



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Workforce Development Board
March 1, 2017 @ 4:00 p.m.
Council of Fresno County Governments
2035 Tulare Street – 2nd Floor
Sequoia Room
Fresno, CA 93721

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

REMINDER: PLEASE TURN OFF CELL PHONES OR PUT ON VIBRATE

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

Item #	Description	Presenter	Enclosure	Action	Page #
6.	Committee Reports Business & Industry Committee – Lydia Zabrycki Youth Council – Dennis Montalbano		No	Information	--
7.	Approval of the December 7, 2016, Meeting Minutes	Konczal	Yes	Approve	4
8.	January 2017 Financial Report	Konczal	Yes	Accept	10

CONSENT ITEMS

- | | | | |
|----|---|--|---------|
| 9. | Approve Consent Items (A1 through B7). <i>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.</i> | | Approve |
|----|---|--|---------|

CONSENT ITEMS SUBMITTED BY BUSINESS AND INDUSTRY COMMITTEE

A1	Employer Customer Satisfaction	Nutting	Yes	Accept	18
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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 #
<u>CONSENT ITEMS SUBMITTED BY YOUTH COUNCIL</u>					
B1	Ratification of New Youth Council Member	Montalbano	Yes	Ratify	21
B2	Second Quarter Local Performance Results Report for Program Year 2016-2017	Stogbauer	Yes	Accept	22
B3	First and Second Quarters Youth Satisfaction Reports for Program Year 2016-2017	DeWitt	Yes	Accept	28
B4	First and Second Quarters Providers of Services Monitoring Report for Program Year 2016-2017	DeWitt	Yes	Accept	31
B5	First and Second Quarters Youth Customer Complaint Report for Program Year 2016-2017	DeWitt	Yes	Accept	34
B6	Fresno County Workforce Investment Act Youth Program Performance Report for Program Year 2015-2016	Giles	Yes	Accept	35
B7	Fourth Quarter Youth Federal Mandated Performance Results Report for Program Year 2015-2016	Giles	Yes	Accept	36
NON-CONSENT ITEMS					
10.	Ten-Year Analysis of Psychiatric Technician Program	Gornick	Yes	Information	41
11.	Fourth Quarter Community Events	Konczal	Yes	Information	42
12.	Information Sharing	WIB Members	No	Discussion	--
13.	Agenda Items for June 7, 2017, Meeting	Konczal	No	Discussion	--
14.	Meeting Feedback	Konczal	No	Discussion	--

**FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD
2016 ATTENDANCE RECORD**

Directors	1/20/16*	3/2/2016 Canceled	6/1/2016	9/7/2016 Canceled	Special 9/14/16	12/7/2016
Tom Abshire	P	XX	P	XX	P	P
Robert Alcazar	P	XX	--	--	--	--
Richard Alves	P	XX	--	--	--	--
Oliver Baines	A	XX	A	XX	P	A
Lenora Lacy Barnes	P	XX	P	XX	P	P
Paul Bauer	P	XX	P	XX	P	P
Andreas Borgeas	P	XX	P	XX	P	P
Raine Bumatay	--	XX	--	XX	--	P
Tony Canales	P	XX	P	XX	P	A
Lee Ann Eager	A	XX	P	XX	P	P
Frank Gornick	P	XX	P	XX	A	A
Fely Guzman	P	XX	A	XX	P	A
Tracewell Hanrahan	A	XX	--	--	--	--
Jeff Hensley	P	XX	--	--	--	--
Ron Hicks	A	XX	--	--	P	P
Araceli Holland	--	XX	P	XX	P	A
Richard Keyes	A	XX	A	XX	P	A
Adriana Kuhnle	P	XX	P	--	--	--
Keith Lovgren	P	XX	--	--	--	--
Kurt Madden	A	XX	--	--	--	--
David Mercer	P	XX	P	XX	P	P
Scott Miller	P	XX	P	XX	P	A
Dennis Montalbano	P	XX	--	XX	P	P
Delfino Neira	P	XX	P	XX	P	P
Tommie Nellon	P	XX	P	XX	P	P
Sam Norman	P	XX	--	--	--	--
Joe Olivares	P	XX	--	--	--	--
Aric Olson	A	XX	P	XX	P	A
Brian Pacheco	P	XX	--	--	--	--
Andre Pecina	P	XX	A	--	--	--
Jose Plascencia	P	XX	--	--	--	--
Tom Richards	P	XX	P	XX	A	P
Chuck Riojas	P	XX	P	XX	A	A
Smita Rouillard	--	--	--	--	P	P
Bret Slusser	A	XX	A	XX	A	--
Al Smith	A	XX	--	--	--	--
Renena Smith	P	XX	--	--	--	--
Lydia Zabrycki	P	XX	P	XX	A	A
Ken Price (Counsel)	P	XX	P	P	XX	P

P = Present
A = Absent

* = Special Meeting
-- = Not a Member at Time of Meeting

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	7
MEETING DATE:	March 1, 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: Blake Konczal, Executive Director
SUBJECT: Approval of the December 7, 2016, Meeting Minutes

RECOMMENDATION:

Approve the minutes of the December 7, 2016, meeting of the Fresno Regional Workforce Development Board.

ATTACHMENT:

December 7, 2016, Meeting Minutes

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

**Workforce Development Board
December 7, 2016 @ 4:00 p.m.**

SUMMARY MINUTES

The meeting was called to order at 4:00 p.m.

ROLL CALL: PRESENT – Tom Abshire, Lacy Barnes (arrived at 4:02 p.m.), Paul Bauer, Andreas Borgeas, Raine Bumatay, Lee Ann Eager, Ron Hicks, David Mercer, Dennis Montalbano, Delfino Neira, Tommie Nellon, Tim Richards, Smita Rouillard, and Legal Counsel Ken Price.

ABSENT – Oliver Baines, Tony Canales, Frank Gornick, Fely Guzman, Araceli Holland, Richard Keyes, Scott Miller, Aric Olson, Chuck Riojas, and Lydia Zabrycki.

Director Barnes arrived (4:02 p.m.)

COMMENTS BY FRWDB CHAIR AND/OR EXECUTIVE STAFF: Chair Bauer introduced and welcomed new Fresno Regional Workforce Development Board (FRWDB) Director Raine Bumatay. Ms. Bumatay is the Principal at Fresno Adult School.

AGENDA CHANGES: Legal Counsel Price recommended that Consent Items A2, A3, A4, A5, and A6 be moved to Non-Consent, and recommended that items A7, A8, A9, A10, and A11 be removed from the agenda and be placed on the March 1, 2017, agenda. Mr. Price recommended these agenda changes due to the fact that the Executive Committee was unable to review and recommend these items to the Fresno Regional Workforce Development Board (FRWDB) because of the lack of quorum at their December 7, 2016, meeting.

RICHARDS/BORGEAS – APPROVED THE DECEMBER 7, 2016, AGENDA CHANGES (UNANIMOUS).

ABSTENTIONS/ DISCLOSURES OF POTENTIAL CONFLICTS OF INTEREST/ RECUSALS: Tom Abshire, Item A3; Lacy Barnes, Item A2; and David Mercer, Item A3.

PUBLIC COMMENTS: None.

Item	Description/Action Taken
6.	<u>Quarterly Award Winners</u>

Blake Konczal, Executive Director, FRWDB, stated that the FRWDB has recently re-implemented the quarterly Outstanding Achievement awards for its Adult and Youth clients, as well as for the businesses that work with the FRWDB in serving Adult and Youth clients. On February 8, 2017,

the FRWDB will be hosting an awards breakfast where annual winners from each category will be announced and recognized. The event will be held at Tornino's from 8:00 am to 10:00 am. Mr. Konczal invited FRWDB Adult and Youth Program Manager, Nuvia Varela, to introduce a video presentation of an Adult Employer Of Excellence award recipient, Rich Food Products Corporation.

Mr. Konczal indicated that videos of the quarterly award winners will continue to be presented at the FRWDB Committee meetings, and will also be presented to the Fresno County Board of Supervisors and the Fresno City Council in 2017. Directors will be receiving a Save-the-Date notice next week for the February awards breakfast.

This was an information item.

7. Committee Reports

Executive Committee: Director Bauer reported that the Executive Committee (Committee) met on October 19th when they received a presentation by Doug Svensson of Applied Development Economics (ADE) on a regional economic sector and skills gap analysis for Fresno County. The study conducted by ADE focused on three (3) areas: Economic trends and job growth, labor force characteristics, and matching the job opportunities with the labor force. The report showed that there are expected 140,000 job openings in Fresno County over the next ten (10) years. The Committee reviewed and accepted the August 2016 Agency Budget and Financial Reports, for which everything is on track and staff had no concerns. Mr. Konczal provided the Committee an update on the SlingShot grant, under which the first manufacturing training cohort will begin in January. Mr. Konczal also informed the Committee that the FRWDB, with partners, applied for the Department of Labor's America's Promise Grant. The grant award announcement is expected by December 31, 2016.

Business and Industry Committee: In Chair Zabrycki's absence, Christine Nutting, Deputy Director of Business Services, FRWDB provided the Board with the Business and Industry Committee (B&I) update.

Ms. Nutting indicated that the B&I met in November, at which time they received a presentation on the sector analysis conducted by ADE. Mr. Konczal provided an update on the SlingShot grant and the progress that has been made with the manufacturing training programs. The B&I also received a presentation from Sam Geil with the Manufacturing Alliance about their outreach to manufacturers, the youth pilot program that the FRWDB has been collaborating with them on, and their manufacturing conference. The B&I was also presented with the quarterly Employer of Excellence award videos for the Youth and Adult employers. The Adult Employer of Excellence winner, Stratas Foods, had a representative present at the meeting who thanked the B&I for providing great candidates and also expressed their satisfaction with working with Workforce Connection staff.

This was an information item.

8. Approval of the September 14, 2016, Special Meeting Minutes

EAGER/BARNES – APPROVED THE SEPTEMBER 14, 2016, SPECIAL MEETING MINUTES (UNANIMOUS).

9. **October 2016 Financial Report**

Mr. Konczal presented the October 2016 Financial Report for acceptance. He stated that all spending was on track and FRWDB staff had no concerns.

NEIRA/BARNES – ACCEPTED THE OCTOBER 2016 FINANCIAL REPORT (UNANIMOUS).

10. **Approval of Consent Item (A1)**

NEIRA/MONTALBANO – APPROVED CONSENT ITEM A1 (UNANIMOUS).

Non-Consent Items Added

A2 – Final Draft Workforce Innovation and Opportunity Act Title I One-Stop Operator, Adult and Dislocated Worker Request for Proposals Scope of Work for Program Year 2017-2018

Mr. Konczal explained that the Workforce Innovation and Opportunity Act (WIOA) states that local boards must procure for their One-Stop Operator(s) (OSOs) and that the OSOs' contracts can be renewed for up to a four (4) year maximum. Current FRWDB OSO contracts will end June 30, 2018. These contracts are for the providers at the Manchester Center, Reedley, and Coalinga One-Stop sites. FRWDB staff has begun the procurement process by preparing the draft Scope of Work and timeline. Director Barnes had a number of questions and suggestions regarding the draft Scope of Work. After a discussion by Directors and Legal Counsel, and in light of the timeline for the procurement, it was decided not to change the Scope of Work document, but that FRWDB staff will prepare an information sheet, taken from Director Barnes' suggestions, and will distribute it at the bidders' conferences.

ABSHERE/RICHARDS – APPROVED THE FINAL DRAFT WIOA TITLE I ONE-STOP OPERATOR, ADULT AND DISLOCATED WORKER REQUEST FOR PROPOSALS SCOPE OF WORK FOR PROGRAM YEAR 2017-2018 (APPROVED, WITH ABSTENTION NOTED ABOVE).

