



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

**Special Business and Industry Committee**

**February 21, 2018 @ 4:00 p.m.**

**Business Services Center**

**7475 N. Palm, Suite 105**

**Fresno, CA 93711**

*Business and Industry Mission Statement: To actively support and engage the Fresno business and industry community with Workforce Innovation and Opportunity Act (WIOA) resources and facilities through information and education to stimulate job growth and job retention.*

**REMINDER: PLEASE TURN OFF CELL PHONE OR PUT IT ON VIBRATE**

ROLL CALL

AGENDA CHANGES: REMOVAL OF ITEMS OR EMERGENCY ADDITIONS

ABSTENTIONS/RECUSALS/DISCLOSURE OF POTENTIAL CONFLICTS OF INTEREST

COMMITTEE CHAIR/STAFF COMMENTS

PUBLIC COMMENTS

Item	Description	Presenter	Enclosure	Action	Page #
1.	August 2, 2017, Business and Industry Committee Meeting Minutes	Konczal	Yes	Approve	3
2.	Business and Industry Vice Chair Selection	Konczal	Yes	Discuss and Recommend	6
3.	Ratification of New Business and Industry Committee Members	Konczal	Yes	Recommend to Ratify	7
4.	Employer Customer Satisfaction	Nutting	Yes	Recommend to Accept	8
5.	Distribution Center Training	Konczal	Yes	Information	10
6.	Rapid Response – Worker Adjustment and Retraining Notification Act Notice	Nutting	Yes	Information	11
7.	May 2, 2018, Agenda Items	Zabrycki	No	Discussion	--
8.	Meeting Feedback	Konczal	No	Discussion	--

### ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

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**Fresno Regional Workforce Development Board  
Business Industry Committee  
2017 Attendance Roster**

	2/1/2017	5/3/2017	8/2/2017	11/1/2017
Eager	P	XX	A	XX
Gornick**	P	XX	--	XX
Guzman	P	XX	P	XX
Keyes	P	XX	P	XX
Miller	A	XX	P	XX
Olivares	P	XX	P	XX
Zabrycki*	A	XX	A	XX

\* = Chairperson

\*\* = Vice Chairperson

P = Present

A = Absent

-- = Not a Ratified Member at Time of Meeting

XX = Meeting Cancelled

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	1
MEETING DATE:	February 21, 2018
ACTION:	APPROVE

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**TO:** Business and Industry Committee  
**FROM:** Blake Konczal, Executive Director  
**SUBJECT:** August 2, 2017, Business and Industry Committee Meeting Minutes

**RECOMMENDATION:**

Approve the minutes of the August 2, 2017, Business and Industry Committee meeting.

**ATTACHMENT:**

August 2, 2017, Business and Industry Committee Meeting Minutes



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

## Business and Industry Committee August 2, 2017

Due to the lack of a quorum, Business and Industry Committee (B&I) Director Joe Olivares, directed the Council members to Agenda Item 4, the Business / Job Seeker Recognition Quarterly Awards as this was an information only item.

### 4. Business / Job Seeker Recognition Quarterly Awards

Nuvia Varela, Adult/Youth Program Manager, Fresno Regional Workforce Development (FRWDB), presented two (2) short videos that revealed the Outstanding Business Achievement for the First Quarter had been awarded to CS & FD Medical Waste Disposal Services (Adult Employer), and Golden Living (Youth Employer).

Director Miller arrived at 4:14 p.m.

This was an information item.

The meeting was called to order at 4:15 p.m.

