



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

**Business and Industry Committee**  
May 02, 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.	February 21, 2018, Business and Industry Committee Meeting Minutes	Konczal	Yes	Approve	3
2.	Employer Customer Satisfaction	Lemus	Yes	Recommend to Accept	7
3.	Business / Job Seeker Recognition Quarterly Awards	Konczal	Yes	Information	9
4.	Rapid Response – Worker Adjustment and Retraining Notification Act Notice	Lemus	Yes	Information	10
5.	Genesis Ortiz, Dutch Brothers	Olivares	Yes	Information	12
6.	August 1, 2018, Agenda Items	Zabrycki	No	Discussion	--
7.	Meeting Feedback	Konczal	No	Discussion	--

### ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

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**Fresno Regional Workforce Development Board  
Business Industry Committee  
2018 Attendance Roster**

	<b>Special Meeting</b>				
	2/7/2018	<b>2/21/18</b>	5/2/2018	8/1/2018	11/7/2018
Eager	XX	A			
Guzman	XX	P			
Hicks	XX	--			
Keyes	XX	P			
Miller	XX	A			
Nellon	XX	--			
Olivares	XX	P			
Pereira	XX	P			
Rouillard	XX	--			
Zabrycki*	XX	P			

\* = Chairperson

\*\* = Vice Chairperson

P = Present

A = Absent

-- = Not a Ratified Member at Time of Meeting

XX = Meeting Cancelled

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	1
MEETING DATE:	May 02, 2018
ACTION:	APPROVE

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**TO:** Business and Industry Committee  
**FROM:** Blake Konczal, Executive Director  
**SUBJECT:** February 21, 2018, Business and Industry Committee Meeting Minutes

**RECOMMENDATION:**

Approve the minutes of the February 21, 2018, Business and Industry Committee meeting.

**ATTACHMENT:**

February 21, 2018, Business and Industry Committee Meeting Minutes



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

## Special Business and Industry Committee February 21, 2018

The meeting was called to order at 4:04 p.m.

ROLL CALL: PRESENT - Fely Guzman, Richard Keyes, Joe Olivares, Corrina Pereira and Lydia Zabrycki (arrived at 4:45 p.m.)

ABSENT - Lee Ann Eager and Scott Miller

AGENDA CHANGES: None

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

STAFF/CHAIR COMMENTS: None

PUBLIC COMMENTS: None

Item	Description/Action Taken
1.	<p><b><u>August 2, 2017, Business and Industry Committee Meeting Minutes</u></b></p> <p><b><u>GUZMAN/KEYES - APPROVED THE AUGUST 2, 2017, BUSINESS AND INDUSTRY COMMITTEE MEETING MINUTES (UNANIMOUS).</u></b></p>
2.	<p><b><u>Business and Industry Vice Chair Selection</u></b></p> <p>Blake Konczal, Executive Director, Fresno Regional Workforce Development Board (FRWDB), explained that according to the FRWDB Bylaws, the FRWDB's Councils and Committees must have both a Chair and Vice Chair identified.</p> <p>After a brief discussion, it was decided that Chair Zabrycki would contact the Business and Industry Committee (B&amp;I) members after the meeting. On February 22, 2018, Chair Zabrycki emailed the current B&amp;I members, as well as those being ratified at the March 7, 2018, FRWDB meeting, to find out who had an interest in becoming the vice-chairperson.</p> <p>By the February 23, 2018, deadline, Director Joe Olivares was the only B&amp;I member who conveyed interest in accepting the appointment to serve as vice-chairperson for the B&amp;I Committee. The recommendation to appointment Director Olivares will be presented to and ratified by the FRWDB at its March 7, 2018, meeting.</p> <p><b><u>CHAIR ZABRYCKI RECOMMENDED DIRECTOR JOE OLIVARES AS THE VICE CHAIR OF THE BUSINESS AND INDUSTRY COMMITTEE.</u></b></p>
3.	<p><b><u>Ratification of New Business and Industry Committee Member</u></b></p> <p>Mr. Konczal stated that FRWDB Directors Dr. Smita Rouillard, Ron Hicks and Tommy Nellon had expressed interest in becoming members of the B&amp;I Committee.</p>

Mr. Konczal requested that the B&I Committee recommend that the FRWDB ratify the appointments at the March 7, 2018, meeting.

**KEYES/GUZMAN - RECOMMENDED THAT THE FRWDB RATIFY SMITA ROUILLARD, RON HICKS, AND TOMMY NELLON AS NEW BUSINESS AND INDUSTRY COMMITTEE MEMBERS (UNANIMOUS).**

**4. 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 Second Quarter of Program Year (PY) 2017-2018.

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

**5. Distribution Center Training**

Mr. Konczal stated that the FRWDB will be funding training in March at Fresno City College for distribution center employment. This will be the first logistics cohort in Fresno county, and if it is successful, there will be another cohort held in August 2018.