A3 – Workforce Innovation and Opportunity Act Adult and Dislocated Worker Carryover Funding Recommendations for Program Year 2016-2017

Mr. Konczal presented for the FRWDB's approval, the allocation of Adult and Dislocated Worker unobligated carryover funding in the amount of \$312,286. Recommended allocation of these funds is for marketing, costs associated with relocating the ground floor space at the Manchester One-Stop to a new location within the mall, and for special projects. Mr. Konczal noted that the specific use of the special projects money would be brought before the FRWDB for its approval once a decision for the use of the money is made.

NEIRA/NELLON – APPROVED THE WIOA ADULT AND DISLOCATED WORKER CARRYOVER FUNDING RECOMMENDATIONS FOR PROGRAM YEAR 2016-2017 (APPROVED, WITH RECUSALS NOTED ABOVE).

A4 – Workforce Innovation and Opportunity Act Youth Carryover Funding Recommendations for Program Year 2016-2017

Mr. Konczal presented for the FRWDB's approval, the allocation of Youth unobligated carryover funding in the amount of \$253,725. The recommended allocation of these funds is for vocational and soft skills training, marketing and outreach, and supportive services.

EAGER/NEIRA – APPROVED THE WIOA YOUTH CARRYOVER FUNDING RECOMMENDATIONS FOR PROGRAM YEAR 2016-2017 (UNANIMOUS).

A5 – Transfer of Dislocated Worker Program Funds to the Adult Program

Mr. Konczal presented for the FRWDB's approval, the transfer of \$980,000 of Dislocated Worker program funds to the Adult program. Mr. Konczal reminded the FRWDB that under the WIOA, local workforce boards are allowed to move funds between Dislocated Worker and Adult funding streams. He explained that this recommendation is reflective of the higher ratio of Adult to Dislocated Worker clients being served through the local One-Stop system.

EAGER/NELLON – APPROVED THE TRANSFER OF DISLOCATED WORKER PROGRAM FUNDS TO THE ADULT PROGRAM (UNANIMOUS).

A6 – Allocation of Workforce Innovation and Opportunity Act Rapid Response Carryover Funds and Program Year 2016-2017 Funding Allocations

Mr. Konczal presented for the FRWDB's approval the allocation of WIOA Rapid Response funds for Program Year (PY) 2016-2017 in the amount of \$263,109 and carryover funds from PY 2015-2016 in the amount of \$92,000. Director Neira asked if the FRWDB would lose the carryover funds if not spent. Mr. Konczal confirmed that yes, unspent money would go back if not spent, but indicated that the FRWDB carefully tracks the shelf life of its funds to ensure that all monies are spent, adding that in his 16 years at the FRWDB, money has never had to be sent back due to lack of use. Director Barnes asked if the administrative costs outlined in the agenda item were mainly for personnel. Phyllis Stogbauer, Deputy Director of Program Services, FRWDB, stated that the administrative costs do fully cover the FRWDB's Rapid Response Coordinator position, and also includes FRWDB staff positions that facilitate services or support for Rapid Response related services (program oversight, monitoring, fiscal services, information technology). Mr. Konczal indicated that in the future, FRWDB staff will provide a detailed breakout of those administrative costs.

NEIRA/BARNES – APPROVED THE ALLOCATION OF WIOA RAPID RESPONSE CARRYOVER FUNDS AND PROGRAM YEAR 2016-2017 FUNDING ALLOCATIONS (UNANIMOUS)

11. Ten-Year Analysis of Psychiatric Technician Program

This item was not discussed as presenter was not present.

12. Grant Writing Workshop Update

As requested at the September 14, 2016, FRWDB meeting, Ms. Nutting provided a recap of the grant writing workshop that was held at the Business Services Center on September 14, 2016. Ms. Nutting stated that there were 29 attendees and that the workshop was well received. She indicated that the FRWDB's purpose for providing the workshop was two-fold. The first was to provide the community with information from grant writing experts on how to approach grants, trends in the grant-writing universe, and some dos and don'ts of grant writing. The second was to allow the FRWDB an opportunity to identify potential future grant partners, with whom the FRWDB has not yet worked. Ms. Nutting indicated that the feedback from the workshop was very positive.

This was an information item.

13. Second Quarter Community Events

Mr. Konczal stated that the FRWDB would be attending the Chamber of Commerce Eggs and Issues Breakfast and the Chamber's Annual Installation Event, both to be held in February. He noted that tickets for these events were included in the FRWDB's membership with the Fresno Chamber of Commerce.

This was an information item.

14. Information Sharing

Mr. Konczal introduced the FRWDB's new Deputy Director of Fiscal Services, Cheryl Beierschmitt.

Director Eager shared that the Economic Development Corporation will be hosting an Energy Summit on January 18, 2017, at the Bitwise Stadium.

15. Agenda Items for March 1, 2017, Meeting

Director Eager requested that she provide an update on the Mandela Center at a future meeting.

16. Meeting Feedback

There was no meeting feedback.

The meeting was adjourned at 5:00 p.m.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	8
MEETING DATE:	March 1, 2017
ACTION:	ACCEPT

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

RECOMMENDATION:

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

REASON FOR RECOMMENDATION

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

Obligation Requirements: The Workforce Investment Act allows Local Workforce Investment Areas two (2) years to expend the Adult, Dislocated Worker and Youth allocations, provided that 80 percent of the allocation is obligated at the end of the first year. Under Sections 128 (c) and 133 (c) of WIA, the Governor may recapture funds from the Local Workforce Investment Areas that fail to obligate at least 80 percent of their Title I allocations by the end of the first program year.

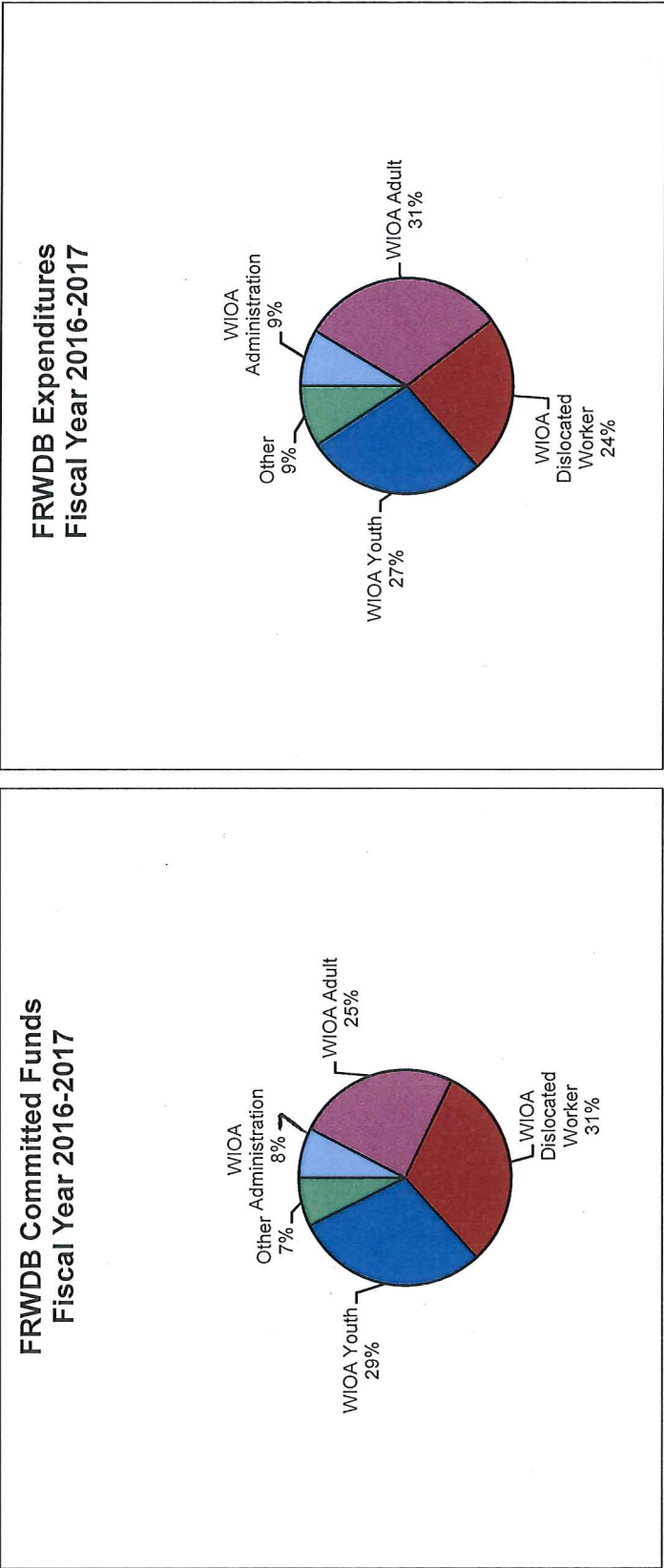
To maximize the resources available to Local Workforce Development Areas (Local Areas) to continue their Workforce Innovation and Opportunity Act (WIOA) transition work, the requirement for Local Areas to obligate at least 80 percent of their WIOA program dollars by the end of the Program Year (PY) 2015-2016 is being waived. This waiver only applies to PY 2015-2016 funds, which must be fully expended by June 30, 2017, to avoid recapture; policy guidance on funds utilization requirements was issued in Directive WSD15-08 dated November 18, 2015.

ATTACHMENT:

