



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

**Workforce Development Board**  
**June 6, 2018 @ 4:00 p.m.**  
**Council of Fresno County Governments**  
**2035 Tulare Street – 2<sup>nd</sup> Floor**  
**Sequoia Room**  
**Fresno, CA 93721**

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

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

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

Item #	Description	Presenter	Enclosure	Action	Page #
6.	Committee Reports Adult Council - Jeff Hensley B&I Committee – Lydia Zabrycki Executive Committee – Paul Bauer Youth Council – Dennis Montalbano		No	Information	--
7.	Preview of new Fresno Regional Workforce Development Board Website	Giles	No	Information	--
8.	Election of Fresno Regional Workforce Development Board Chair, Vice Chair, and At-Large Executive Committee Members	Riojas	Yes	Elect	5
9.	Proposed Bylaws Revisions	Price	Yes	Approve	6
10.	Creation of Career Technical Education Ad-Hoc Committee	Bauer	Yes	Information	34

**ACCOMMODATIONS FOR PERSONS WITH DISABILITIES**

Disabled individuals and individuals who are limited English proficient 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 or who are limited English proficient by making meeting materials available in alternative formats. Requests for assistance should be made at least three (3) working days in advance of the meeting.

Item #	Description	Presenter	Enclosure	Action	Page #
11.	Approval of the March 7, 2018, Meeting Minutes	Konczal	Yes	Approve	35
12.	April 2018 Financial Report	Konczal	Yes	Accept	41

### **CONSENT ITEMS**

13. Approve Consent Items (A1 through D7). *Items pulled from consent will be handled with the other regular items at the end of the agenda, including any information items that are pulled.* Approve

### **CONSENT ITEMS SUBMITTED BY ADULT COUNCIL**

A1	Workforce Innovation and Opportunity Act Adult and Dislocated Worker Funding Recommendations for Program Year 2018-2019	Konczal	Yes	Approve	47
A2	America's Job Centers of California Hallmarks of Excellence Certification Application/Matrix	Stogbauer	Yes	Accept	52
A3	Third Quarter On-the-Job Training Report for Program Year 2017-2018	Stogbauer	Yes	Accept	97
A4	Second Quarter Local Performance Results Reports for Program Year 2017-2018	Stogbauer	Yes	Accept	98
A5	Third Quarter Local Performance Results Reports for Program Year 2017-2018	Stogbauer	Yes	Accept	105
A6	Third Quarter Providers of Services' Monitoring Report for Program Year 2017-2018	DeWitt	Yes	Accept	112
A7	Third Quarter Providers of Services' Customer Complaint Report for Program Year 2017-2018	DeWitt	Yes	Accept	114
A8	Third Quarter Job Seeker Customer Satisfaction Report for Program Year 2017-2018	DeWitt	Yes	Accept	115

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

B1	Employer Customer Satisfaction	Lemus	Yes	Accept	119
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### **CONSENT ITEMS SUBMITTED BY EXECUTIVE COMMITTEE**

C1	Handling and Protection of Personally Identifiable Information Policy	Giles	Yes	Approve	122
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### **CONSENT ITEMS SUBMITTED BY YOUTH COUNCIL**

D1	Ratification of New Youth Council Member	Konczal	Yes	Ratify	127
D2	Youth Program Services Contract Awards for Program Year 2018-2019	Stogbauer	Yes	Approve	128

<b>Item #</b>	<b>Description</b>	<b>Presenter</b>	<b>Enclosure</b>	<b>Action</b>	<b>Page #</b>
D3	Workforce Innovation and Opportunity Act Youth Funding Recommendations for Program Year 2018-2019	Stogbauer	Yes	Approve	130
D4	Third Quarter Local Performance Results Report for Program Year 2017-2018	Stogbauer	Yes	Accept	135
D5	Third Quarter Youth Satisfaction Report for Program Year 2017-2018	DeWitt	Yes	Accept	141
D6	Third Quarter Providers of Services' Monitoring Report for Program Year 2017-2018	DeWitt	Yes	Accept	144
D7	Third Quarter Youth Customer Complaint Report for Program Year 2017-2018	DeWitt	Yes	Accept	146

**NON-CONSENT ITEMS**

<b>14.</b>	Information Sharing	FRWDB Members	No	Discussion	--
<b>15.</b>	Agenda Items for September 5, 2018, Meeting	Konczal	No	Discussion	--
<b>16.</b>	Meeting Feedback	Konczal	No	Discussion	--

**FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD  
2018 ATTENDANCE RECORD**

<b>Directors</b>	<b>3/7/2018</b>	<b>6/6/2018</b>	<b>9/5/2018</b>	<b>12/5/2018</b>
Lenora Lacy Barnes	A			
Paul Bauer	P			
Andreas Borgeas	A			
Raine Bumatay	P			
Tony Canales	P			
Lee Ann Eager	P			
Fely Guzman	P			
Jeffrey Hensley	P			
Ron Hicks	P			
Araceli Holland	A			
Richard Keyes	P			
David Mercer	A			
Scott Miller	P			
Dennis Montalbano	P			
Delfino Neira	A			
Tommie Nellon	P			
Joe Olivares	P			
Tom Richards	A			
Chuck Riojas	P			
Smita Rouillard	A			
Esmeralda Soria	--			
Vasili Sotiropulos	P			
Shelly Tarver	P			
Stuart VanHorn	P			
Lydia Zabrycki	P			
Ken Price (Counsel)	P			

P = Present

A = Absent

-- = Not a Member at Time of Meeting

\* = Special Meeting

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	8
MEETING DATE:	June 6, 2018
ACTION:	ELECT

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**TO:** Fresno Regional Workforce Development Board

**FROM:** Chuck Riojas, Member Ad-Hoc Nominating Committee

**SUBJECT:** Election of the Fresno Regional Workforce Development Board Chair, the Fresno Regional Workforce Investment Board Vice Chair, and two (2) At-Large Members for the Executive Committee

## **RECOMMENDATION:**

Elect the Fresno Regional Workforce Development Board (FRWDB) Chair, the FRWDB Vice Chair, one (1) City of Fresno At-Large Executive Committee member, and one (1) County of Fresno At-Large Executive Committee member.

## **REASON FOR RECOMMENDATION**

Article VII of the FRWDB Bylaws state that the officers of the FRWDB shall consist of a Chair and a Vice-Chair that shall be voted on by the majority of the Directors and serve two (2) year terms. Section 7.02 "Qualifications of Officers" states that "any member of the Board of Directors of the FRWDB is qualified to be an officer of the FRWDB; provided, however, that the Chair and Vice Chair shall be private sector business representatives serving on the Board, in accordance with Section 117 of the WIA."

Article VI Section 6.03 of the FRWDB Bylaws indicates that the Executive Committee shall consist of the Local Board Chair, Vice Chair, one (1) of the County elected officials appointed to the FRWDB by the County of Fresno Board of Supervisors, one (1) of the City elected officials appointed to the FRWDB by the City of Fresno, one (1) at-large Board Member from Fresno City appointees, one (1) at-large Board Member from Fresno County appointees, the appointed chair of the Youth Council, the appointed chair of the Adult Council, and the appointed chair of the Business and Industry Committee. The at-large Executive Committee members shall be voted on by the majority of the Directors and serve two (2) year terms.

The FRWDB Ad Hoc Nominating Committee will put forth its recommendations for the four (4) seats up for election.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	9
MEETING DATE:	June 6, 2018
ACTION:	APPROVE

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Kenneth J. Price, Legal Counsel  
**SUBJECT:** Proposed Bylaws Revisions

## **RECOMMENDATION**

Approve the revised Bylaws of Fresno Regional Workforce Development Board (FRWDB).

## **BACKGROUND:**

At the March 7, 2018, meeting of the FRWDB, staff were instructed to prepare Bylaws amendments to clarify the eligibility for vice-chairmanship at the committee level and to undertake any other needed modifications to the Bylaws.

## **ATTACHMENTS:**

ATTACHMENT I: "Red-lined" copy of the proposed revisions to the FRWDB Bylaws  
ATTACHMENT II: Summary of Recommended Amendments to the Bylaws of Fresno Regional Workforce Development Board.

**BYLAWS**

**OF**

**FRESNO REGIONAL WORKFORCE INVESTMENT  
DEVELOPMENT BOARD**

**NOVEMBER \_\_\_\_, 2009 SEPTEMBER \_\_\_\_, 2018**

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**BYLAWS  
OF  
FRESNO REGIONAL WORKFORCE ~~INVESTMENT-DEVELOPMENT~~ BOARD**

**ARTICLE I  
ORGANIZATION**

Section 1.01 Name. The name of this organization is the ~~FRESNO REGIONAL WORKFORCE INVESTMENT BOARD (the "FRWIB")~~ FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD (the "FRWDB"). The ~~FRWIB~~ FRWDB is a joint powers agency formed in accordance with Sections 6500 et seq. of the California Government Code (the "Joint Exercise of Powers Act") and pursuant to that certain Joint Exercise of Powers Agreement dated May 19, 2009, as amended (the "Joint Powers Agreement").

Section 1.02 General Purposes. The ~~FRWIB-FRWDB~~ is designated for the purpose of carrying out job training and employment programs.

