



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Special Adult Council
May 18, 2017 @ 2:30 p.m.

Workforce Connection - Manchester Center
3302 N. Blackstone, Room 209
Fresno, CA 93726

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

PLEASE TURN OFF CELL PHONE OR PUT IT ON VIBRATE

ROLL CALL

AGENDA CHANGES: REMOVAL OF ITEMS OR EMERGENCY ADDITIONS

ABSTENTIONS/RECUSALS/DISCLOSURE OF POTENTIAL CONFLICTS OF INTEREST

COMMITTEE CHAIR/STAFF COMMENTS

PUBLIC COMMENTS

Item #	Description	Presenter	Enclosure	Action	Page #
1.	May 19, 2016, Adult Council Meeting Minutes	Konczal	Yes	Approve	4
2.	Items Referred by Other Committees	Konczal	Yes	Information	9
3.	Ratification of New Adult Council Members	Konczal	Yes	Recommend to Ratify	10
4.	Adult and Dislocated Worker One-Stop Operator Contract Awards for Program Year 2017-2018	Stogbauer	Yes	Recommend to Approve	11
5.	Workforce Innovation and Opportunity Act Adult and Dislocated Worker Funding Recommendation for Program Year 2017-2018	Konczal	Yes	Recommend to Approve	13
6.	Fresno County Workforce Investment Act Adult and Dislocated Worker Program Performance Report for Program Year 2015-2016	Konczal	Yes	Recommend to Accept	14
7.	Third Quarter On-the-Job Training Report for Program Year 2016-2017	Stogbauer	Yes	Recommend to Accept	15
8.	Third Quarter Local Performance Results Report for Program Year 2016-2017	Stogbauer	Yes	Recommend to Accept	16
9.	Fourth Quarter Providers of Services' Monitoring Report for Program Year 2015-2016	DeWitt	Yes	Recommend to Accept	22
10.	First, Second and Third Quarters Providers of Services' Monitoring Report for Program Year 2016-2017	DeWitt	Yes	Recommend to Accept	25

ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

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

Item #	Description	Presenter	Enclosure	Action	Page #
11.	Fourth Quarter Providers of Services' Customer Complaint Report for Program Year 2015-2016	DeWitt	Yes	Recommend to Accept	28
12.	First, Second and Third Quarters Providers of Services' Customer Complaint Report for Program Year 2016-2017	DeWitt	Yes	Recommend to Accept	29
13.	Job Seeker Customer Satisfaction	DeWitt	Yes	Recommend to Accept	31
14.	Employer Customer Satisfaction	DeWitt	Yes	Information	34
15.	Third Quarter Adult and Dislocated Worker Demographics Report for Program Year 2016-2017	Giles	Yes	Information	36
16.	Third Quarter One-Stop Report Package	Giles	Yes	Information	45
17.	Agenda Items for July 27, 2017, Meeting	Konczal	No	Discussion	--
18.	Meeting Feedback	Konczal	No	Discussion	--

**Fresno Regional Workforce Development Board
Adult Council
2017 Attendance Roster**

	1/26/17	4/27/17	Special Meeting 5/18/16	7/27/17	10/26/17
Hensley**	XX	XX			
Olivares	XX	XX			
Richards	XX	XX			

* = Chairperson

** = Vice Chairperson

P = Present

A = Absent

-- = Not a Ratified Member at Time of Meeting

XX = Meeting Cancelled

**FRESNO REGIONAL
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	1
MEETING DATE:	May 18, 2017
ACTION:	APPROVE

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

TO: Adult Council
FROM: Blake Konczal, Executive Director
SUBJECT: May 19, 2016, Adult Council Meeting Minutes

INFORMATION:

Approve the minutes of the May 19, 2016, Adult Council meeting.

ATTACHMENT:

May 19, 2016, Adult Council Meeting Minutes



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

**Special Adult Council Meeting
May 19, 2016**

SUMMARY MINUTES

The meeting was called to order at 2:01 p.m.

ROLL CALL: PRESENT - Jeff Hensley, Adrianna Kuhnle, Joe Olivares and Tom Richards

ABSENT - Andre Pecina

AGENDA CHANGES: None

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

CHAIR/STAFF REPORT: None

PUBLIC COMMENTS: None

Item	Description/Action Taken
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1.	<u>January 28, 2016, Adult Council Meeting Minutes</u>
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OLIVARES/RICHARDS – APPROVED THE JANUARY 28, 2016, ADULT COUNCIL MEETING MINUTES.

2.	<u>Items Referred from Other Committees</u>
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There were no items referred by other Committees.

3.	<u>Fresno Regional Workforce Development Board Outstanding Achievement Awards</u>
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Phyllis Stogbauer, Program, Procurement and Contracting Manager, Fresno Regional Workforce Development Board (FRWDB), presented a short video clip that revealed that the Outstanding Achievement Award for the second quarter was awarded to Russel Shipley. Mr. Shipley has overcome past incarceration barriers and secured employment as a construction laborer.

4.	<u>Workforce Innovation and Opportunities Act Adult and Dislocated Worker Funding Recommendation for Program Year 2016-2017</u>
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Blake Konczal, Executive Director, FRWDB, stated that the California Employment Development Department released the Workforce Innovation and Opportunity Act (WIOA) formula allocations for Program Year (PY) 2016-2017. The FRWDB received a four percent (4%) increase when compared to the allocations received in PY 2015-2016.

Approval of the recommended funding will result in an allocation of 30% for training, increases carryover to PY 2017-2018 to three percent (3%), increases FRWDB support, Business Services and One-Stop allocations by four percent (4%), exceeds the minimum funding level of \$500,000 annually for any One-Stop service area, reduces allocation for the Employment Study, and removes funding for the Learn2Earn Initiative.

OLIVARES/KUHNLE – RECOMMENDED THAT THE FRWDB APPROVE THE WORKFORCE INNOVATION AND OPPORTUNITES ACT ADULT AND DISLOCATED WORKER FUNDING RECOMMENDATION FOR PROGRAM YEAR 2016-2017. (UNANIMOUS)

5. **Fresno County Workforce Investment Act Adult and Dislocated Worker Program Performance Report for Program Year 2014-2015**

Mr. Konczal presented the Fresno County Workforce Investment Act Adult and Dislocated Worker Program Performance Report for PY 2014-2015. Mr. Konczal explained that each year the State of California reports Local Workforce Investment Area performance as mandated by the United States Department of Labor, and that new goals are negotiated each year.

Director Richards commented that the results of the report were impressive.

RICHARDS/KUHNLE – RECOMMENDED THAT THE FRWDB ACCEPT THE FRESNO COUNTY WORKFORCE INVESTMENT ACT ADULT AND DISLOCATED WORKER PROGRAM PERFORMANCE REPORT FOR PROGRAM YEAR 2014-2015. (UNANIMOUS)

6. **Transfer of Dislocated Worker Program Funds to the Adult Program**

Mr. Konczal requested that the Adult Council recommend that the FRWDB approve the transfer of \$540,000 of Dislocated Worker program funds to the Adult program. Mr. Konczal explained that currently the One-Stop system is serving more adult than dislocated worker customers and that the WIOA states that up to 100 percent of the funds can be transferred between the two (2) funding streams.

OLIVARES/KUHNLE – RECOMMENDED THAT THE FRWDB APPROVE THE TRANSFER OF DISLOCATED WORKER PROGRAM FUNDS TO THE ADULT PROGRAM. (UNANIMOUS)

7. **Janitorial Services Contract Award**

Ms. Stogbauer presented for the Adult Council's recommendation to the FRWDB, the approval of a contract for janitorial services for the FRWDB administrative office, FRWDB Business Services Center and the Fresno Manchester Workforce Connection to ABM Janitorial Services, Inc.

FRWDB staff released a Request for Quotes (RFQ) on February 9, 2016, and four (4) proposals were received. After a rating team reviewed the proposals, it was determined that ABM Janitorial Services, Inc. had the highest score and upon approval would provide services to all three (3) locations.

KUHNLE/OLIVARES – RECOMMENDED THAT THE FRWDB APPROVE THE JANITORIAL SERVICES CONTRACT AWARD TO ABM JANITORIAL SERVICES, INC. (UNANIMOUS)

8. **Security Guard Services Contract Award**

Ms. Stogbauer presented for the Adult Council's recommendation to the FRWDB, the approval of a contract for security guard services for the Fresno Manchester Workforce Connection to Falcon Private Security, Inc.

FRWDB staff released a RFQ on February 16, 2016, and a rating team met on April 1, 2016, to review and score the three (3) quotes received. Based on the final scores, the recommended contract would go to Falcon Private Security, Inc.

OLIVARES/KUHNLE – RECOMMENDED THAT THE FRWDB APPROVE THE SECURITY GUARD SERVICES CONTRACT AWARD TO FALCON PRIVATE SECURITY, INC. (UNANIMOUS)

9. **Professional Driver Training Limit**

Ms. Stogbauer requested that the Adult Council recommend that the FRWDB approve an additional twenty-five professional driver training slots. Ms. Stogbauer explained that the trucking industry is a growth industry and companies are offering higher wages, upgraded equipment and other incentives to hire and retain good drivers. Ms. Stogbauer added that the four (4) approved professional driving schools have been certified, and based on the last three (3) years; the Entered Employment Rate in the field of training has averaged 96.4%.

OLIVARES/KUHNLE – RECOMMENDED THAT THE FRWDB APPROVE THE PROFESSIONAL DRIVER TRAINING LIMIT TO TWENTY-FIVE ADDITIONAL PROFESSIONAL DRIVER TRAINING SLOTS. (UNANIMOUS)

10. Third Quarter On-the-Job Training Reports for Program Year 2015-2016

Ms. Stogbauer presented the Third Quarter On-the-Job Training (OJT) Report for PY 2015-2016. Ms. Stogbauer announced that for the third quarter there were four (4) OJTs completed with three (3) that were successful. Ms. Stogbauer added that the number of OJTs has shown a slight increase and continues to build.

RICHARDS/KUHNLE – RECOMMENDED THAT THE FRWDB ACCEPT THE THIRD QUARTER ON-THE-JOB TRAINING REPORTS FOR PROGRAM YEAR 2015-2016. (UNANIMOUS)

11. Third Quarter Local Performance Results Report for Program Year 2015-2016

Ms. Stogbauer presented the Third Quarter Local Performance Results Report for PY 2015-2016. At the January 28, 2016, Adult Council meeting, a request was made to bring back the current report and the new format for comparison. After the reports were discussed, Ms. Stogbauer asked the Council for feedback and it was determined that the new format was easier to read and should be implemented at future Adult Council meetings.

OLIVARES/KUHNLE – RECOMMENDED THAT THE FRWDB ACCEPT THE THIRD QUARTER LOCAL PERFORMANCE RESULTS REPORT FOR PROGRAM YEAR 2015-2016. (UNANIMOUS)

12. Third Quarter Providers of Services' Monitoring Reports for Program Year 2015-2016

Stephen DeWitt, Quality Systems Manager, FRWDB, presented the Third Quarter Providers of Services' Monitoring Report for PY 2015-2016. Mr. DeWitt stated that there were no fiscal findings, and on the programmatic side there was one (1) issue that was closed. FRWDB staff had no issues or concerns.

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

13. Third Quarter Providers of Services' Customer Complaint Reports for Program Year 2015-2016

Mr. DeWitt presented the Third Quarter Providers of Services' Customer Complaint Report for PY 2015-2016 and stated that one (1) complaint was received in the third quarter. Mr. DeWitt explained that there was no basis for the complaint, and the complainant had secured employment on their own and requested to have their file closed out.

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

14. Job Seeker Customer Satisfaction

Mr. DeWitt presented the Job Seeker Customer Satisfaction Report. Mr. DeWitt explained that the first page was the Basic Career Services survey, which reflects the resource room as well as everything up to enrollment. The second page was the Placement Satisfaction survey that was completed at pre-exit of the program. It is divided into those who participate in training activities and job search activities only.

Director Hensley asked if the comments that are left by clients help the Provider and FRWDB staff to analyze the processes, and Mr. DeWitt confirmed that the comments are beneficial for improving the system.

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

15. **Employer Customer Satisfaction**

Mr. DeWitt presented the Employer Customer Satisfaction Report as an information item. Mr. DeWitt stated that the report reflects employer customer satisfaction and that the FRWDB continues to maintain a 4.9 out of 5 rating from employer customers. The report will be presented at the next Business and Industry Committee meeting as a 'Recommend to Accept' item.

This was an information item.

16. **Second Quarter Federal Mandated Performance Results Report for Program Year 2015-2016**

Tim Giles, FRWDB Deputy Director of Information Systems, presented the Second Quarter Federal Mandated Performance Results Report for PY 2015-2016. At the January 28, 2016, Adult Council meeting, a request was made to bring back the current report and the new format for comparison. After a brief discussion on the reports, it was determined that FRWDB staff will use the new report for future meetings.

This was an information item.

RICHARDS/OLIVARES – RECOMMENDED THAT THE FRWDB ACCEPT THE SECOND QUARTER FEDERAL MANDATED PERFORMANCE RESULTS REPORT FOR PROGRAM YEAR 2015-2016. (UNANIMOUS)

17. **Third Quarter Adult and Dislocated Worker Demographics Report for Program Year 2015-2016**

Mr. Giles presented the Third Quarter Adult and Dislocated Demographics Report for PY 2015-2016. Mr. Giles reminded the Adult Council that they recently viewed a two-year comparison at the January 28, 2016, meeting to see if there were any variances on the adult demographics. It was requested that FRWDB staff go back further to see if there were any significant changes over time and Mr. Giles reported that the only change was that gender would sometimes flip-flop between the PY's.

This was an information item.