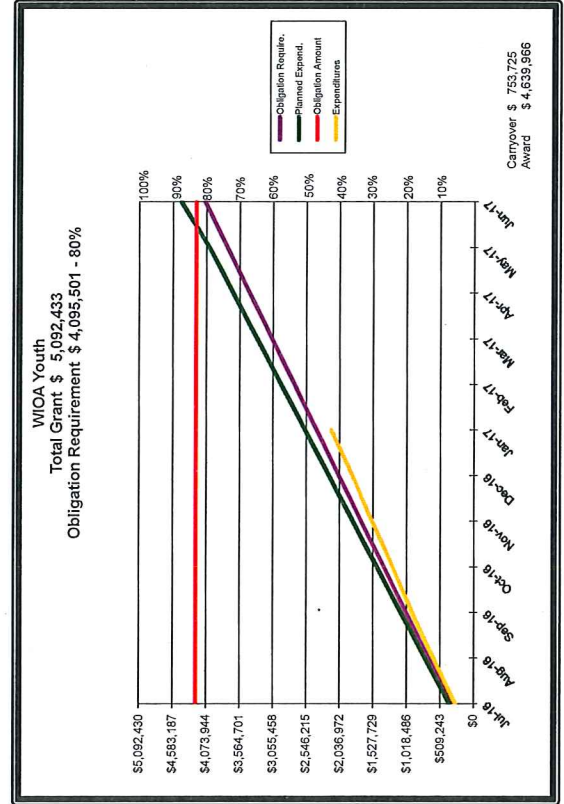
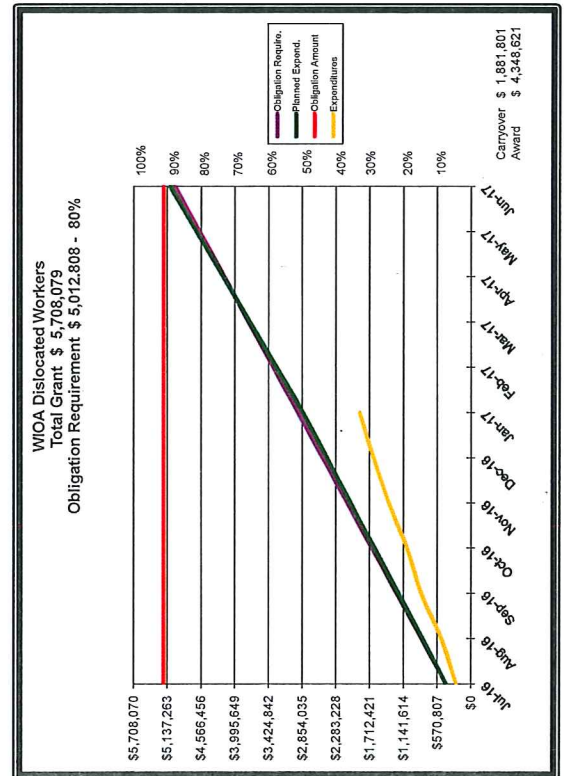
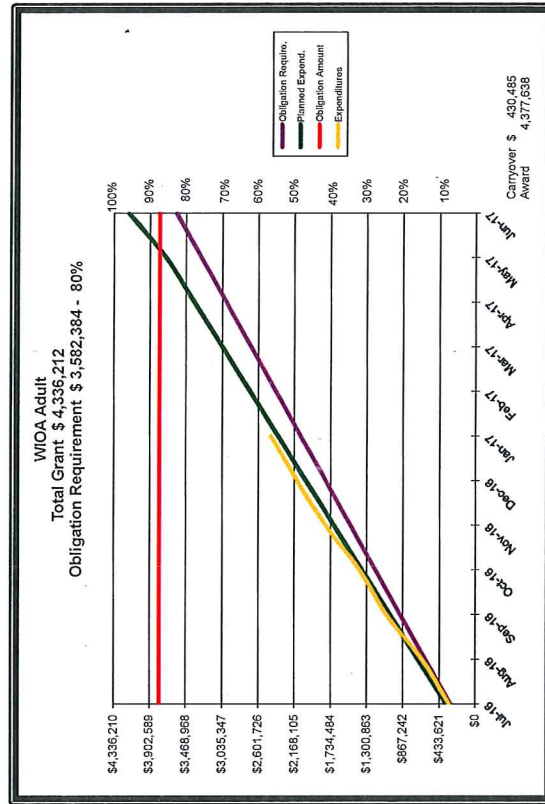
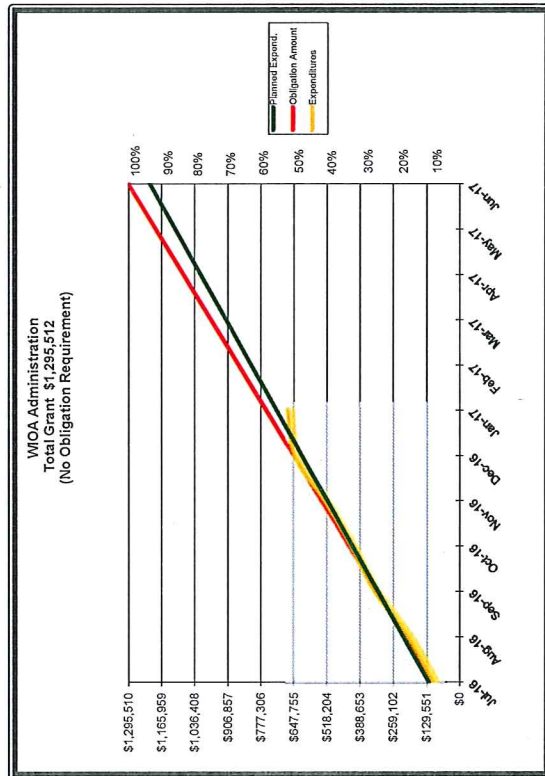
January 2017 Financial Report

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD FINANCIAL REPORTS

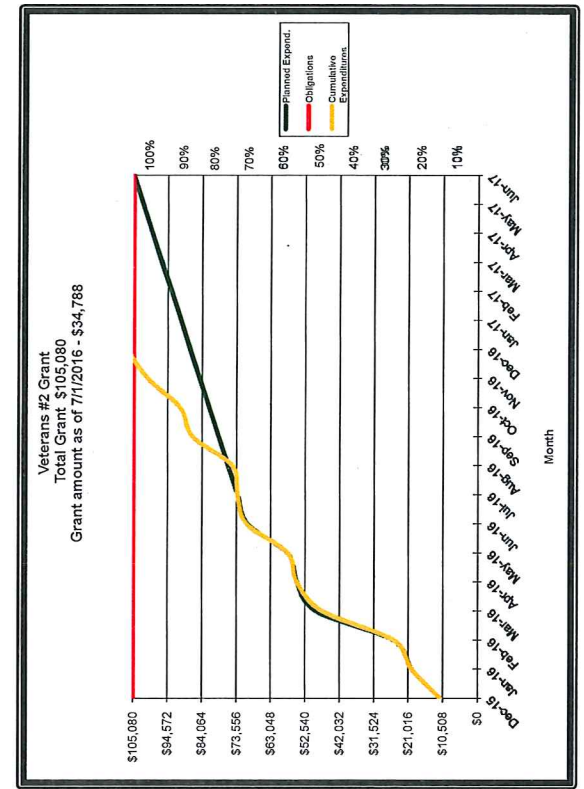
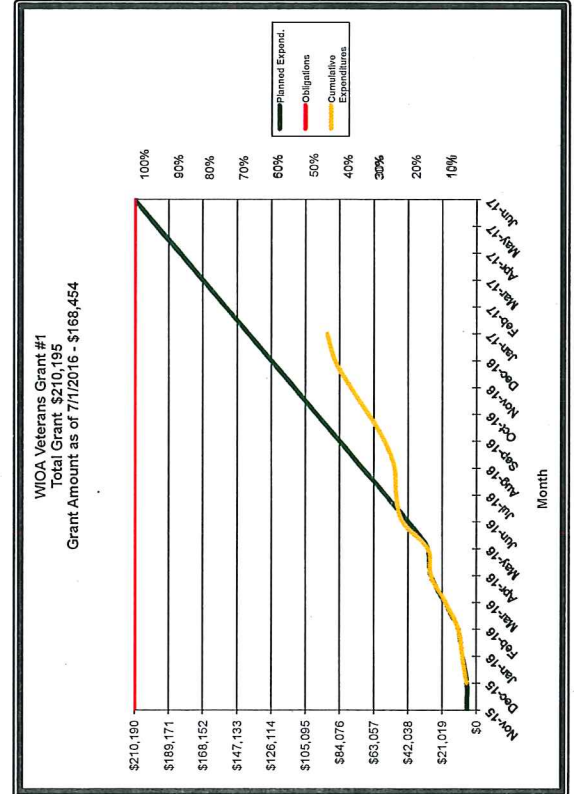
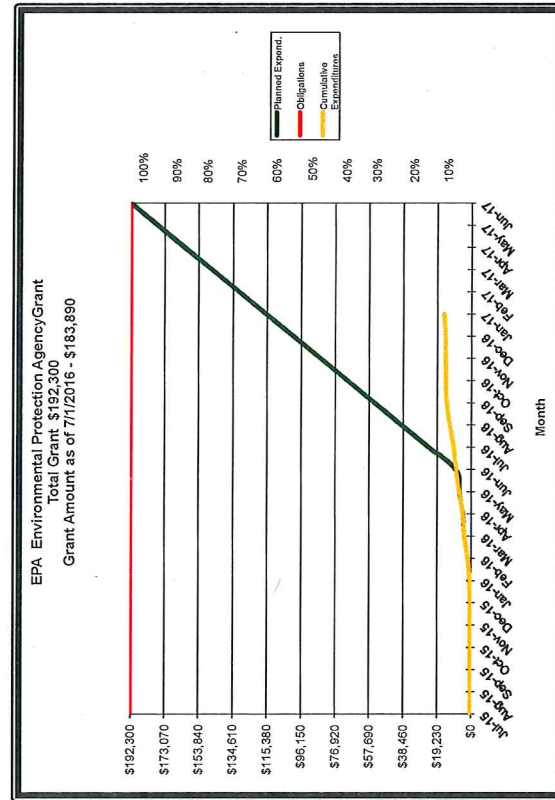
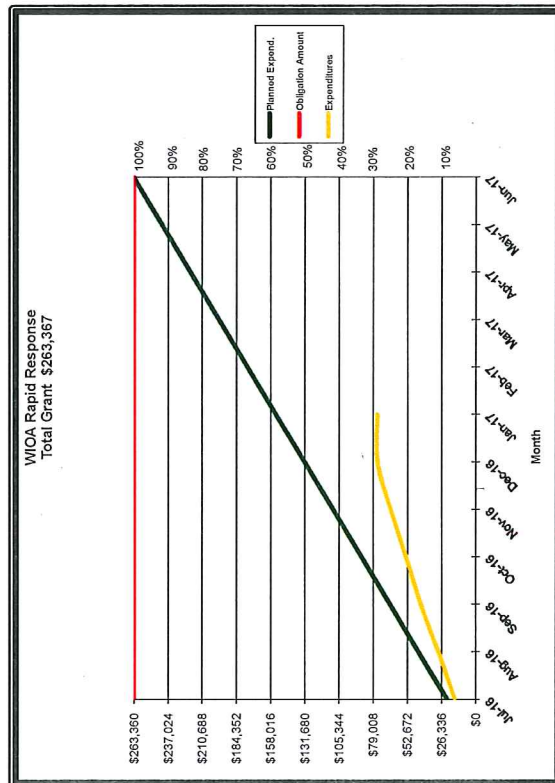
January 2017