The primary purpose of the ~~FRWIB-FRWDB~~ is to set policy for the workforce ~~investment development~~ system in the Local Workforce Development Area of Fresno County (the "LWDA") ~~Local Workforce Investment Area of Fresno County (the "LWIA")~~ in coordination with statewide workforce ~~investment development~~ efforts, in order to:

- (a) Attract greater employer participation in all aspects of local employment and training activities;
- (b) Increase the employment, retention, and earnings of participants, and increase the occupational skill attainment by participants; and
- (c) Improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the ~~LWIA~~ LWDA.

Section 1.03 Specific Purposes. The ~~FRWIB-FRWDB~~ shall do any and all things necessary to administer the ~~LWIA-LWDA~~ in accordance with the federal Workforce Innovation and Opportunity Act (the "WIOA") (Public Law 113-128, 29 U.S.C. §§ 3101, et seq.) ~~Workforce Investment Act of 1998 (Public Law 105-220, 29 U.S.C. §§ 2801, et seq), as amended (the "WIA")~~. Pursuant to Section ~~107(d)17~~ of the ~~WIA~~ WIOA, the following are the specific functions of the ~~FRWIB-FRWDB~~:

- (a) Develop a local plan for the ~~LWIA~~ LWDA;
- (b) Select the local one-stop operator(s);
- (c) Identify eligible providers of youth activities and award grants or contracts on a competitive basis, based on recommendations of the Youth Council;
- (d) Identify eligible providers of training services;

- (e) Identify eligible providers of intensive services in the event that the local one-stop operator does not provide intensive services in the local area;
- (f) Develop a budget;
- (g) Conduct oversight of the one-stop delivery system, employment and training activities and youth activities in the ~~LWIALWDA~~;
- (h) Negotiate local performance measures with the Governor;
- (i) Establish a Youth Council and appoint its members;
- (j) Assist the Governor in developing a statewide employment statistics system;
- (k) Coordinate workforce development activities with local economic development strategies and develop employer linkages with such activities;
- (l) Promote participation of private sector employers in the statewide workforce ~~investment-development~~ system; and
- (m) Perform any other function as required under the ~~WIAWIOA~~, subject to the limitations specified in Section ~~107(d)117~~ of the ~~WIAWIOA~~, or as required by the Joint Powers Agreement.

Section 1.04 Authority. The ~~FRWIB-FRWDB~~ is hereby authorized, in its own name, to do all acts necessary for the exercise of its authority to accomplish the purpose as set forth herein, including, but not limited to, any or all of the following:

- (a) Prepare a comprehensive five-year plan for a one-stop service-delivery system;
- (b) Enter into subgrants, contracts and other necessary agreements;
- (c) Receive and disburse all funds related to program operations and act as fiscal agent under the ~~WIAWIOA~~;
- (d) Select and hire personnel;
- (e) Organize and train staff personnel;
- (f) Develop procedures for governance, planning, operation, assessment, and fiscal management;
- (g) Monitor and evaluate program performance based on measureable outcomes and customer satisfaction and determine resulting needs and reallocation of resources;

- (h) Execute and/or modify grant agreements with the U.S. Department of Labor, the State of California, the County of Fresno, the City of Fresno, and other interested investors;
- (i) Prepare an annual budget and cost allocation plan;
- (j) Sue and be sued; and
- (k) Delegate some or all of its powers to an Executive Committee and Executive Director, as provided below.

## **ARTICLE II OFFICES**

Section 2.01 Principal Office. The principal office for the transaction of the activities and affairs of the ~~FRWIB-FRWDB~~ is located at 2125 Kern Street, Suite 208, Fresno, California 93721. The Board of Directors may change the location of the principal office. Any change of this location shall be noted by the Chair on these Bylaws opposite this section, or this section may be amended to state the new location.

Section 2.02 Other Offices. The Board of Directors may at any time establish branch or subordinate offices at any place or places, within or without the State of California, where the ~~FRWIB-FRWDB~~ is qualified to conduct its activities.

## **ARTICLE III BOARD OF DIRECTORS**

Section 3.01 General Powers and Responsibilities. The ~~FRWIB~~ ~~FRWDB~~ shall be administered solely by the ~~FRWIB's-FRWDB's~~ Board of Directors. The Board of Directors shall be deemed, for all purposes, the policy making body of the ~~FRWIBFRWDB~~. Subject to the provisions and limitations of the Joint Exercise of Powers Act, the ~~WIAWIOA~~, and any other applicable laws, the Joint Powers Agreement, and these Bylaws, the activities and affairs of the ~~FRWIB-FRWDB~~ shall be managed and all corporate powers shall be exercised by, or under the direction of, the Board of Directors (or the "Board").

Section 3.02 Specific Powers and Responsibilities. Without prejudice to the general powers set forth in Section 3.01 of these Bylaws, but subject to the same limitations, the Board of Directors shall have the power to do the following:

- (a) Perform any and all duties imposed upon them collectively or individually by law, by the Joint Powers Agreement, by any agreement with the State of California or by these Bylaws;

- (b) Change the principal executive office in the State of California from one location to another; cause the ~~FRWIB-FRWDB~~ to conduct its activities within or without the State of California; and designate any place within or without the State of California for holding any meeting of Directors;

(c) Pursuant to authority hereinafter granted, to appoint committees and delegate to such committees powers and authority of the Board of Directors in the management of the activities and affairs of the ~~FRWIBFRWDB~~, except the power to adopt, amend or repeal the Joint Powers Agreement, and except as otherwise set forth herein.

Section 3.03 Composition. The composition of the Board of Directors shall be in accordance with the Joint Powers Agreement and the ~~WIAWIOA~~. The Board of Directors shall contain the appropriate number of representatives of business, local educational and training entities, labor organizations, ~~community-based organizations, and government and~~ economic development agencies, and may contain representatives of one-stop partners, community-based organizations, and certain other entities, as provided under Section ~~117-107(db)~~ of the ~~WIAWIOA~~.

Section 3.04 Appointment; Qualifications of Directors. The City and the County, as the case may be, shall appoint members to the Board of Directors in accordance with the Joint Powers Agreement and Section ~~117-107(dc)~~ of the ~~WIAWIOA~~.

Section 3.05 Term of Office. The terms of the Board of Directors shall be two (2) years, subject to these Bylaws, the Joint Powers Agreement and the ~~WIAWIOA~~; provided, however, that one-half (1/2) of the Directors from the following categories shall be selected by lottery to fill an initial one-year term, thereby establishing staggered terms for the Board: (a) County elected officials appointed by the County of Fresno; (b) City elected officials appointed by the City of Fresno; (c) private sector representatives appointed by the County; (d) private sector representatives appointed by the City; (e) one-stop partners; and (f) labor representatives. Each Director who is a City or County elected official shall serve on the Board for the full term for which he or she was appointed, or until his or her successor is elected to office and a replacement Director is appointed to the Board by the City or County, whichever occurs first. Each Director appointed to fill the vacancy of another Director shall serve on the Board for the full term of his or her predecessor, at which point such replacement Director may be eligible to serve a full two (2) year term.

Section 3.06 Removal of Directors. The Board may recommend to the City, County, or City and County jointly, as the case may be, that a Director be removed for cause. Unless otherwise provided in these Bylaws, the Joint Powers Agreement, or any California or Federal law, "cause" exists for purposes of the Board's recommendation, when:

(a) A change in a Director's employment or status has substantially altered that Director's qualifications to serve on the Board or has otherwise rendered that Director unable to effectively represent the ~~FRWIBFRWDB~~;

(b) A Director has failed to comply with the conflict of interest rules set forth in Article 11 of these Bylaws;

(c) A Director has committed fraudulent or dishonest acts or has grossly abused that Director's authority or discretion;

(d) A Director has breached that Director's responsibility to perform that Director's duties in good faith, in the best interests of the ~~FRWIB~~FRWDB, or with reasonable care.

Upon information that cause may exist to recommend removal of a Director, the Chair or Executive Director shall place the matter as an agenda item during a regular or special meeting of the Board. The Chair or Executive Director shall send the Director in question written notice explaining that the Board will vote on whether to recommend his or her removal, the reasons for the vote, and the date, time, and place of the regular or special meeting in which this vote will take place. The Chair or Executive Director shall send this notice at least fifteen (15) days prior to the date of the vote. The Board shall give the Director in question an opportunity to be heard, either orally or in writing, at a regular or special meeting at least five (5) days before the date of the vote. The Board, by a majority vote of a quorum consisting of Directors who are not parties to the proceeding, may recommend removal of the Director in question. If the Board votes to recommend removal, the Chair or Executive Director shall notify the City, County, or City and County jointly, as the case may be, regarding the Board's recommendation. Removal for cause is effective only upon final action by the City, County, or the City and County jointly, as the case may be.

A Director may also be removed, without cause, by the City, County, or City and County jointly, as the case may be.

For any removal of Directors, the City shall remove City-appointed Directors, the County shall remove County-appointed Directors, and the City and County shall act jointly to remove Directors appointed jointly by the City and County.

Section 3.07 Resignation of Directors. Except as provided below, any Director may resign by giving written notice to the Chair, the Vice-Chair, or the Board of Directors. The resignation shall be effective when the notice is given unless it specifies a later time for the resignation to become effective.

Section 3.08 Appointment of Directors. The City, the County, or the City and County jointly, as the case may be, shall appoint members to the Board of Directors in accordance with the Joint Powers Agreement and Section ~~107(dc)~~ ~~117~~ of the ~~WIA~~WIOA.