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

Mr. Giles presented the Third Quarter One-Stop Report Package. Director Kuhnle expressed interest in receiving a report showing universal clients by location and Mr. Konczal stated that FRWDB staff would send that to the Adult Council electronically.

This was an information item.

19. **Referral of Agenda Items to Other Committees**

None.

20. **Agenda Items for June 28, 2016, Meeting**

None.

21. **Meeting Feedback**

None.

The meeting adjourned at 2:55 p.m.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	2
MEETING DATE:	May 18, 2017
ACTION:	INFORMATION

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

TO: Adult Council
FROM: Blake Konczal, Executive Director
SUBJECT: Items Referred by Other Committees

INFORMATION:

The Fresno Regional Workforce Development Board's (FRWDB) Executive Committee requires all committees to have two (2) standing agenda items, "Items Referred by Other Committees" and "Referral of Agenda Items to Other Committees", in order to increase all committees' members awareness of FRWIB programs and activities.

ITEMS REFERRED:

None.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	3
MEETING DATE:	May 18, 2017
ACTION:	RECOMMEND TO RATIFY

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

TO: Adult Council
FROM: Blake Konczal, Executive Director
SUBJECT: Ratification of New Adult Council Members

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) ratify the appointment of FRWDB Director Raine Bumatay and Sherri Watkins to the Adult Council.

REASON FOR RECOMMENDATION:

Director Bumatay is the Principal of the Fresno Adult School, and Council Member Watkins is the Executive Director of State Center Adult Education Consortium; both have 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:	4
MEETING DATE:	May 18, 2017
ACTION:	RECOMMEND TO APPROVE

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

TO: Adult Council
FROM: Phyllis Stogbauer, Deputy Director of Program Services
SUBJECT: Adult and Dislocated Worker One-Stop Operator Contract Awards for Program Year 2017-2018

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) approve the following Workforce Innovation and Opportunity Act (WIOA) contract awards for the One-Stop Contract Coordinator (OSCC) and Adult and Dislocated Worker Services for Program Year (PY) 2017-2018 as outlined below.

REASON FOR RECOMMENDATION:

The procurement for the current Adult and Dislocated Worker One-Stop Operators contracts stipulated a maximum five (5) year contract period, which ends June 30, 2018. The WIOA, however, mandates that the One-Stop Operator(s), referred to locally as the OSCC, be procured every four (4) years. Based on this mandate, the FRWDB approved the draft Scope of Work on December 2016 and authorized staff to release the Request for Proposal (RFP).

The RFP was released on February 3, 2017 with two (2) bidders' conferences on February 8, 2017, and February 14, 2017. The submission deadline for proposals was March 3, 2017. There was only one (1) proposal received for the Urban and West Service Delivery Areas (SDA), and two (2) proposals received for the East SDA prior to the deadline date. As outlined in the RFP, competitive procurement requires that at least three (3) responsive proposals are received in each of the SDAs by the submission deadline date. Therefore, the procurement was declared a failed competition.

In order to be recommended for award, a proposal must receive a minimum overall rating score of 70 points. Therefore all proposals were forwarded to a rating panel, which was composed of FRWDB board members for evaluation based on criteria outlined in the RFP. The Rating Panel met on March 29, 2017, to review and rate the proposals. FRWDB staff facilitated the meetings and provided technical assistance to the Rating Panel.

The Score Summary Worksheet (attached) detailing scores awarded for each proposal was posted on the FRWDB website on April 10, 2017. Based on their evaluation and scoring of each proposal, the Rating Panel is recommending contracts be awarded in each of the SDAs as follows: Urban: Central Labor Council Partnership, East: Proteus, Inc. and West: West Hills Community College District

A detailed score sheet for each rater is available upon request.

ATTACHMENT:

Score Summary Worksheet

**Fresno Regional Workforce Development Board
Workforce Innovation and Opportunity Act One-Stop Contract Coordinator, Adult Program Services, Dislocated Worker Program Services
Score Summary**

Service Delivery Area: Urban
 Name of Bidder: Central Labor Council Partnership
 Quote No.: 758326

Service Delivery Area: Rural Eastside
 Name of Bidder: ResCare Workforce Services
 Quote No.: 758325

Evaluation Criteria	Possible Points	Points Awarded
Section I: One-Stop Contract Coordinator	20	18,786
Section II: Mandated Program Components	30	29,000
Section III: Program Management	25	24,643
Section IV: Cost Reasonableness	25	24,786
Total	100	97,214

Service Delivery Area: Rural Westside
 Name of Bidder: West Hills Community College District
 Quote No.: 75823

Evaluation Criteria	Possible Points	Points Awarded
Section I: One-Stop Contract Coordinator	20	19,333
Section II: Mandated Program Components	30	29,417
Section III: Program Management	25	25,000
Section IV: Cost Reasonableness	25	25,000
Total	100	98,750

Evaluation Criteria	Possible Points	Points Awarded
Section I: One-Stop Contract Coordinator	20	18,036
Section II: Mandated Program Components	30	27,536
Section III: Program Management	25	24,000
Section IV: Cost Reasonableness	25	24,500
Total	100	94,071

Service Delivery Area: Rural Eastside
 Name of Bidder: Proteus, Inc.
 Quote No.: 758324

Evaluation Criteria	Possible Points	Points Awarded
Section I: One-Stop Contract Coordinator	20	18,929
Section II: Mandated Program Components	30	29,357
Section III: Program Management	25	24,000
Section IV: Cost Reasonableness	25	24,500
Total	100	96,786

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	5
MEETING DATE:	May 18, 2017
ACTION:	RECOMMEND TO APPROVE

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

TO: Adult Council
FROM: Blake Konczal, Executive Director
SUBJECT: Workforce Innovation and Opportunity Act Adult and Dislocated Worker Funding Recommendation for Program Year 2017-2018

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) approve Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker funding allocations for Program Year (PY) 2017-2018 as outlined in the attached budget allocation worksheet.

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 estimated allocations were based on the estimated allotment levels issued by the U.S. Department of Labor, Employment and Training Administration to the states in January 2017 and are subject to change based on PY 2017 full-year appropriation to be enacted by Congress.

The FRWDB received \$8,106,097 of Adult and Dislocated Worker funds, an overall decrease of seven percent (7%) compared to last year's allocation of \$8,726,259. The projected carryover from PY 2016-2017 is \$1,766,280, which is a twelve percent (12%) decrease from PY 2016-2017; this brings the total available funding to \$9,872,377, which results in an overall net decrease of eight percent (8%).

The State of California has continued to mandate training expenditure requirements imposed by SB734. Beginning in PY 2012-2013 through PY 2015-2016, local boards were required to expend at least 25% of their Adult and Dislocated Worker WIOA formula fund allocations on workforce training services. Beginning in PY 2016-2017 the mandated set aside increased to 30%, which has been included in the recommended allocations.

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

- Eight percent (8%) net reduction between Adult and Dislocated Worker based on the projected decrease in funding and the potential carryover decrease of \$233,720 from previous year,
- Maintains three percent (3%) carryover to PY 2018-2019,
- Allocates thirty percent (30%) of total award for training. All training funds are allocated to Vocational Training and Incumbent Worker/Layoff Aversion training pools,
- Decreases FRWDB Program Administration and Program and Information Technology Support, Business Services and One-Stop contract services (with the exception of the Urban One-Stop) by eight percent (8%),

- Decreases the Urban One-Stop contractor budget by an additional \$225,000 to fund three (3) staff to provide direct business services for all three (3) of the workforce delivery areas; Urban, East and West,
- Increases the One-Stop site budgets in the amount of \$225,000 to fund three (3) staff to provide direct business services for all three (3) of the workforce delivery areas, Urban, East and West,
- Decreases Supportive Services by seventeen percent (17%), and
- Maintains the minimum funding level of \$500,000 annually for the rural One-Stop Provider of Services as approved by the Fresno Regional Workforce Investment Board in June of 2013.

As noted above, these allocations are based on estimated funding levels. In the event funding levels change, FRWDB staff will provide revised allocations for your approval at the next Adult Council meeting on July 27, 2017.

FISCAL IMPACT:

Approval of this item will allocate \$9,872,377 of WIOA Adult and Dislocated Worker funds. \$9,628,914 will be allocated to contracts and budgets and places \$243,463 into carryover for PY 2018-2019.

ATTACHMENTS:

- ATTACHMENT I: EDD Information Notice WSIN 16-37, WIOA Formula Planning Estimate Allocations – Program Year 17-18
- ATTACHMENT II: WIOA Adult and Dislocated Worker Allocations Worksheet for Program Year 2017-2018



INFORMATION NOTICE

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



WIOA FORMULA PLANNING ESTIMATE ALLOCATIONS – PY 17-18

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

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

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

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

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

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

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

Attachment is available on the internet:

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

Workforce Innovation and Opportunity Act

Youth, Adult, and Dislocated Worker Activities Program Estimate Allocations
Program Year 2017-18

Local Area	Round 1			Round 2		Grand Total
	Youth	Adult	Dislocated Worker	Adult	Dislocated Worker	
Alameda	\$1,770,533	\$249,899	\$320,891	\$1,416,096	\$1,818,379	\$5,575,798
Anaheim City	\$826,989	\$119,474	\$100,222	\$677,018	\$567,924	\$2,291,627
Contra Costa	\$1,596,072	\$236,433	\$290,129	\$1,339,787	\$1,644,066	\$5,106,487
Foothill	\$642,445	\$99,233	\$81,699	\$562,323	\$462,959	\$1,848,659
Fresno	\$4,434,754	\$629,026	\$586,889	\$3,564,480	\$3,325,702	\$12,540,851
Golden Sierra	\$956,813	\$140,602	\$165,582	\$796,748	\$938,298	\$2,998,043
Humboldt	\$364,686	\$47,772	\$41,708	\$270,706	\$236,345	\$961,217
Imperial	\$1,721,465	\$256,016	\$280,662	\$1,450,756	\$1,590,421	\$5,299,320
Kern, Inyo, Mono	\$3,802,243	\$550,026	\$496,061	\$3,116,816	\$2,811,010	\$10,776,156
Kings	\$613,404	\$104,676	\$83,430	\$593,162	\$472,773	\$1,867,445
Los Angeles City	\$14,668,846	\$2,133,868	\$1,331,961	\$12,091,918	\$7,547,767	\$37,774,360
Los Angeles	\$11,722,762	\$1,687,539	\$1,217,048	\$9,562,720	\$6,896,604	\$31,086,673
Madera	\$624,691	\$95,764	\$84,246	\$542,666	\$477,397	\$1,824,764
Mendocino	\$211,512	\$32,272	\$29,341	\$182,877	\$166,266	\$622,268
Merced	\$1,277,570	\$181,452	\$174,026	\$1,028,230	\$986,149	\$3,647,427
Monterey	\$1,461,907	\$223,590	\$268,307	\$1,267,010	\$1,520,409	\$4,741,223
Mother Lode	\$376,589	\$66,357	\$57,533	\$376,023	\$326,022	\$1,202,524
North Bay	\$720,898	\$118,959	\$124,195	\$674,100	\$703,774	\$2,341,926
NoRTEC	\$2,288,871	\$330,855	\$293,773	\$1,874,844	\$1,664,715	\$6,453,058
NCC	\$1,000,055	\$139,051	\$144,816	\$787,956	\$820,625	\$2,892,503
NOVA-San Mateo	\$1,496,064	\$226,930	\$294,380	\$1,285,935	\$1,668,152	\$4,971,461
Oakland City	\$1,373,921	\$203,090	\$145,133	\$1,150,841	\$822,417	\$3,695,402
Orange	\$3,163,124	\$441,212	\$628,502	\$2,500,201	\$3,561,509	\$10,294,548
Pacific Gateway	\$1,928,910	\$265,304	\$173,286	\$1,503,390	\$981,957	\$4,852,847
Richmond City	\$359,257	\$56,499	\$37,121	\$320,159	\$210,355	\$983,391
Riverside	\$6,163,335	\$891,341	\$846,711	\$5,050,933	\$4,798,032	\$17,750,352
Sacramento	\$3,597,433	\$515,805	\$498,910	\$2,922,892	\$2,827,155	\$10,362,195
San Benito	\$193,267	\$27,413	\$31,781	\$155,339	\$180,089	\$587,889
San Bernardino	\$5,733,199	\$816,481	\$716,795	\$4,626,725	\$4,061,837	\$15,955,037
San Diego	\$6,987,095	\$960,619	\$1,018,129	\$5,443,509	\$5,769,400	\$20,178,752
San Francisco	\$1,250,588	\$207,425	\$242,570	\$1,175,409	\$1,374,565	\$4,250,557
San Joaquin	\$2,700,790	\$378,724	\$362,794	\$2,146,103	\$2,055,832	\$7,644,243
San Jose - Silicon Valley	\$2,392,024	\$339,679	\$359,487	\$1,924,847	\$2,037,094	\$7,053,131
San Luis Obispo	\$640,085	\$74,021	\$72,412	\$419,454	\$410,334	\$1,616,306
Santa Ana City	\$988,857	\$145,496	\$84,087	\$824,476	\$476,490	\$2,519,406
Santa Barbara	\$1,173,687	\$126,607	\$133,230	\$717,443	\$754,972	\$2,905,939
Santa Cruz	\$962,723	\$127,035	\$133,165	\$719,867	\$754,603	\$2,697,393
SELACO	\$1,120,442	\$159,868	\$141,607	\$905,918	\$802,442	\$3,130,277
Solano	\$934,038	\$154,603	\$160,625	\$876,083	\$910,206	\$3,035,555
Sonoma	\$914,674	\$129,512	\$138,597	\$733,903	\$785,381	\$2,702,067
South Bay	\$1,723,469	\$264,467	\$223,759	\$1,498,645	\$1,267,966	\$4,978,306
Stanislaus	\$2,144,274	\$310,499	\$302,900	\$1,759,495	\$1,716,434	\$6,233,602
Tulare	\$2,305,741	\$329,439	\$326,175	\$1,866,819	\$1,848,323	\$6,676,497
Ventura	\$1,822,429	\$250,449	\$306,321	\$1,419,210	\$1,735,820	\$5,534,229
Verdugo	\$782,068	\$125,198	\$108,401	\$709,458	\$614,272	\$2,339,397
Yolo	\$693,967	\$78,044	\$77,698	\$442,249	\$440,288	\$1,732,246
TOTAL	\$104,628,566	\$15,048,624	\$13,737,095	\$85,275,539	\$77,843,530	\$296,533,354