January 2017

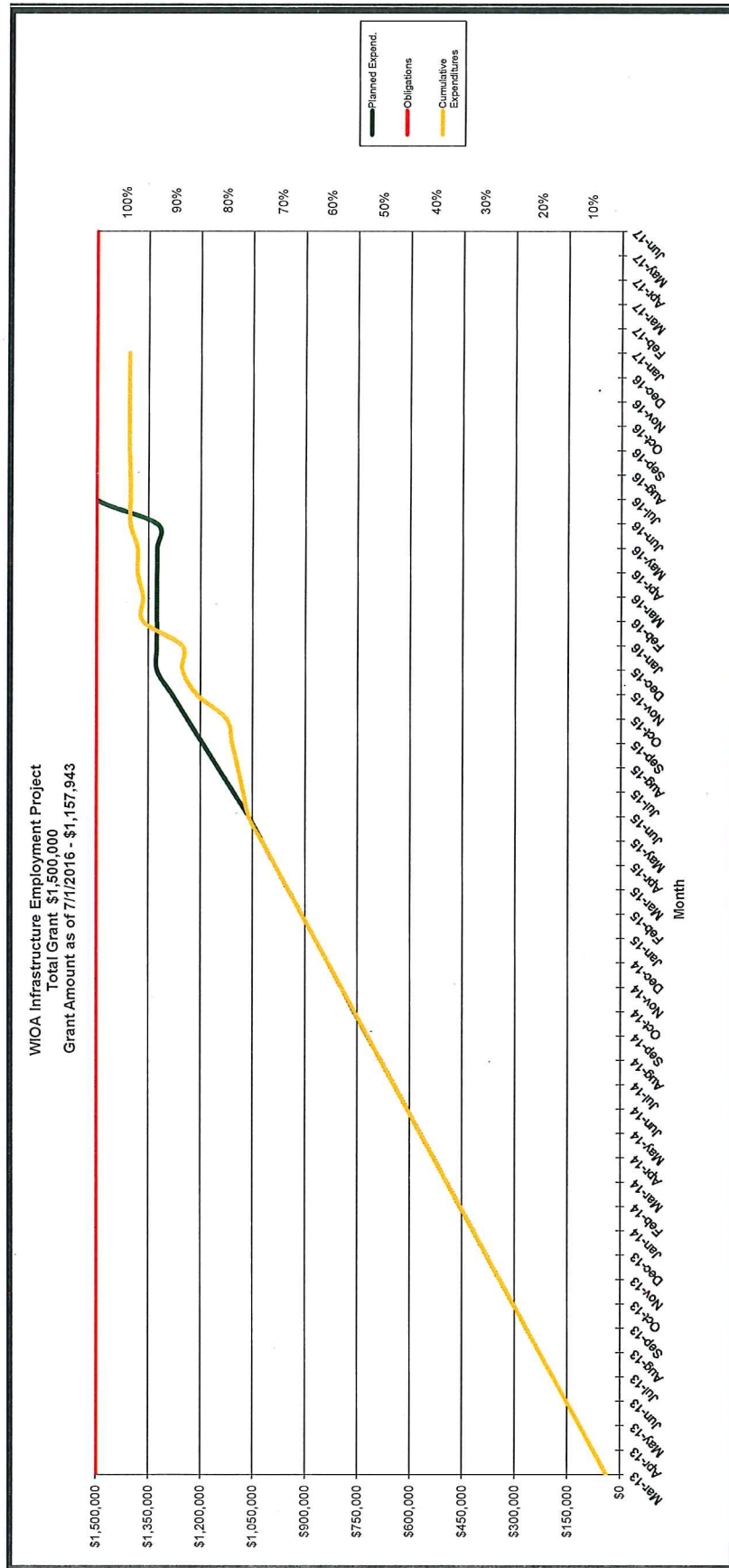


January 2017

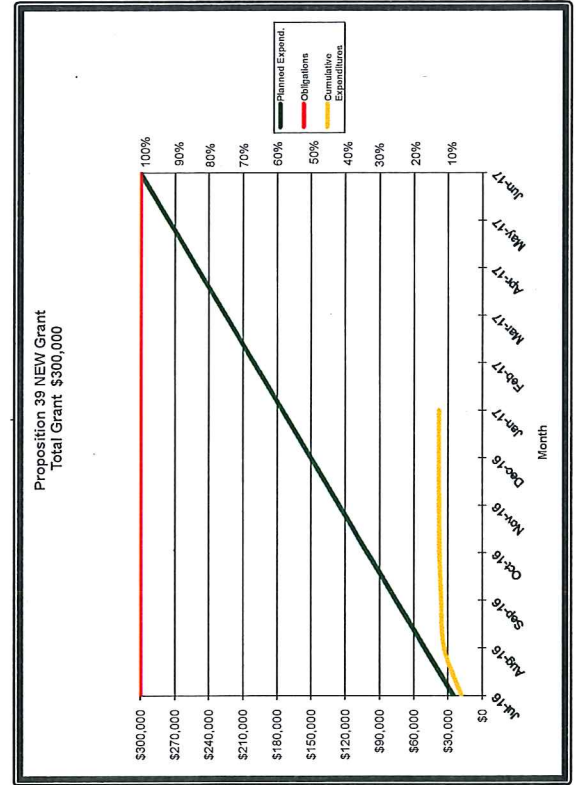
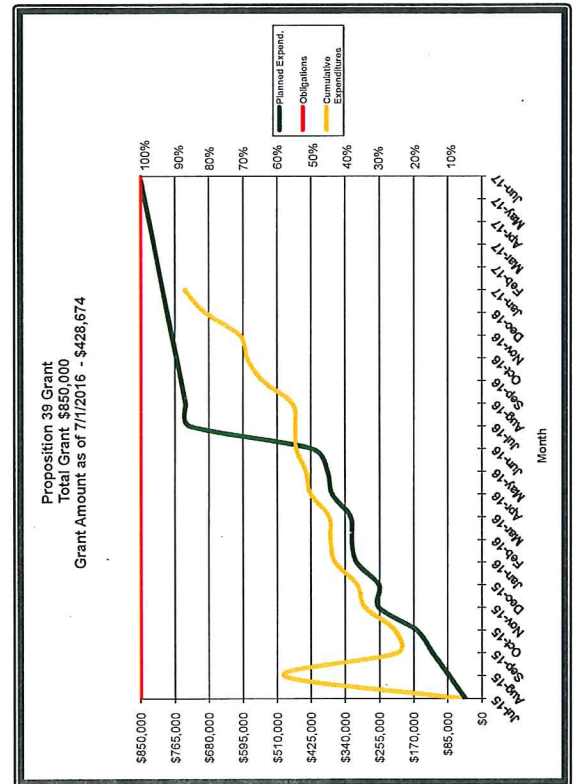
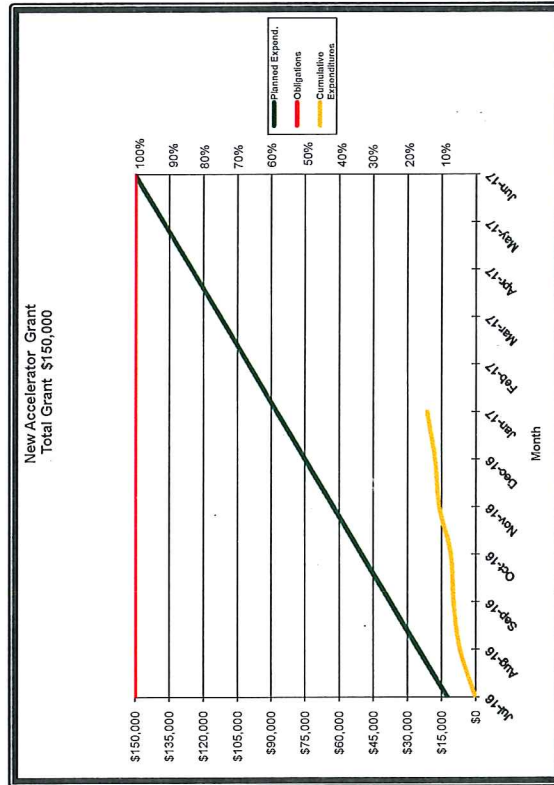
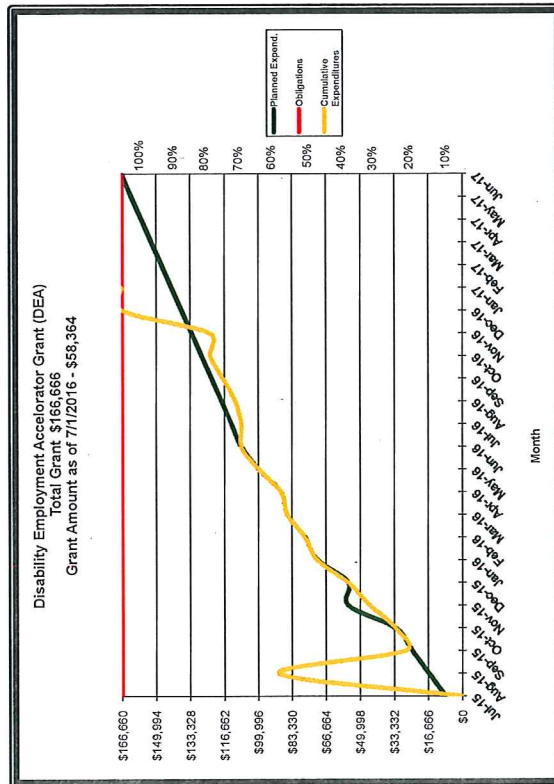


FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD FINANCIAL REPORTS

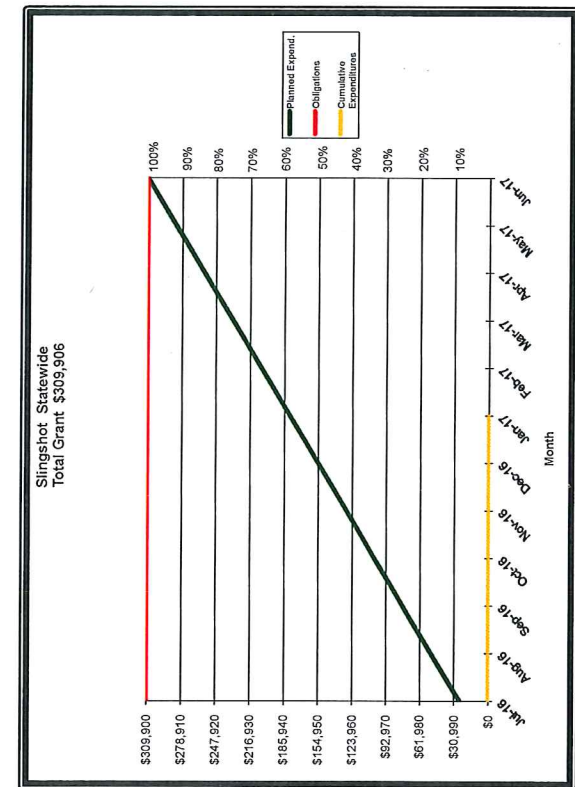
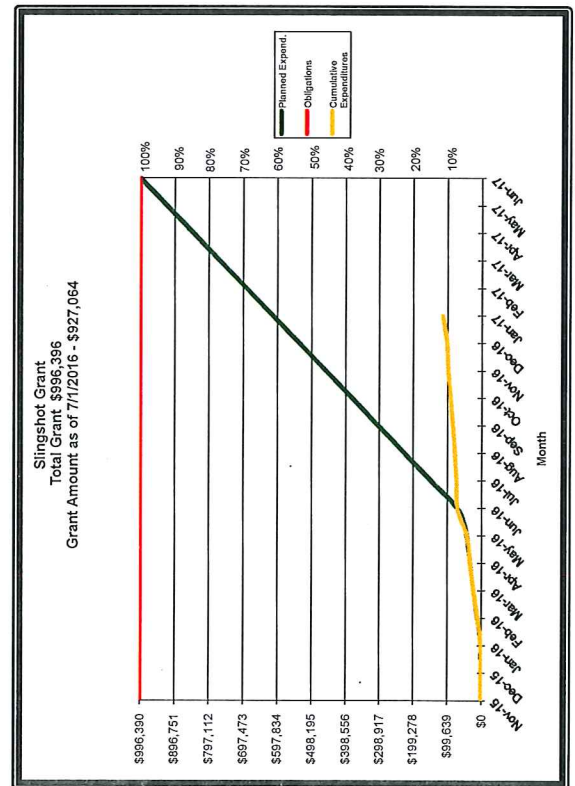
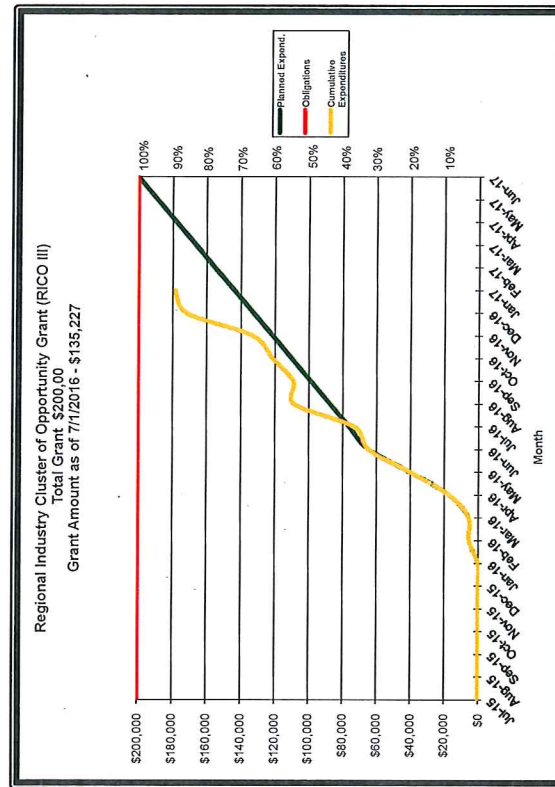
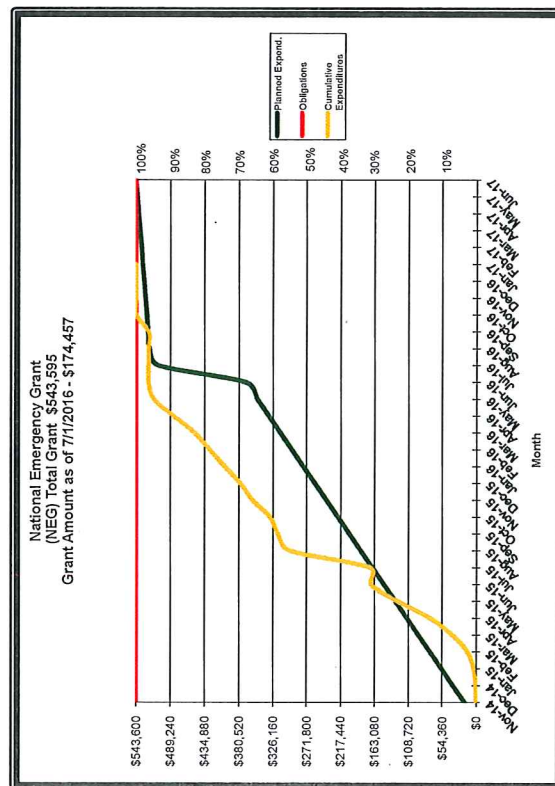
January 2017