Section 3.09 Compensation. Directors shall not receive any compensation for their service on the ~~FRWIB~~FRWDB Board but shall be entitled to reimbursement for any reasonable expenses actually incurred in connection with serving as a Board Member, if the ~~FRWIB~~FRWDB determines that such expense shall be reimbursed and there are unencumbered funds available for such purpose.

#### **ARTICLE IV MEETINGS OF THE BOARD OF DIRECTORS**

Section 4.01 Place of Directors' Meetings; Meetings By Telephone. Meetings of the Board shall be held at any place, within or without the State of California, that has been designated by resolution of the Board of Directors or in the notice of the meeting or, if not so designated, at the principal executive office of the

FRWIBFRWDB. Directors may participate via teleconference so long as such participation complies with the Ralph M. Brown Act.

Section 4.02 Annual Meeting of Directors. The August September regular meeting of each calendar year shall be known as the annual meeting. The month of this meeting is subject to change, however, if the Board of Directors fixes another date and all Directors are so notified. If the scheduled date falls on a legal holiday, the meeting shall be held on the next full business day. Each such annual meeting shall be held for purposes of organization, the election of officers, and the transaction of other business.

Section 4.03 Other Regular Meetings. Other regular meetings of the Board of Directors shall be held quarterly at such time and place as the Board of Directors may fix from time to time. The time and place of such meetings will be stated in the minutes of the previous meeting of the Board of Directors.

Section 4.04 Special Meetings. Special meetings of the Board of Directors for any purpose may be called at any time by the Chair of the Board, the Vice-Chair, or a majority of Board of Directors.

Notice of the time and place of special meetings shall be given to each Director by one of the following methods: (a) by personal delivery of written notice; (b) by first-class mail, postage prepaid; (c) by telephone, either directly to the Director or to a person at such Director's office who would reasonably be expected to communicate that notice promptly to such Director; (d) by electronic mail (e-mail), either directly to the Director or to a person at such Director's office who would reasonably be expected to communicate that notice promptly to such Director; or (e) by fax, either directly to the Director or to a person at such Director's office who would reasonably be expected to communicate that notice promptly to such Director. All such notices shall be given or sent to the Director's address or telephone number as shown on the records of the FRWIBFRWDB.

Notice sent by first-class mail shall be deposited in the United States mail at least four (4) days before the time set for the meeting. Notices given by personal delivery, telephone, e-mail or fax shall be delivered, telephoned, e-mailed or faxed at least twenty-four (24) hours before the time set for the meeting.

Section 4.05 Emergency Meetings. In the case of an emergency situation involving matters upon which prompt action is necessary due to the disruption or threatened disruption of public facilities, the Board of Directors may hold an emergency meeting consistent with the noticing requirements contained in the Ralph M. Brown Act.

Section 4.06 Quorum. A majority of the authorized number of Directors shall constitute a quorum for the transaction of any business, except to adjourn. Every action taken or decision made by a majority of the Directors present at a duly held meeting at which a quorum is present shall be the act of the Board of Directors. If a quorum is not present, the Directors present may continue to meet for the purpose of discussing, including taking public testimony on agenda items. If a quorum is initially present but is lost during the meeting, the



Board of Directors or any committee may not conduct any further business and will either adjourn or proceed on an informational basis only.

Section 4.07 Adjournment. A majority of the Directors present at a meeting, whether or not a quorum is present, may adjourn any meeting to another time and place. If all Directors are absent from any regular or adjourned regular or special or adjourned special meeting, the Chair may declare the meeting adjourned to a stated time and place. However, if more than fifty percent (50%) of the number of Directors required to reach a quorum are present at the meeting, discussion can be had by the Directors on those items set on the agenda and recommendations developed for presentation at the next regularly scheduled Board meeting at which a quorum exists.

Section 4.08 Voting. Each Director is entitled to one (1) vote on each matter submitted to a vote of the Directors.

Section 4.09 Management of Meetings. Meetings of the Board of Directors shall be presided over by the Chair, or in the Chair's absence, by the Vice-Chair, or in the absence of both, by an acting Chair chosen by a majority of the Directors.

Section 4.10 Minutes. The Chair shall cause to be kept minutes of the regular, adjourned regular, special ~~and~~, adjourned special, and emergency meetings of the Board.

Section 4.11 Rules of Order. Meetings of the Board of Directors and all standing committees shall be governed by Robert's Rules of Order, to the extent that such rules are not inconsistent or in conflict with these Bylaws, with the Joint Powers Agreement, or with applicable law.

Section 4.12 Open Meetings. All meetings of the Board of Directors and standing committees shall be open to the public and conducted in conformance with the Ralph M. Brown Act (Government Code section 54950 et seq.).

Section 4.13 Closed Sessions. Closed sessions are permitted in a duly noticed meeting consistent with the applicable provisions of the Ralph M. Brown Act.

Section 4.14 Alternates and Proxies. Under no circumstances shall the Board permit absentee or proxy voting at any of its meetings or other proceedings.

Section 4.15 Attendance. Directors and committee members with unexcused absences in excess of two (2) regular meetings in a calendar year shall be deemed to have resigned their membership. Absences may be excused by the Chair or chair of a committee, as the case may be, due to illness, absence from the County of Fresno, or extreme weather conditions. The Chair or chair of a committee, as the case may be, shall give prompt written notice to a Director or committee member who will be deemed to have resigned his or her membership upon the occurrence of one (1) additional unexcused absence in violation of this Section 4.15. Such notice shall contain a statement advising the Director or committee member of the absences and the consequences thereof, together with a copy of this Section 4.15 of these Bylaws.

## ARTICLE V EXECUTIVE DIRECTOR

Section 5.01 Executive Director. The Board shall appoint a qualified person to be the executive director of the ~~FRWIB-FRWDB~~ (the “Executive Director”). The Executive Director shall be the chief administrative officer of the ~~FRWIBFRWDB~~. The Executive Director shall be neither a Board Member, nor an elected official of Fresno County or the City of Fresno. The Executive Director shall receive such compensation as may be fixed by the Executive Committee. The Executive Director shall serve at the pleasure of the Executive Committee and may be relieved from such position at any time, without cause, by the Executive Committee taken at a regular, adjourned regular or special meeting of the Board. The Executive Director’s performance shall be reviewed annually by the Chair as provided in Section 7.08(d) below.

Section 5.02 Duties of the Executive Director. The Executive Director shall perform such duties as may be imposed upon that person by the provisions of the ~~WIAWIOA~~, applicable law, the Joint Powers Agreement, these Bylaws, or by the direction of the Board or Executive Committee. Specifically, the Executive Director’s duties shall include, without limitation, the following:

- (a) Submitting to the Board an annual budget showing the expected receipts and expenditures;
- (b) Select, employ, control, and discharge all administrative officers and employees;
- (c) Require that all physical properties be kept in good repair and operating condition;
- (d) Supervise all business and financial affairs such as the maintenance of financial transaction records, collect accounts, and purchase or issue supplies in accordance with principles of prudent business management; and
- (e) Perform any and all duties generally incident to the office of secretary or treasurer of a corporation or other entity.

## ARTICLE VI COMMITTEES

Section 6.01 Creation of Standing Committees. Subject to the provisions of the Joint Powers Agreement and the ~~WIAWIOA~~, the Board shall have the authority to create and disband one or more standing committees of the ~~FRWIBFRWDB~~. Each standing committee shall consist of two (2) or more Directors, and other persons that the Directors may appoint to serve at the pleasure of the Board, including individuals who are not members of the Board. The appointments to such standing committees shall be by majority vote of the Directors then in office. Each standing committee shall have a chair ~~and a vice chair, both of whom who~~ must be a member of the Board. The chair of each standing committee shall be appointed by the Chair, subject to ratification by majority vote of the Directors then in office. ~~The vice chair of~~

~~each standing committee shall be appointed by the committee chair, subject to ratification by majority vote of the Directors then in office. The standing committee vice chair shall assume the duties of the standing committee chair in his or her absence.~~ Any standing committee, to the extent provided in the Board motion by which it is formed, shall only have the authority delegated by the Board. All standing committees shall observe strict compliance with the Ralph M. Brown Act.

Section 6.02 Executive Committee. The Executive Committee shall be a standing committee of the Board of Directors. Pursuant to the terms and subject to the conditions of the Joint Powers Agreement, the Executive Committee shall have the following duties:

- (a) General oversight of the ~~FRWIB's-FRWDB's~~ operations;
- (b) Supervise the Executive Director;
- (c) Develop the Board's meeting agendas; and
- (d) Perform any other functions delegated to it by the Board.

Section 6.03 Constitution of the Executive Committee. The Executive Committee shall consist of the following nine (9) persons elected, where applicable, by a majority of the Directors at the Board's annual meeting:

- (a) The Chair;
- (b) The Vice Chair;
- (c) One of the County elected officials appointed to the ~~FRWIB-FRWDB~~ by the Fresno County Board of Supervisors;
- (d) One of the City elected officials appointed to the ~~FRWIB-FRWDB~~ by the City of Fresno;
- (e) One at-large Board Member from Fresno City appointees;
- (f) One at-large Board Member from Fresno County appointees
- (g) The appointed chair of the Youth Council;
- (h) The appointed chair of the Adult Council; and
- (i) The appointed chair of the Business & Industry Committee.