ROLL CALL: PRESENT - Fely Guzman, Richard Keyes, Scott Miller (arrived at 4:14 p.m.), and Joe Olivares

ABSENT - Lee Ann Eager, and Lydia Zabrycki

AGENDA CHANGES: None

ABSTENTIONS/RECUSALS/  
DISCLOSURES OF  
POTENTIAL CONFLICTS OF  
INTEREST: None

STAFF/CHAIR COMMENTS: None

PUBLIC COMMENTS: None

Item	Description/Action Taken
1.	<u>February 1, 2017, Business and Industry Committee Meeting Minutes</u>  GUZMAN/MILLER - APPROVED THE FEBRUARY 1, 2017, BUSINESS AND INDUSTRY COMMITTEE MEETING MINUTES (UNANIMOUS).
2.	<u>Ratification of New Business and Industry Committee Member</u>  Blake Konczal, Executive Director, FRWDB, stated that Corinna Pereira had expressed interest in becoming a member of the B&I Committee. Corinna Pereira is the Workplace Learning Liaison with West Hills Community College District.  Mr. Konczal requested that the B&I Committee recommend that the FRWDB ratify the appointment at the December 6, 2017, meeting.  MILLER/GUZMAN - RECOMMENDED THAT THE FRWDB RATIFY CORINNA PEREIRA AS A NEW BUSINESS AND INDUSTRY COMMITTEE MEMBER. (UNANIMOUS)

3. **Employer Customer Satisfaction**

Christine Nutting, Deputy Director of Business Services, FRWDB, presented for the B&I's recommendation to the FRWDB, the Customer Satisfaction Report for the Third Quarter of Program Year (PY) 2016-2017. Ms. Nutting explained that the report reflected employer business customer satisfaction, and that the FRWDB continues to be rated extremely high with a 4.8 out of 5 rating from employer customers.

**KEYES/GUZMAN – RECOMMENDED THAT THE FRWDB ACCEPT THE EMPLOYER CUSTOMER SATISFACTION REPORT (UNANIMOUS).**

5. **Sector Strategy and Operational Changes**

Mr. Konczal explained that the FRWDB has continued to make changes to sector strategies to improve the business outreach functions. Mr. Konczal introduced the two (2) new Business and Workforce Consultant (BWC) hires, Victoria Lemus and Shawna Glazener, currently housed at the Business Services Center (BSC). The BWC's will focus on the industry sectors, and determining what the needs are for those employers.

This was an information item.

6. **Business Services Center Usage**

Ms. Nutting provided an overview of activities and services being provided through the FRWDB's BSC and an approximate value of those services. Ms. Nutting referred the B&I Committee to the spreadsheet provided in the agenda packet which reported an approximate value of \$223,472 for services provided in PY 2016-2017.

Director Olivares asked for more information regarding the no-cost Human Resources (HR) Hotline that the BSC provides. Ms. Nutting explained that businesses could call in during business hours and get an immediate response on all types of various HR issues. The HR hotline has proved to be a beneficial tool in the Fresno community.

This was an information item.

7. **Rapid Response – Worker Adjustment and Retraining Notification Act Notice**

Ms. Nutting reported that during the third and fourth quarters of PY 2016-2017, the Rapid Response team contacted fourteen (14) companies that were either downsizing or closing, and provided information to 113 dislocated workers out of the 392 employees that were affected.

This was an information item.

8. **November 1, 2017, Agenda Items**

Mr. Konczal mentioned that he would like to bring data back to the B&I Committee to show how the employer unemployment rates for Fresno County have differed over the last few years with the current rate at seven and a half percent (7.5%).

Director Olivares would like to have a discussion about the impact that the minimum wage increase on January 1, 2017, will have on Fresno businesses.

9. **Meeting Feedback**

None

The meeting was adjourned at 4:55 p.m.

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	2
MEETING DATE:	February 21, 2018
ACTION:	DISCUSS AND RECOMMEND

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TO: Business and Industry Committee  
FROM: Blake Konczal, Executive Director  
SUBJECT: Business and Industry Vice Chair Selection

**INFORMATION:**

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

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

The Business and Industry Committee will discuss the process and recommendations.

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	3
MEETING DATE:	February 21, 2018
ACTION:	RECOMMEND TO RATIFY

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TO: Business and Industry Committee  
FROM: Blake Konczal, Executive Director  
SUBJECT: Ratification of New Business and Industry Committee Members

**RECOMMENDATION:**

Recommend that the Fresno Regional Workforce Development Board (FRWDB) ratify the appointment of Dr. Smita Rouillard, Ron Hicks and Tommy Nellon to the Business and Industry Committee.