January 2017



January 2017



Consent Items Submitted by the Business & Industry Committee

MISSION:

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

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A1
MEETING DATE:	March 1, 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 February 1, 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	
	Q3	Q4	Q1	Q2	Q1	Q2
1. How responsive were we to your needs (were we timely)?	4.9	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?	4.9	4.8	4.8	4.8	4.8	4.8
3. Have you experienced consistent service over several recruitments?	4.9	4.8	4.8	4.8	4.8	4.8
4. Did you receive quality service at WC?	4.9	4.8	4.9	4.8	4.9	4.8
OVERALL MEAN	4.9	4.9	4.9	4.8	4.9	4.8
Possible Unique # Employers Within a Quarter to be Surveyed / # of Employers Responded	25/17	34/24	37/28	30/23		

COMMENTS FROM EMPLOYER

"The employee has been a real godsend. The BAS constantly follows up with me." - CENTRAL CALIFORNIA BUILDERS EXCHANGE

"Workforce Connection is doing a great job. I'm very happy with the service." - OPTIMAL HOSPICE CARE

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:	B1
MEETING DATE:	March 1, 2017
ACTION:	RATIFY

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TO: Fresno Regional Workforce Development Board

FROM: Youth Council

SUBJECT: Ratification of New Youth Council Member

RECOMMENDATION:

Ratify the appointment of Mr. Brian Chambers to the Youth Council.

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

REASON FOR RECOMMENDATION:

Mr. Chambers is the Staff Services Manager with the Department of Rehabilitation and has expressed interest in joining the Youth Council.

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

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	B2
MEETING DATE:	March 1, 2017
ACTION:	ACCEPT

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TO: Fresno Regional Workforce Development Board
FROM: Youth Council
SUBJECT: Second 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 Second Quarter of Program Year (PY) 2016-2017.

The Youth Council approved this recommendation on February 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; in-school youth (ISY) enrollments are above plan due to Provider meeting their ISY enrollments for the year. Provider has frozen in-school enrollments and has ensured FRWDB staff that they will not exceed the maximum 25% in-school enrollments.

ResCare: Staff has no concerns; Provider is meeting mandated out-of-school enrollments.

Proteus, Inc.: Staff has no concerns; ISY enrollments are above plan due to Provider meeting their ISY enrollments for the year. Provider has frozen in-school enrollments and has ensured FRWDB staff that they will not exceed the maximum 25% in-school enrollments.

WHCCD: Staff has no concerns; Provider is meeting mandated out-of-school enrollments.

Youth Offender Services: No comments.

Youth Expenditures:

FEOC: Staff has no concerns; expenditures are slightly below plan caused by unforeseen staff savings due to hiring process. Provider is fully staffed and is in the process of submitting a budget modification to correct under expenditures due to staff savings. Provider expects to be in line with the updated plan by the third quarter.

ResCare: Staff has no concerns; expenditures are below plan caused by staff savings due to a staff member on Leave of Absence. Provider is fully staffed and expects to be in line with plan by the third 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. Provider is adjusting staffing allocations and anticipates being in line with plan by the third quarter.

WHCCD: No Concerns.

Youth Offender Services (ResCare): Staff has no concerns; low expenditures are due to subcontractor not invoicing provider in a timely manner, staff savings and hiring process. Provider is in the process of working with subcontractor on collecting invoices in a timely manner, and is currently working on filling the position. Provider will be submitting a budget modification to correct under expenditures due to staff savings. Provider expects to be aligned by the third quarter.

Youth Placement / Certificate of Attainment:

FEOC: No concerns.

ResCare: Staff has no concerns; in-school placements are slightly below goal due to some participants no longer wanting to participate in the program. The Provider is working on different strategies to engage youth and anticipates reaching goal by the third quarter.

Proteus, Inc.: No concerns.

WHCCD: Out-of-School (OSY) Certificate of Attainment is below goal due to three (3) participants not wanting to continue receiving services. The Provider is working on engagement strategies, and anticipates reaching goal by the third quarter.

Youth Offender Services: No concerns.

Youth Literacy Attainment:

FEOC: Staff has no concerns; OSY reading attainment is slightly below goal. Provider anticipates being at goal by the third quarter.

ResCare: No concerns.

Proteus, Inc.: No concerns.

WHCCD: ISY and OSY Reading and Math attainments are below goal due to youth that were closed out of the program without obtaining literacy goals. The Provider is working diligently with youth to ensure that the youth increase the required grade levels in timely manner by working one on one with youth. Provider anticipates being in compliance by the third quarter.

Youth Offender Services: OSY Reading and Math attainments are below goal due to participant being disengaged. Staff is working on providing additional one-on-one tutorial in addition to online tutorial program to keep participants engaged and on track.

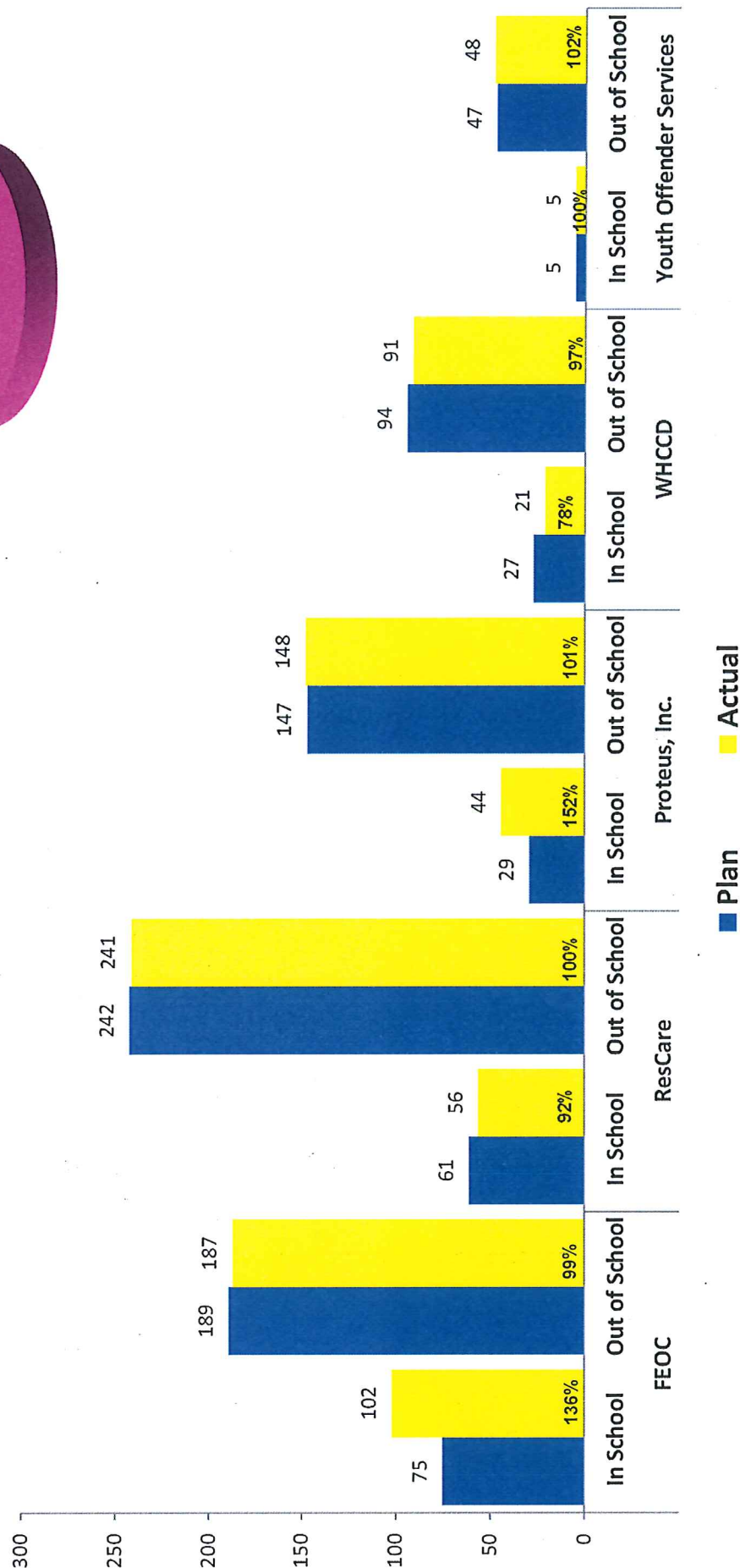
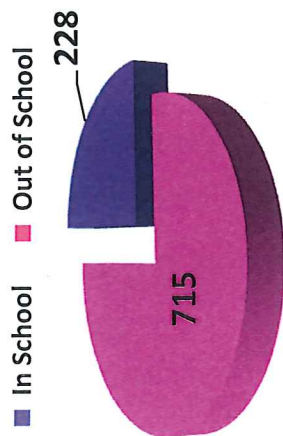
ATTACHMENT:

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

Youth Served

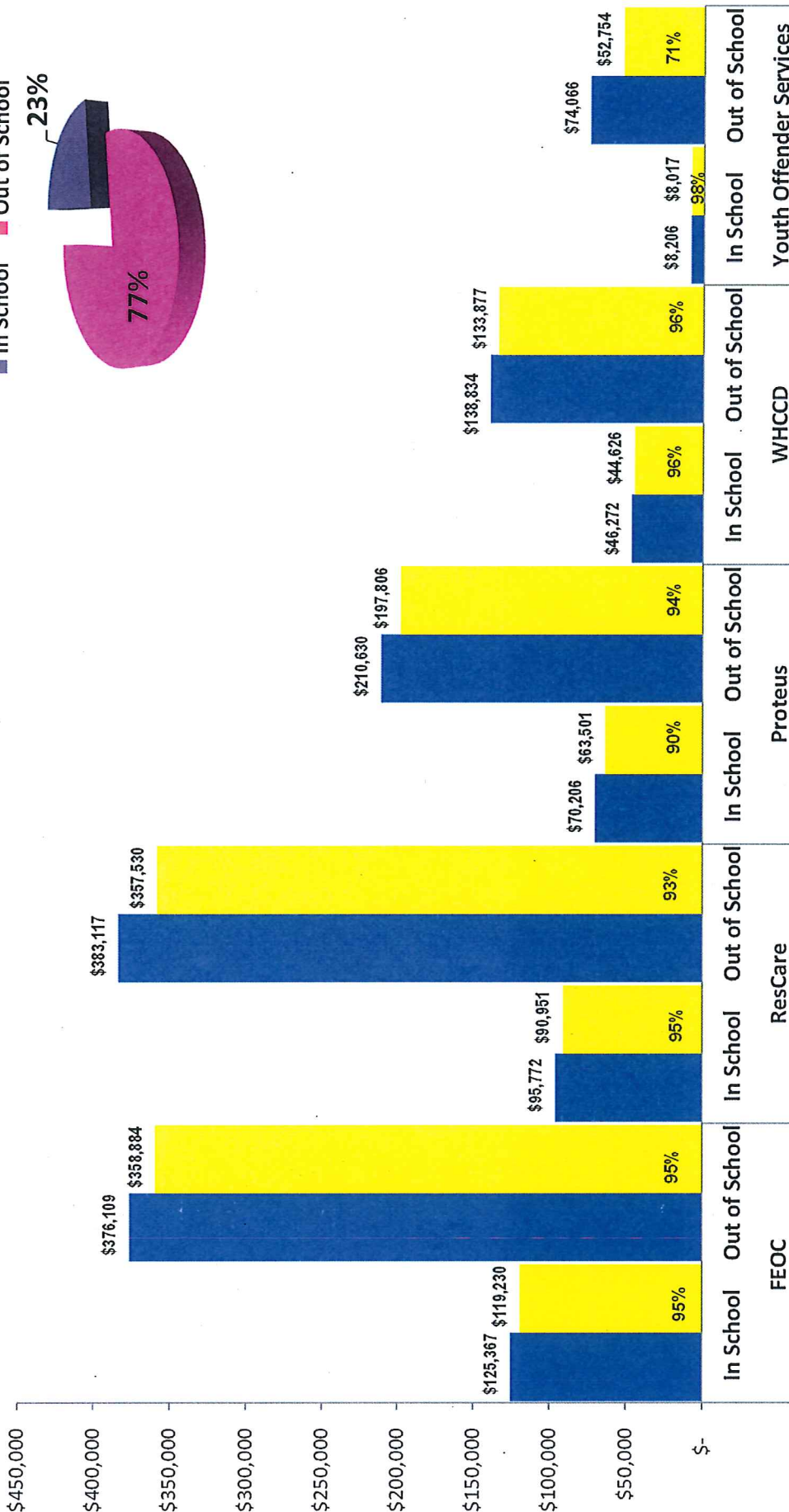
FEOC - Fresno Economic Opportunities Commission
ResCare - ResCare Workforce Services
Proteus - Proteus, Inc.
WHCCD - West Hills Community College District