A minimum of two (2) of the seven (7) members of the Executive Committee who are not elected officials appointed to the ~~FRWIB-FRWDB~~ by the Fresno County Board of Supervisors or the City of Fresno must be non-residents of the City of Fresno.

Section 6.04 Youth Council. The Youth Council shall be a standing committee of the Board of Directors. In accordance with the ~~WIAWIOA~~, the Youth Council shall have the following duties:

- (a) Coordinate youth activities in the ~~LWIALWDA~~;
- (b) Develop portions of the local plan related to youth activities in the ~~LWIALWDA~~;
- (c) Recommend eligible providers of youth activities in accordance with the ~~WIAWIOA~~;
- (d) Conduct oversight with respect to eligible providers of youth activities in accordance with the ~~WIAWIOA~~; and
- (e) Perform other duties delegated to it by the Board.

Section 6.05 Constitution of the Youth Council. The members of the Youth Council shall be in accordance with the Joint Powers Agreement and the ~~WIAWIOA~~, and, pursuant to Section ~~117-107(b)(4)(A)(ii)~~ of the ~~WIAWIOA~~, shall include the following persons elected by a majority of the Directors at the Board's annual meeting:

- (a) Members of the Board with special interests or expertise in youth policy;
- (b) Representatives of youth services agencies, including juvenile justice and local law enforcement agencies;
- (c) Representatives of local public housing authorities;
- (d) Parents of eligible youth seeking assistance;
- (e) Individuals, including former participants, and representatives of organizations, that have experience relating to youth activities;
- (f) Representatives of the Job Corps, if a Job Corps Center is located in the ~~LWIALWDB~~; and
- (g) Other individuals, as deemed appropriate by the Board.

Those members of the Youth Council who are not Directors must be voting members of the Youth Council and nonvoting members of the Board.

Section 6.06 Ad Hoc Committees of the Board. The Chair may also create or disband one or more *ad hoc* committees, which shall be formed to carry out specified tasks as determined by the appointing party or entity. Each *ad hoc* committee shall consist of two (2) or more Directors, and other persons that the Chair may appoint to serve at the pleasure of the Board. Membership in *ad hoc* committees may include individuals who are not

members of the Board. The Appointments to such *ad hoc* committees shall be by the Chair. Each *ad hoc* committee shall have a chair ~~and a vice chair, both of whom~~who must be a member of the Board. The chair ~~and vice chair~~ of each *ad hoc* committee shall be appointed by the Chair. ~~The *ad hoc* committee vice chair shall assume the duties of the *ad hoc* committee chair in his or her absence.~~ Any *ad hoc* committee, to the extent provided in the motion by which it is formed if such is the case, shall only have the authority delegated by the Chair, except that no committee, regardless of any Board motion, may:

- (a) Fill vacancies on the Board of Directors or on any committee that has the authority of the Board of Directors;
- (b) Amend or repeal these Bylaws or adopt new Bylaws;
- (c) Amend or repeal any resolution of the Board of Directors that by its express terms is not so amendable or repealable;
- (d) Create any other committees of the Board of Directors or appoint the members of committees of the Board of Directors;
- (e) Approve any contract or transaction to which the ~~FRWIB-FRWDB~~ is a party and in which one or more of its Directors has a material financial interest; or
- (f) Take any final action in violation of the Joint Exercise of Powers Act or the ~~WIAWIOA~~.

Section 6.07 Meetings and Actions of Committees. Meetings and actions of committees of the Board of Directors shall be governed by, held, and taken in accordance with, the provisions of these Bylaws concerning meetings and other Board actions, except that the time for regular meetings of such committees and the calling of special meetings of such committees may be determined either by Board motion or by the Chair. Minutes of each meeting of any committee of the Board shall be kept and shall be filed with the corporate records. The Board of Directors may adopt rules for the ~~government governance~~ of any committee, provided they are consistent with these Bylaws or, in the absence of rules adopted by the Board of Directors, the committee may adopt such rules.

## ARTICLE VII OFFICERS

Section 7.01 Officers of the ~~FRWIBFRWDB~~. The officers of the ~~FRWIB-FRWDB~~ shall consist of a Chair and a Vice-Chair, which shall be elected in accordance with Section 7.03 below. The ~~FRWIB-FRWDB~~ may also have, at the discretion of the Board of Directors, such other officers as may be appointed in accordance with Section 7.05 below.

Section 7.02 Qualifications of Officers. Any member of the Board of Directors of the ~~FRWIB-FRWDB~~ is qualified to be an officer of the ~~FRWIBFRWDB~~; provided, however, that the Chair and Vice-Chair shall be private sector business representatives serving on the Board, in accordance with Section ~~117-107(b)(3)~~ of the ~~WIAWIOA~~.

Section 7.03 Election of Officers. Except such officers as may be appointed under Section 7.05 below, officers shall be chosen by the Board of Directors by vote of the majority of Directors and shall serve two (2) year terms.

Section 7.04 Term of Office. Officers shall serve until that officer resigns or is removed or is otherwise disqualified to serve, or until a successor is elected or appointed under this terms of this Article.

Section 7.05 Additional Officers. The Board of Directors may appoint and may authorize the Chair, or other officer, to appoint any other officers that the ~~FRWIB-FRWDB~~ may require. Each officer so appointed shall have the title, hold office for the period, have the authority, and perform the duties specified in the Bylaws or determined by the Board of Directors. Appointed officers shall be ratified by the Board of Directors at the first regular meeting of the Board following the annual meeting.

Section 7.06 Removal and Resignation of Officers. Without prejudice to any rights of an officer under any contract of employment, any officer may be removed with or without cause by vote of the majority of the Board of Directors and also, if the officer was not chosen by the Board of Directors, by any officer on whom the Board may confer that power of removal. If the Chair or Vice-Chair should be removed, the appointment of a new Chair or Vice-Chair shall proceed as if that position was vacant. Any officer may resign at any time by giving written notice to the ~~FRWIB-FRWDB~~. The resignation shall take effect as of the date the notice is received or at any later time specified in the notice and, unless otherwise specified in the notice, the resignation need not be accepted to be effective. Any resignation shall be without prejudice to the rights, if any, of the ~~FRWIB-FRWDB~~ under any contract to which the officer is a party.

Section 7.07 Vacancies in Office. A vacancy in any office because of death, resignation, removal, disqualification, or any other cause shall be filled in the manner prescribed in these Bylaws for regular appointments to that office.

Section 7.08 Chair of the Board. Subject to the control of the Board of Directors, the Chair shall direct, and control the activities and affairs of the Board and its officers. The Chair shall have such other powers and duties as the Board of Directors or these Bylaws may prescribe. The Chair shall act as the “duly authorized representative” of the Board of Directors in all matters in which the Board has not formally designated some other person for that specific purpose. Without prejudice to such general powers as above described, but subject to the limitations, authority and duties of the Chair are hereby expressly declared to be:

(a) To attend and chair meetings of the Board of Directors and the Executive Committee

(b) To represent the ~~FRWIB-FRWDB~~ to the various segments of the public served by or related to the ~~FRWIB-FRWDB~~;

(c) To see that the ~~FRWIB-FRWDB~~ is in compliance with applicable laws and regulations and to assure review of and prompt action on reports and recommendations of authorized regulatory and inspecting agencies; and

(d) To oversee, together with a personnel committee of the Executive Committee, the performance of the Executive Director in the performance of the following duties:

(i) Submitting to the Board of Directors an annual budget showing the expected receipts and expenditures;

(ii) Selecting, employing, controlling, and discharging all administrative officers and employees authorized by the Board of Directors;

(iii) Requiring that all physical properties are kept in good repair and operating condition; and

(iv) Supervising all business and financial affairs such as the maintenance of financial transaction records, collections of accounts, and purchase and issuance of supplies in accordance with principles of prudent business management.

Section 7.09 Vice-Chair. If the Chair is absent or disabled, the Vice-Chair shall perform all duties of the Chair. When so acting, the Vice-Chair shall have all powers of, and be subject to, all restrictions on the Chair. The Vice-Chair shall have such other powers and perform such other duties as the Board of Directors or these Bylaws may prescribe.

## **ARTICLE VIII MAINTENANCE AND INSPECTION OF RECORDS**

Section 8.01 Maintenance of Records. The ~~FRWIB-FRWDB~~ shall keep at its principal office, or such other place as the Board of Directors may order, the following:

(a) Adequate and correct books and records of account;

(b) A book of minutes of all meetings of Directors and all meetings of committees, recording therein the time and place of holding said meetings, whether regular, special or emergency, and if special or emergency, how authorized, the notice given, the names of those Directors present, the number of Directors present, and the proceedings thereof; and

(c) A copy of the Joint Powers Agreement, the Notice of Joint Powers Agreement filed with the California Secretary of State, and these Bylaws.

Section 8.02 Inspection of Records by the Public. The ~~FRWIB~~ ~~FRWDB~~ shall comply with the California Public Records Act, Government Code Section 6250 et seq.

