,062.

The Fiscal closeout for PY 2016-2017 has been finalized. The WIOA Youth program has a total of \$899,320 of carryover funds, a difference of \$421,295 from the initial estimated amount.

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

- Increases carryover for PY 2018-2019 by \$20,076, to maintain the three percent (3%) allocation of total funding.
- Increases current plan year 2017-2018 Work Experience (WEX) pool by \$120,453 to meet the minimum 20% allocation as mandated by the State of California.
- Allocates an additional reserve of \$432,858 of unexpended WEX funds from PY 2016-2017 to ensure full expenditure of mandated WEX funds.
- 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 \$669,308 of WIOA Youth program funds and \$421,295 of unobligated carryover funds. The \$1,090,603 will be allocated to the WEX pools and operational budgets, and places an additional \$20,076 into carryover for PY 2018-2019.

**ATTACHMENTS:**

- ATTACHMENT I: EDD Information Notice WSIN 16-37, WIOA Formula Planning Estimate Allocations for PY 2017-2018
- ATTACHMENT II: EDD Information Notice WSIN 16-60, WIOA Formula Allocations for PY 2017-2018
- ATTACHMENT III: WIOA Youth Program 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<br>Title I       | Total Federal<br>Allotment | Amount Available for<br>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](mailto: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<br/>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](mailto: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          |
| <b>TOTAL</b>              | <b>\$104,301,815</b> | <b>\$12,714,299</b> | <b>\$14,403,758</b> | <b>\$87,130,612</b> | <b>\$76,744,589</b> | <b>\$295,295,073</b> |

|    | A  | B  | C                 | D                 | E                 | F             | G |
|----|--|----|-------------------|-------------------|-------------------|---------------|---|
| 1  | <b>WORKFORCE INNOVATION AND OPPORTUNITY ACT YOUTH ALLOCATIONS FOR PROGRAM YEAR 2017-2018</b> |    |                   |                   |                   |               |   |
| 2  |  |    |                   |                   |                   |               |   |
| 3  |  |    |                   |                   |                   |               |   |
| 4  |  |    |                   |                   |                   |               |   |
| 5  |  |    | <b>PROPOSED</b>   | <b>REVISED</b>    |                   |               |   |
| 6  |  |    | <b>5.18.17</b>    | <b>9.30.17</b>    |                   |               |   |
| 7  |  |    | <b>Youth</b>      | <b>Youth</b>      |                   |               |   |
| 8  |  |    | <b>Allocation</b> | <b>Allocation</b> | <b>Increase/</b>  | <b>%</b>      |   |
| 9  |  |    | <b>2017-18</b>    | <b>2017-18</b>    | <b>(Decrease)</b> | <b>Change</b> |   |
| 10 |  |    |                   |                   |                   |               |   |
| 11 |  |    |                   |                   |                   |               |   |
| 12 |  |    |                   |                   |                   |               |   |
| 13 | Actual/Estimated Carryover   |    | 478,025           | 899,320           | 421,295           | 88.13%        |   |
| 14 | Award  |    | 4,434,754         | 5,104,062         | 669,308           | 15.09%        |   |
| 15 | <b>Total Available</b>   |    | <b>4,912,779</b>  | <b>6,003,382</b>  | <b>1,090,603</b>  | <b>22.20%</b> |   |
| 16 |  |    |                   |                   |                   |               |   |
| 17 |  |    |                   |                   |                   |               |   |
| 18 | <b>Operational Costs</b>   |    |                   |                   |                   |               |   |
| 19 | One-Stop Sites Budget  |    | 144,046           | 192,933           | 48,887            | 33.94%        |   |
| 20 | FRWDB Admin Support  |    | 489,972           | 584,256           | 94,284            | 19.24%        |   |
| 21 | FRWDB Program Support  |    | 217,522           | 591,567           | 374,045           | 171.96%       |   |
| 22 | Assessment Materials   |    | 47,790            | 47,790            | 0                 | 0.00%         |   |
| 23 | Carryover to Following Year  | 3% | 133,046           | 153,122           | 20,076            | 15.09%        |   |
| 24 | <b>Total Operational Costs</b>   |    | <b>1,032,376</b>  | <b>1,569,668</b>  | <b>537,292</b>    | <b>52.04%</b> |   |
| 25 |  |    |                   |                   |                   |               |   |
| 28 |  |    |                   |                   |                   |               |   |
| 29 |  |    |                   |                   |                   |               |   |
| 30 | <b>Contractors &amp; Participant Pools</b>   |    |                   |                   |                   |               |   |
| 31 | Incarcerated Youth   |    | 156,046           | 156,046           | 0                 | 0.00%         |   |
| 32 | FEOC Urban Area Younger  |    | 958,645           | 958,645           | 0                 | 0.00%         |   |
| 33 | Arbor Urban Older  |    | 907,988           | 907,988           | 0                 | 0.00%         |   |
| 34 | Proteus - East Younger/Older   |    | 536,850           | 536,850           | 0                 | 0.00%         |   |
| 35 | West Hills - West Younger/Older  |    | 355,331           | 355,331           | 0                 | 0.00%         |   |
| 36 | Current Plan Year Work Experience Pool   |    | 798,278           | 918,731           | 120,453           | 15.09%        |   |
| 37 | Prior Plan Year 16-17 Work Experience Reserve  |    | 0                 | 432,858           | 432,858           |               |   |
| 38 | Vocational Training Pool   |    | 95,580            | 95,580            | 0                 | 0.00%         |   |
| 39 | Supportive Services  |    | 71,685            | 71,685            | 0                 | 0.00%         |   |
| 40 | <b>Total Contractors &amp; Participant Pools</b>   |    | <b>3,880,403</b>  | <b>4,433,714</b>  | <b>553,311</b>    | <b>14.26%</b> |   |
| 41 |  |    |                   |                   |                   |               |   |
| 42 |  |    |                   |                   |                   |               |   |
| 43 | <b>Total Allocations</b>   |    | <b>4,912,779</b>  | <b>6,003,382</b>  |                   |               |   |
| 44 |  |    |                   | <b>0</b>          |                   |               |   |
| 45 |  |    |                   |                   |                   |               |   |
| 46 |  |    | 886,951           | 918,731           |                   |               |   |
| 47 | Work Experience Training Percentage  |    | 20%               | 20%               |                   |               |   |
| 48 |  |    |                   |                   |                   |               |   |
| 49 |  |    |                   |                   |                   |               |   |
| 50 | Note: Due to spreadsheet formula rounding calculations, total(s) may be \$1.00 off.          |    |                   |                   |                   |               |   |
| 56 |  |    |                   |                   |                   |               |   |
| 57 |  |    |                   |                   |                   |               |   |

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

|               |                  |
|---------------|------------------|
| AGENDA ITEM:  | D2               |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | APPROVE          |

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

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

## **RECOMMENDATION:**

Approve the initial draft of the Workforce Innovation and Opportunity Act (WIOA) Title I Youth Request for Proposals (RFP) Statement of Work (SOW) for Program Year 2018-2019, and authorize Fresno Regional Workforce Development Board (FRWDB) staff to release the draft SOW for public comment.

The Youth Council approved this recommendation on November 16, 2017.

## **REASON FOR RECOMMENDATION:**

The WIOA states that per Public Law 113-128, 29 USC 3101, Section 107, (d)(10)(B)(i):

- (B) SELECTION OF YOUTH PROVIDERS.—Consistent with section 123, the local board—  
(i) shall identify eligible providers of youth workforce investment activities in the local area by awarding grants or contracts on a competitive basis (except as provided in section 123(b)), based on the recommendations of the youth standing committee...

The Joint Powers Agreement between the County of Fresno and the City of Fresno states that FRWDB staff is responsible for administering programs as described in the WIOA. The RFP for the current Youth services contracts stipulated a maximum five (5) year contract period, which ends on June 30, 2018.

Accordingly, FRWDB staff drafted the initial RFP timeline and began the process of developing the draft RFP for WIOA Youth Services. A copy of the timeline and the SOW from the RFP have been attached for your approval. Upon FRWDB approval, and in order to allow members of the public an opportunity to provide input, FRWDB staff will release the draft RFP for a 30 day public comment period beginning December 8, 2017. The final RFP package will be submitted for approval at the February 15, 2018, Youth Council meeting.