	A	B	C	D	E	F	G
1	WIOA ADULT AND DISLOCATED WORKER						
2	ALLOCATIONS FOR PROGRAM YEAR 2017-2018						
3						Attachment II	
4			Original				
5			Adult/DW	Adult/DW			
6			Allocation	Allocation	Increase/	%	
7			2016-17	2017-18	(Decrease)	Change	
8							
9							
10							
11	Actual/Estimated Carryover		2,000,000	1,766,280	(233,720)	-12%	
12	Award		8,726,259	8,106,097	(620,162)	-7%	
13	Total Available		10,726,259	9,872,377	(853,882)	-8%	
14							
15							
16	Fixed Allocations						
17	Marketing for One-Stop		25,000	23,000	(2,000)	-8%	
18	FRWDB Business Services Center Support		140,000	128,800	(11,200)	-8%	
19	Employment Study		20,000	18,400	(1,600)	-8%	
20	Assessment Materials		35,000	32,200	(2,800)	-8%	
21	One-Stop Site Budgets		1,349,761	1,466,780	117,019	9%	
22	Program Income		(116,000)	(106,720)	9,280	-8%	
23	Economic Development Corporation Serving Fresno County - Membership		10,000	10,000	0	0%	
24	Greater Fresno Area Chamber of Commerce		10,000	10,000	0	0%	
25	Carryover to Following Year	3.00%	261,788	243,463	(18,325)	-7%	
26	Total Fixed		1,735,549	1,825,923	90,374	5%	
27							
30							
31	Other Allocations:						
32	FRWDB Administration Services		960,585	883,738	(76,847)	-8%	
33	FRWDB Program Support		390,090	358,883	(31,207)	-8%	
34	Information Technology Support		280,984	258,505	(22,479)	-8%	
35	CMTi Programming and Maintenance		196,407	180,694	(15,713)	-8%	
36	Business Services CSUF Foundation		201,703	185,567	(16,136)	-8%	
37	Total		2,029,769	1,867,387	(162,382)	-8%	
38							
39							
40	One-Stop System Allocations:						
41	Urban One-Stop		2,989,966	2,525,769	(464,197)	-16%	
42	Proteus, Inc. - East		543,904	500,392	(43,512)	-8%	
43	West Hills Community College - West		545,211	501,594	(43,617)	-8%	
44	Training Pool		2,094,302	1,950,139	(144,163)	-7%	
45	Incumbent Worker/Layoff Aversion Training Pool		523,576	481,690	(41,886)	-8%	
46	Supportive Services		263,983	219,483	(44,500)	-17%	
47	Total One-Stop		6,960,942	6,179,067	(781,875)	-11%	
48							
49							
50	Total Allocations		10,726,259	9,872,377			
51				0			
52							
53			2,617,878	2,431,829			
54	Training Percentage		30%	30%			
55							
56							
57							
58	Note: Due to spreadsheet formula rounding calculations, total(s) may be \$1.00 off.						
59							
60							

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	6
MEETING DATE:	May 18, 2017
ACTION:	RECOMMEND TO ACCEPT

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

TO: Adult Council

FROM: Blake Konczal, Executive Director

SUBJECT: Fresno County Workforce Investment Act Adult and Dislocated Worker Program Performance Report for Program Year 2015-2016

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Adult and Dislocated Worker Program Year (PY) 2015-2016 final State of California performance results.

REASON FOR RECOMMENDATION:

Each program year, 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 Adult and Dislocated Worker 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 Adult Council, FRWDB staff, and Service Providers have successfully achieved all of the mandated goals for this period.

Adult:

Measure	Goal	Actual	Success Rate
Entered Employment	64.0%	82.0%	128.1%
Employment Retention	81.0%	85.0%	104.9%
Average Earnings	\$13,150	\$18,511	140.8%

Dislocated Worker:

Measure	Goal	Actual	Success Rate
Entered Employment	73.0%	89.0%	121.9%
Employment Retention	84.5%	92.0%	108.9%
Average Earnings	\$14,300	\$18,794	131.4%

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:	7
MEETING DATE:	May 18, 2017
ACTION:	RECOMMEND TO ACCEPT

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

TO: Adult Council

FROM: Phyllis Stogbauer, Deputy Director of Program Services

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

RECOMMENDATION:

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

REASON FOR RECOMMENDATION:

The Adult Council continues to review and revise all Workforce Innovation and Opportunity Act (WIOA) local policies to improve performance outcomes. At its January 10, 2006, meeting, the Council approved a new OJT process flow. At the Council's recommendation, the Fresno County Workforce Investment Board approved the revised OJT Policy and Revised Customer Flow on February 16, 2006. Adult Council members requested that FRWDB staff provide reports and analysis to the Council to ensure that the new policies and processes have been fully implemented and that they are producing better results.

FRWDB staff reviews OJT completions and retention rates each month. Completions include all OJTs that are completed during each quarter. The retention rate is monitored through post exit follow-ups and includes the number of OJT participants that successfully completed the OJT and were still employed with the OJT employer at the first quarter after exit.

The following report provides data by quarter for OJT completions and retention rates for PY 2016-2017:

Completions by Quarter	Qtr. 1	Qtr. 2	Qtr. 3	YTD
Number of Completed OJTs	6	5	6	17
Number of OJTs with Successful Completion	6	3	5	14
Percentage of Successful Completions	100%	60.0%	83.3%	82.3%
Follow-ups by Quarter				
Number of OJT Follow-ups Completed	2	5	2	9
Number of OJTs with employer at Follow-up	2	5	2	9
Percentage of Successful Retentions	100%	100%	100%	100%

There are no employer issues identified at this time. There were two (2) unsuccessful OJT completions in the second quarter, and one (1) unsuccessful OJT completion in the third quarter. Three (3) of them were due to participant issues.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	8
MEETING DATE:	May 18, 2017
ACTION:	RECOMMEND TO ACCEPT

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

TO: Adult Council
FROM: Phyllis Stogbauer, Deputy Director of Program Services
SUBJECT: Third Quarter Local Performance Results Report for Program Year 2016-2017

RECOMMENDATION:

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

REASON FOR RECOMMENDATION:

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

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

Adult/ DW Served:

CLC: Staff has no concerns.

Proteus, Inc.: Staff has no concerns; Dislocated Worker (DW) enrollments are below plan due to lack of qualified dislocated workers coming into the One-Stop. Provider continues to aggressively outreach and has ensured FRWDB staff that they will meet the Adult and DW enrollment by the fourth quarter.

WHCCD: Staff has no concerns; enrollments are below plan due to lack of qualified Adult/DW coming into the One-Stop. Provider is heavily recruiting job seekers and anticipates being in line by end of fourth quarter.

Adult/ DW Expenditures:

CLC: Staff has no concerns.

Proteus, Inc.: Staff has no concerns; expenditures are below plan caused by unanticipated staff savings due to a staff member on Leave of Absence and a delay in the hiring process. Provider is now fully staffed and is adjusting staffing allocations. Provider anticipates being in line by the fourth quarter.

WHCCD: Staff has no concerns; expenditures are slightly below plan due to transfer of funds from DW to Adult funds. Provider submitted a contract modification to move monies. Expenditures should be in line by end of fourth quarter.

Adult/DW Placements & Credential Rate:

CLC: Staff has no concerns.

Proteus, Inc.: Staff has no concerns; 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.

WHCCD: Credential rate is below goal due to three (3) job seekers finding employment and dropping out of training/education before completing credential. Provider staff will continue to work with job seekers to encourage them to complete training/education requirements to receive credential.

Adult/DW Completion of Training:

CLC: Staff has no concerns.

Proteus, Inc.: No concerns.

WHCCD: FRWDB 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. Provider anticipates being at goal by the fourth quarter.

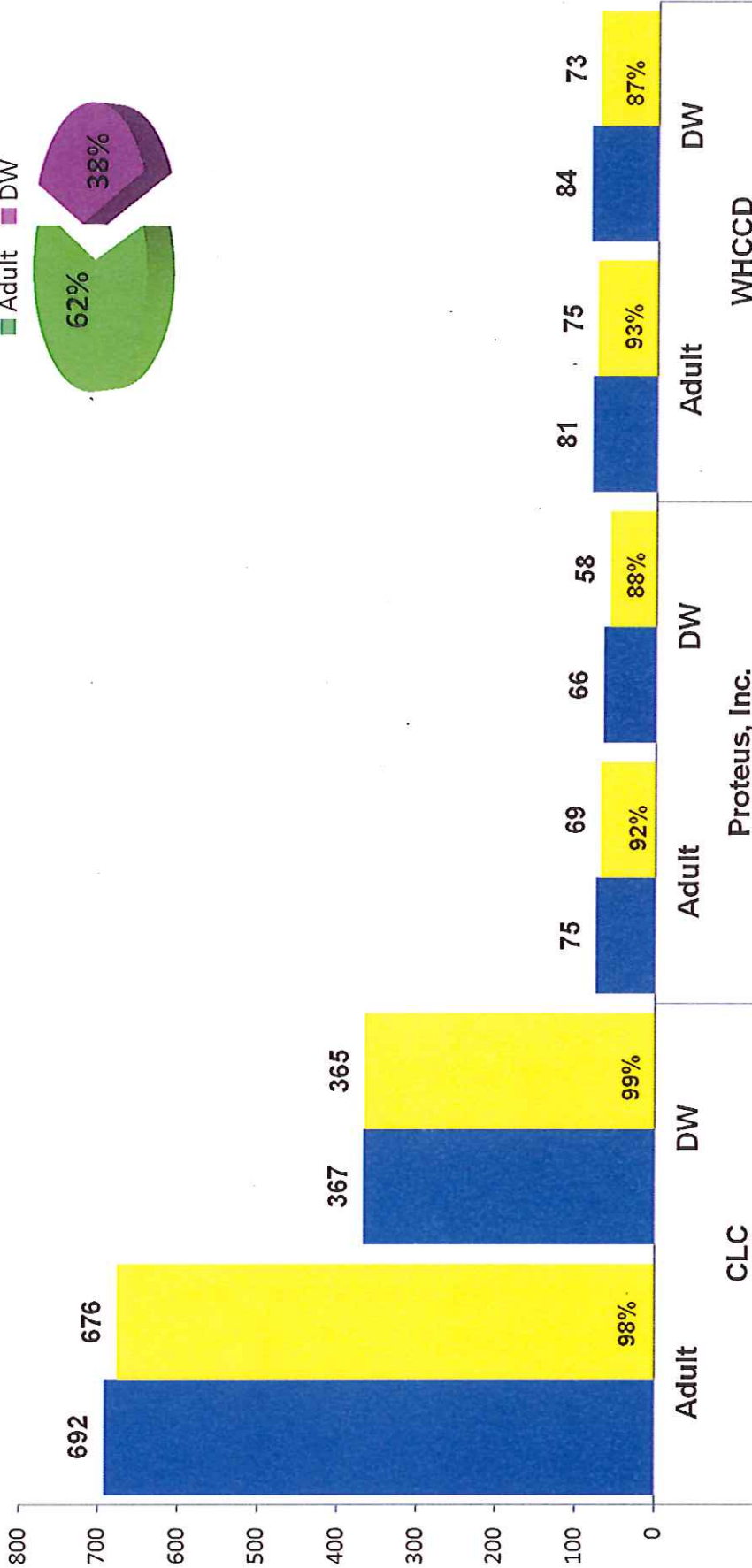
ATTACHMENT:

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

Adult/DW Served

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

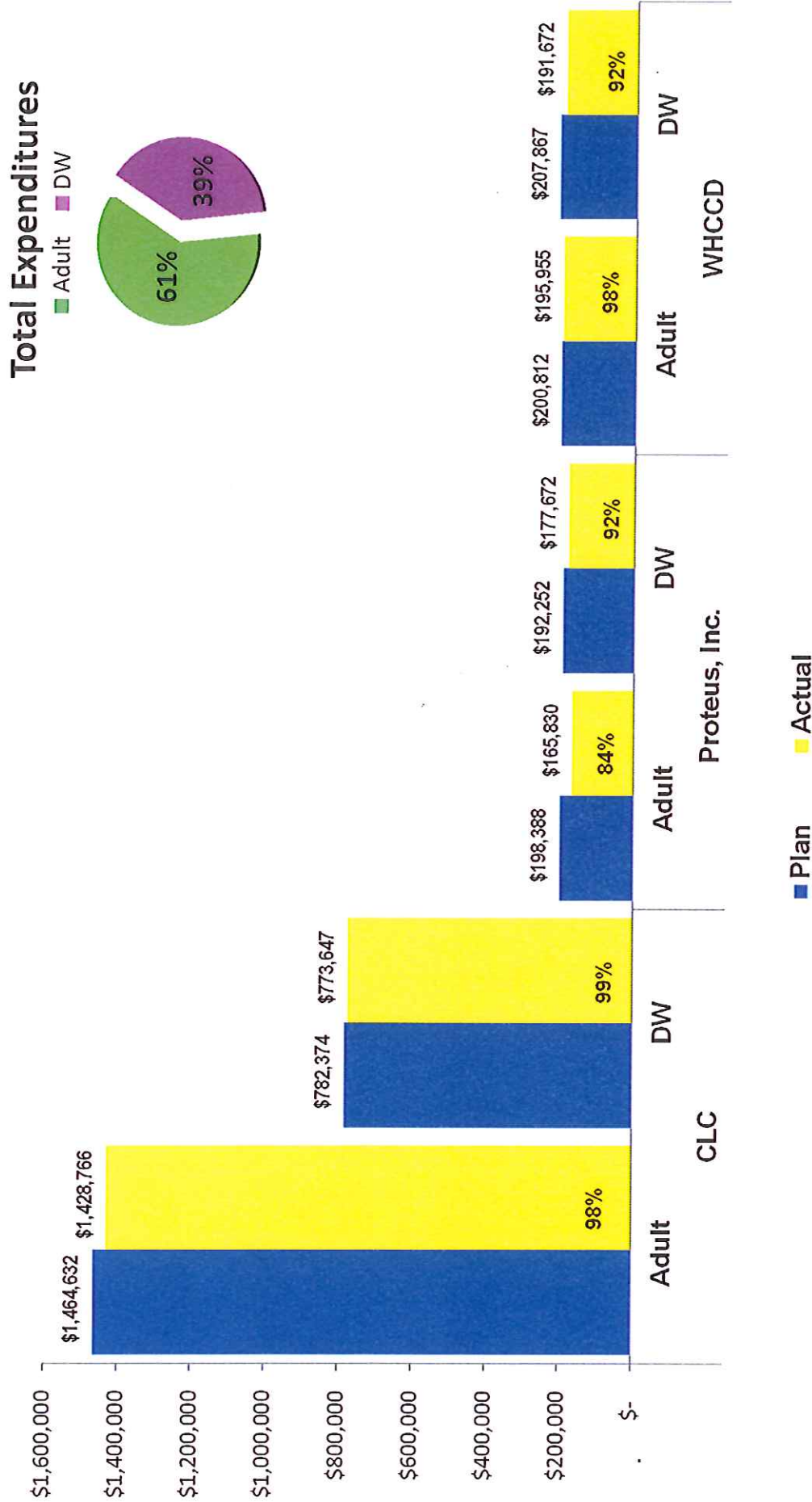
Total Served- 1316



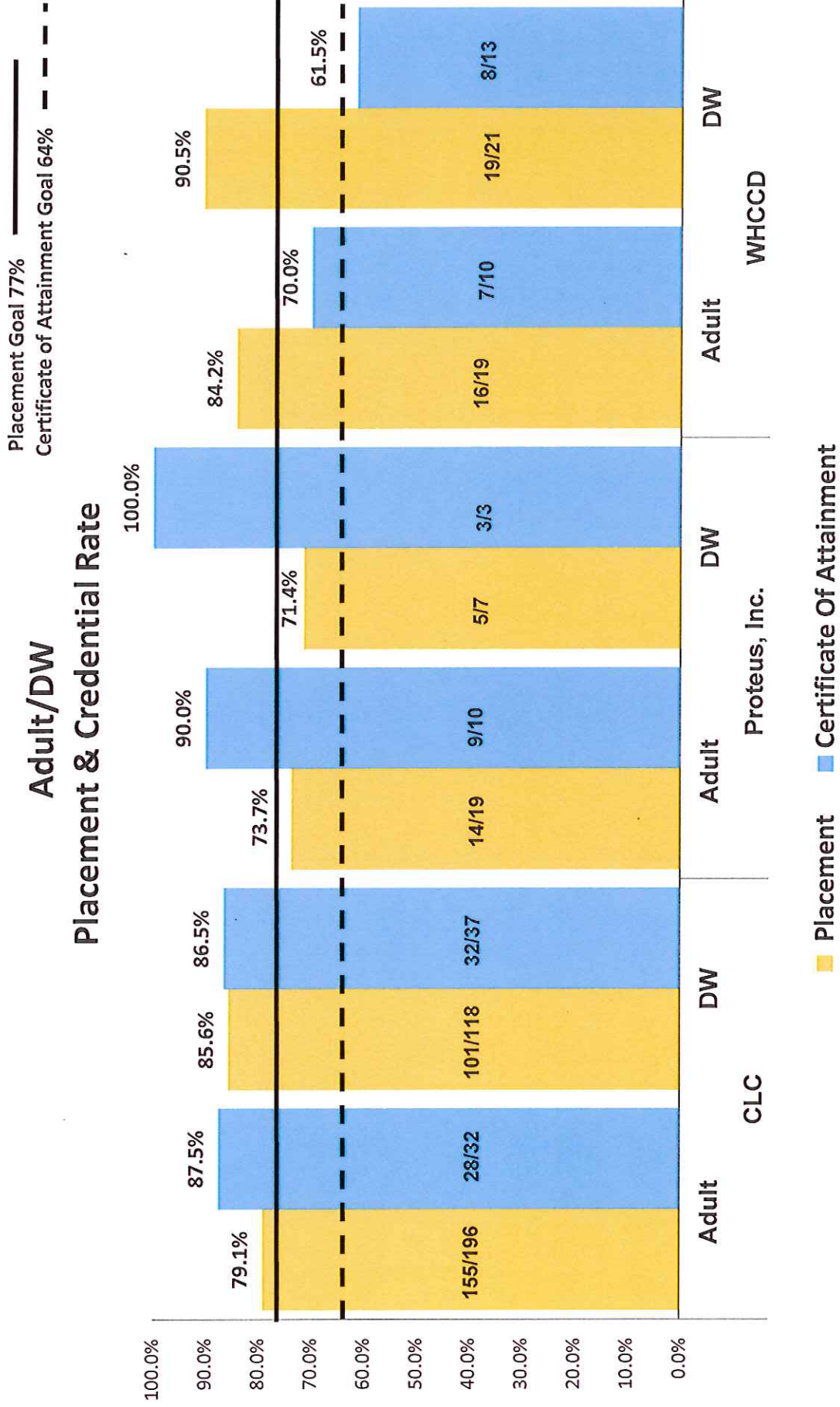
■ Plan ■ Actual

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

Adult/ DW Expenditures

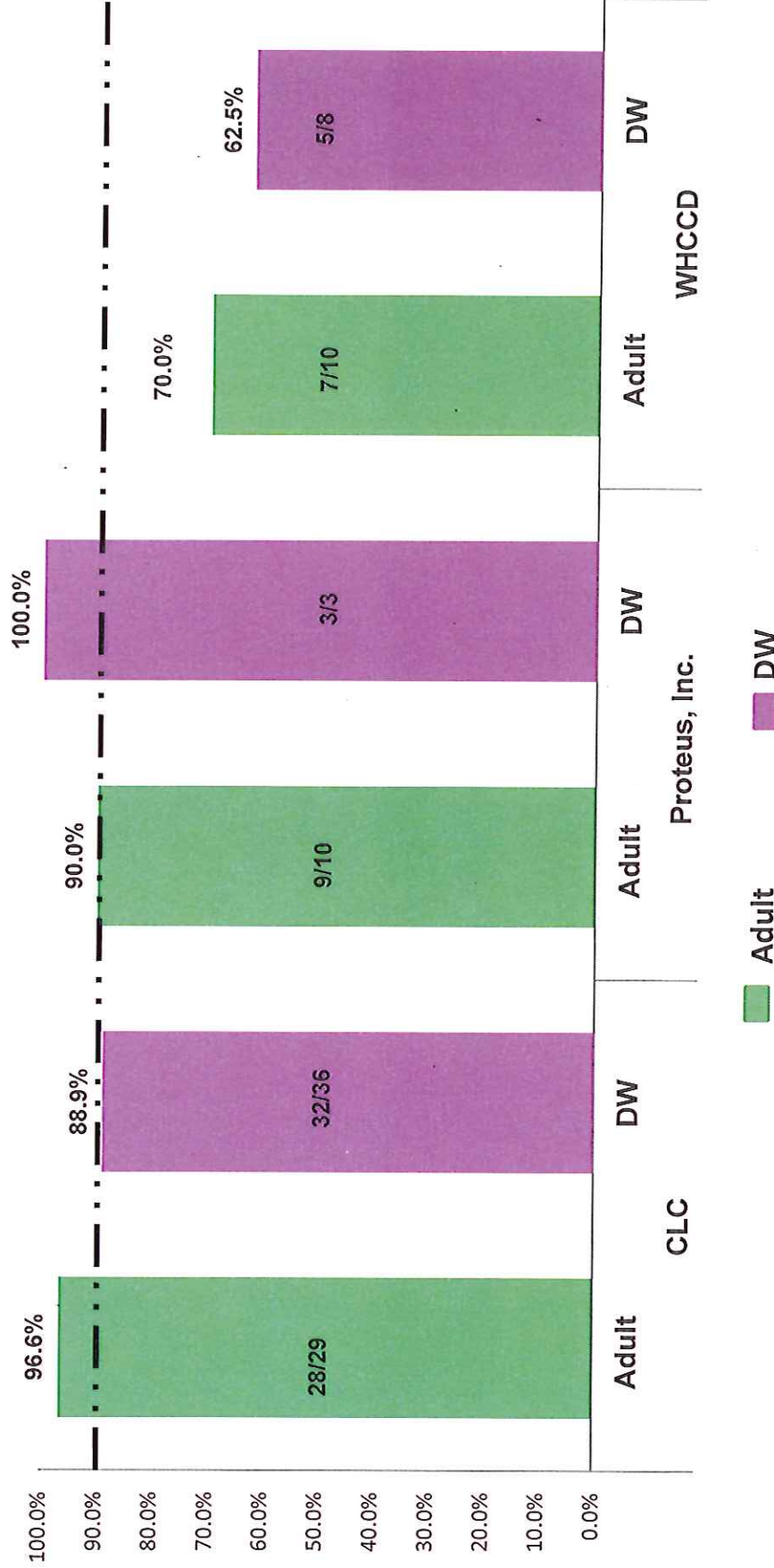


Note: Adult/DW Expenditures goal is 95% to 100%.



Adult/DW Completion of Training

Completion of Training
 Goal 90% — — — — —



**FRESNO REGIONAL
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	9
MEETING DATE:	May 18, 2017
ACTION:	RECOMMEND TO ACCEPT

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

TO: Adult Council
FROM: Stephen DeWitt, Quality Systems Manager
SUBJECT: Fourth Quarter Providers of Services' Monitoring Report for Program Year 2015-2016

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the following Providers of Services Monitoring Report for the Fourth Quarter for Program Year 2015-2016.

REASON FOR RECOMMENDATION:

FRWDB staff conducts programmatic and fiscal monitoring of all contracts to ensure compliance with federal, state, and local regulations and/or policies.

ATTACHMENT:

Fourth Quarter Adult Monitoring Report for Program Year 2015-2016

**Adult Providers of Services Monitoring Report
Fourth Quarter, Program Year 2015-2016**

Program Monitoring:

Programmatic monitoring of the following providers was completed:

Service Provider	Contract # (s)	Results
Central Labor Council Partnership PY 15-16	213, 580, 213NEG, 213 CVIEP	1) Job Ready process issue 2) Activity Code Use issue All Findings Closed
Proteus, Inc PY 15-16	243	1) School Visit process issue 2) Assessment supporting documentation issue All Findings Closed

Programmatic monitoring of the following providers are in process as of the end of the third quarter:

Service Provider	Contract # (s)
Madera Workforce Investment Board	623-Prop 39
West Fresno Faith Based Organization	601-Prop 39
Merced County WIB	637- Prop 39
Stanislaus County Alliance Worknet	624-Prop 39

Fiscal Monitoring:

Fiscal monitoring of the following providers was completed:

Service Provider	Contract # (s)	Results
Proteus, Inc. PY 15-16 Fiscal Annual Review	243	No Findings
Fresno, Madera, Kings and Tulare County Building Construction Trades Council PY 15-16 Fiscal Annual Review	692-Prop 39, 692-WIOA, 692- VEAP	No Findings
West Hills Community College District PY 15-16 Fiscal Annual Review	250, 588, 250-NEG, 584-USDA, 587-Craft, 250-Slingshot	No Findings
Stanislaus Workforce Investment Board PY 15-16 Fiscal Annual Review	624-CVIEP	No Findings
Kern County Employment and Training Resource PY 15-16 Fiscal Annual Review	693-CVIEP	No Findings
California State University – Bakersfield PY 15-16 Fiscal Annual Review	553-CVIEP	No Findings
Madera Workforce Investment Board PY 15-16 Fiscal Annual Review	623-Prop 39	No Findings
Fresno State Foundation PY 15-15 Fiscal Annual Review	719	No Findings

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

Service Provider	Contract # (s)
West Fresno Faith Based Organization	601-Prop 39
Fresno, Madera, Kings and Tulare County Building Construction Trades Council (CVIEP Grant Fiscal Annual)	692

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	10
MEETING DATE:	May 18, 2017
ACTION:	RECOMMEND TO ACCEPT

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

TO: Adult Council
FROM: Stephen DeWitt, Quality Systems Manager
SUBJECT: First, Second and Third Quarters Providers of Services' Monitoring Report for Program Year 2016-2017

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the following Providers of Services Monitoring Report for the First, Second and Third Quarters for Program Year 2016-2017.

REASON FOR RECOMMENDATION:

FRWDB staff conducts programmatic and fiscal monitoring of all contracts to ensure compliance with federal, state, and local regulations and/or policies.