## ARTICLE IX REPORTS

Section 9.01 Annual Report. The Executive Committee shall prepare and deliver an annual report to the Directors, which would be made available to the public, within one hundred twenty (120) days after the end of the ~~FRWIB's~~FRWDB's fiscal year. That report shall contain the following information, in appropriate detail, for the fiscal year:

- (a) The assets and liabilities, including the trust funds, of the ~~FRWIB~~FRWDB as of the end of the fiscal year funds;
- (b) The revenue or receipts of the ~~FRWIB~~FRWDB, both unrestricted and restricted to particular purposes;
- (c) The expenses or disbursements of the ~~FRWIB~~FRWDB for both general and restricted purposes; and
- (d) An independent accountants' report.

## ARTICLE X INDEMNIFICATION OF DIRECTORS, OFFICERS, EMPLOYEES AND OTHER AGENTS

Section 10.01 Agents, Proceedings, and Expenses. For the purposes of this Article, "agent" means any person who is or was a Director, officer, employee, or other agent of the ~~FRWIB~~FRWDB; "proceeding" means any threatened, pending or completed action or proceeding, whether civil, criminal, administrative, or investigative; and "expense" includes, without limitation, attorneys' fees and any expenses of establishing a right to indemnification under Sections 10.04 or 10.05(b) below.

Section 10.02 Actions Other Than by the ~~FRWIB~~FRWDB. Subject to the provisions of the ~~WIAWIOA~~, State law, and the Joint Powers Agreement, the ~~FRWIB~~FRWDB shall have the power to indemnify any person who was or is a party, or is threatened to be made a party, to any proceeding by reason of the fact that such person is or was an agent of the ~~FRWIB~~FRWDB, against expenses, judgments, fines, settlements and other amounts actually and reasonably incurred in connection with such proceeding if that person acted in good faith and in a manner that person reasonably believed to be in the best interests of the ~~FRWIB~~FRWDB and, in the case of a criminal proceeding, had no reasonable cause to believe the conduct of that person was unlawful. The termination of any proceeding by judgment, order, settlement, conviction, or upon a plea of nolo contendere or its equivalent shall not, of itself, create a presumption that the person did not act in good faith and in a manner which the person reasonably believed to be in the best interests of the ~~FRWIB~~FRWDB or that the person had reasonable cause to believe that the person's conduct was unlawful.

Section 10.03 Actions by the ~~FRWIB~~FRWDB. Subject to the provisions of the ~~WIAWIOA~~, State law, and the Joint Powers Agreement, the ~~FRWDB~~FRWIB shall have the power to indemnify any person who was or is a party, or is threatened to be made a party, to any threatened, pending or completed action by, or in the right of, the



~~FRWDBFRWIB~~, to procure a judgment in its favor by reason of the fact that person is or was an agent of the ~~FRWDBFRWIB~~, against expenses actually and reasonably incurred by that person in connection with the defense or settlement of that action if that person acted in good faith, in a manner that person believed to be in the best interests of the ~~FRWDBFRWIB~~, and with such care, including reasonable inquiry, as an ordinarily prudent person in a like position would use under similar circumstances. No indemnification shall be made under this Section 10.03 for any of the following reasons:

(a) In respect of any claim, issue or matter as to which that person shall have been adjudged to be liable to the ~~FRWDB FRWIB~~ in the performance of that person's duty to the ~~FRWDBFRWIB~~, unless, and only to the extent that, the court in which such proceeding is or was pending shall determine upon application that, in view of all the circumstances of the case, that person is fairly and reasonably entitled to indemnity for the expenses and then only to the extent that the court shall determine;

(b) Of amounts paid in settling or otherwise disposing of a threatened or pending action, with or without court approval; or

(c) Of expenses incurred in defending a threatened or pending action which is settled or otherwise disposed of without court approval unless it is settled with the approval of the Attorney

Section 10.04 Successful Defense by Agent. To the extent that an agent of the ~~FRWDB FRWIB~~ has been successful on the merits in defense of any proceeding referred to in Sections 10.02 or 10.03, or in defense of any claim, issue, or matter therein, the agent shall be indemnified against expenses actually and reasonably incurred by the agent in connection therewith, as provided by these Bylaws, as well as California and Federal law.

Section 10.05 Required Approval. Except as provided in Section 10.04, any indemnification under this Article shall be made by the ~~FRWDB FRWIB~~ only if authorized in the specific case upon a determination that indemnification of the agent is proper in the circumstances because the agent has met the applicable standard of conduct set forth in Section 10.02 or 10.03 of this Article, by any of the following:

(a) A majority vote of a quorum consisting of Directors who are not parties to the proceeding; or

(b) The court in which the proceeding is or was pending, upon application made by the ~~FRWDB FRWIB~~ or the agent or the attorney or other person rendering services in connection with the defense, whether or not such application by the agent, attorney, or other person is opposed by the ~~FRWDBFRWIB~~.

Section 10.06 Advance of Expenses. Expenses incurred in defending any proceeding may be advanced by the ~~FRWDB FRWIB~~ before the final disposition of the proceeding upon receipt of an undertaking by, or on behalf of, the agent to repay the amount of the advance unless it shall be determined ultimately that the agent is entitled to be indemnified as authorized in this Article.

Section 10.07 Other Contractual Rights. No provision or agreements made by the FRWDB FRWIB to indemnify its Directors or officers for the defense of any proceeding, whether contained in the -Joint Powers Agreement or these Bylaws, a resolution of the Board of Directors, an agreement, or otherwise, shall be valid unless consistent with this Article. Nothing contained in this Article shall affect any right to indemnification to which persons other than Directors and officers of the FRWDB FRWIB may be entitled by contract or otherwise.

Section 10.08 Limitations. No indemnification or advance shall be made under this Article, except as provided in Sections 10.04 or 10.05(b), in any circumstances where it appears:

(a) That it would be inconsistent with a provision of the Joint Powers Agreement, these Bylaws, or an agreement in effect at the time of the accrual of the alleged cause of action asserted in the proceeding in which the expenses were incurred or other amounts were paid, which prohibits or otherwise limits indemnification; or

(b) That it would be inconsistent with any condition expressly imposed by a court in approving a settlement.

Section 10.09 Insurance and Bonds. The FRWDB FRWIB shall provide the insurance coverage(s) and fidelity bond(s) in a manner consistent with the Joint Powers Agreement.

## ARTICLE XI CONFLICTS OF INTEREST

Section 11.01 Conflicts of Interest. Members of the Board of Directors, members of any committee of the Board, and officers of the FRWDB FRWIB shall not be financially interested in any contract, as defined under Government Code section 1090 and the California Political Reform Act (Government Code Section 87100, et seq.) made by them in their official capacity, or by the FRWDB FRWIB or any body or board of which they are members. Pursuant to section 117-107(h) of the WIAWIOA, Board Members, committee members, or officers of the FRWDB FRWIB shall not: (1) vote on a matter under consideration by the Board regarding the provision of services by such member or an entity that such member represents; (2) vote on a matter under consideration by the Board that would provide direct financial benefit to such member or his or her immediate family; or (3) engage in any other activity determined by the Governor of California to constitute a conflict of interest as specified in the State plan.

Section 11.02 Permissible Remote Interests. The Board of Directors or Executive Committee may approve a proposed transaction in which a Member of the Board, member of a committee of the Board, or officer of the FRWDB FRWIB has only a remote interest, as defined by Government Code sections 1091 through 1091.5, including specifically Government Code Section 1091.3, upon the disclosure of such interest pursuant to the requirements of Government Code section 1091.

Section 11.03 Duty to Disclose. Members of the Board of Directors, Executive Committee, or other committee of the Board, and officers of the ~~FRWDB~~ ~~FRWIB~~ shall disclose any potential conflict to the Board prior to entering into any transaction entered by the ~~FRWDB~~ ~~FRWIB~~, and prior to participation in any related meetings, negotiations, discussions or other matters related to the transaction.

## ARTICLE XII GENERAL ADMINISTRATIVE MATTERS

Section 12.01 Construction and Definitions. Unless the context requires otherwise, the general provisions, rules of construction, and definitions in ~~WIA-WIOA~~ shall govern the construction of these Bylaws. Without limiting the generality of the preceding sentence, the following definitions shall apply:

- (a) Masculine gender includes the feminine and neuter, the singular includes the plural, the plural includes the singular;
- (b) The term “person” includes both a legal entity and a natural person;
- (c) The word “shall” is mandatory and the word “may” is permissive;
- (d) The words “Board” or “Board of Directors” refer to the governing body of the entity known as the Fresno Regional Workforce ~~Investment Development~~ Board; and
- (e) The words “Director” or “Board Member” refer to an appointed member of the Board of the Fresno Regional Workforce ~~Investment Development~~ Board.

Section 12.02 Amendment of Bylaws. New bylaws may be adopted, or these Bylaws may be amended or repealed, by the approval of a majority vote of those members voting at a Board meeting with quorum present, provided (i) that the amendment does not conflict with any Federal, State, County or City laws or regulations, or any provision or the Joint Powers Agreement; and (ii) no amendment may extend the term of a Director beyond that for which such Director was elected.

Section 12.03 Effective Date of Bylaws These Bylaws shall become effective immediately upon their adoption. Amendments to these Bylaws shall become effective immediately upon their adoption unless the Board of Directors, in adopting them as hereinafter provided, clearly express that they are to become effective at a later date.