Total Served- 943



Youth Expenditures

Total Expenditures



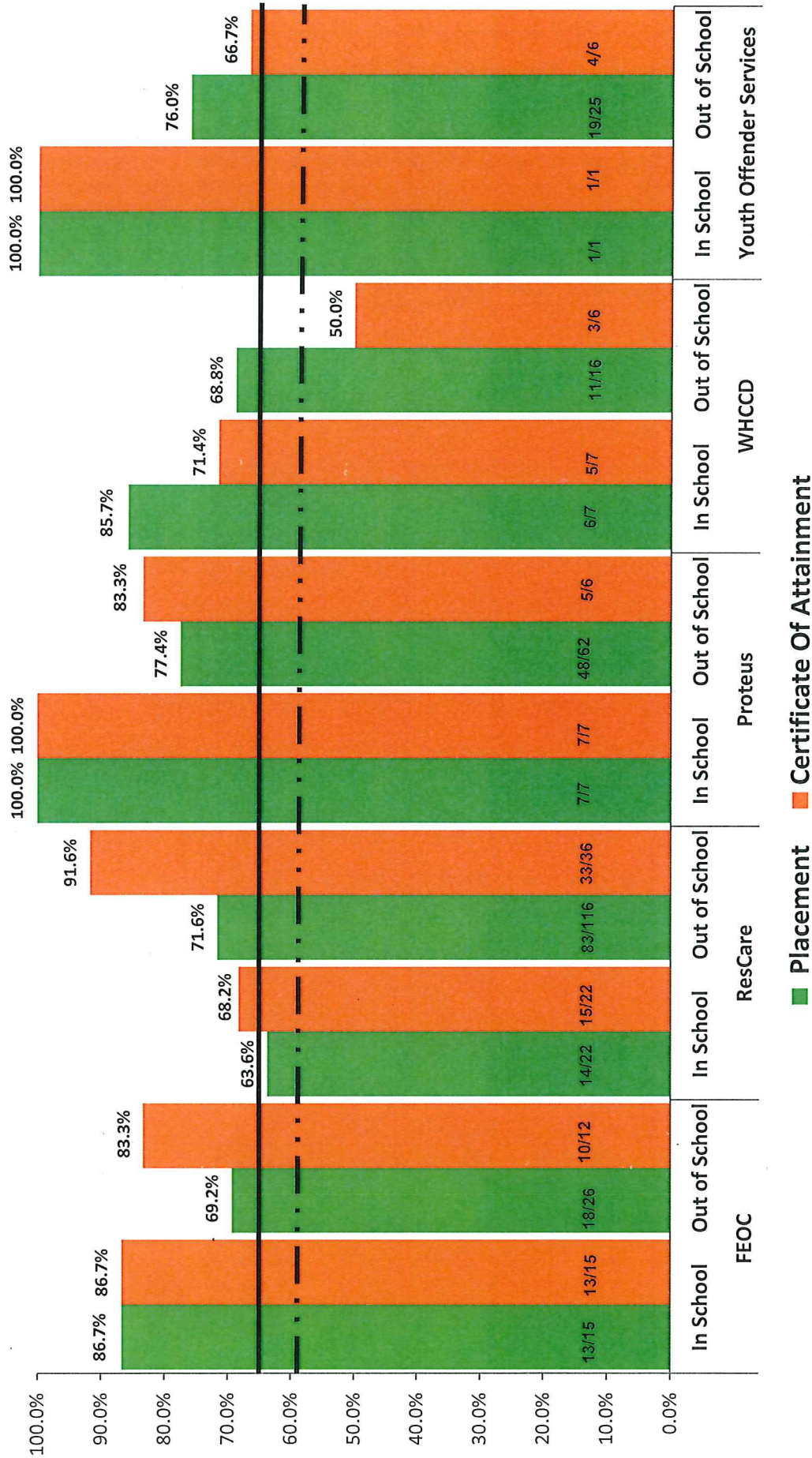
Note: WIOA mandates a minimum of 75% Out-of-School Expenditures, and a maximum of 25% In-school Expenditures.

Goals

Placement 65% 

Certificate of Attainment 59% 

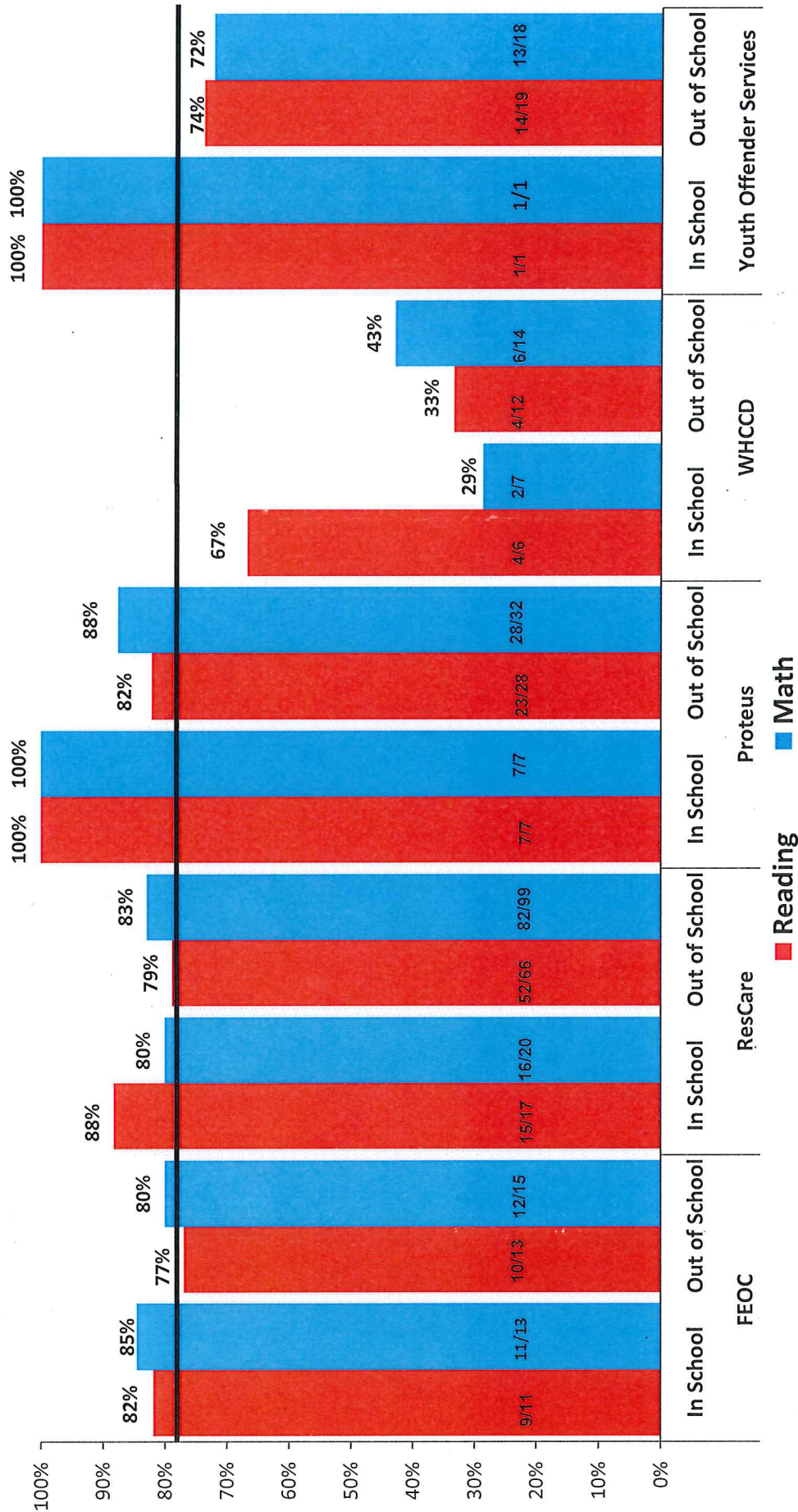
Youth Placement/ Certificate of Attainment



Youth Literacy Attainment

Goal

Literacy Attainment 78% 



Note: Literacy 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:	B3
MEETING DATE:	March 1, 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 and Second Quarters Youth Satisfaction Reports for Program Year 2016-2017

RECOMMENDATION:

Accept the Youth Customer Satisfaction Report for the First and Second Quarters of Program Year (PY) 2016-2017.

The Youth Council approved this recommendation on February 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.