ATTACHMENT:

First, Second and Third Quarters Adult Monitoring Report for Program Year 2016-2017

**Adult Providers of Services Monitoring Report
First, Second and Third Quarters, Program Year 2016-2017**

Program Monitoring:

Programmatic monitoring of the following providers were completed:

Service Provider	Contract # (s)	Results
Kings County Jobs Training Office	674-Prop 39	No Findings
Madera Workforce Investment Corporation	623-Prop 39	No Findings
West Fresno Faith Based Organization	601-Prop 39	No Findings
Merced County Workforce Investment Board	637- Prop 39	No Findings
Stanislaus County Alliance Worknet	624-Prop 39	No Findings
Kern County Employment & Training Resource	693-CVIEP	No Findings
California State University, Fresno Foundation	719	No Findings
Tulare Workforce Investment Board	636-Prop 39	No Findings
Positive Resource Center	731 - DEA	No Findings
West Hills Community College District	250	No Findings

Programmatic monitoring of the following providers are in process as of the end of the third quarter:

Service Provider	Contract # (s)
Resources for Resources for Independent Living	733 - DEA
Community Services & Employment (CSET)	694-Prop 39
Central Labor Council Partnership	213, 213-CVIEP

Fiscal Monitoring:

Fiscal monitoring of the following providers were completed:

Service Provider	Contract # (s)	Results
Central Labor Council Partnership PY 15-16 Fiscal Closeout	213, 320, 540, 560, 580	No Findings
SER PY 15-16 Fiscal Closeout	730	No Findings
Fresno State Foundation PY 15-16 Fiscal Closeout	596, 719, 719 Slingshot	No Findings
Merced County Workforce Investment Board PY 15-16 Fiscal Closeout	637	No Findings
Fresno Economic Opportunities Commission PY 15-16 Fiscal Close Out	310, 420	No Findings
Proteus, Inc. PY 15-16 Fiscal Close Out	540, 243 NEG	No Findings
West Hills Community College District PY 15-16 Fiscal Close Out	250, 250 NEG, 250 Slingshot, 587 Craft Path, 588	No Findings
SER, Inc. PY 16-17 Fiscal Annual Review	730	No Findings
Proteus, Inc. PY 16-17 Fiscal Annual Review	243	No Findings
West Hills Community College District PY 16-17 Fiscal Annual Review	250, 587, 250EPA, 250-Sling	No Findings
Fresno, Madera, Kings and Tulare County Building Construction Trades Council PY 16-17 Fiscal Annual Review	692-Prop 39, 692-VEAP	No Findings
Fresno State Foundation PY 16-17 Fiscal Annual Review	719	No Findings

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

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

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	11
MEETING DATE:	May 18, 2017
ACTION:	RECOMMEND TO ACCEPT

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

TO: Adult Council
FROM: Stephen DeWitt, Quality Systems Manager
SUBJECT: Fourth Quarter Providers of Services' Customer Complaint Report for Program Year 2015-2016

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Adult and Dislocated Worker Customer Complaint Report for the Fourth Quarter of Program Year 2015-2016.

REASON FOR RECOMMENDATION:

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

No complaints were received during the Fourth Quarter of PY 2015-2016.

**FRESNO REGIONAL
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	12
MEETING DATE:	May 18, 2017
ACTION:	RECOMMEND TO ACCEPT

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

TO: Adult Council
FROM: Stephen DeWitt, Quality Systems Manager
SUBJECT: First, Second and Third Quarters Providers of Services' Customer Complaint Report for Program Year 2016-2017

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Adult and Dislocated Worker Customer Complaint Report for the First, Second and Third Quarters of Program Year 2016 - 2017.

REASON FOR RECOMMENDATION:

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

ATTACHMENT:

Adult and Dislocated Worker Customer Complaint Report for the First, Second and Third Quarters of Program Year 2016-2017.

Adult/Dislocated Worker Customer Complaint Report

First, Second and Third Quarters, Program Year 2016-2017

Date	Provider of Services	Summary of Customer Complaint	Action Taken	Date of Correction
12/19/16	Central Labor Council Partnership	Poor Customer Service	Security vendor replaced assigned personnel; Resource Room staff reminded of role of staff versus security.	12/21/16

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	13
MEETING DATE:	May 18, 2017
ACTION:	RECOMMEND TO ACCEPT

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

TO: Adult Council
FROM: Stephen DeWitt, Quality Systems Manager
SUBJECT: Job Seeker Customer Satisfaction

RECOMMENDATION:

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

REASON FOR RECOMMENDATION:

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

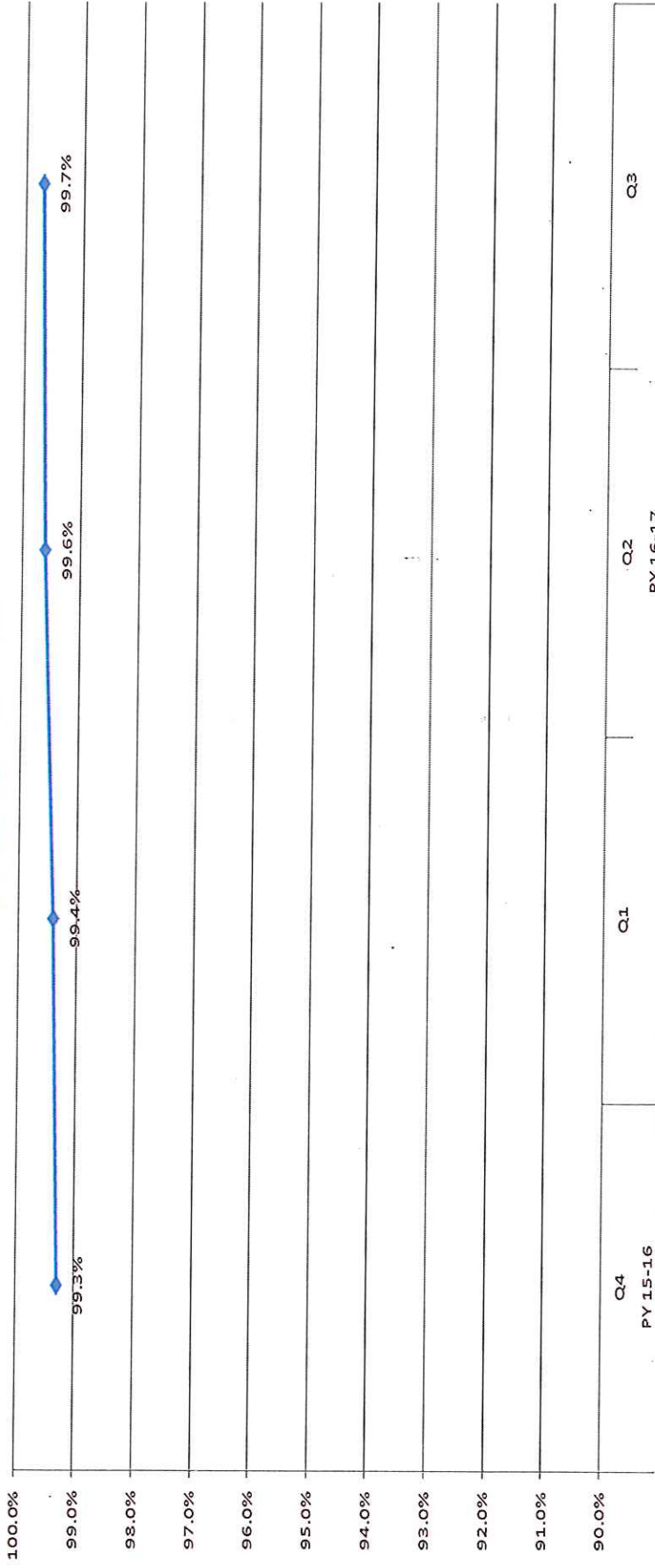
FRWDB staff implemented the updated process and tools beginning in October, 2014, for the Second Quarter of PY 2014-2015.

This report is the results for the four (4) quarter period ending March 31, 2017.

ATTACHMENTS:

Job Seeker Customer Satisfaction Report for the First, Second and Third Quarters of PY 2016-2017

Basic Career Services



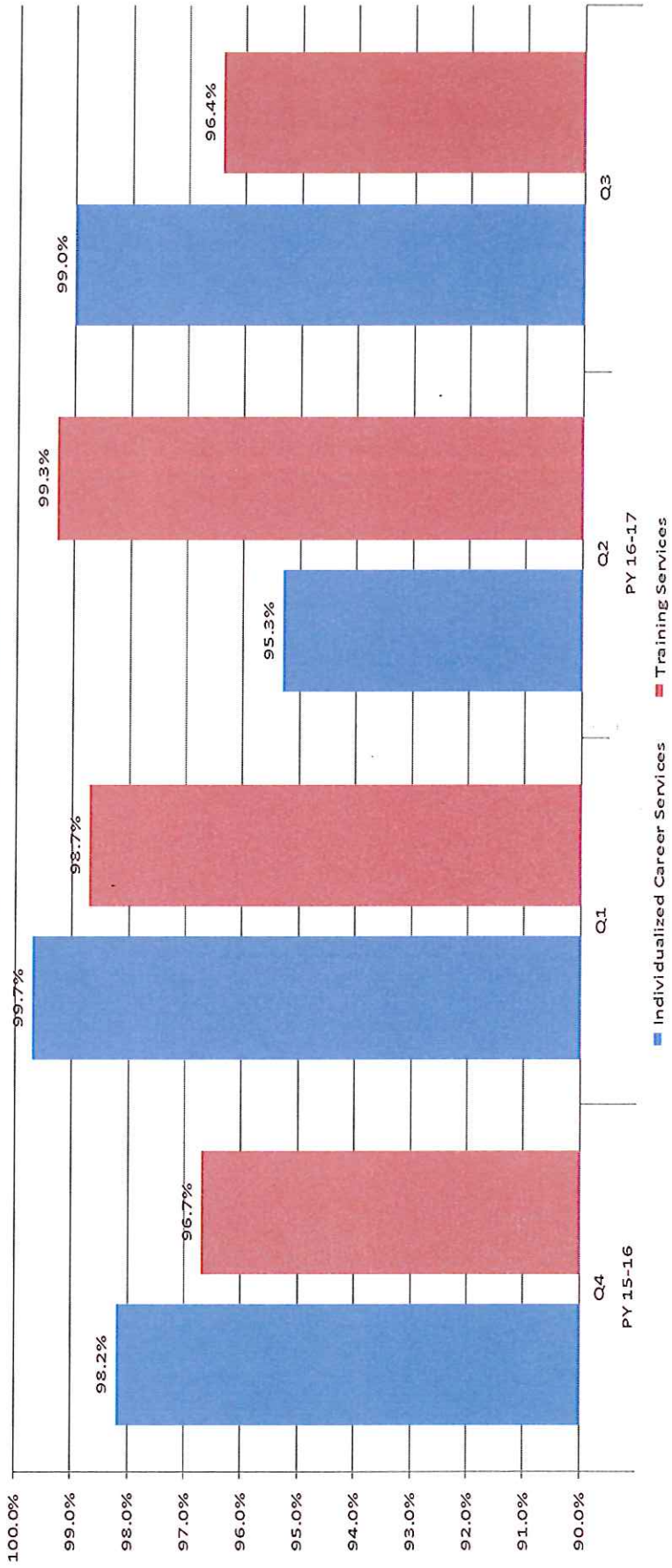
Staff Notes:

	PY 15-16		PY 16-17	
	Q4	Q1	Q2	Q3
Surveys Received	995	950	761	846
Number of Users	7,880	7,935	7058	7626
Survey Response Rate	12.6%	12.0%	10.8%	11.1%

Sample of User Comments:

Information was helpful; information was clear and easily understood; expecting more in-depth, specific information; orientation was general information; the CalJOBS website lacks a few things; it would be great if WFC offered free typing certificates; the programs they have are very helpful and prove they are here to help us; I come here at least once a week and find the environment stress free and peaceful; I'm glad I came in; more than what I expected, but in a good way; a good tool (resource) for individuals who thrive on accountability and direction; renewed my hope; need a way to expedite the process to speak to a specialist; orientation is too long; program is better than a few years ago; excited to start a new career; include a walk-thru of the resource room; not a waste of time; those who want to re-enroll shouldn't have to go through orientation; computer skills training needed; dress code too restrictive; water and snacks during orientation would be nice; information packets provided is very helpful.

Placement Satisfaction



Staff Notes:

	PY 15-16		PY 16-17	
	Q4	Q1	Q2	Q3
Surveys Received by Type	Non-Training 93 Training 44	Non-Training 84 Training 45	Non-Training 50 Training 29	Non-Training 91 Training 41
Clients Placed by Type	104	102	87	113
Survey Response Rate	89.4%	82.4%	57.5%	80.5%
Survey Response Rate			87.9%	91.1%

Client Feedback:

Individualized Career Services: Got job on my own; wonderful program; process takes too long; original BAS did not provide job leads, Gov't BAS was more helpful; assessments were not beneficial; ERS was understanding and resourceful; should have a faster process for those who have work history; mock interviews were really helpful; ERS gave me confidence to be successful; the networking workshop got me the job; I already knew my career goal; I was not contacted as often as I expected with job opportunities, though I did receive several.

Training Services: Excellent service, thanks for everything; found job in grocery business; found temp job; assessments not beneficial; school helped me secure employment; great job; secured employment in different field because couldn't pass required state testing; thanks for the assistance in my career change; trained in construction, secured employment as a cook.

**FRESNO REGIONAL
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	14
MEETING DATE:	May 18, 2017
ACTION:	INFORMATION

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

TO: Adult Council
FROM: Stephen DeWitt, Quality Systems Manager
SUBJECT: Employer Customer Satisfaction

INFORMATION:

This report provides data for the reporting period on employers' satisfaction with the job seeker they hired and the customer service the employer received from Workforce Connection staff.

Fresno Regional Workforce Development Board (FRWDB) staff continues to work with Service Providers to improve the processes used to increase the satisfaction level with employers. These improvements are based on data collected through satisfaction surveys, monitoring reviews, complaints and operations meetings between provider and FRWDB staff.