Section 12.04 Authority to Bind ~~FRWIB~~ ~~FRWDB~~. The Board of Directors, except as otherwise provided in these Bylaws, may authorize any officer(s) or agent(s) to enter into any contract or execute any instrument in the name of and on behalf of the ~~FRWIB~~ ~~FRWDB~~, and such authority may be general or confined to specific instances; and unless so authorized by the Board of Directors no officer, agent or employee shall have any power or authority to bind the ~~FRWIB~~ ~~FRWDB~~ by any contract or engagement, or to pledge its credit, or to render it liable for any purpose in any amount.

**ARTICLE XIII  
FISCAL YEAR**

Section 13.01 Date of Fiscal Year. The fiscal year of the ~~FRWIB~~  
FRWDB shall begin on the first day of July and end on the last day of June in each year.

**CERTIFICATE OF ADOPTION**

I certify that I am the duly elected and-acting Chair of the FRESNO REGIONAL WORKFORCE ~~INVESTMENT-DEVELOPMENT~~ BOARD, a joint powers agency, that the above Bylaws, consisting of \_\_\_\_\_ ( ) pages, are the Bylaws of the ~~FRWIB-FRWDB~~ as adopted by the Board of Directors of the ~~FRWIB-FRWDB~~ on this \_\_\_\_\_ day of \_\_\_\_\_, ~~2009~~2018, and that said Bylaws have not been amended or modified since the date thereof.

Executed on \_\_\_\_\_, ~~2009~~2018, at Fresno, California.

DMS: 756645\_7

## BYLAWS OF FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

### Summary of Recommended Amendments

Each and every reference to FRWIB to be changed to FRWDB.

Each and every reference to LWIA to be changed to LWDA.

Each and every reference to WIA to be changed to WIOA.

#### Section 1.01 Name.

The name of this organization is the ~~FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD~~ ~~FRESNO REGIONAL WORKFORCE INVESTMENT BOARD~~ (the "FRWDB" "~~FRWIB~~"). The ~~FRWDB~~ ~~FRWIB~~ is a joint powers agency formed in accordance with Sections 6500 et seq. of the California Government Code (the "Joint Exercise of Powers Act") and pursuant to that certain Joint Exercise of Powers Agreement dated May 19, 2009, as amended (the "Joint Powers Agreement").

#### Section 1.02 General Purposes.

The ~~FRWIB~~ is designated for the purpose of carrying out job training and employment programs. The primary purpose of the ~~FRWDB~~ ~~FRWIB~~ is to set policy for the workforce ~~development investment~~ system in the ~~Local Workforce Development Area of Fresno County (the "LWDA")~~ ~~local Workforce Investment Area of Fresno County (the "LWIA")~~ in coordination with statewide workforce ~~development investment~~ efforts, in order to:

#### Section 1.03 Specific Purposes.

The ~~FRWDB~~ ~~FRWIB~~ shall do any and all things necessary to administer the LWIA in accordance with the federal ~~Workforce Innovation and Opportunity Act (WIOA) (Public Law 113-128, 29 U.S.C. §§ 3101, Workforce Investment Act of 1998 (Public Law 105-220, 29 U.S.C. §§ 2801, et seq), as amended (the "WIA")~~. Pursuant to ~~Section 107(d) of the WIOA~~ ~~117 of the WIA~~, the following are the specific functions of the ~~FRWDB~~ ~~FRWIB~~:

(m) Perform any other function as required under the WIA, subject to the limitations specified in ~~Section 107(d) of the WIOA~~ ~~Section 117 of the WIA~~, or as required by the Joint Powers Agreement.

Section 3.04 Appointment; Qualifications of Directors.

The City and the County, as the case may be, shall appoint members to the Board of Directors in accordance with the Joint Powers Agreement and ~~Section 107(d) of the WIOA~~ ~~Section 117 of the WIA~~.

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Section 3.08 Appointment of Directors.

The City, the County, or the City and County jointly, as the case may be, shall appoint members to the Board of Directors in accordance with the Joint Powers Agreement and ~~Section 107(d) of the WIOA~~ ~~Section 117 of the WIA~~.

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Section 4.02 Annual Meeting of Directors.

The ~~August~~ ~~September~~ regular meeting of each calendar year shall be known as the annual meeting. The month of this meeting is subject to change, however, if the Board of Directors fixes another date and all Directors are so notified. If the scheduled date falls on a legal holiday, the meeting shall be held on the next full business day. Each such annual meeting shall be held for purposes of organization, the election of officers, and the transaction of other business.

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Section 6.01 Creation of Standing Committees.

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

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Section 6.05 Constitution of the Youth Council.

The members of the Youth Council shall be in accordance with the Joint Powers Agreement and the WIOA WIA, and, pursuant to ~~Section 107 (b)(4)(A)(ii) of the WIOA Section 117 of the WIA~~, shall include the following persons elected by a majority of the Directors at the Board's annual meeting:

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Section 6.06 *Ad Hoc* Committees of the Board.

The Chair may also create or disband one or more *ad hoc* committees, which shall be formed to carry out specified tasks as determined by the appointing party or entity. Each *ad hoc* committee shall consist of two (2) or more Directors, and other persons that the Chair may appoint to serve at the pleasure of the Board. Membership in *ad hoc* committees may include individuals who are not members of the Board. The Appointments to such *ad hoc* committees shall be by the Chair. Each *ad hoc* committee shall have a chair ~~and a vice chair, both of whom~~ must be a member of the Board. The chair ~~and vice chair~~ of each *ad hoc* committee shall be appointed by the Chair. ~~The *ad hoc* committee vice chair shall assume the duties of the *ad hoc* committee chair in his or her absence.~~ Any *ad hoc* committee, to the extent provided in the motion by which it is formed if such is the case, shall only have the authority delegated by the Chair, except that no committee, regardless of any Board motion, may:

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Section 7.02 Qualifications of Officers.

Any member of the Board of Directors of the FRWDB FRWIB is qualified to be an officer of the FRWDB FRWIB; provided, however, that the Chair and Vice-Chair shall be private sector business representatives serving on the Board, in accordance with ~~Section 107 (b) (3) of the WIOA Section 117 of the WIA~~.

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Section 11.01 Conflicts of Interest.

Members of the Board of Directors, members of any committee of the Board, and officers of the FRWIB shall not be financially interested in any contract, as defined under Government Code section 1090 and the California Political Reform Act (Government Code Section 87100, et seq.) made by them in their official capacity, or by the FRWIB or any body or board of which they are members. Pursuant to ~~Section 107 of the WIOA Section 117 of the WIA~~, Board Members, committee members, or officers of the FRWIB shall not: (1) vote on a matter under consideration by the Board regarding the provision of services by such member or an entity that such member represents; (2) vote on a matter under consideration by the Board that would provide direct financial benefit to such member or his or her immediate family; or (3) engage in any other activity



determined by the Governor of California to constitute a conflict of interest as specified in the State plan.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	10
MEETING DATE:	June 6, 2018
ACTION:	INFORMATION

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

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Paul Bauer, Chair  
**SUBJECT:** Creation of Career Technical Education Ad Hoc Committee

## **INFORMATION:**

As outlined in the following section of the Fresno Regional Workforce Development Board (FRWDB) Bylaws, the Chair authorizes the creation of the "Career Technical Education (CTE) Ad Hoc Committee" to provide general oversight and policy recommendations concerning the FRWDB's multi-county dealings in relation to special trainings.

**Section 6.06 *Ad Hoc Committees of the Board.*** The Chair may also create or disband one or more ad hoc committees, which shall be formed to carry out specified tasks as determined by the appointing party or entity.

## **BACKGROUND:**

For a number of years, the FRWDB has served as the fiscal agent on a number of multi-county training grants, spanning a 14-county region. With the advent of Senate Bill 1, as well as other investments in our regional workforce, we will continue to interface with community colleges, organized labor, and apprenticeship programs in a multi-county area.

Given the scope and nature of our training partners, this ad hoc committee is necessary to interface with our regional partners and standardize this important work. Membership on the ad hoc committee may include members from additional counties.

As the purview of this committee includes union apprenticeship programs, I have asked Director Chuck Riojas – Secretary of the Fresno, Madera, Kings, Tulare Building Trades Council to act as its Chair.

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

<b>AGENDA ITEM:</b>	<b>11</b>
<b>MEETING DATE:</b>	<b>June 6, 2018</b>
<b>ACTION:</b>	<b>APPROVE</b>

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Blake Konczal, Executive Director  
**SUBJECT:** Approval of the March 7, 2018, Meeting Minutes

**RECOMMENDATION:**

Approve the minutes of the March 7, 2018, meeting of the Fresno Regional Workforce Development Board.

**ATTACHMENT:**

March 7, 2018, Meeting Minutes



## FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Workforce Development Board  
March 7, 2018 @ 4:00 p.m.

### SUMMARY MINUTES

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

ROLL CALL: PRESENT – Paul Bauer, Raine Bumatay, Tony Canales, Lee Ann Eager, Fely Guzman, Jeff Hensley, Ron Hicks (arrived at 4:09 p.m.), Richard Keyes (arrived at 4:19 p.m.), Scott Miller, Dennis Montalbano, Tommie Nellon, Joe Olivares, Chuck Riojas, Vasili Sotiropulos, Shelly Tarver (arrived at 4:09 p.m.), Stuart Van Horn, Lydia Zabrycki, and Legal Counsel Ken Price.