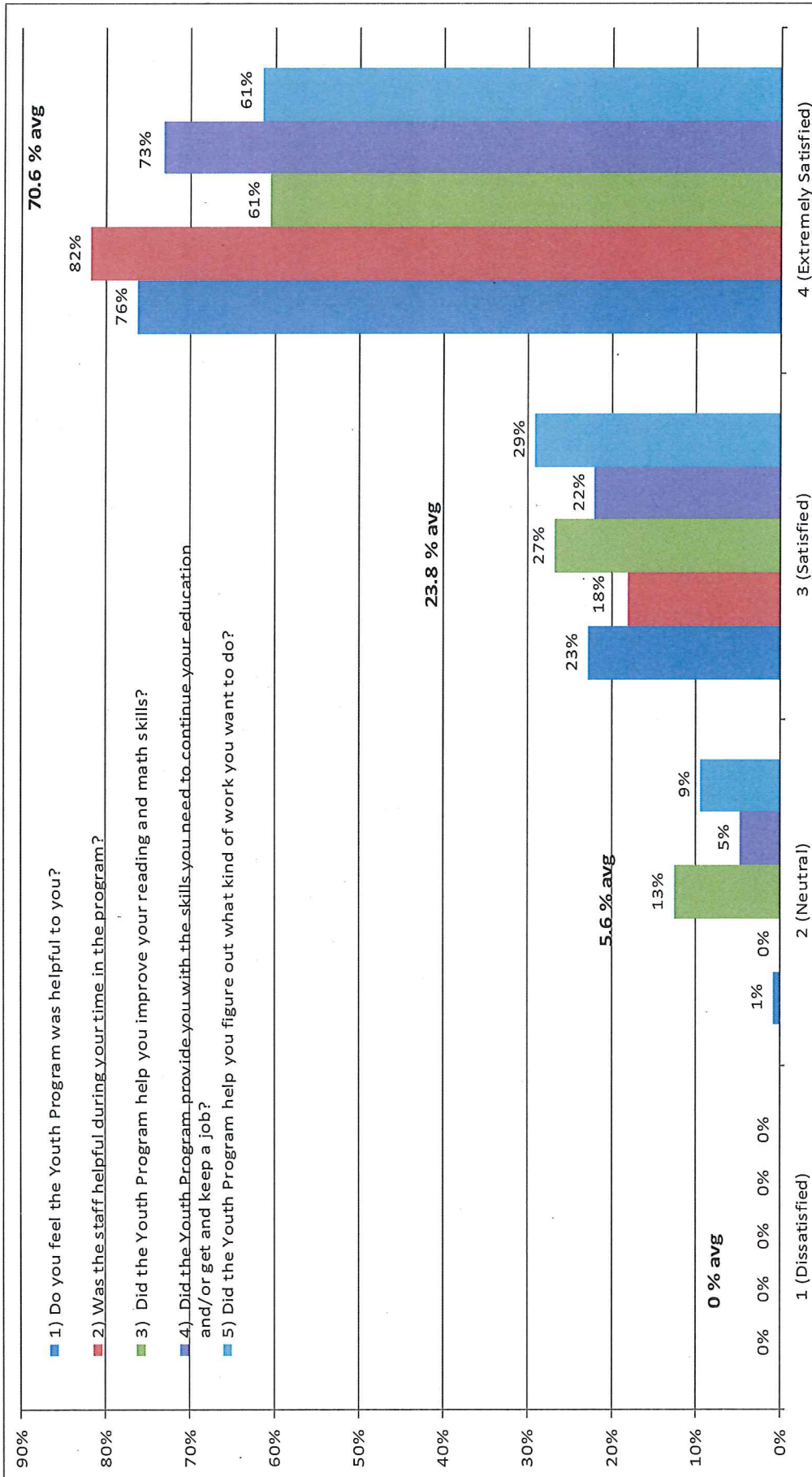
The data collected is intended to provide additional insight into possible improvements to the All Youth One System program, as perceived by our participants.

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 and Second Quarters Youth Customer Satisfaction Report for Program Year 2016 - 2017

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

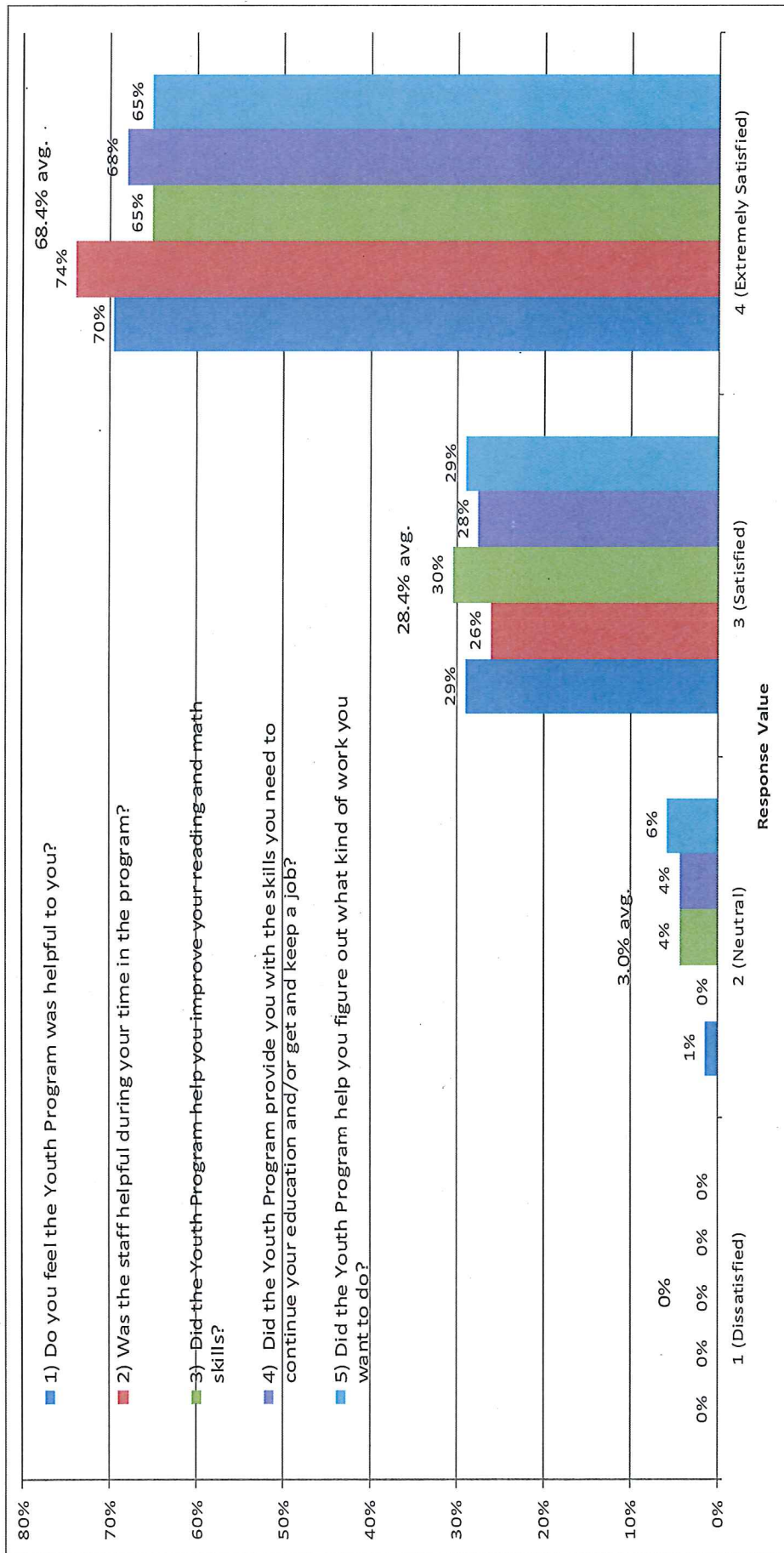


Surveys Received	127
Participants Closed	189
Survey Response Rate	67.2%

Participant Comments:

Great program and glad to be a part of it; program has helped me get my life back on track, I am no longer homeless; staff assisted me with career choice and to continue my education; program impacted my life in a good way; motivated me to move outside my comfort zone; my life has changed for the better as a result of this program; the process was a bit too long; there should be snacks because I get hungry when I'm working; should have a driver's training program; more work experience hours.

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



Surveys Received	69
Participants Closed	89
Survey Response Rate	77.5%

Participant Comments:

Thankful for all the assistance; Program was helpful; When I first came into the program, I thought it was a waste of time, but it really helped me; can you provide driver training; would like to have more employment opportunities in the rural area; would like to see a meet/greet with all WEX participants at a specific company to share experiences and new learning; tutorial was too long, expected to start WEX right away; great program; more WEX hours.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	B4
MEETING DATE:	March 1, 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 and Second Quarters Providers of Services Monitoring Report for Program Year 2016-2017

RECOMMENDATION:

Accept the following Providers of Services Monitoring Report for the First and Second Quarters of Program Year 2016-2017.

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

REASON FOR RECOMMENDATION:

Fresno Regional Workforce Development Board staff conducts programmatic and fiscal monitoring of all contracts to ensure compliance with federal, state and local regulations and/or policies. The attached is an overview of the Youth contracts that were monitored during the period of July 1, 2016, through December 31, 2016.

ATTACHMENT:

Youth Providers of Services Monitoring Report First and Second Quarters, Program Year 2016-2017

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

Program Monitoring:

Program monitoring of the following providers was completed: NONE

Program monitoring of the following providers are in process at the end of the first quarter: NONE

Fiscal Monitoring:

Fiscal monitoring of the following providers was completed:

Service Provider	Contract #(s)	Results
Arbor Employment & Training, LLC (dba Rescare Workforce Services) Program Year (PY) 2015-2016 Fiscal Closeout	320,324	No Findings

Fiscal monitoring of the following providers is in process at the end of the first quarter:

Service Provider	Contract # (s)
Proteus, Inc.	333
West Hills Community College District	390

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

Program Monitoring:

Program monitoring of the following providers was completed: NONE

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

Service Provider	Contract # (s)
Arbor Employment & Training, LLC (dba Rescare Workforce Services)	320

Fiscal Monitoring:

Fiscal monitoring of the following providers was completed:

Service Provider	Contract #(s)	Results
Proteus, Inc. PY 15-16 Fiscal Closeout	333	No Findings
West Hills Community College District PY 15-16 Fiscal Closeout	390	No Findings
Fresno Economic Opportunities Commission PY 15-16 Fiscal Closeout	310, 420	No Findings

Fiscal monitoring of the following providers is in process at the end of the second quarter: NONE

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	B5
MEETING DATE:	March 1, 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 and Second Quarters Youth Customer Complaint Report for Program Year 2016-2017

RECOMMENDATION:

Accept the following Youth Customer Complaint Report for the First and Second Quarters of Program Year (PY) 2016-2017.

The Youth Council approved this recommendation on February 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 and Second Quarters of PY 2016-2017.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	B6
MEETING DATE:	March 1, 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: Fresno County Workforce Investment Act Youth Program Performance Report for Program Year 2015-2016

RECOMMENDATION:

Accept the following Youth Program Year (PY) 2015-2016 final State of California performance results.

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

REASON FOR RECOMMENDATION:

Each PY, the State of California reports local workforce development area performance as mandated by the United States Department of Labor. The table below provides the final youth performance for PY 2015-2016 as reported on the California Workforce Development Board's website in the PY 2015 Report Tables.

Each year, the required goals are reviewed by the State, and new goals are determined through a negotiation process. If a local area is below 80 percent for the goal achievement success rate for two (2) years in a row, corrective action may be taken by the State.

The results displayed below indicate that the Youth Council, Fresno Regional Workforce Development Board staff, and Service Providers have successfully achieved all goals for this period.

Youth:

Measure	Goal	Actual	Success Rate
Placement in Employment or Education	60.0%	66.0%	110.0%
Credential Attainment	55.0%	70.0%	127.3%
Literacy/Numeracy	45.0%	65.0%	144.4%

It is important to note that data collection for performance for the Workforce Innovation and Opportunity Act began July 1, 2016. Due to the significant time lag built into the measures, the first full performance report will not be available until 2019.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	B7
MEETING DATE:	March 1, 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 Youth Federal Mandated Performance Results Report for Program Year 2015-2016

RECOMMENDATION:

Accept the attached Workforce Innovation and Opportunity Act (WIOA), All Youth One System – Fourth Quarter Federal Mandated Performance Results Report for Program Year 2015-2016.