## **FISCAL IMPACT:**

None

## **ATTACHMENTS:**

ATTACHMENT I: FRWDB 2018-2019 WIOA Youth Procurement Timeline  
ATTACHMENT II: FRWDB 2018-2019 WIOA Youth Draft Request for Proposals Statement of Work

| FRWDB 2018-2019 Youth Services Procurement Timeline |   |   |
|---|---|---|
| Activity  |   | Estimated Dates   |
| 1.  | Draft Statement of Work (SOW) and Request for Proposals (RFP) package | Start 8/1/17<br>Complete 11/27/17   |
| 2.  | Youth Council Approves Draft SOW                                      | 11/16/17  |
| 3.  | FRWDB Approves Draft SOW  | 12/6/17   |
| 4.  | Notice of Public Comment Period for draft SOW (two (2) day minimum)   | 12/4/17 (run 12/7-8/17)   |
| 5.  | Post Draft SOW to Website   | 12/8/17   |
| 6.  | Public Comment Period (30 Days)                                       | 12/8/17 – 1/5/18<br>1 meeting per SDA<br>Urban - 1/3/18<br>Rural East – 1/4/18<br>Rural West - 1/5/18 |
| 7.  | Finalize Statement of Work and RFP Package                            | Start 1/8/18<br>Complete 1/12/18  |
| 8.  | Route Final Draft RFP Package for Internal Approval                   | Start 1/12/18<br>Complete 1/26/18   |
| 9.  | Youth Council Approves Final RFP Package                              | 2/15/18   |
| 10.   | FRWDB Approves Final RFP Package                                      | 3/7/18  |
| 11.   | Publish Public Notice of RFP Release (two (2) day minimum)            | 3/8/18<br>Runs 3/13-15/18   |
| 12.   | Release RFP   | 3/15/18   |
| 13.   | Mandatory Bidders' Conferences  | 3/20/18 Manchester Center<br>3/27/18 Business Services Center   |
| 14.   | Deadline for Submission of Questions                                  | 4/6/18  |
| 15.   | Submission of Proposals   | 4/13/18   |
| 16.   | Panel Review for Responsiveness and Quality                           | Phase I – 5/1/18<br>Phase II – 5/10/18<br>(deliver packages 5/3/18)                                   |
| 17.   | Initial Award(s) Announcement (Rating Panel Review Summary)           | 5/10/18   |
| 18.   | Written Protests Due (five (5) working days after announcement)       | 5/17/18   |
| 19.   | Executive Director Conducts Protest Hearing (if needed)               | TBD   |
| 20.   | Youth Council Approves Award(s) Recommendation                        | 5/17/18   |
| 21.   | FRWDB Approves Contract Award(s)                                      | 6/6/18  |
| 22.   | Contract Negotiations   | 6/7/18  |
| 23.   | Contract Transition Period (if needed)                                | 6/18  |
| 24.   | Executed Contract(s)  | 6/30/18   |

## SECTION VI: SCOPE OF WORK

### A. Program Goals

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

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

### B. Program Service Delivery Areas

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

|              |  |
|--------------|--|
| Urban North: | All Fresno County eligible youth residing in areas north of Shields Avenue in the cities of Fresno and Clovis. |
| Urban South: | All Fresno County eligible youth residing in areas south of Shields Avenue in the cities of Fresno and Clovis. |
| Rural East:  | All Fresno County eligible youth residing in areas east of the cities of Fresno and Clovis.                    |
| Rural West:  | All Fresno County eligible youth residing in areas west of the cities of Fresno and Clovis.                    |

### C. Eligibility for Youth Services

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

#### OS Youth Eligibility

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

1. Resident of Fresno County.
2. Not attending any secondary or postsecondary school (not including Title II adult education, YouthBuild, Job Corps, high school equivalency programs



[exceptions in definitions], non-credit bearing postsecondary classes, dropout reengagement programs or charter schools with federal and state workforce partnerships).

3. Age 16-24 years old.
4. One (1) or more of the following barriers:
  - a. A school dropout;
  - b. A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year quarter;
    - (i) Note: If the school does not use school year quarters, LWDA's must use calendar quarters;
  - c. A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is either basic skills deficient or an English language learner;
  - d. An offender;
  - e. A homeless individual or a runaway;
  - f. An individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under Section 477 of the Social Security Act, or in an out-of-home placement;
  - g. An individual who is pregnant or parenting (custodial and non-custodial parent including non-custodial fathers);
  - h. An individual with a disability;
  - i. A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

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

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

### IS Youth Eligibility

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

1. Attending school, including secondary and post-secondary schools in Fresno County.
2. Age 14-21 years old (A youth with disabilities who is in an individualized education program at the age of 22 may be enrolled as an IS youth [TEGL 21-16 and EC 56026]).
3. Low income individual. Youth who receive or are eligible to receive a free or reduced lunch under the Richard B. Russell National School Lunch Act,

are considered to be low-income. However, in areas where a school district subsidizes all student meals under the Hunger-Free Kids Act of 2010, the Service Provider must base low-income status on an individual student's eligibility to receive free or reduced price lunch.

4. Meets one (1) or more of the following barriers:
  - a. Basic skills deficient;
  - b. An English language learner;
  - c. An offender;
  - d. A homeless individual or a runaway;
  - e. An individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under Section 477 of the Social Security Act, or in an out-of-home placement;
  - f. Pregnant or parenting (custodial and non-custodial parent including non-custodial fathers);
  - g. Individual with disability;
  - h. An individual who requires additional assistance to complete an educational program or secure and hold employment.
  - i. Limitation: No more than five percent (5%) of the total local newly enrolled IS youth in a given program year may be eligible under this barrier.

(Reference: WIOA Section 129[a][1][C] and §681.220 )

#### Low Income

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

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

#### D. Mandated WIOA Youth Services

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

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

1. **Outreach/Recruitment:** Provider staff must work directly with local educational entities and other related community organizations that focus on providing services to OS youth to conduct ongoing recruitment.
2. **Orientation:** An orientation must be provided to each youth utilizing the FRWDB orientation presentation, which is provided in OD 01-14. Orientations may be provided in a group setting or one-on-one and must include information on the full services that are available through the FRWDB WIOA Youth Program.
3. **Eligibility:** The provider of services is responsible to ensure that all documents needed to substantiate WIOA eligibility are gathered. Enrollment cannot occur until the individual has met the WIOA youth eligibility criteria outlined in the local Technical Assistance Guide (OD 03-15) and has been officially certified as WIOA eligible.
4. **Objective Assessment:** An Objective Assessment interview must be completed and document the results in the ISS for each youth.
5. **Assessment:** Each youth must be provided a basic skills assessment to determine academic skill levels prior to intake/eligibility and career assessments, to determine career interest and goals. Providers must use locally approved assessment tools: Comprehensive Adult Student Assessment System (CASAS) for basic skills assessments, and O\*NET and WorkKeys for career assessments (OD 20-13).
6. **Individual Services Strategy (ISS):** An ISS must be developed for each youth to plan for academic services, career exploration, and job placement services to participants under the WIOA. The plan must include the appropriate combination and sequence of services for the participants, based on the results of the initial academic assessment, objective assessment, and other comprehensive career assessments (OD 17-15).
7. **Job Readiness Workshop:** All youth are required to complete the entire Job Readiness two (2) week (four (4) hours per day for a total of eight (8) days)

facilitated workshop using IMAGO Job Readiness Curriculum as outlined in OD 05-17.

8. **Work Experience:** WIOA places a priority on providing youth with occupational learning opportunities through Work Experience. Work Experience must include academic and occupational education. Bidders must demonstrate their ability to monitor work experience as outlined in OD 22-13 and expend their full allocation of Work Experience funds.
9. **Training Services:** OS youth may be eligible for skills training services. Bidders must demonstrate how they will implement the local skills training process as outlined in Skills Training Process, OD 12-06.
10. **Job Ready Preparation Process:** All youth must complete the Job Ready Process as outlined in OD 04-17.
11. **Information/Referral:** All youth must be provided information on the full array of applicable or appropriate services that are available through the local board or other eligible providers or One-Stop partners. Youth must be provided with referrals to appropriate training and educational programs that have the capacity to serve the participant or applicant either on a sequential or concurrent basis as outlined in OD 01-14.
12. **Follow-Up Services:** Closely tracking follow-up services can contribute to more successful long-term outcomes for youth and allow for the ongoing data collection that is required to measure performance for youth. Active case management, identification of multiple family/friend contact information, and frequent contact with the youth will increase access to these youth during the 12 month follow-up period as outlined in OD 05-15.

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

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

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

1. Tutoring, study skills training, and instruction leading to secondary completion, including dropout prevention strategies.
2. Alternative secondary school offerings or dropout recovery services.

3. Paid/unpaid work experiences with an academic and occupational education component.
4. Occupational skills training with a focus on recognized postsecondary credentials and in-demand occupations.
5. Leadership development activities (e.g. community service, peer centered activities).
6. Supportive services.
7. Adult mentoring.
8. Follow-up services for at least 12 months after program completion.
9. Comprehensive guidance and counseling, including drug and alcohol abuse counseling.
10. Integrated education and training for specific occupation or cluster.
11. Financial literacy education.
12. Entrepreneurial skills training.
13. Services that provide labor market information about in-demand industry sectors and occupations.
14. Post-secondary preparation and transition activities.

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

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

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

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

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

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

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

### **G. Performance Measures**

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

The WIOA performance measures for youth are:

1. Placement in Employment or Education (Second Quarter post exit)
2. Placement in Employment or Education (Fourth Quarter post exit)
3. Median Earnings
4. Credential Rate
5. Measurable Skills Gain

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

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

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

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

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

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

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

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

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

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

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

1. Collaboration and linkages will enhance communication and cooperation among the various agencies that provide overlapping and/or complimentary services. These partnerships encourage personnel from various organizations to work together to provide expanded opportunities for youth.
2. Each organization is unique and excels in certain aspects of service provision. Combining the strengths of all partners will ultimately lead to better overall programs.
3. Collaborations and linkages can help minimize the effects of decreased funding availability and generate the possibility of greater sustainability in program services.
4. For purposes of this Request for Proposals (RFP), the following definitions apply:

- a. Collaboration means a temporary alliance of groups or organizations that come together to work jointly on a specific endeavor. Collaboration is strengthened by a formal written agreement which delineates the responsibilities of each group, organization, or entity.
- b. Linkage means any mechanism that connects or ties services together. This linkage enhances overall services to the youth.