ABSENT – Lacy Barnes, Andreas Borgeas, Araceli Holland, David Mercer, Delfino Neira, Tom Richards, and Smita Rouillard.

COMMENTS BY FRWDB CHAIR AND/OR EXECUTIVE STAFF: Chair Bauer welcomed new Director, Vasili Sotiropulos, to the Fresno Regional Workforce Development Board (FRWDB).

AGENDA CHANGES: REMOVAL OF ITEMS OR EMERGENCY ADDITIONS: Item B1 removed from consent by Legal Counsel Price. Director Olivares was recommended for ratification as Vice Chair of both the Adult Council and the Business and Industry Committee; however, FRWDB Bylaws only allow Directors to serve as an officer of one (1) FRWDB Council/Committee at a time.

ABSTENTIONS/ DISCLOSURES OF POTENTIAL CONFLICTS OF INTEREST/ RECUSALS: Stuart Van Horn – Items A1, C3, C4, and C5.

PUBLIC COMMENTS: None.

Item	Description/Action Taken
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#### 6. Committee Reports

Adult Council: Director Hensley reported that the Adult Council (Council) met on January 25<sup>th</sup>, at which time they recommended that the FRWDB ratify Director Van Horn to the Council, and ratify Director Olivares as Vice Chair of the Council. After reviewing proposed changes developed by staff, the Council voted to recommend that the FRWDB accept the local Dislocated Worker definition and eligibility criteria policy. Director Hensley noted that there are State guidelines, but that local Workforce Boards have a considerable amount of local control over these definitions and criteria. The Council recommended that the FRWDB accept the following reports for the Second Quarter of Program Year (PY) 2017-2018: On-the-Job Training Report, Providers of Services Monitoring Report, Providers of Services Customer Complaint Report, and Job Seeker Satisfaction Report.

The Council also received the Second Quarter information reports for Employer Customer Satisfaction, Adult and Dislocated Worker Demographics Report, and the One-Stop Report Package.

Directors Hicks and Tarver arrived (4:09 p.m.)

Director Hensley stated that the Council was pleased to hear that FRWDB has been updating technology hardware to stay up with the demand on the computer systems FRWDB clients use, noting that this is a good sign of the FRWDB's concern for efficiency and internal performance standards and helps reduce stress for the job seekers. The Council also received an update on the new California Minimum Wage and how it may impact FRWDB clients.

Mr. Konczal added to the Adult Council update by reminding the FRWDB that the State of California is mandating that the FRWDB eliminate usage of a homegrown technology system called I-Train. At the time of the last Adult Council meeting, the FRWDB had not yet received a response from the State regarding its request to allow additional time to transition to CalJOBS. Since the Adult Council meeting, the FRWDB received a form letter from the State indicating that the request for additional time had been denied due to not having adequate information to approve the waiver. Therefore, as of December 2018, the FRWDB can no longer use the I-Train system. Chair Bauer asked if the State is providing any additional resource dollars to help make the conversion to the new system and Mr. Konczal indicated "no". Mr. Konczal added that with the election of a new Governor, things could change, but for now, FRWDB staff is moving forward with the transition to CalJOBS.

Business and Industry Committee: Director Zabrycki reported that the Business and Industry Committee (B&I) met for a special meeting on February 21<sup>st</sup>. The B&I recommended the ratification of three (3) new members to the B&I: Director Hicks, Director Nellon, and Director Rouillard. The B&I also recommended the ratification of Joe Olivares as Vice Chair; however, Director Olivares had already been recommended for ratification as Vice Chair for the Adult Council and Directors cannot serve as an officer on more than one (1) FRWDB Council/Committee at a time, so that item was removed from the Consent calendar. The B&I recommended that the FRWDB approve the Second Quarter Customer Satisfaction Report. The B&I had an update from Mr. Konczal regarding the distribution center training that will begin in March with 25 training slots at Fresno City College. This will be the first logistics cohort in Fresno County and if it is successful, there will be another in August. Trainees from this program will be prepared to apply for technical positions with Amazon and Ulta.

Director Keyes arrived (4:19 p.m.)

The FRWDB has been utilizing MEGA 97.9 radio station to advertise for this training. The radio ads are very specific and the FRWDB has a screening process candidates must go through before being placed into training. Overall, the marketing conducted through MEGA 97.9 has been favorable. Director Zabrycki concluded the update by reporting that for the first and second quarters of PY 2017-2018, the Rapid Response team met with four (4) companies that were either downsizing or closing and provided information to 251 of the 335 employees affected.

Mr. Konczal added that, regarding the logistics training, Fresno City College has put together a training program that mirrors an existing program of this kind at Norco College in the Inland Empire. To make sure the Fresno City College program was comport with national norms, the Material Handling Industry Association vetted the curriculum and offered some helpful suggestions. Then, after much research by FRWDB staff, the FRWDB added an "introduction to software" piece to the curriculum, as most warehouse jobs require the use of a tablet, computer or barcode reader.

Mr. Konczal also noted that, in regards to the radio advertising, the FRWDB has tried different radio stations and different time slots. The time slots now being utilized on MEGA 97.9 are working well to bring in the array of human capital that is needed to meet the needs of the training being targeted. Director Miller asked if the FRWDB has done any advertising via social media, as he believes this gives you the best "bang for the buck". Mr. Konczal stated that the FRWDB has begun to use Facebook and is in the process of developing plans to get more active on social media.

Executive Committee: Chair Bauer reported that the Executive Committee (Committee) met on January 17<sup>th</sup>, at which time they accepted the November 2017 Agency Budget and Expenditures Report and November 2017 Financial Report. Chair Bauer indicated that, at the meeting, Mr. Konczal provided an overview of the various projects he was involved with during the previous quarter. One of these was the Central Valley Forestry Corps project, under which the FRWDB would use federal funds to train individuals to remove trees that are dead due to fires in the state's forests, and then plant new trees. Mr. Konczal worked with other Workforce Boards and state congressional leadership to move this project forward and is still working to get funding. Mr. Konczal hopes to have a positive update on this project at the June FRWDB meeting.

The Committee also received an update from Mr. Konczal on the SlingShot grant. The first phase of the grant is closing, and the second phase will be starting. Chair Bauer concluded the Committee update by sharing that SB1, which was signed last year, created a new fund for road maintenance and infrastructure projects. Now, through SB1, the state has associated a percentage of these funds for job training for individuals who will perform those infrastructure jobs. Also, jurisdictions must be able to certify that they have a relationship with a multi-craft pre-apprentice training program that can train individuals to fill those infrastructure and maintenance jobs before they can receive SB1 funds. The state has asked the FRWDB to help design and establish the protocols for this training for ten (10) valley counties. There will be \$5 million per year in this budget, and the state will begin distributing these funds in January 2019. Chair Bauer acknowledged Director Riojas for his help facilitating meetings with the State Building Trades Council on this project.

Youth Council: Director Montalbano reported that the Youth Council met on February 15<sup>th</sup>, at which time they recommended that the FRWDB ratify Director Holland as a member of the Youth Council. They also reviewed and recommended that the FRWDB approve the Final Draft Youth Request for Proposals Statement of Work, noting that the full RFP will be released in March. The Youth Council recommended that the FRWDB accept the Second Quarter Local Performance Results Report and the Youth Customer Complaint Report, which reflected no complaints for the second quarter. Director Montalbano concluded the update by sharing that the Youth Council had visited a number of One-Stop sites over the past year. He indicated that he felt it was beneficial for not just the Youth Council members, but also good for the One-Stop staff to see the Youth Council members showing an interest in the One-Stop and the work that is done there. The Youth Council plans to visit the Reedley One-Stop in the near future and Director Montalbano encouraged any FRWDB member who wanted to join the Youth Council in this outing, to let him know.

Mr. Konczal referred back to the Youth Services RFP that will be released on March 15<sup>th</sup>, and encouraged Directors to volunteer to serve as evaluators for this procurement. He indicated that serving on the rating panel is a great way to learn more about the FRWDB, its funding, and its programs.

This was an information item.

7. **Ad-Hoc Nominating Committee**

Chair Bauer indicated that there are vacancies on the FRWDB at the committee and Board levels, including a vacancy for FRWDB Vice Chair due to the resignation of Aric Olson. Mr. Konczal indicated that there will be elections at the June FRWDB meeting for the open positions, and that within the next few weeks, he will send an email to the FRWDB specifying which positions are open and will include a description of what those positions entail. Interested individuals will submit their name to the Nominating Committee. Members of the Nominating Committee are Directors Montalbano, Riojas, and Richards. Mr. Konczal encouraged Directors to contact him if they have any questions or would like more information about the open positions or the process.

This was a discussion item.

8. **Approval of the December 6, 2017, Meeting Minutes**

**KEYES/GUZMAN – APPROVED THE DECEMBER 6, 2017, MEETING MINUTES (UNANIMOUS).**

9. **January 2018 Financial Report**

Mr. Konczal presented the January 2018 Financial Report for acceptance, noting that all spending was on track and FRWDB staff had no concerns. The Directors had no questions regarding the Financial Report.