**REASON FOR RECOMMENDATION:**

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

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

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	4
MEETING DATE:	February 21, 2018
ACTION:	RECOMMEND TO ACCEPT

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**TO:** Business and Industry Committee  
**FROM:** Christine Nutting, Deputy Director of Business Services  
**SUBJECT:** Employer Customer Satisfaction

**RECOMMENDATION:**

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Customer Satisfaction Report.

**REASON FOR RECOMMENDATION:**

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

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

**ATTACHMENT:**

Employer Customer Satisfaction Report



# EMPLOYER RELATIONS SURVEY

## Rolling Four (4) Quarter Report

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

### COMMENTS FROM EMPLOYER

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

**FRESNO REGIONAL  
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AGENDA ITEM:	5
MEETING DATE:	February 21, 2018
ACTION:	INFORMATION

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**TO:** Business and Industry Committee  
**FROM:** Blake Konczal, Executive Director  
**SUBJECT:** Distribution Center Training

**INFORMATION:**

Blake Konczal, Executive Director, Fresno Regional Workforce Development Board will provide an update on the Distribution Center Training.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	6
MEETING DATE:	February 21, 2018
ACTION:	INFORMATION

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**TO:** Business and Industry Committee  
**FROM:** Christine Nutting, Deputy Director of Business Services  
**SUBJECT:** Rapid Response – Worker Adjustment and Retraining Notification Act Notice

**INFORMATION:**

As requested by your committee, and in an effort to stay abreast of economic developments in Fresno County, Fresno Regional Workforce Development Board staff provides the Business and Industry Committee a quarterly update of Rapid Response activity as it applies to business closures or downsizing.

During the First and Second Quarters of Program Year (PY) 2017-2018, the Rapid Response team contacted four (4) companies that were either downsizing or closing, and provided information to 251 dislocated workers out of the 336 employees that were affected.

**ATTACHMENT:**

Rapid Response Assistance Report – First and Second Quarters, Fiscal Year 2017-2018

Name of Reporting LWIA (may use 3-alpha code):  
 LWIA Lead RR Contact Person:  
 Email address:  
 Telephone Number:

FRS  
 Tamico Thomas  
 tthomas@workforce-connection.com  
 (559) 490-7180

Date submitted:  
 Quarter Ending:

Jan. 20, 2018  
 31-Dec-18

**INSTRUCTIONS:** Activities reported on the RR-121 Report are those relating to on-site visits in response to layoffs or closures, as defined by the CWIB. Reportable on-site visits include WARN and non-WARN events. The RR-121 Report form must be completed to report visits by LWIA staff when conducting on-site layoff/closure planning meetings and/or orientations with ten (10) or more affected workers ONLY. Planning meetings are for information only and will not be used in the calculation of the dislocation-based formula funding factor. Complete a separate line item entry for each on-site visit occurring on different days, locations, or employers. Complete a single line item entry if multiple sessions are conducted on the same day, at a single location, and for a single employer with the note of how many multiple orientations were made that day. The RR-121 Report must be completed quarterly and submitted via e-mail by the 20th of the month following the quarter end to the assigned Regional Advisor, with a "cc" to the LWIA Administrator. For example, submit the 03/31 report by 04/20.

Date of Visit	Reason for On-Site Visit: Planning (Plan) or Orientation (OR)	Was more than one orientation conducted per day? Y/N	If multiple orientations per day, how many?	Company Name	Street Address	City	Zip Code	Date of Layoff that Caused Visit	Total number of affected employees	Number of affected employees who actually attended	Comments
9/12/2017	OR	Y	5	Pelco	3500 Pelco Way	Clovis	93612	10/2017-3/30/2018	265	221	Layoff
10/5/2017	OR	N	N/A	Daily Grill	7855 N. Palm Ave.	Fresno	93711	10/22/2017	13	0	Closure
10/31/2017	OR	N	N/A	AT&T	4422 Ashlan	Fresno	93726	10/31/2017	30	17	Layoff
12/12/2017	OR	N	N/A	Rich's Products	320 O St.	Fresno	93721	12/8/2017	28	13	Layoff