## **I. General Responsibilities**

### **1. The bidder must:**

- a. Concomitantly ensure that the FRWDB, the City of Fresno, and the County of Fresno are in compliance with their contract with the State of California.
- b. Contract with the FRWDB and comply with all of the terms and conditions of that contract for the delivery of services.
- c. Work under the direction of, and in cooperation with, FRWDB staff.
- d. Have clearly defined roles and internal communication processes regarding the goals and purpose of the program as outlined in this RFP.
- e. Cooperate with other funded providers of services.
- f. Under the direction of FRWDB staff, ensure that the services provided are readily accessible to the individuals to be served.
- g. Under the direction of FRWDB staff, ensure that the program is fully staffed with qualified Academic Career Advisors who will act as coaches and facilitators to enrolled youth (OD #04-08).
- h. Under the direction of FRWDB staff, ensure that all staff is fully trained and knowledgeable of WIOA regulations, state directives, local policies and ODs
- i. Under the direction of FRWDB staff, ensure that all local standardized processes and procedures are implemented and complied with as outlined in the local policies and ODs.
- j. Under the direction of FRWDB staff, provide oversight and monitoring of all program activities, including collaborative partners.
- k. Under the direction of FRWDB staff, administer all funds paid to the year-round youth service program(s).



- I. Under the direction of FRWDB staff, collaborate with organizations identified in the proposal and those mandated by the FRWDB and/or state, including, but not limited to:
  - (i) One-Stop centers and system;
  - (ii) Local education agencies;
  - (iii) Social service agencies, public housing agencies, Temporary Assistance for Needy Families (TANF), foster care, and other related programs; and
  - (iv) Business and industry.
- m. Input all required data into the CalJOBS system per FRWDB staff and State of California direction.
- n. Provide services to individuals eligible for participation in the program, including those with barriers to employment such as: individuals with disabilities, offenders, school dropouts, individuals deficient in basic skills and parenting, pregnant, runaway, or homeless youth.
- o. Under the direction of FRWDB staff, coordinate with partners in the program design, implementation and capacity building/staff development.
- p. Be fully accountable and responsible for all outcomes including WIOA state and local performance measures.
- q. Conduct customer satisfaction surveys of youth, parents of youth, and employers and use the results to develop and implement a continuous improvement plan for Work Experience.
2. Funds for Skills Training, Work Experience, and Supportive Services will be held in a centralized voucher bank managed by the FRWDB and should not be included in the proposed budget. A minimum of 20% of total funding will be allocated to the pools.
3. Funds for assessment and tutorial materials should not be included in the proposed budget.
4. Funds for computer equipment and/or software should not be included in the proposed budget.

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

## **J. Past Performance**

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

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

Bidders will be required to provide two (2) complete Past Performance Questionnaires (Exhibit X). The completed questionnaire must be submitted from organizations/agencies that the bidder has had direct involvement in projects similar in scope.

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

|               |                  |
|---------------|------------------|
| AGENDA ITEM:  | D3               |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | ACCEPT           |

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

**TO:** Fresno Regional Workforce Development Board  
**FROM:** Youth Council  
**SUBJECT:** Fourth Quarter Local Performance Results Report for Program Year 2016-2017

**RECOMMENDATION:**

Accept the attached Youth Program Providers of Services Local Performance Results Report for the Fourth Quarter of Program Year (PY) 2016-2017.

The Youth Council approved this recommendation on November 16, 2017.

**REASON FOR RECOMMENDATION:**

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

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

**Youth Served:**

**FEOC:** Staff has no concerns.

**ResCare:** Staff has no concerns.

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

**WHCCD:** Staff has no concerns.

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

**Youth Expenditures:**

**FEOC:** Staff has no concerns.

**ResCare:** Staff has no concerns and expenditures are below plan caused by unanticipated staff savings.

**Proteus, Inc.:** Staff has no concerns. In School Youth (ISY) expenditures are slightly below plan caused by unanticipated staff savings due to a staff member on Leave of Absence.

**WHCCD:** Staff has no concerns.

**Youth Offender Services (ResCare):** Staff has no concerns and expenditures are below plan caused by unanticipated staff savings due to a staff member on Leave of Absence. Provider is fully staffed.

**Youth Placement / Certificate of Attainment:**

**FEOC:** Staff has no concerns.

**ResCare:** Staff has no concerns.

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

**WHCCD:** Staff has no concerns.

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

**Youth Literacy/Numeracy Attainment:**

**FEOC:** Staff has no concerns and provider is below goal for Out of School (OSY) due to disengaged participants.

**ResCare:** Staff has no concerns.

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

**WHCCD:** Provider is below goal for the ISY math skills attainment, and below goal for the OSY reading and math skills attainment. This is primarily due to the number of youth being closed out of the program due to lack of participation, or finding employment without obtaining their required grade gain to meet their literacy/numeracy goals. FRWDB staff has worked with the provider to implement a corrective action plan to assist provider on engagement strategies to improve youth participation and increase literacy/numeracy attainments.

**Youth Offender Services (ResCare):** Provider is below benchmark due to disengaged participants from academic services and online tutorial program. Staff will continue to tutor one-on-one with basic skills deficient young offenders to meet benchmark.

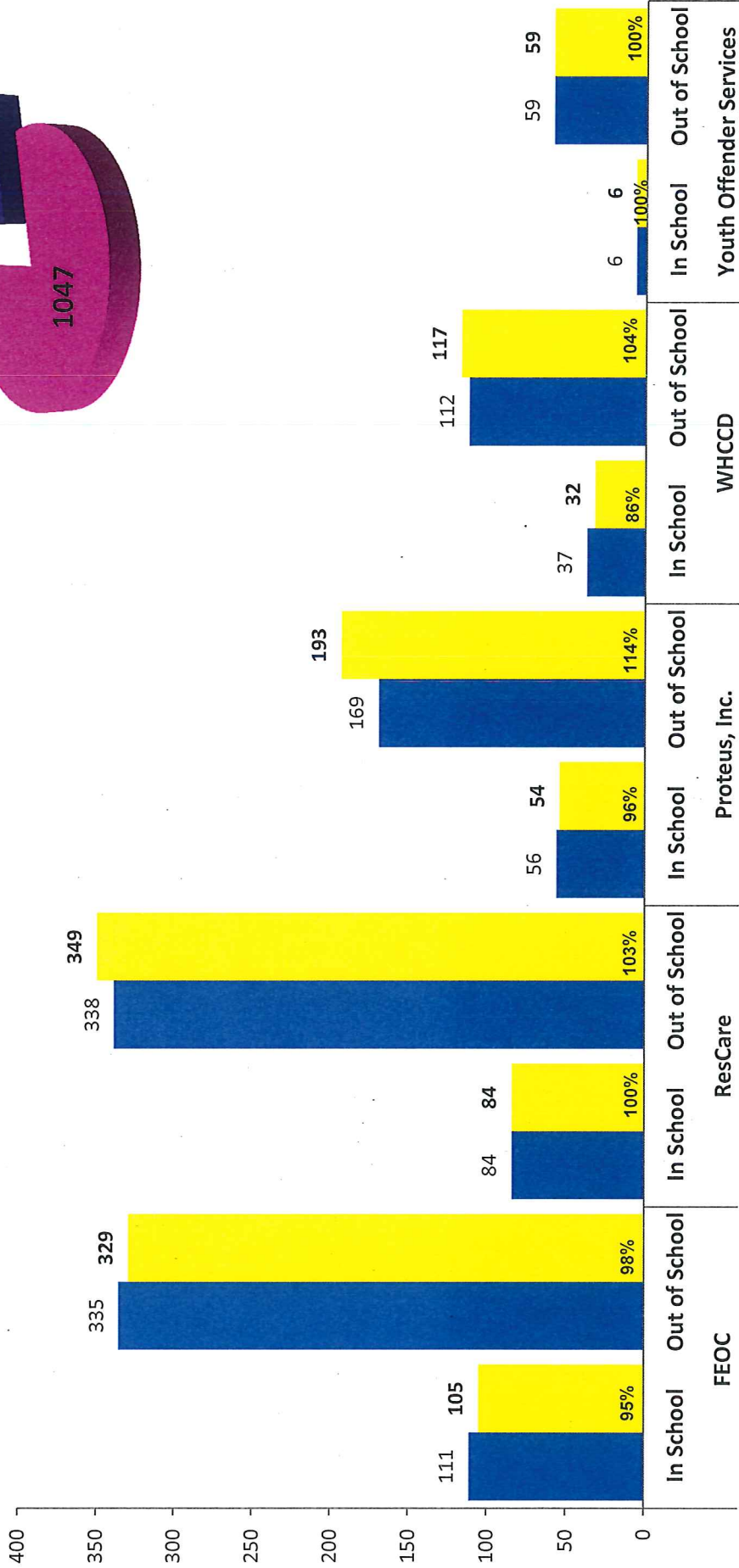
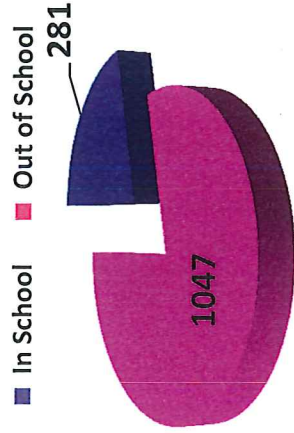
**ATTACHMENT:**