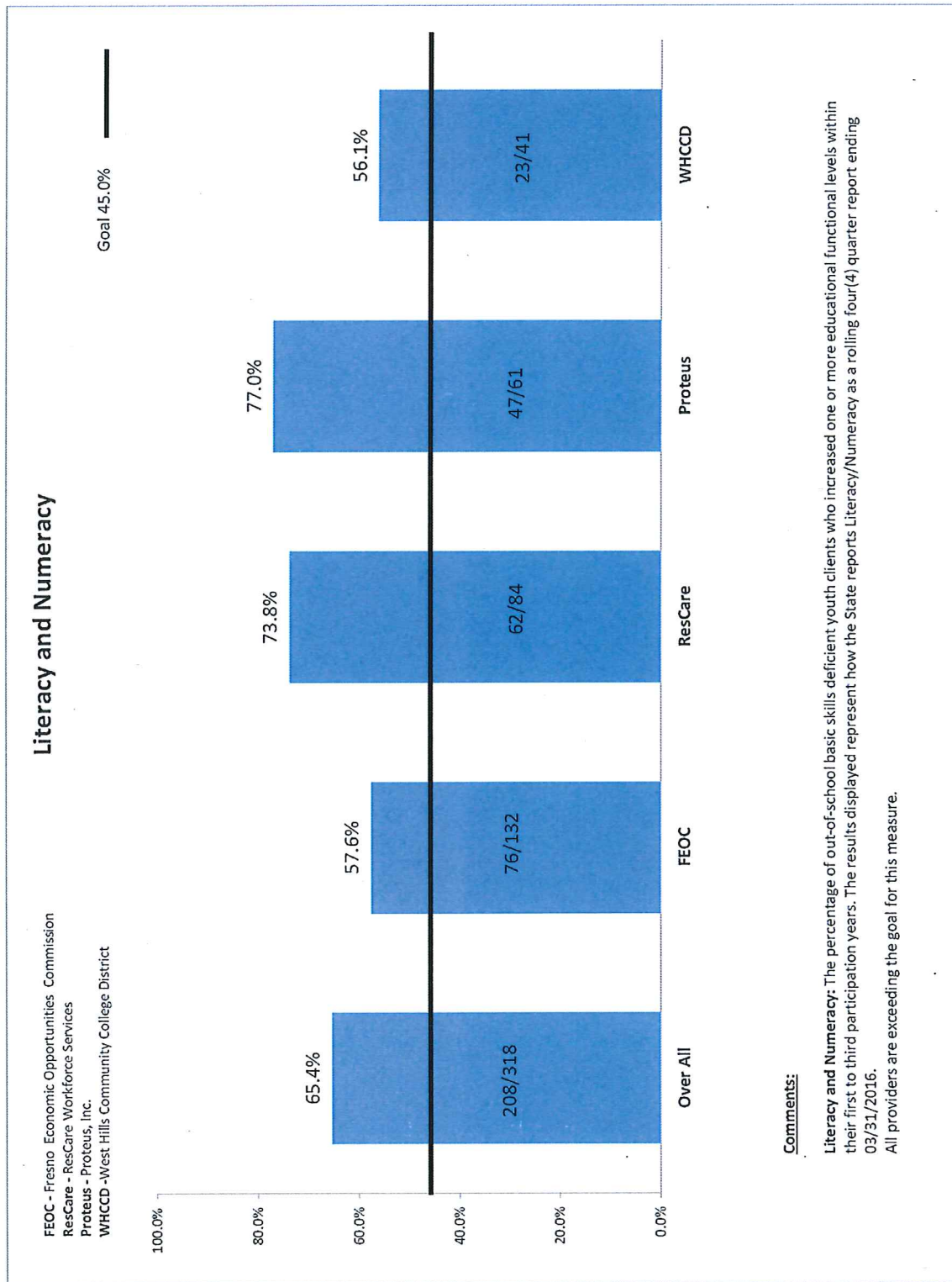
The Youth Council approved this recommendation on February 16, 2017.

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 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. The FRWDB staff will submit both upon request, but not less often than every quarter.

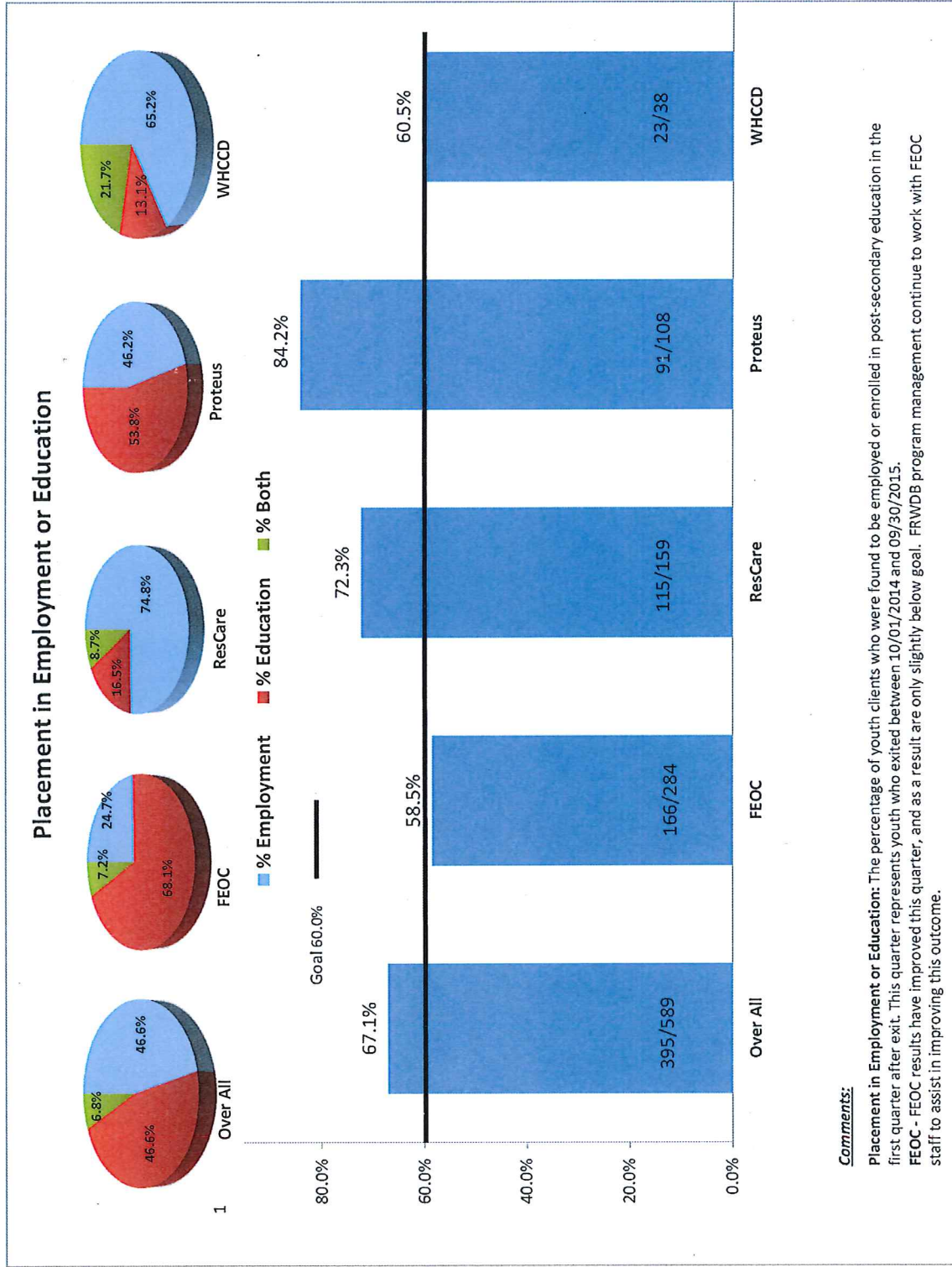
ATTACHMENT:

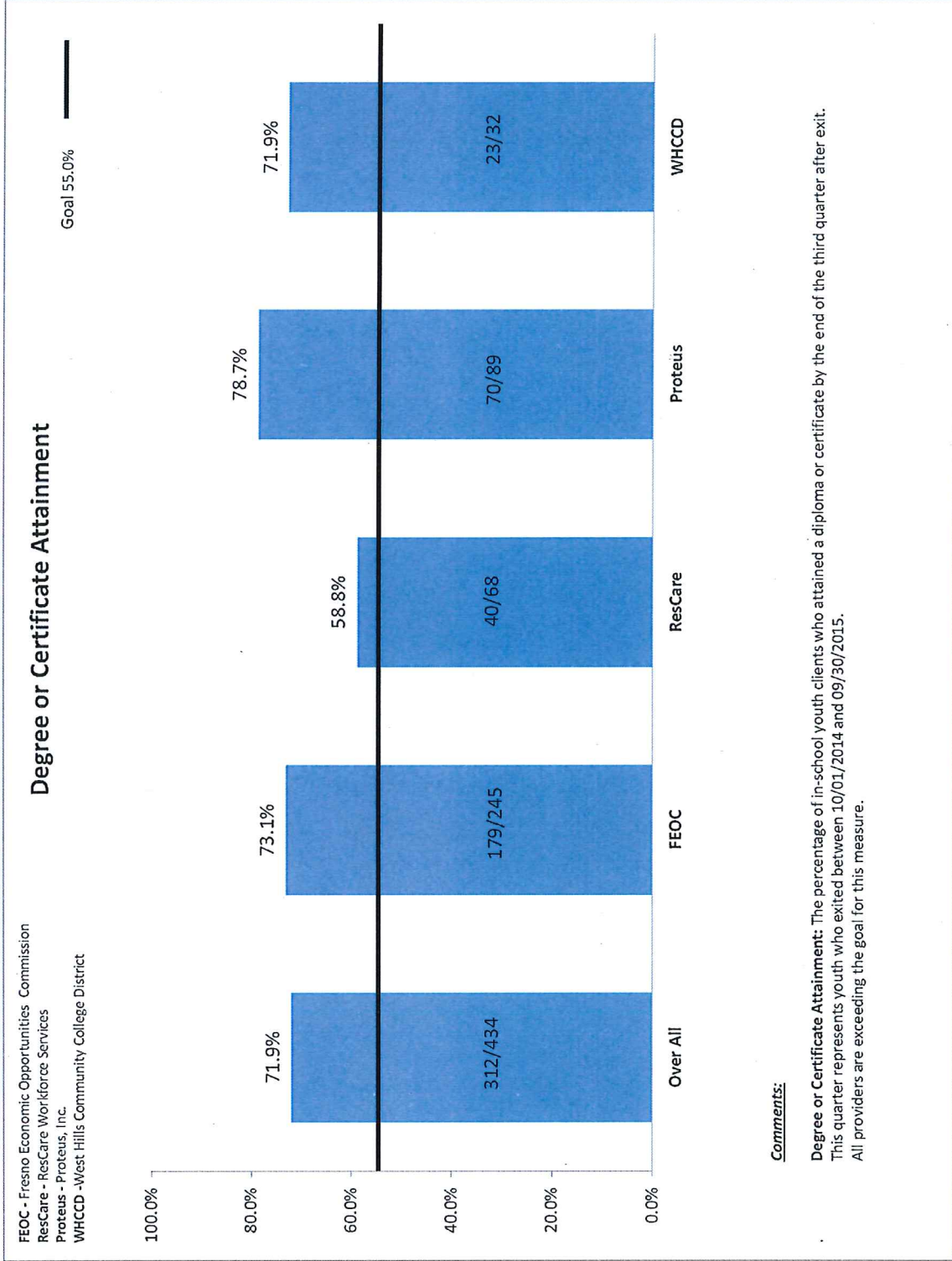
Fourth Quarter Youth Federal Mandated Performance Results Report for Program Year 2015-2016.



Comments:

Literacy and Numeracy: The percentage of out-of-school basic skills deficient youth clients who increased one or more educational functional levels within their first to third participation years. The results displayed represent how the State reports Literacy/Numeracy as a rolling four(4) quarter report ending 03/31/2016.
All providers are exceeding the goal for this measure.





Non-Consent

Agenda Items

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	10
MEETING DATE:	March 1, 2017
ACTION:	INFORMATION

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: Fresno Regional Workforce Development Board Director Frank Gornick

SUBJECT: Ten-Year Analysis of Psychiatric Technician Program

INFORMATION:

Fresno Regional Workforce Develop Board (FRWDB) Director and West Hills Community College Chancellor, Frank Gornick, will provide the FRWDB with a ten (10)-year analysis of the West Hills Community College's Psychiatric Technician program.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	11
MEETING DATE:	March 1, 2017
ACTION:	INFORMATION

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: Blake Konczal, Executive Director
SUBJECT: Fourth Quarter Community Events

INFORMATION:

The following events will occur in the fourth quarter of Program Year 2016-2017.

Month	Event	Description	Cost
June	Fresno Chamber - State of the City Luncheon	Four (4) tickets and recognition in promotional materials	Included in Membership

FISCAL IMPACT:

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