Shawna Glazener, Business and Workforce Consultant, FRWDB, explained that FRWDB staff had been working with Ulta and Amazon (contracted with JLL) to recruit for technical positions. The logistics cohort at Fresno City College will focus on providing qualified applicants by training them on special software used in certain warehouse jobs.

Director Rouillard asked how many slots will the cohort accept, and Mr. Konczal responded that there is a maximum of 25 spots and training will last around two and a half months. Mr. Konczal stressed the importance of referring people to prospective employers that are likely to be employed. One way to determine this is by taking the assessments called WorkKeys at Workforce Connection. The WorkKeys assessment measures someone's aptitude to learn and their soft skills. One of the requirements is also having the appropriate physical capabilities for the logistics and manufacturing jobs.

Janis Parker, Marketing/Communications Manager, FRWDB, added that the FRWDB has been utilizing MEGA 97.9 radio station to advertise for the logistics and manufacturing cohorts. The radio ads are very specific and there is a screening process in place to get the right people to train. Overall, the marketing conducted through MEGA 97.9 has been favorable.

Mr. Konczal added how important it is to inform the public about all the job possibilities in the manufacturing, logistics, construction and healthcare sector industries.

This was an information item.

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

Ms. Nutting reported that during the first and second quarters of 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.

Director Zabrycki arrived (4:45 p.m.)

Director Guzman requested that at the next B&I meeting FRWDB staff bring back the current quarter, as well as the past three (3) quarters for comparison.

This was an information item.

7. **May 2, 2018, Agenda Items**

Mr. Konczal reminded the B&I Committee that if they have any items to be added to the agenda for the May 2, 2018, meeting, to send their items to FRWDB staff at least a two (2) weeks prior to the meeting.

8. **Meeting Feedback**

There was no meeting feedback.

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

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	2
MEETING DATE:	May 02, 2018
ACTION:	RECOMMEND TO ACCEPT

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**TO:** Business and Industry Committee  
**FROM:** Victoria Lemus, Business and Workforce Consultant  
**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		
	Q4	Q1	Q1	Q2	Q3
1. How responsive were we to your needs (were we timely)?	4.8	4.8	4.8	4.8	4.9
2. For appropriate positions, do you think Workforce Connection (WC) is a good source for staffing?	4.8	4.8	4.8	4.8	4.9
3. Have you experienced consistent service over several recruitments?	4.8	4.8	4.8	4.8	4.9
4. Did you receive quality service at WC?	4.8	4.8	4.8	4.9	4.9
<b>OVERALL MEAN</b>	<b>4.8</b>	<b>4.8</b>	<b>4.8</b>	<b>4.8</b>	<b>4.9</b>
Possible Unique # Employers Within a Quarter to be Surveyed / # of Employers Responded	13/11	29/22	16/12	10/10	

### COMMENTS FROM EMPLOYER

*"Our BAS is excellent. Our candidate is wonderful and is working out very well and we are very pleased." - LC Services*

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	3
MEETING DATE:	May 2, 2018
ACTION:	INFORMATION

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**TO:** Business and Industry Committee  
**FROM:** Blake Konczal, Executive Director  
**SUBJECT:** Business / Job Seeker Recognition Quarterly Awards

**INFORMATION:**

The Fresno Regional Workforce Development Board Outstanding Business Achievement for the First Quarter has been awarded to United Western Industries (Adult Employer), and Petco (Youth Employer).

A video presentation will be provided at the meeting.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	4
MEETING DATE:	May 02, 2018
ACTION:	INFORMATION

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**TO:** Business and Industry Committee  
**FROM:** Victoria Lemus, Business and Workforce Consultant  
**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 (FRWDB) staff provides the Business and Industry Committee a quarterly update of Rapid Response activity as it applies to business closures or downsizing.

At the Business and Industry Committee meeting of February 21, 2018, Director Guzman requested that FRWDB staff bring back a rolling four (4) quarter report for comparison.

During the Third Quarter of Program Year (PY) 2017-2018, the Rapid Response team contacted 9 companies that were either downsizing or closing, and provided information to 92 dislocated workers out of the 576 employees that were affected.