This report will be presented at the Business and Industry Committee meeting on August 2, 2017, as a 'Recommend to Accept' item.

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
OVERALL MEAN	4.9	4.9	4.8	4.8	4.8
Possible Unique # Employers Within a Quarter to be Surveyed / # of Employers Responded	34/24	37/28	30/23	21/13	21/13

COMMENTS FROM EMPLOYER

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

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	15
MEETING DATE:	May 18, 2017
ACTION:	INFORMATION

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

TO: Adult Council
FROM: Tim Giles, Deputy Director of Information Systems
SUBJECT: Third Quarter Adult and Dislocated Worker Demographics Report for Program Year 2016-2017

INFORMATION:

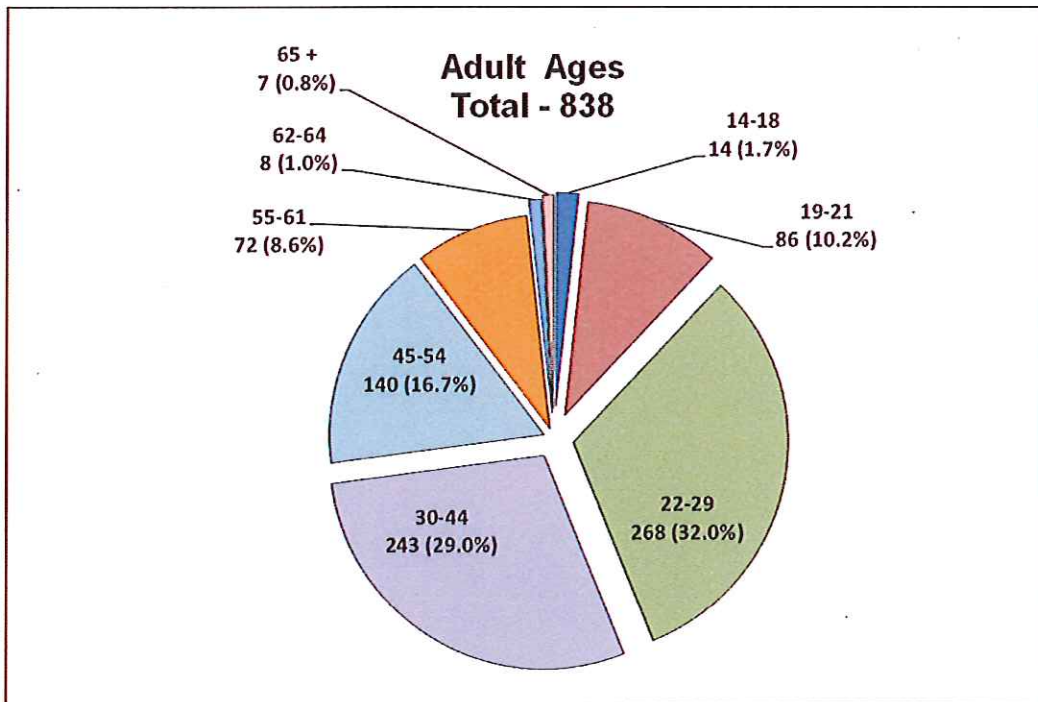
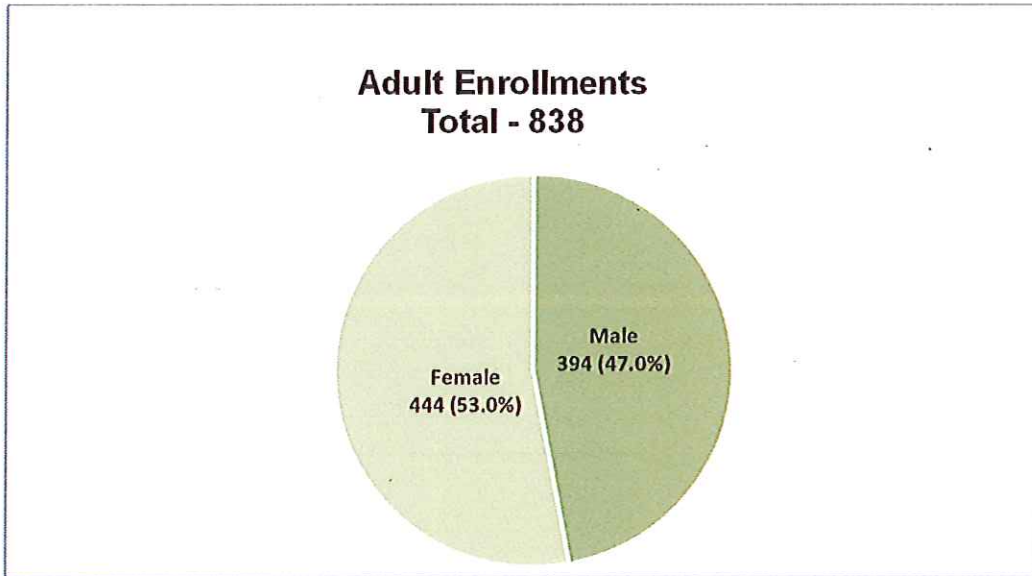
Per the Adult Council's direction, Fresno Regional Workforce Development Board (FRWDB) staff provides cumulative quarterly reports of various demographics for the FRWDB's Adult and Dislocated Worker enrollments. Attached is the demographics report for the Third Quarter of Program Year 2016-2017.

ATTACHMENTS:

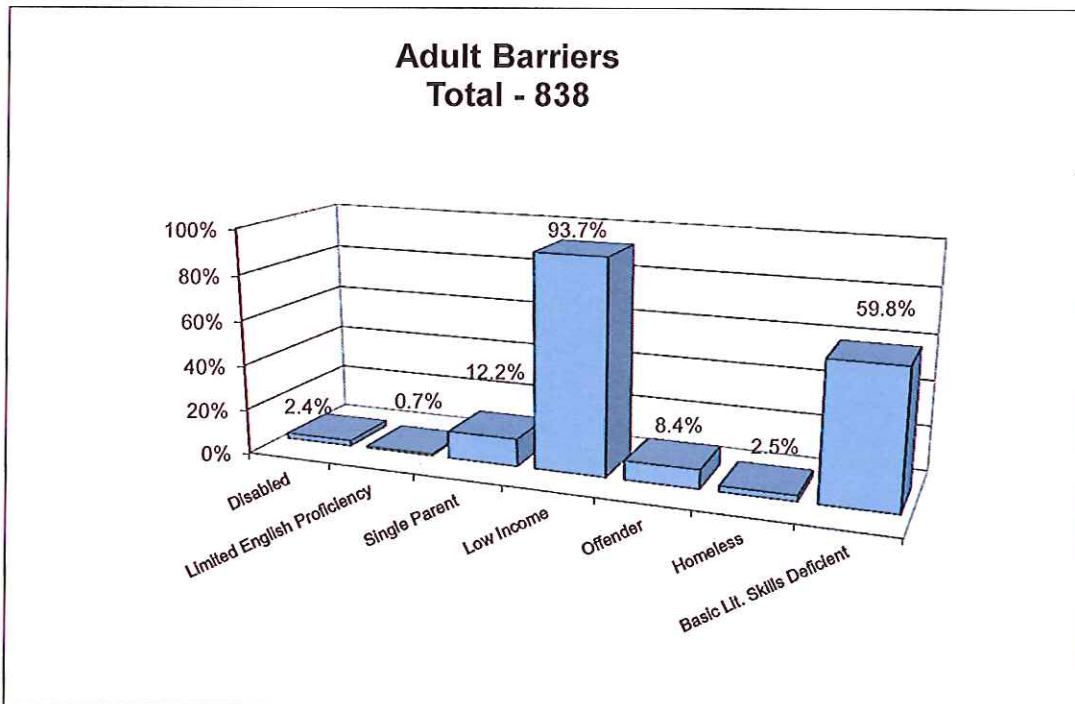
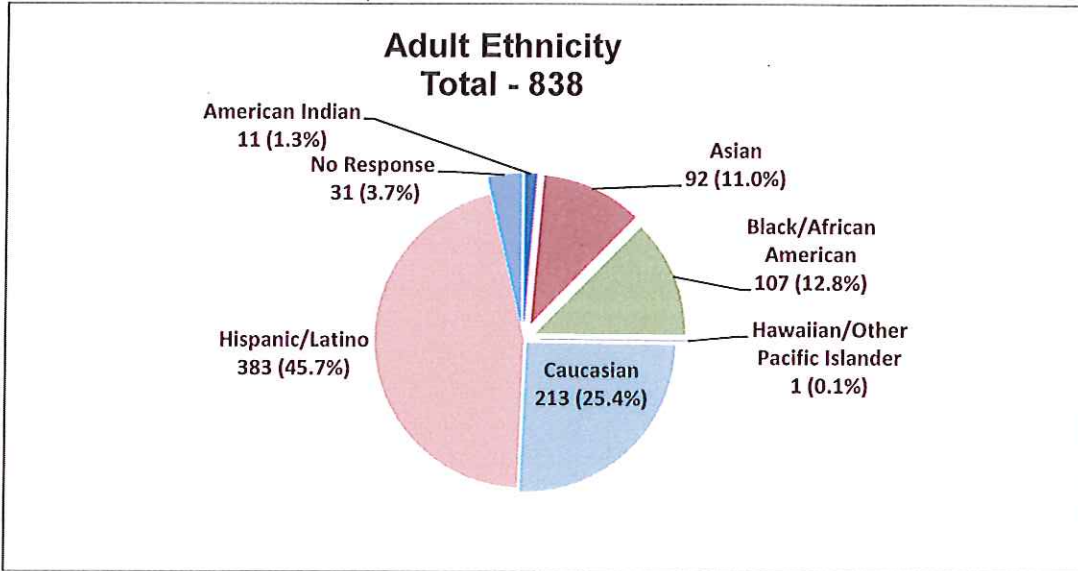
ATTACHMENT I: Adult Demographics Third Quarter, Program Year 2016-2017
ATTACHMENT II: Dislocated Worker Demographics Third Quarter, Program Year 2016-2017



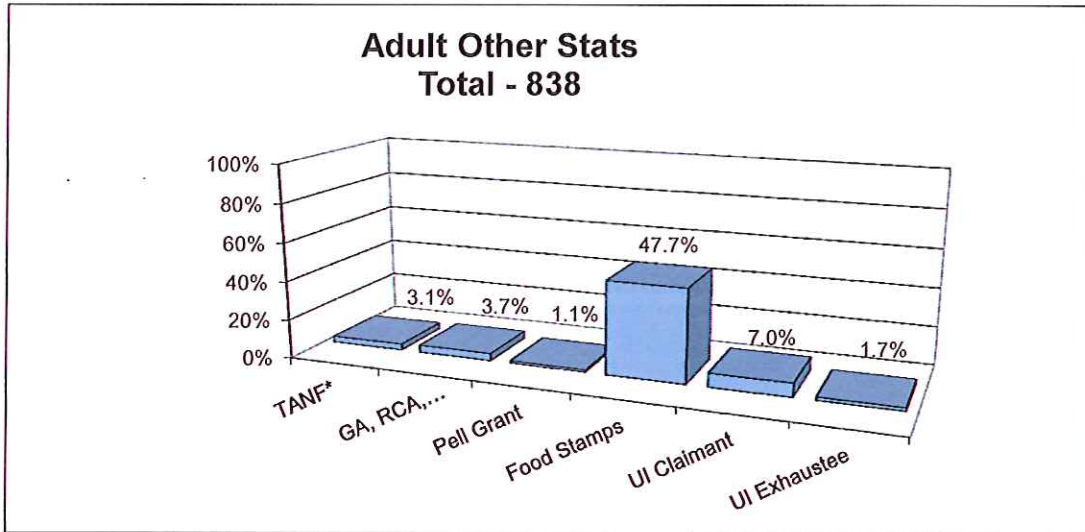
Adult Demographics
Third Quarter, Program Year 2016-2017



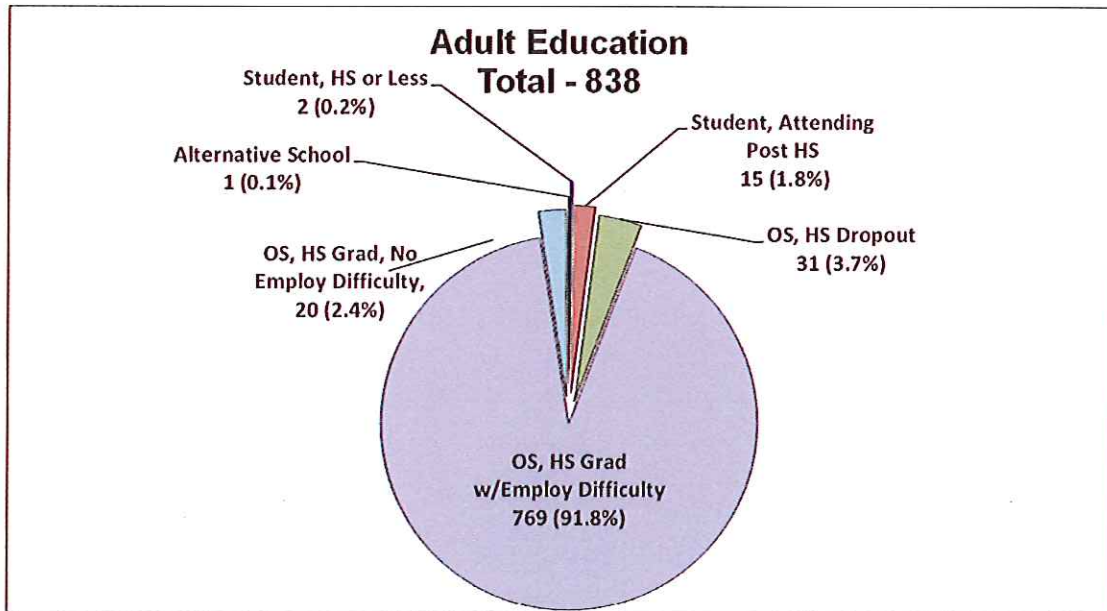
Adult Demographics Third Quarter, Program Year 2016-2017