All Youth One System Providers of Services Local Performance Results Report for the Fourth Quarter of Program Year 2016-2017

# Youth Served

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

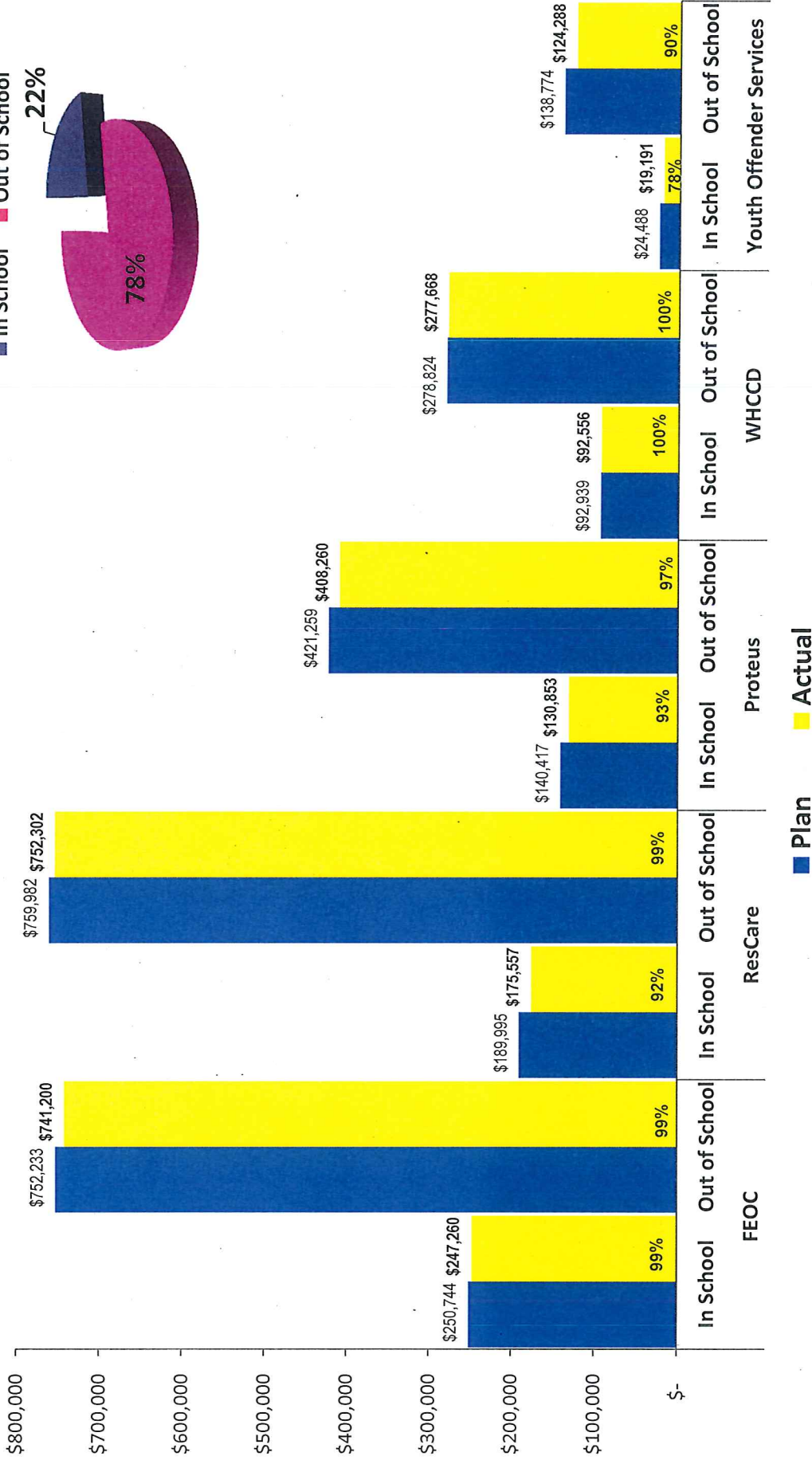
**Total Served- 1328**



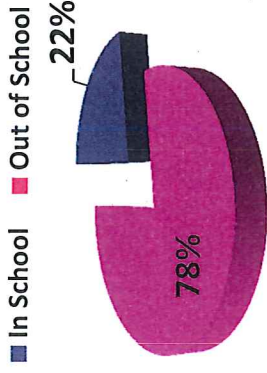
■ Plan ■ Actual

Note: Number served goal is 95%

### Youth Expenditures



### Total Expenditures



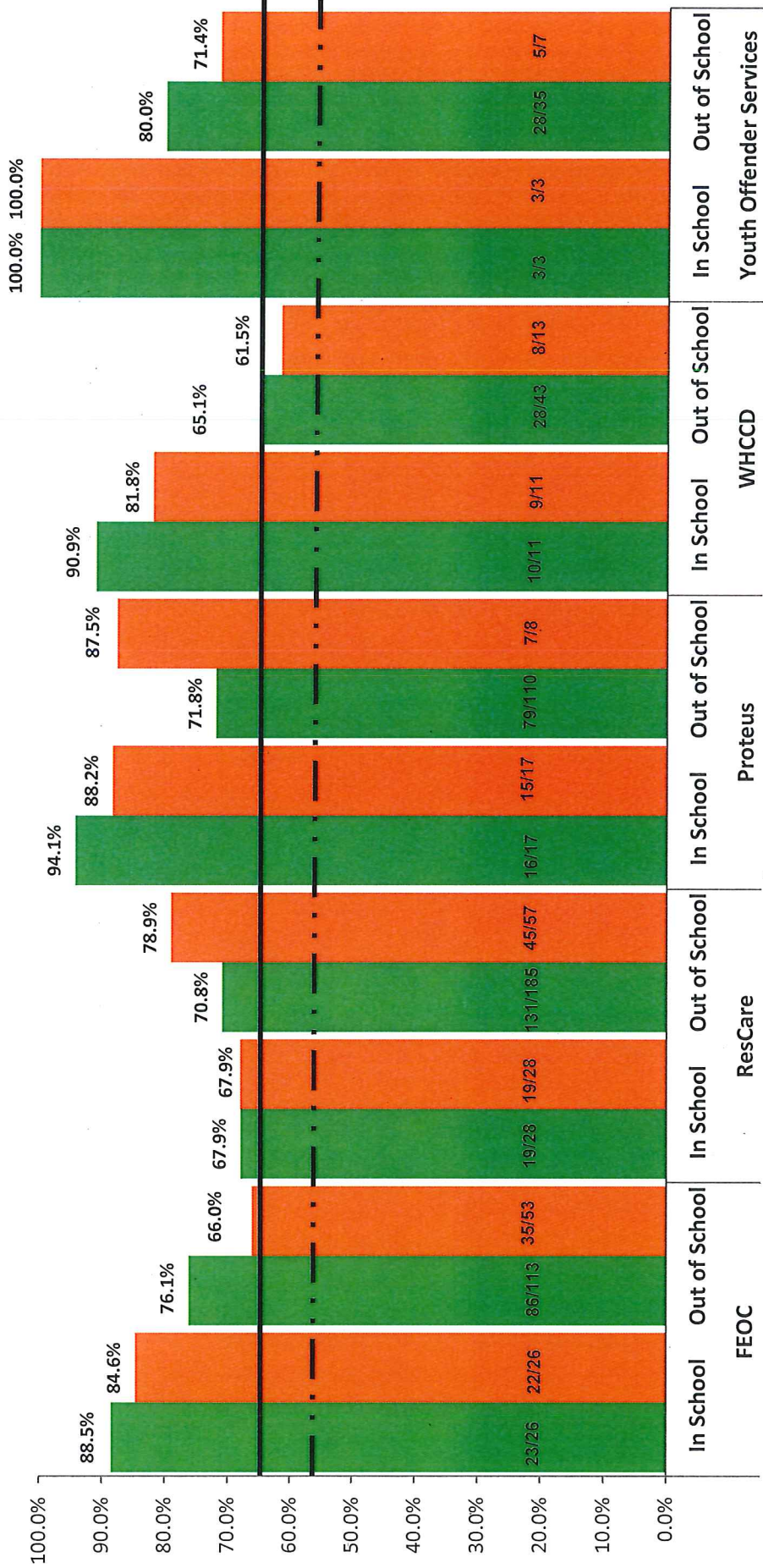
Note: WIOA mandates a minimum of 75% Out-of-School Expenditures and a maximum of 25% In-school Expenditures. The expenditures goal range is 95% to 100%.