## **ATTACHMENT:**

Rapid Response Assistance Report – Third Quarter, Fiscal Year 2017-2018

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

FRS  
 Victoria Lemus  
[vlamus@workforce-connection.com](mailto:vlamus@workforce-connection.com)  
 (559) 490-7147

Date submitted:  
 Quarter Ending:

20-Apr-18  
 31-Mar-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 employees. 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
<b>Fourth Quarter, Program Year 2016-2017</b>											
4/7/2017	OR	N	N/A	David and Sons	5626 E. Shields Ave.	Fresno	93727	5/19/2017	73	8	Resume Workshop
4/18/2017	OR	N	N/A	Family Christian	3072 W. Shaw Ave.	Fresno	93711	4/23/2017	7	5	Closure
4/21/2017	OR	N	N/A	David and Sons	5626 E. Shields Ave.	Fresno	93727	5/19/2017	73	9	Mock Interviews Workshop
5/9/2017	OR	N	2	David and Sons	5626 E. Shields Ave.	Fresno	93727	5/19/2017	73	40	Closure
5/12/2017	Plan	N	N	David and Sons	5626 E. Shields Ave.	Fresno	93727	5/19/2017	73	25	Job Fair
5/18/2017	OR	N	2	California Dairies	755 F. St	Fresno	93706	5/19/2017	9	9	Layoff
6/1/2017	OR	N	N/A	Radio Shack	4846 E. Kings Canyon Rd	Fresno	93727	5/28/2017	7	0	Closure
6/12/2017	OR	N	N/A	Brakeparts Chowchilla	711 S. 3rd St	Chowchilla	93610	6/28/2017	1	1	Closure
6/20/2017	OR	N	N/A	Payless - Manchester Mall	3302 N. Blackstone Ave.	Fresno	93726	6/18/2017	7	0	Closure
6/27/2017	OR	N	N/A	Payless - Shields/First	3235 N. First St., Ste. 101	Fresno	93726	6/25/2017	7	0	Closure
<b>First Quarter, Program Year 2017-2018</b>											
9/12/2017	OR	Y	5	Pelco	3500 Pelco Way	Clovis	93612	10/2017-3/30/2018	265	221	Layoff
<b>Second Quarter, Program Year 2017-2018</b>											
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	12/18/2017	28	13	Layoff
<b>Third Quarter, Program Year 2017-2018</b>											
1/9/2018	OR	N	N/A	AT&T	4422 Ashlan	Fresno	93726	1/9/2018	73	20	Layoff
1/10/2018	OR	N	N/A	SYNER MED	7625 N. Palm Ave., Ste. 107	Fresno	93711	1/10/2018	20	15	Layoff
1/10/2018	Plan	N	N/A	ActiVision	4247 S. Minnewawa	Fresno	93725	2/28/2018	50	0	Closure
1/11/2018	Plan	N	N/A	IPSOs	3402 N. Blackstone Ave., Ste 201	Fresno	93711	3/10/2018	88	0	Layoff
1/23/2018	OR	N	N/A	IPSOs	3402 N. Blackstone Ave., Ste 201	Fresno	93711	3/9/2018	88	38	Layoff
1/24/2018	Plan	N	N/A	ABM Inc.	4747 N. Bendel Ave., Ste 101	Fresno	93722	3/18/2018	189	0	Layoff & Rehire with Subcontractor
1/25/2018	OR	N	N/A	IPSOs	3402 N. Blackstone Ave., Ste 201	Fresno	93711	3/9/2018	88	10	Layoff
1/26/2018	Plan	N	N/A	Toys R Us	3520 W. Shaw Ave.	Fresno	93711	4/30/2018	30	0	Closure
1/29/2018	Plan	N	N/A	Sinbad Foods	2401 W. Almond Ave.	Madera	93637	1/15/2018	22	0	Layoff
2/13/2018	OR	N	N/A	Sinbad Foods	3302 N. Blackstone Ave.	Fresno	93726	2/13/2018	22	1	Layoff
3/13/2018	Plan	N	N/A	Rocky Mountain Chocolate Factory	7771 N. Blackstone Ave.	Fresno	93720	3/18/2018	12	0	Closure
3/13/2018	OR	N	N/A	All In One Pets	7711 N. First Street	Fresno	93720	3/17/2018	2	2	Closure
3/27/2018	OR	N	N/A	Toys R Us	3520 W. Shaw Ave.	Fresno	93711	4/30/2018	30	6	Permanent Closure
3/29/2018	OR	N	N/A	ABM Inc.	4747 N. Bendel Ave., Ste 101	Fresno	93722	3/18/2018	189	0	Layoff & Rehire with Subcontractor
3/29/2018	Plan	N	N/A	Toys R Us	1425 Shaw Ave.	Clovis	93611	5/30/2018	40	0	Permanent Closure
3/30/2018	Plan	N	N/A	Babies R Us	7370 N. Blackstone	Pinedale	93650	5/10/2018	50	0	Permanent Closure

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	5
MEETING DATE:	May 2, 2018
ACTION:	INFORMATION

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**TO:** Business and Industry Committee  
**FROM:** Joe Olivares, FRWDB Director  
**SUBJECT:** Genesis Ortiz, Dutch Brothers

**INFORMATION:**

Joe Olivares, Fresno Regional Workforce Development Board Director, will introduce Genesis Ortiz with Dutch Brothers so they can discuss their needs.