Adult Demographics Third Quarter, Program Year 2016-2017

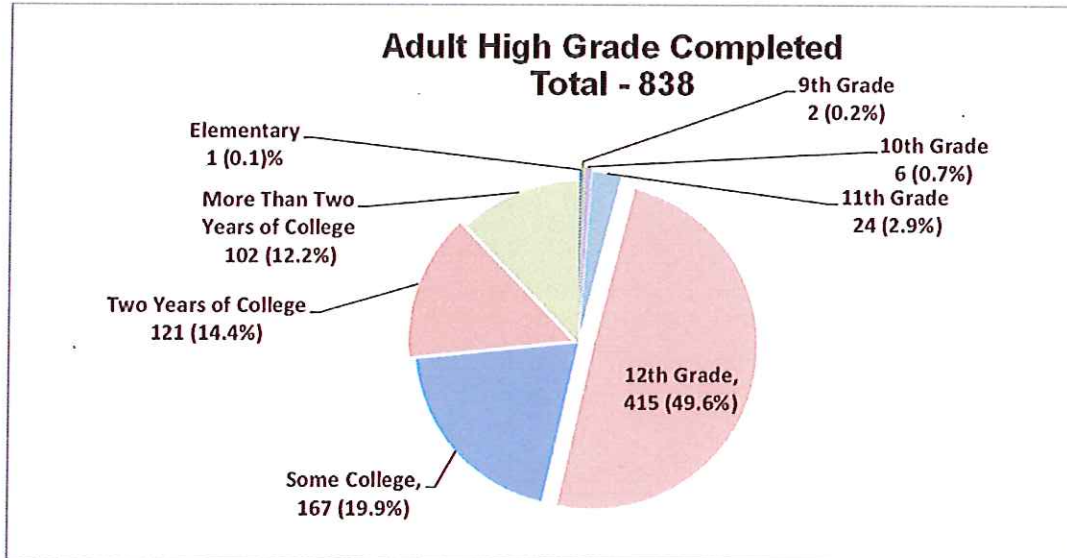


TANF - Temporary Assistance for Needy Families
 GA - General Assistance, RCA - Refugee Cash Assistance, SSI - Supplemental Security Income
 UI - Unemployment Insurance



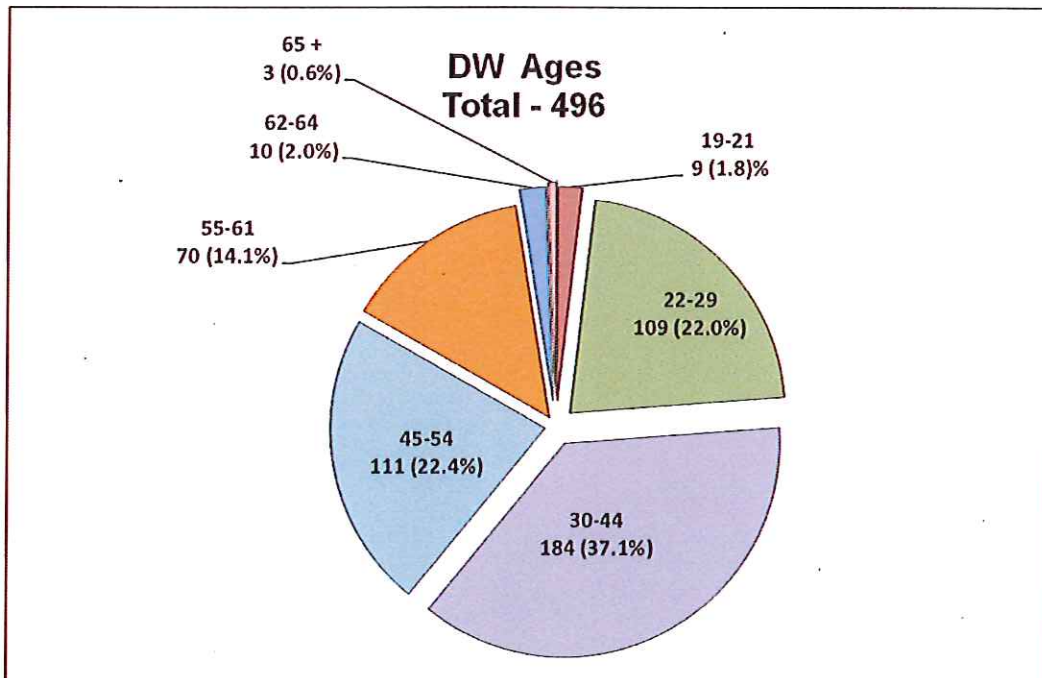
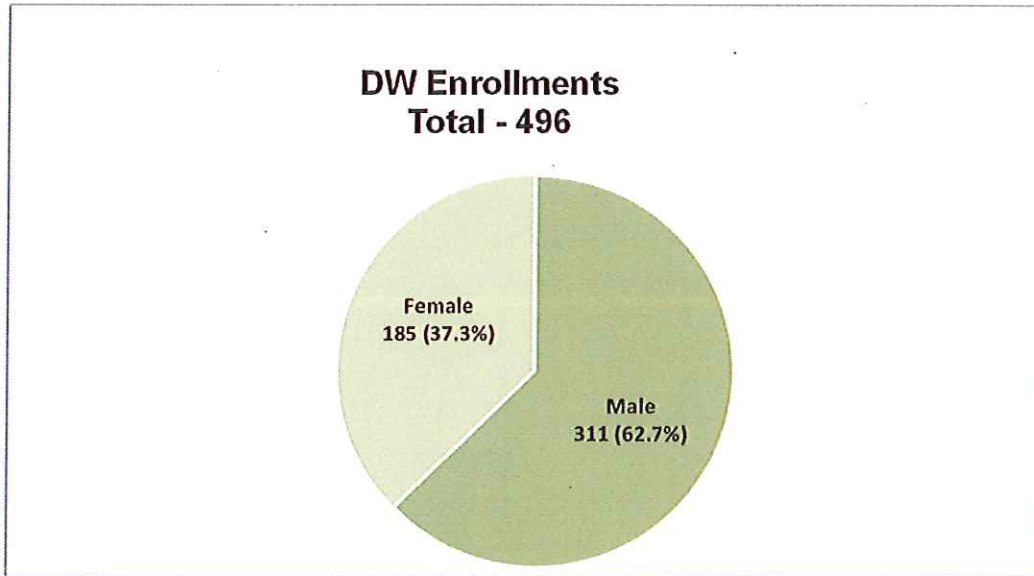
OS - Out of School, HS - High School

Adult Demographics Third Quarter, Program Year 2016-2017

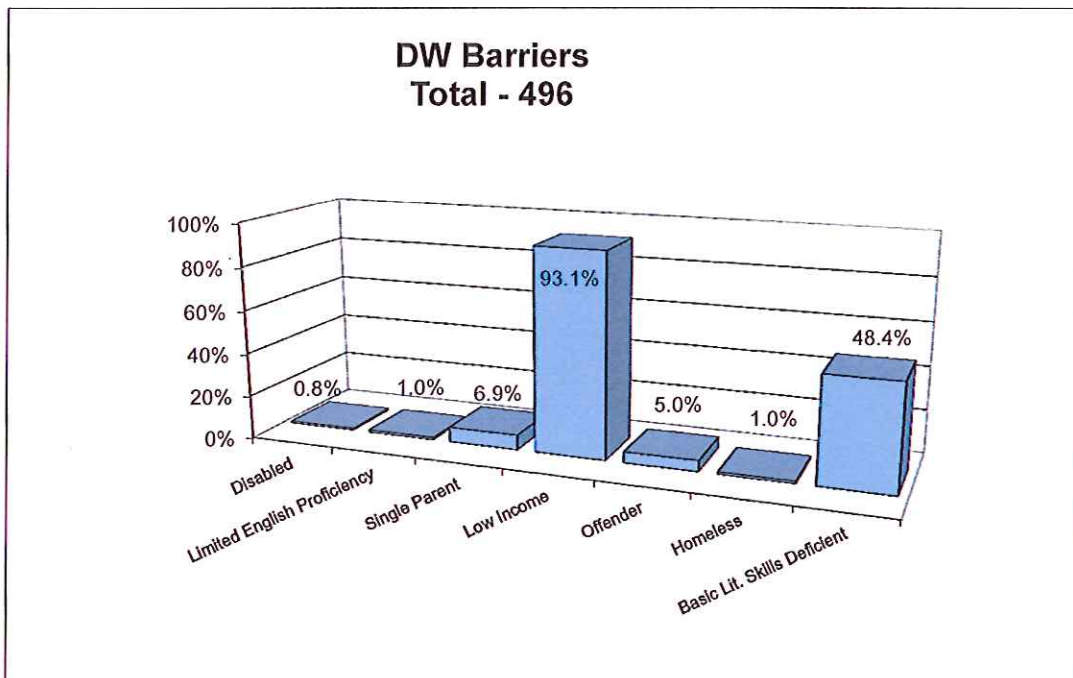
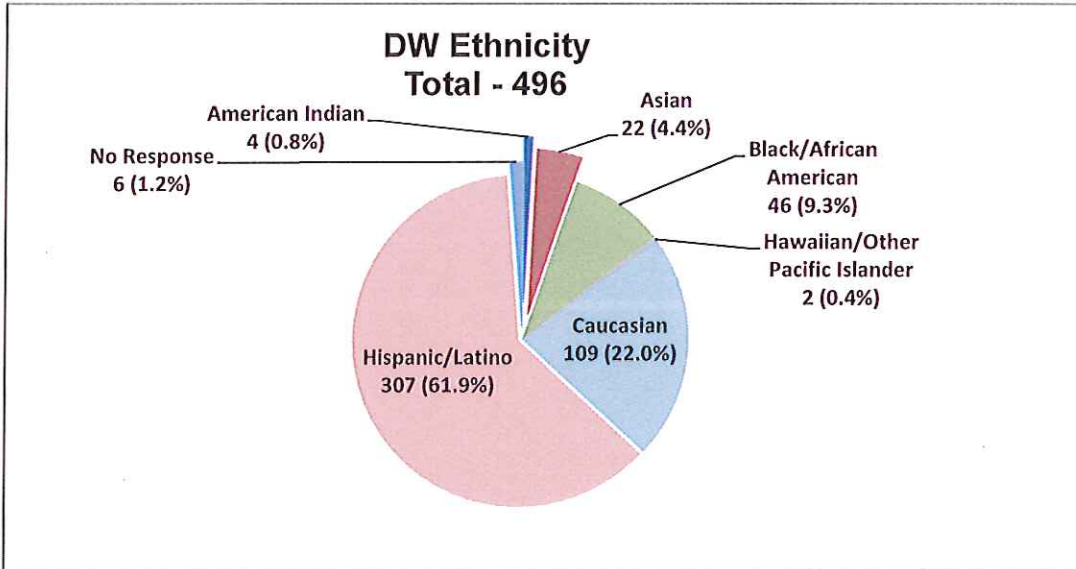




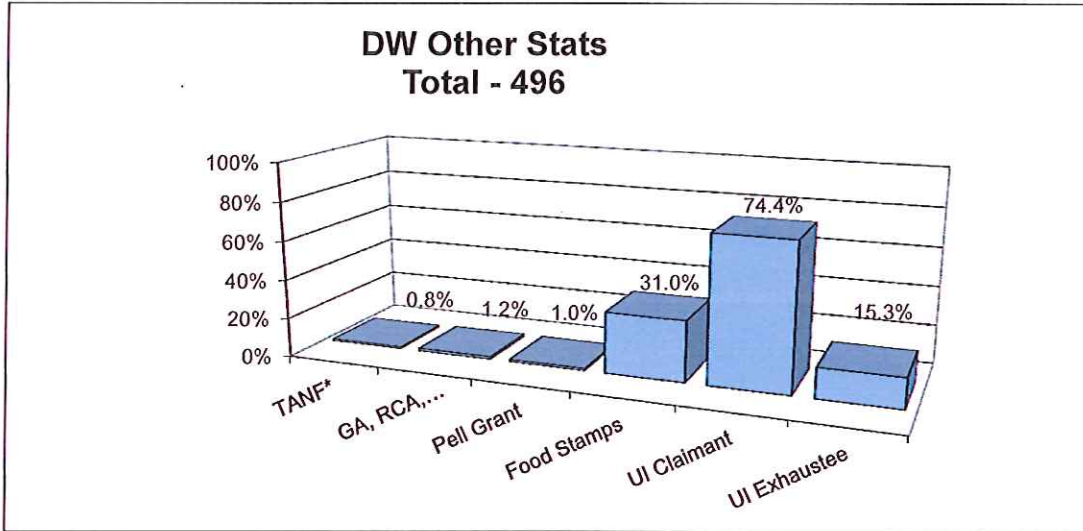
DW Demographics Third Quarter, Program Year 2016-2017