## Youth Placement/ Certificate of Attainment

Goals

Placement 65%

Certificate of Attainment 57%

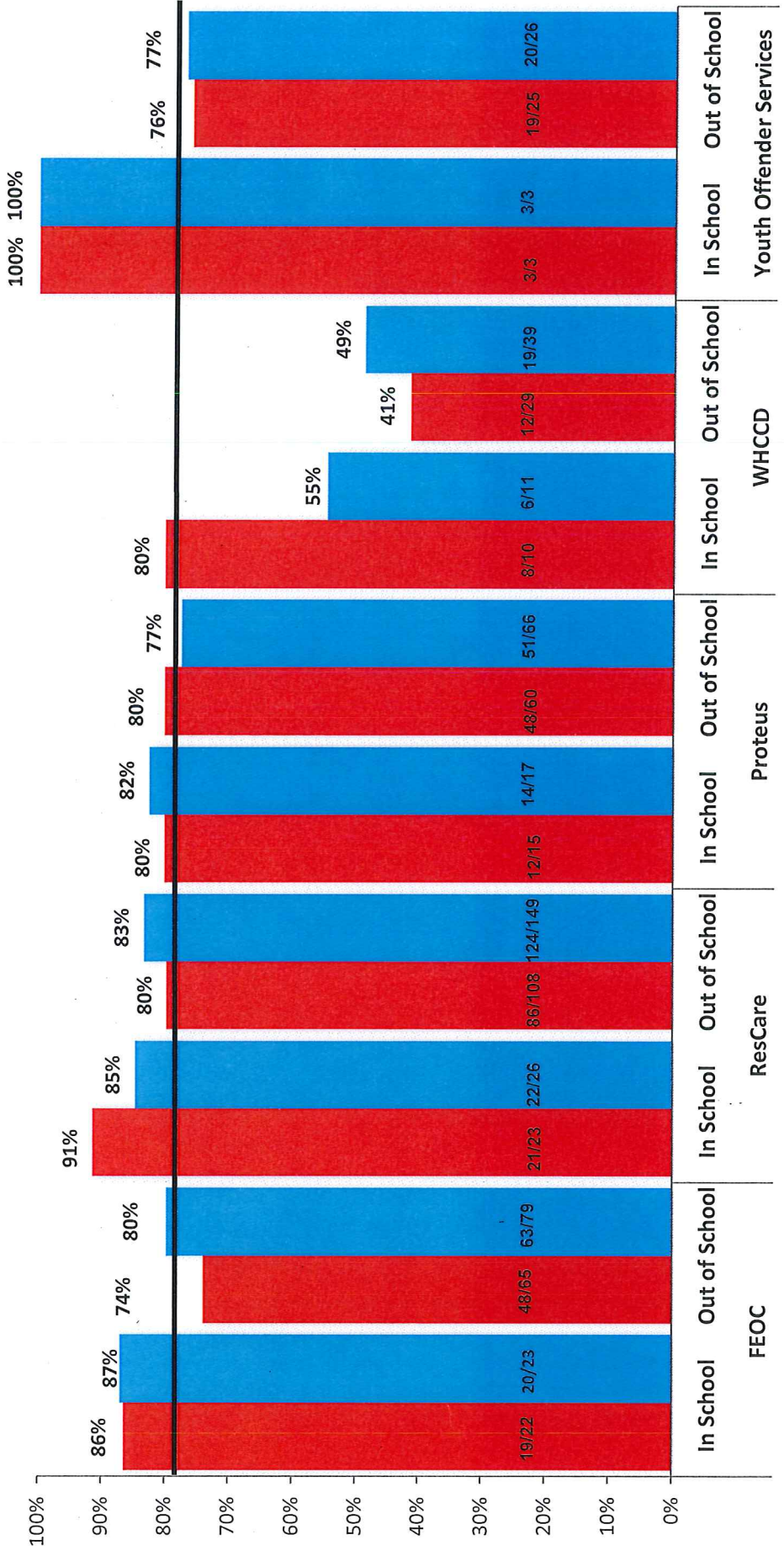


■ Placement ■ Certificate of Attainment

Goal

Literacy Attainment 78%

**Youth Literacy / Numeracy Attainment**



Note: Literacy / Numeracy Attainment is successful attainment of a two(2) grade level increase or reaching 10th grade in either math or reading, in whichever subject(s) they are deficient.



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

|               |                  |
|---------------|------------------|
| AGENDA ITEM:  | D4               |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | ACCEPT           |

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

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

## RECOMMENDATION:

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

The Youth Council approved this recommendation on November 16, 2017.

## REASON FOR RECOMMENDATION:

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

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

### Youth Served:

**FEOC:** Staff has no concerns.

**ResCare:** Staff has no concerns.

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

**WHCCD:** Staff has no concerns.

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

### Youth Expenditures:

**FEOC:** Staff has no concerns and expenditures are below plan caused by unanticipated staff savings due to the hiring process. The provider expects to be fully staffed and aligned by the second quarter.

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

**Proteus, Inc.:** Staff has no concerns and ISY expenditures are below plan caused by unanticipated staff savings due to the hiring process. Provider is fully staffed as of August 2017, and will aligned by the second quarter.

**WHCCD:** Staff has no concerns.

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

**Youth Placement:**

**FEOC:** Staff has no concerns.

**ResCare:** Staff has no concerns.

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

**WHCCD:** Staff has no concerns.

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

**Certificate of Attainment:**

**FEOC:** Staff has no concerns.

**ResCare:** Staff has no concerns.

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

**WHCCD:** Staff has no concerns and provider is slightly below goal.

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

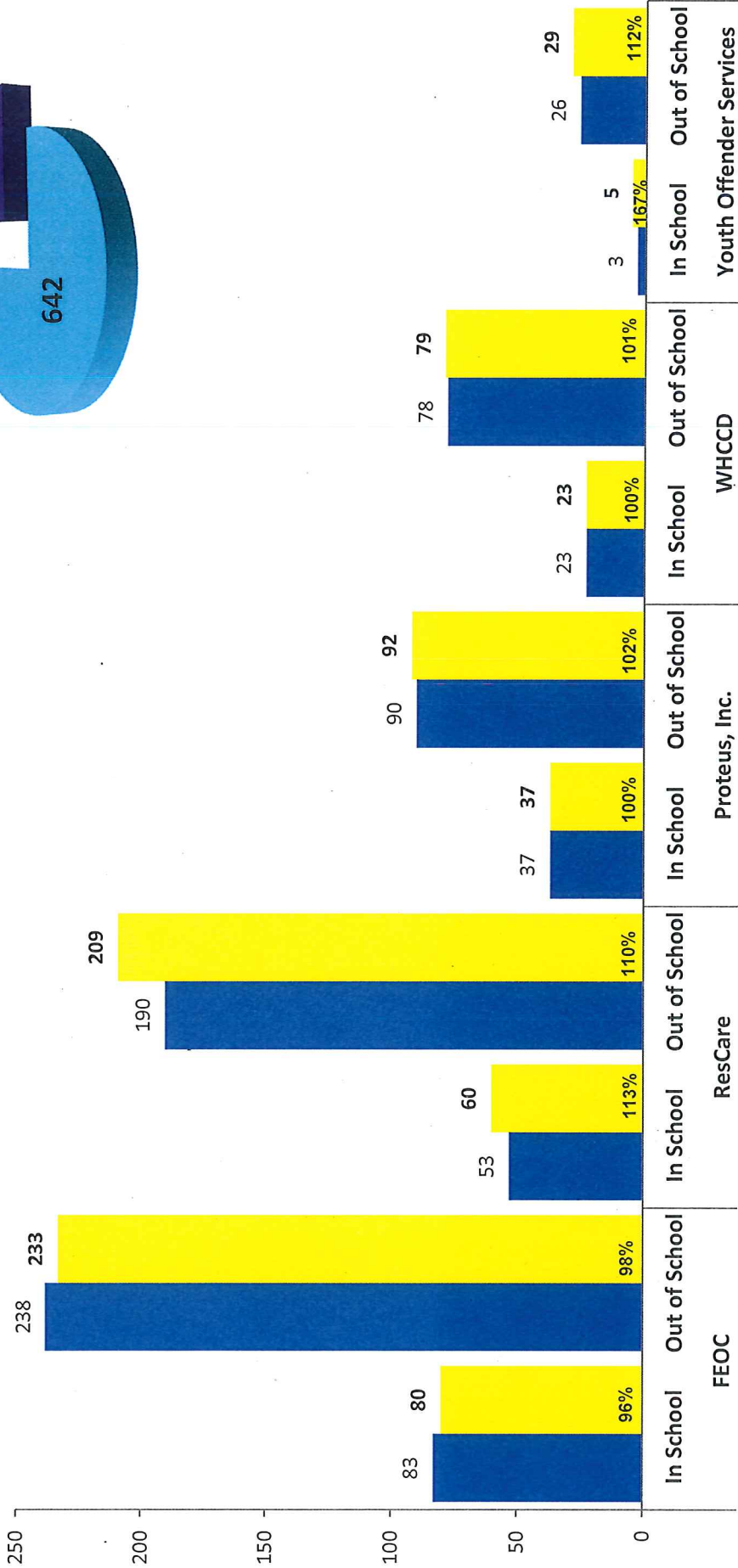
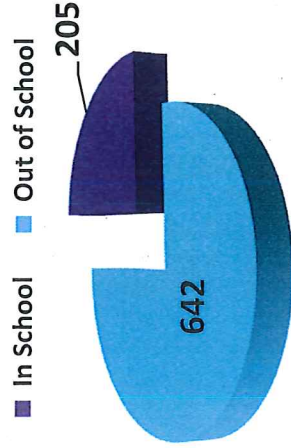
**ATTACHMENT:**

All Youth One System Providers of Services Local Performance Results Report for the Fourth Quarter of Program Year 2016-2017

# Youth Served

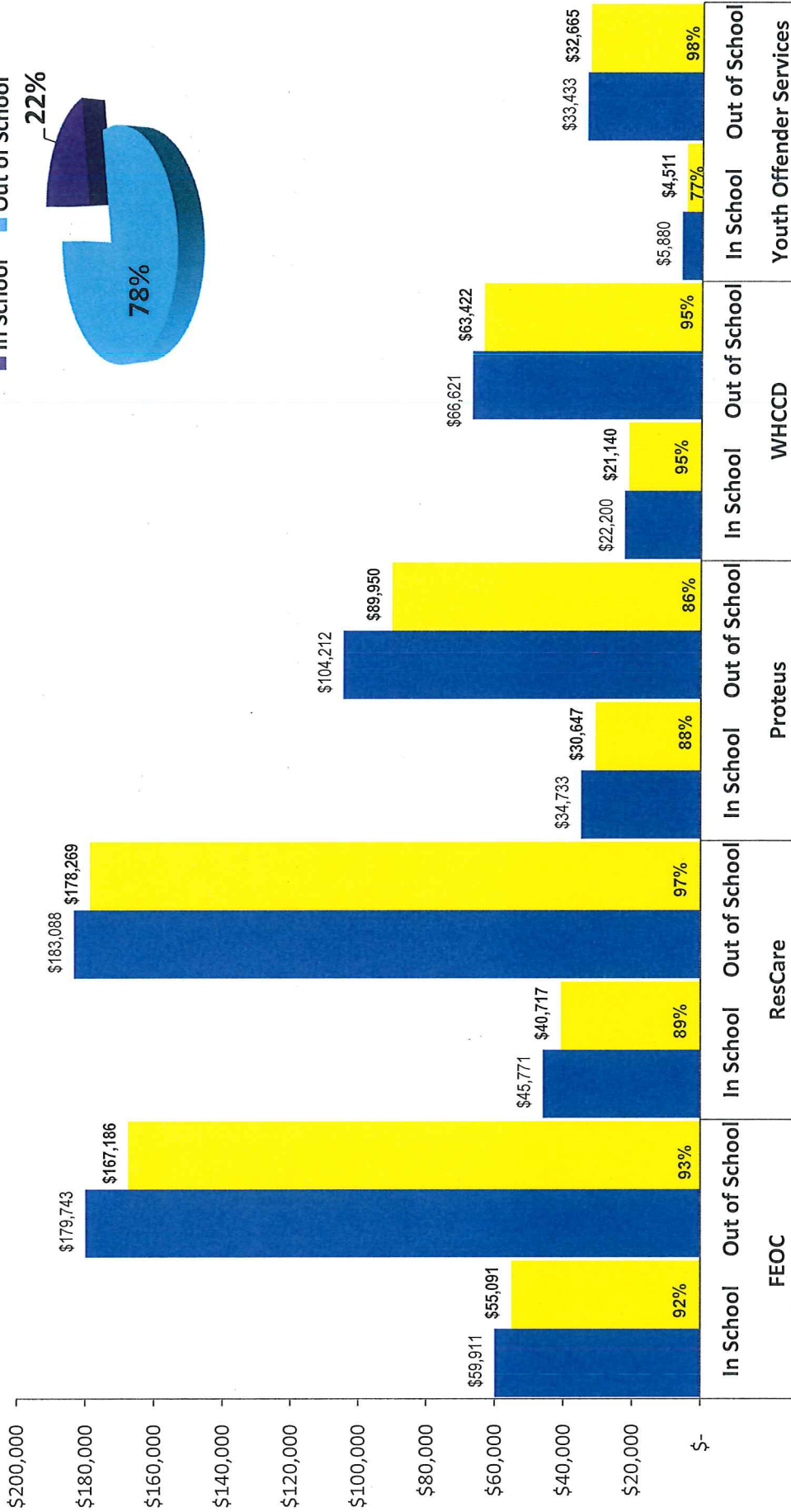
FEOC - Fresno Economic Opportunities Commission  
 ResCare - ResCare Workforce Services  
 Proteus - Proteus, Inc.  
 WHCCD - West Hills Community College District

**Total Served- 847**

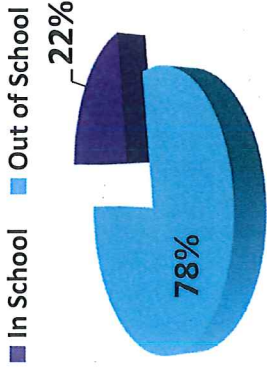


Note: Number served goal is 95%

### Youth Expenditures



### Total Expenditures

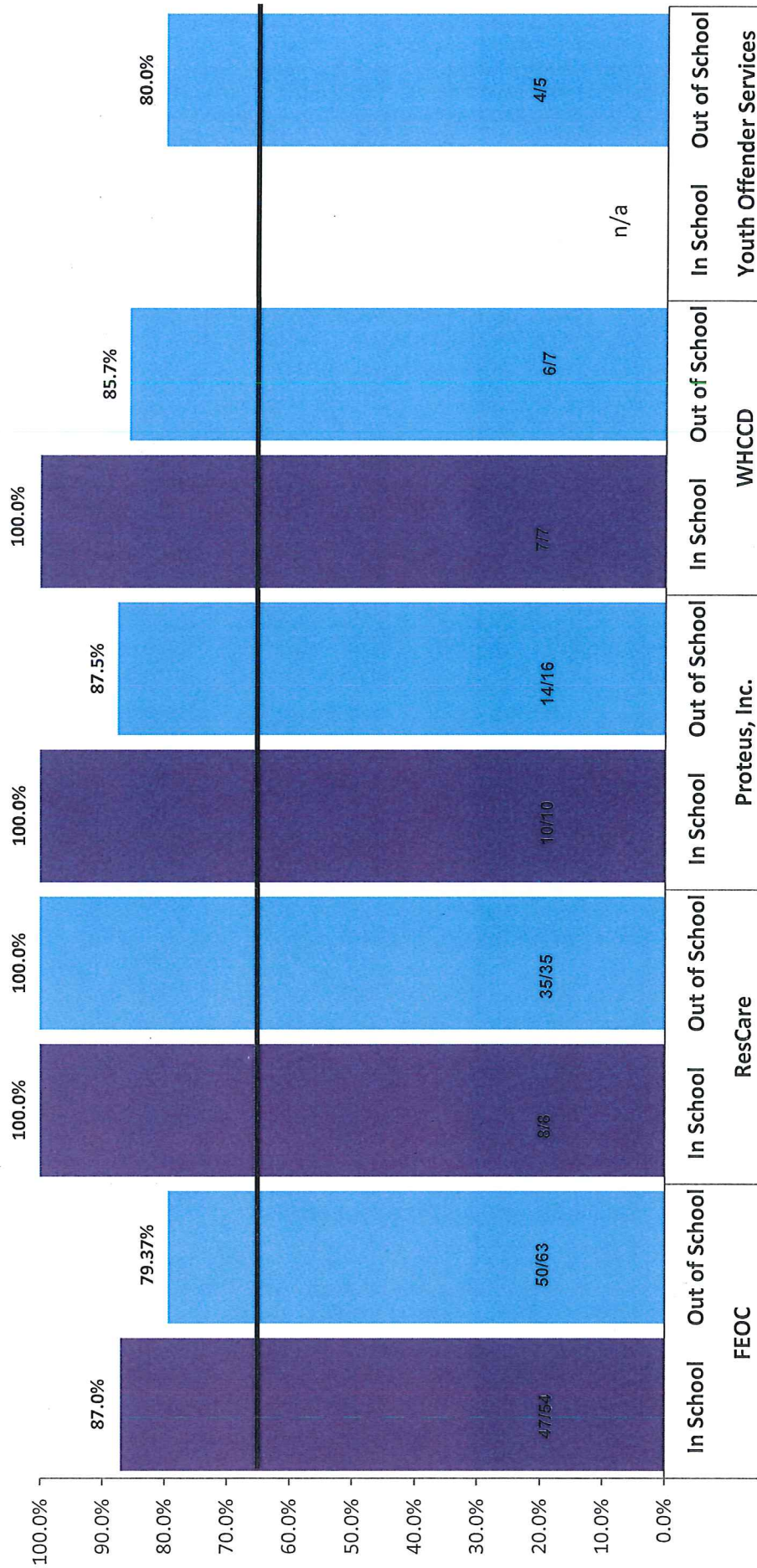


Note: WIOA mandates a minimum of 75% Out-of-School Expenditures and a maximum of 25% In-school Expenditures. The expenditures goal range is 95% to 100%.