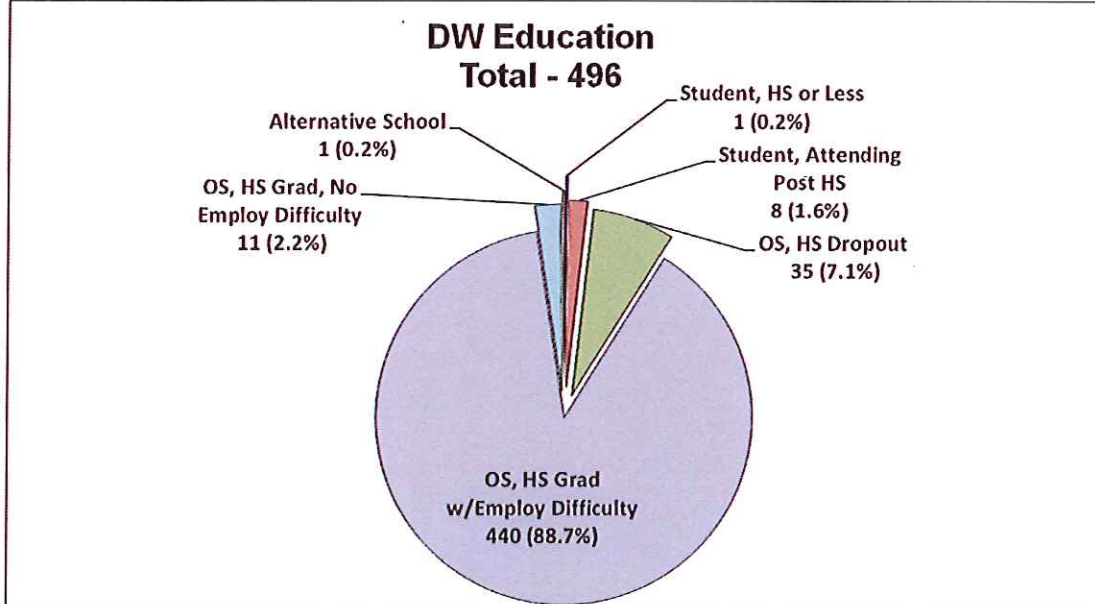
DW Demographics Third Quarter, Program Year 2016-2017



DW Demographics Third Quarter, Program Year 2016-2017

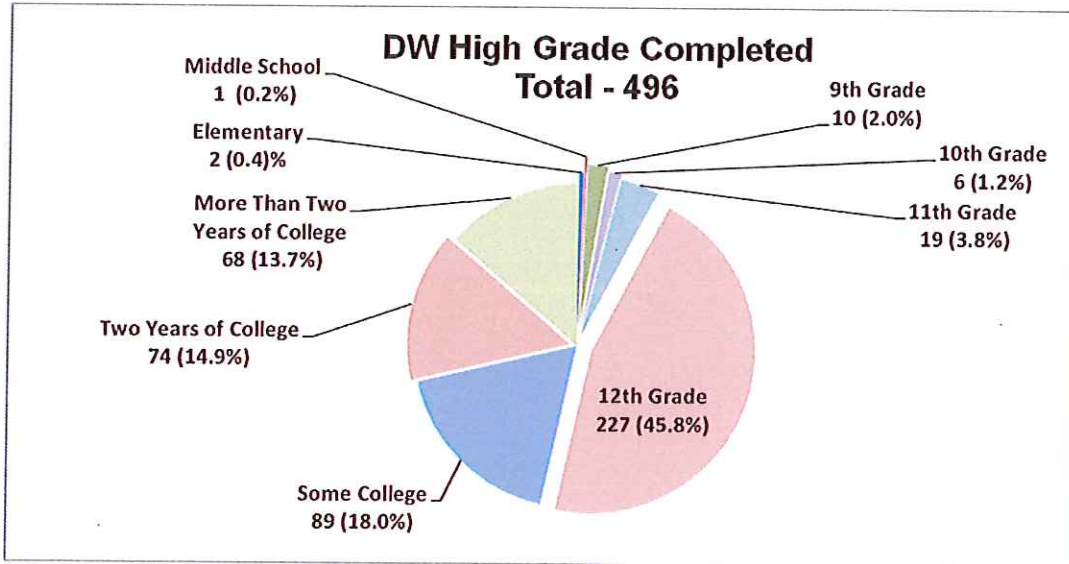


TANF - Temporary Assistance for Needy Families
 GA - General Assistance, RCA - Refugee Cash Assistance, SSI - Supplemental Security Income
 UI - Unemployment Insurance



OS - Out of School, HS - High School

DW
Demographics
Third Quarter, Program Year 2016-2017



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	16
MEETING DATE:	May 18, 2017
ACTION:	INFORMATION

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

TO: Adult Council
FROM: Tim Giles, Deputy Director of Information Systems
SUBJECT: Third Quarter One-Stop Report Package

INFORMATION:

The Adult Council requested that Fresno Regional Workforce Development Board staff provide One-Stop Reports each quarter.

ATTACHMENTS:

ATTACHMENT I: Monthly New Customer Trend for All Workforce System
ATTACHMENT II: Monthly Repeat Customer Trend for All Workforce System
ATTACHMENT III: Partner Referral Report

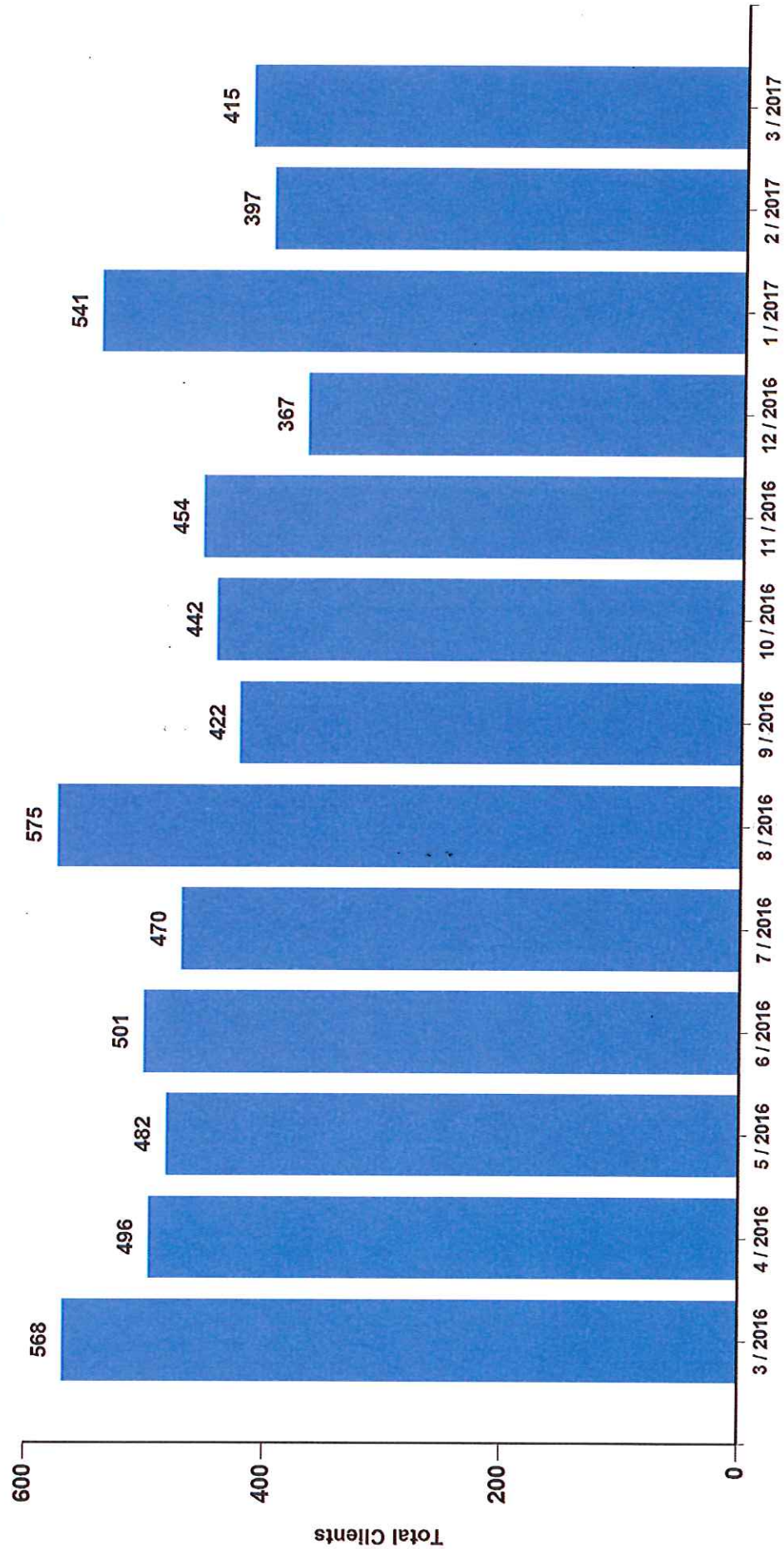


Fresno Regional WDB

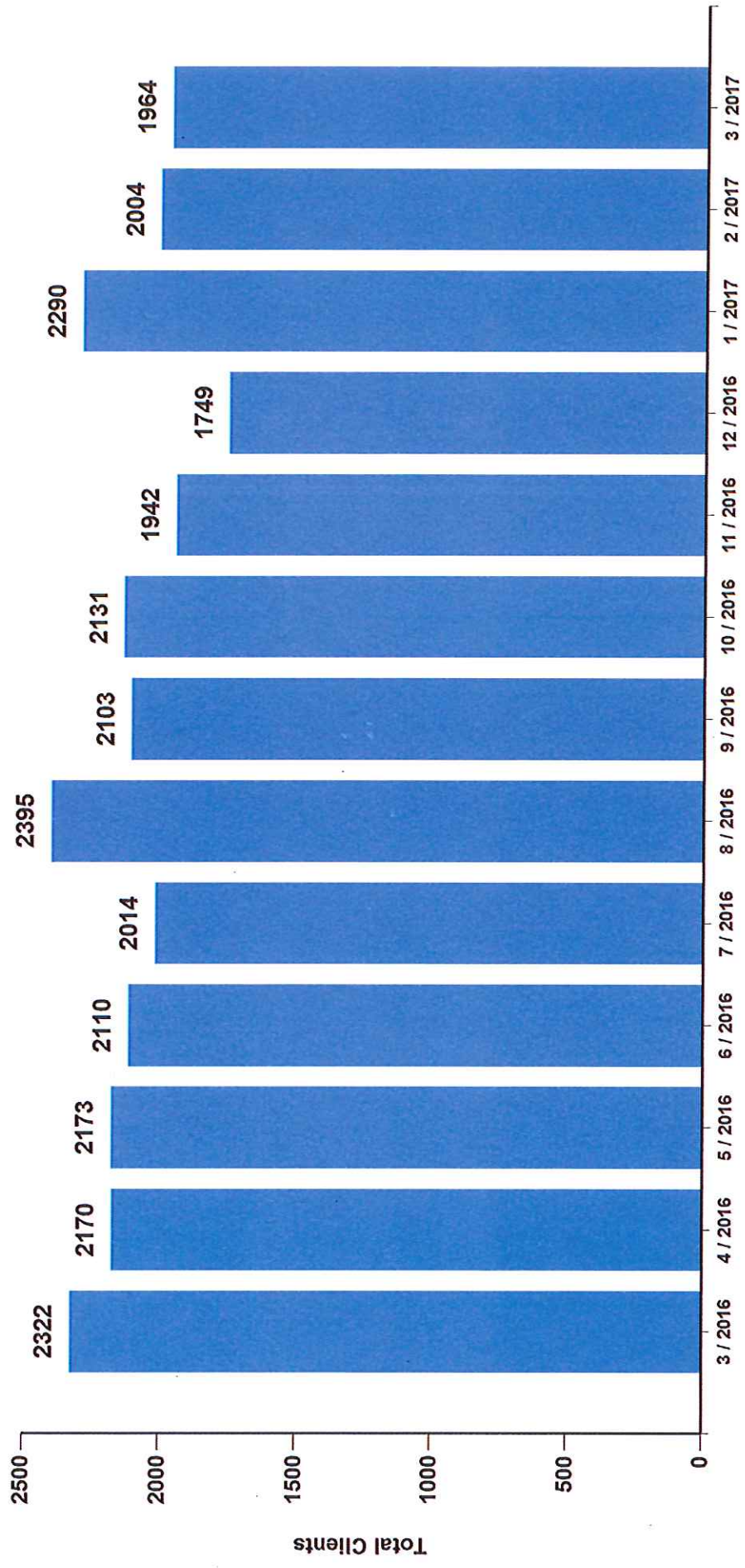
**Workforce
Connection**

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Fresno Regional Workforce Connection Monthly New Clients Trend Report



Fresno Regional Workforce Connection Monthly Repeat Clients Trend



Fresno Regional Workforce Connection Partner Referral

Report period from 01/01/2017 to 03/31/17

	Total Referral
AARP REFERRALS (CSS)	45
AARP REFERRALS (SRT)	1
CAE REFERRALS (CSS)	58
CAE REFERRALS (SRT)	1
DOR REFERRALS (CSS)	46
DOR REFERRALS (SRT)	15
DSS REFERRALS (CSS)	63
DSS REFERRALS (SRT)	3
EDD REFERRALS (CSS)	130
EDD REFERRALS (SRT)	3
FAS REFERRALS (CSS)	85
FCC REFERRALS (CSS)	232
OTHER PARTNER REFERRALS (CSS)	201
SRT APPOINTMENT	672
WHCC REFERRALS (CSS)	50
WIOA REFERRALS (SRT)	241
WORKSHOP REFERRALS (CSS)	15
WORKSHOP REFERRALS (SRT)	13
Total	1874

AARP - AARP Foundation
 CAE - Clovis Adult Education
 CSS - Customer Service Specialist
 DOR - California Department of Rehabilitation
 DSS - Fresno County Department of Social Services
 EDD - California Employment Development Department
 FAS - Fresno Adult School
 FCC - Fresno City College
 SRT - Self Reliance Team
 WHCC - West Hills Community College
 WIOA - Workforce Innovation and Opportunity Act