### Youth Placement

Goals

Placement 65%

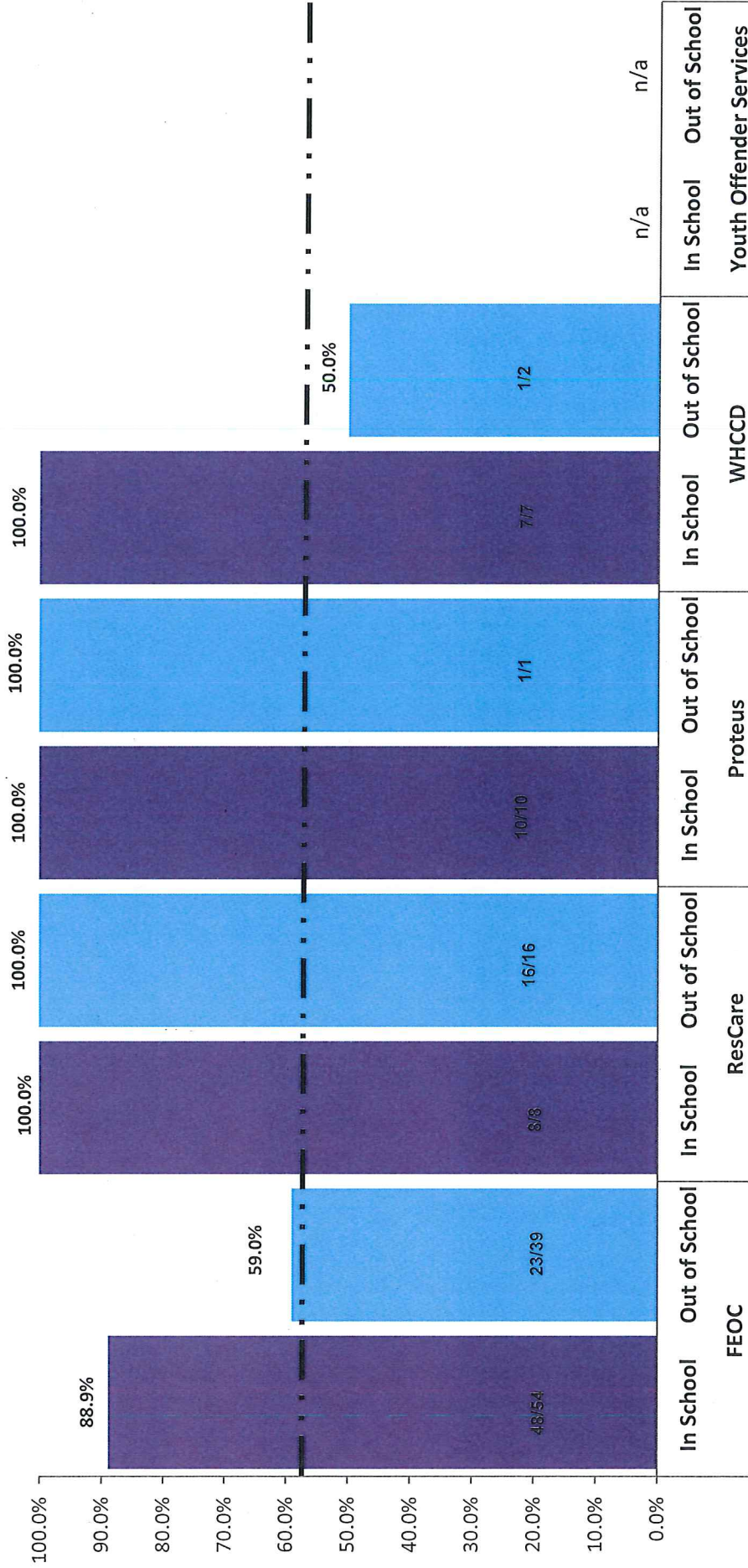


■ In School ■ Out of School

## Youth Certificate of Attainment

Goals

Certificate of Attainment 57%



■ In School ■ Out of School

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

|                      |                         |
|----------------------|-------------------------|
| <b>AGENDA ITEM:</b>  | <b>D5</b>               |
| <b>MEETING DATE:</b> | <b>December 6, 2017</b> |
| <b>ACTION:</b>       | <b>ACCEPT</b>           |

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Youth Council  
**SUBJECT:** Fourth Quarter Youth Satisfaction Report for Program Year 2016-2017

**RECOMMENDATION:**

Accept the Youth Customer Satisfaction Report for the Fourth Quarter of Program Year (PY) 2016-2017.

The Youth Council approved this recommendation on November 16, 2017.

**REASON FOR RECOMMENDATION:**

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

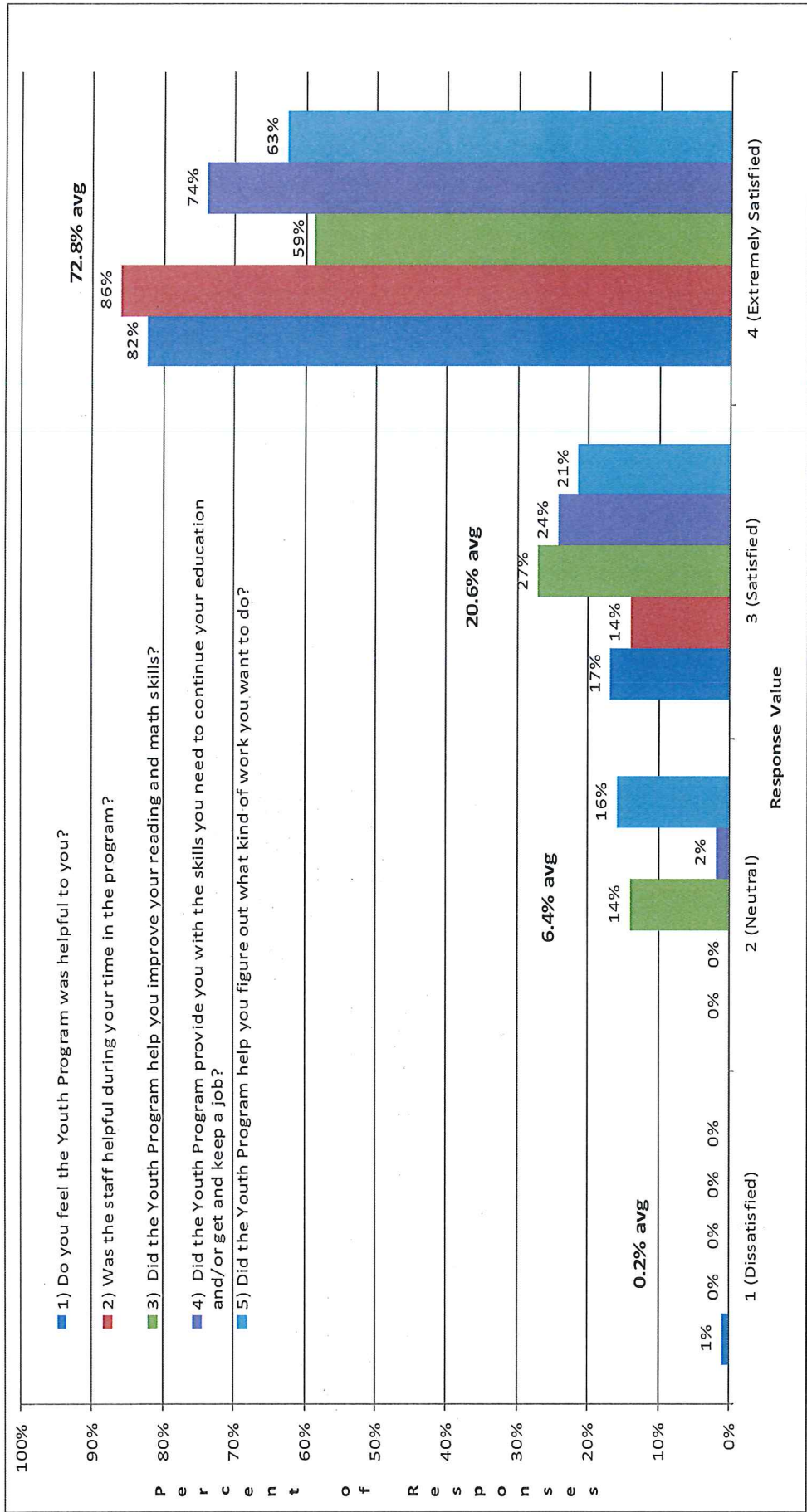
The data collected is intended to provide additional insight into possible improvements to the All Youth One System program, as perceived by our participants.

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

**ATTACHMENT:**

Fourth Quarter Youth Customer Satisfaction Report for Program Year 2016 - 2017

Fourth Quarter Youth Customer Satisfaction Report for Program Year 2016 – 2017



|                      |       |
|----------------------|-------|
| Surveys Received     | 107   |
| Participants Closed  | 143   |
| Survey Response Rate | 74.8% |

Participant Comments:

More Work Experience hours; Program is great, don't change anything; program has helped me become Job Ready; great staff; thankful for the support and guidance received; I feel stronger for interviews; show more interview videos; excellent information provided; how about a potluck for completion; bring more pizza to keep me coming; would like to get driving jobs or ride along jobs; this program has given me much more than I thought it would; tutorial was too long, duplicated what I was doing in school.



**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

|               |                  |
|---------------|------------------|
| AGENDA ITEM:  | D6               |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | ACCEPT           |

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

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

**RECOMMENDATION:**

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

The Youth Council approved this recommendation on November 16, 2017.

**REASON FOR RECOMMENDATION:**

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

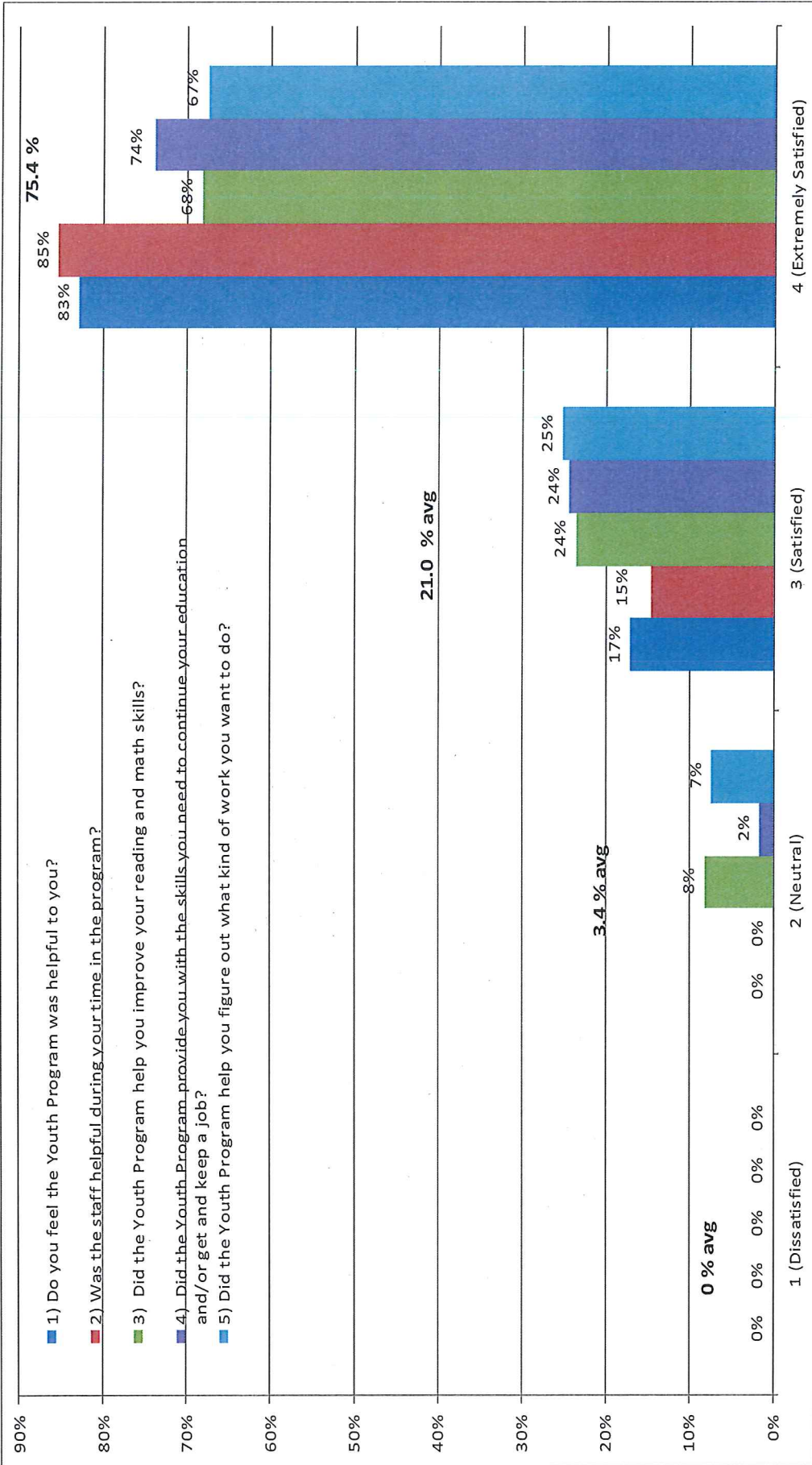
The data collected is intended to provide additional insight into possible improvements to the All Youth One System program, as perceived by our participants.

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

**ATTACHMENT:**

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

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



|                      |       |
|----------------------|-------|
| Surveys Received     | 123   |
| Participants Closed  | 201   |
| Survey Response Rate | 61.1% |

Participant Comments:

The program and training provided was of great assistance, now employed and doing well; the program helped me decide to enter post-secondary education; the program is great, snacks and water would be good to have; don't change a thing; shorten the length of the assessment remediation; tutorial is long & work experience is short; awesome staff.

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

|                      |                         |
|----------------------|-------------------------|
| <b>AGENDA ITEM:</b>  | <b>D7</b>               |
| <b>MEETING DATE:</b> | <b>December 6, 2017</b> |
| <b>ACTION:</b>       | <b>ACCEPT</b>           |

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Youth Council  
**SUBJECT:** Fourth Quarter Providers of Services Monitoring Report for Program Year 2016-2017

**RECOMMENDATION:**

Accept the following Providers of Services Monitoring Report for the Fourth Quarter of Program Year 2016-2017.

The Youth Council approved this recommendation on November 16, 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. The attached is an overview of the Youth contracts that were monitored during the period of April 1, 2017, through June 30, 2017.

**ATTACHMENT:**

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

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

**Program Monitoring:**

***Program monitoring of the following providers was completed:***

| <b>Service Provider</b>                  | <b>Contract #(s)</b> | <b>Results</b>  |
|--|----------------------|---|
| Fresno Economic Opportunities Commission | 310                  | 1) Service Codes Use Issues<br>2) Closure Notification Issues<br>3) Regular Participant Contact Issues<br>4) Missing support documents for Job Ready process<br>5) Timely Data Entry Issues<br><b>Findings Closed</b> |
| West Hills Community College District    | 390                  | 1) Youth Assessment Issues<br>2) Regular Participant Contact Issues<br>3) Closure Notification Issues<br><b>Closure pending outcome of monthly follow-up reviews</b>  |

***Program monitoring of the following providers are in process at the end of the fourth quarter:***

| <b>Service Provider</b>                             | <b>Contract # (s)</b> |
|---|-----------------------|
| ResCare Workforce Services – Youth Offender Program | 324                   |
| Proteus, Inc.                                       | 333                   |

**Fiscal Monitoring:**

***Fiscal monitoring of the following providers was completed: None***

***Fiscal monitoring of the following providers is in process at the end of the fourth quarter: None***

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

|                      |                         |
|----------------------|-------------------------|
| <b>AGENDA ITEM:</b>  | <b>D8</b>               |
| <b>MEETING DATE:</b> | <b>December 6, 2017</b> |
| <b>ACTION:</b>       | <b>ACCEPT</b>           |

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

**RECOMMENDATION:**

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

The Youth Council approved this recommendation on November 16, 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. The attached is an overview of the Youth contracts that were monitored during the period of July 1, 2017, through September 30, 2017.

**ATTACHMENT:**

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

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

**Program Monitoring:**

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

| <b>Sub-Recipient</b>                                | <b>Contract #(s)</b> | <b>Results</b>   |
|---|----------------------|--|
| ResCare Workforce Services – Youth Offender Program | 324                  | <b>No Findings</b>   |
| Proteus, Inc.                                       | 333                  | 1) Data Entry Timeliness Issues<br>2) Data Entry Issues<br>3) Service Codes Entry Issues<br><br><b>Findings Closed</b> |

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

| <b>Sub-Recipient</b>       | <b>Contract # (s)</b> |
|----------------------------|-----------------------|
| ResCare Workforce Services | 320                   |

**Fiscal Monitoring:**

*Fiscal monitoring of the following sub-recipients was completed: None*

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

| <b>Sub-Recipient</b>   | <b>Contract # (s)</b> |
|--|-----------------------|
| West Hills Community College District – Program Year (PY) 16-17 Fiscal Close out | 390                   |
| Proteus, Inc. – PY 16-17 Fiscal Close out  | 333                   |

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

|               |                  |
|---------------|------------------|
| AGENDA ITEM:  | D9               |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | ACCEPT           |

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Youth Council  
**SUBJECT:** Fourth Quarter Youth Customer Complaint Report for Program Year 2016-2017

**RECOMMENDATION:**

Accept the following Youth Customer Complaint Report for the Fourth Quarter of Program Year (PY) 2016-2017.

The Youth Council approved this recommendation on November 16, 2017.

**REASON FOR RECOMMENDATION:**

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

No Youth program complaints were received during the Fourth Quarter of PY 2016-2017.

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

|                      |                         |
|----------------------|-------------------------|
| <b>AGENDA ITEM:</b>  | <b>D10</b>              |
| <b>MEETING DATE:</b> | <b>December 6, 2017</b> |
| <b>ACTION:</b>       | <b>ACCEPT</b>           |

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

**RECOMMENDATION:**

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

The Youth Council approved this recommendation on November 16, 2017.

**REASON FOR RECOMMENDATION:**

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

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



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

|               |                  |
|---------------|------------------|
| AGENDA ITEM:  | D11              |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | RATIFY           |

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

## **RECOMMENDATION:**

Ratify Director Lacy Barnes as Vice Chair of the Fresno Regional Workforce Development Board (FRWDB) Youth Council.

The Youth Council made this recommendation on November 16, 2017.

## **BACKGROUND:**

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

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

At its November 16, 2017, meeting, the Youth Council discussed this item and recommended Director Lacy Barnes as the new Youth Council Vice Chair.

# Non-Consent

# Agenda Items

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

|               |                  |
|---------------|------------------|
| AGENDA ITEM:  | 14               |
| MEETING DATE: | December 6, 2017 |
| ACTION:       | INFORMATION      |

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**TO:** Fresno Regional Workforce Development Board

**FROM:** Blake Konczal, Executive Director

**SUBJECT:** Third Quarter Community Events

**INFORMATION:**

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

| Month    | Event   | Description        | Cost                            |
|----------|---|--------------------|---------------------------------|
| February | Fresno County Economic Development Corporation – Business Expansion Attraction and Retention (BEAR) Breakfast | Eight (8) tickets. | Included in Platinum Membership |

**FISCAL IMPACT:**

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