**RIOJAS/MONTALBANO – ACCEPTED THE JANUARY 2018 FINANCIAL REPORT (UNANIMOUS).**

10. **Approval of Consent Item (A1 – C6)**

**EAGER/ZABRYCKI – APPROVED CONSENT ITEMS A1 – C6 (UNANIMOUS, WITH RECUSAL NOTED ABOVE AND WITH THE REMOVAL OF ITEM B1).**

11. **Fourth Quarter Community Events**

Mr. Konczal stated that the FRWDB would be attending the Fresno Economic Development Corporation's Real Estate Forecast Dinner in April.

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

This was an information item.

12. **Information Sharing**

Director Riojas invited Directors to attend the multi-craft pre-apprentice graduation that will take place on Friday, March 9<sup>th</sup>, at 11:30 am at the Plumber's Hall.

Director Bumatay invited Directors to attend the 19<sup>th</sup> Annual Cesar Chavez Day of Service and Learning, which is sponsored by the Fresno Adult School and El Concilio de Fresno. The event will take place at the Saroyan Theater on Thursday, March 22<sup>nd</sup> at 9:30 a.m. Director Bumatay will send an invitation to the Directors.

Director Van Horn informed the FRWDB that on March 16<sup>th</sup>, the Community College Consortium will be giving an update on the Prior Learning Assessment to the Partnership for the San Joaquin Valley, hosted at Merced College.

**13. Agenda Items for June 6, 2018, Meeting**

Mr. Konczal stated that Tim Giles, Deputy Director of Information Systems, FRWDB will do a presentation on the new FRWDB website.

**14. Meeting Feedback**

None.

The meeting was adjourned at 4:54 p.m.



**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	12
MEETING DATE:	June 6, 2018
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Blake Konczal, Executive Director  
**SUBJECT:** April 2018 Financial Report

**RECOMMENDATION:**

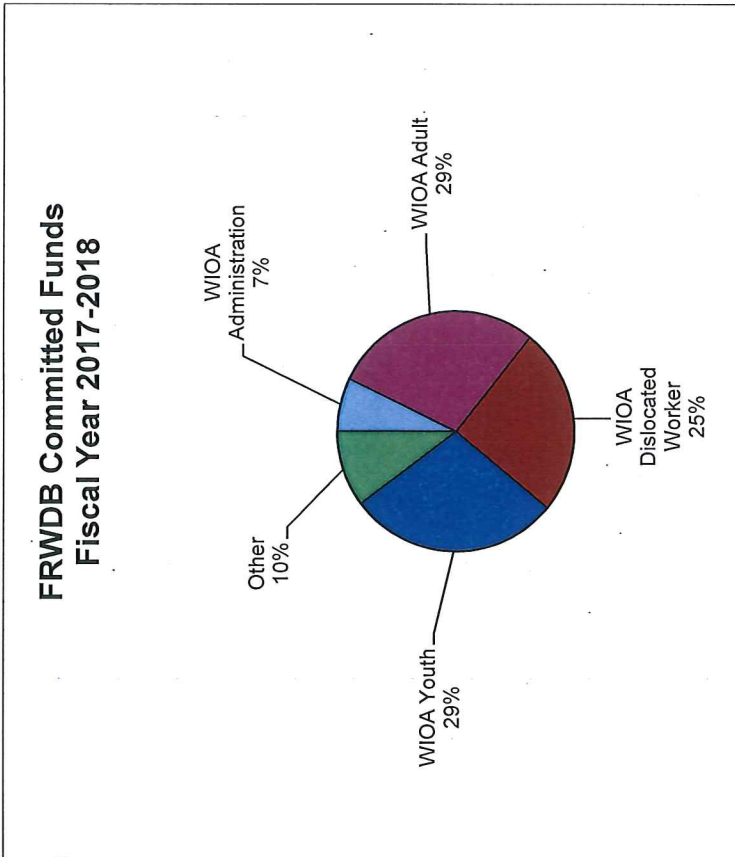
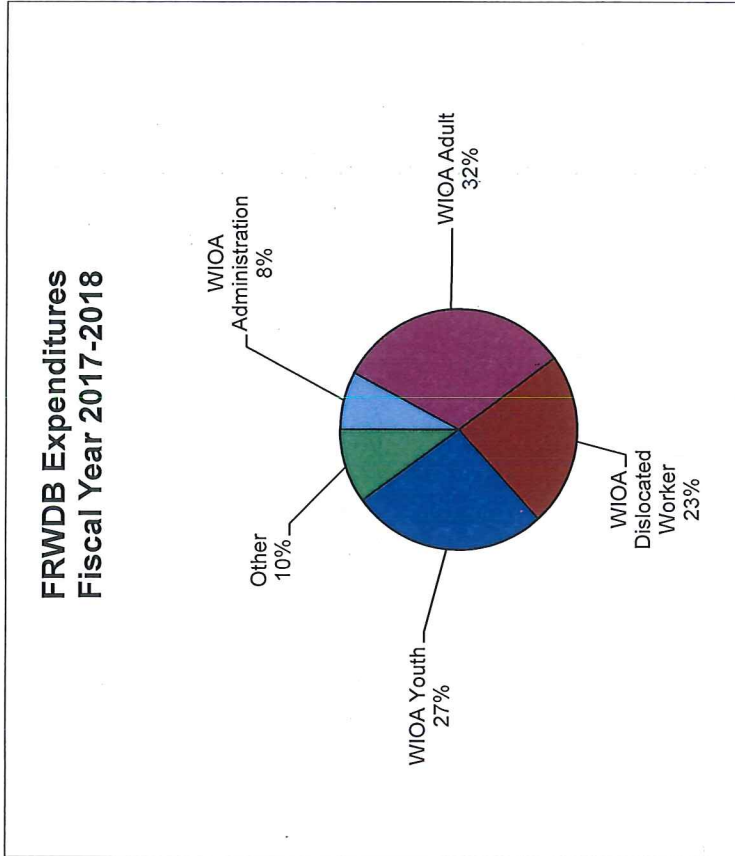
Accept the attached Fresno Regional Workforce Development Board (FRWDB) April 2018 Financial Report.

**REASON FOR RECOMMENDATION:**

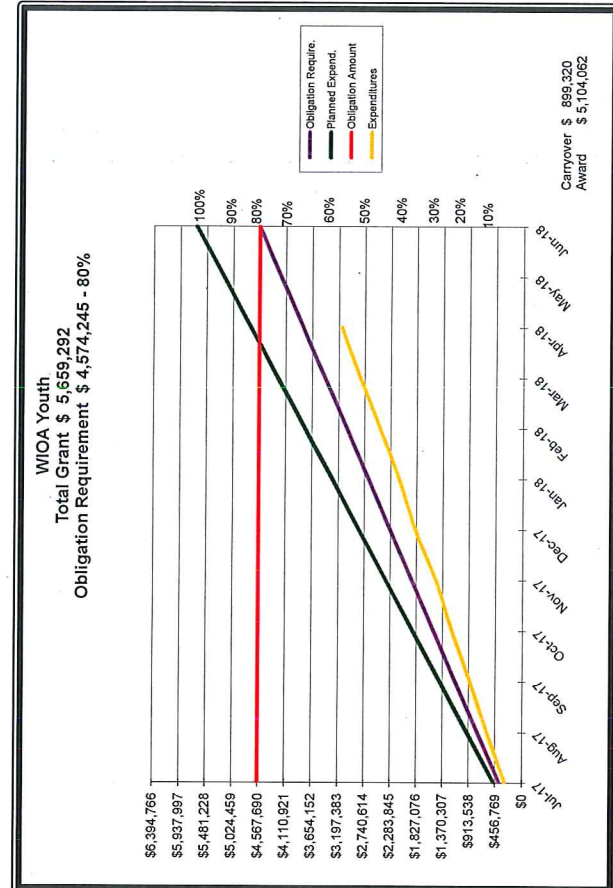
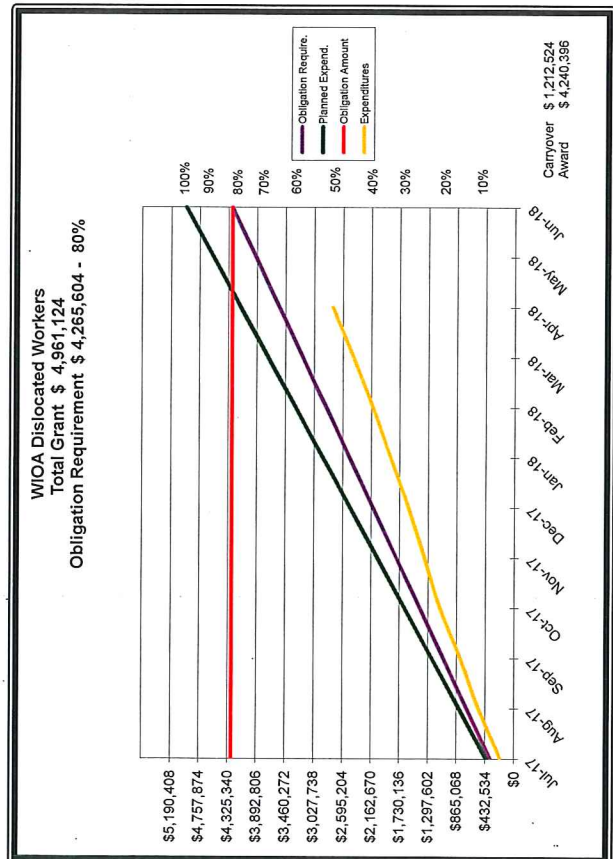
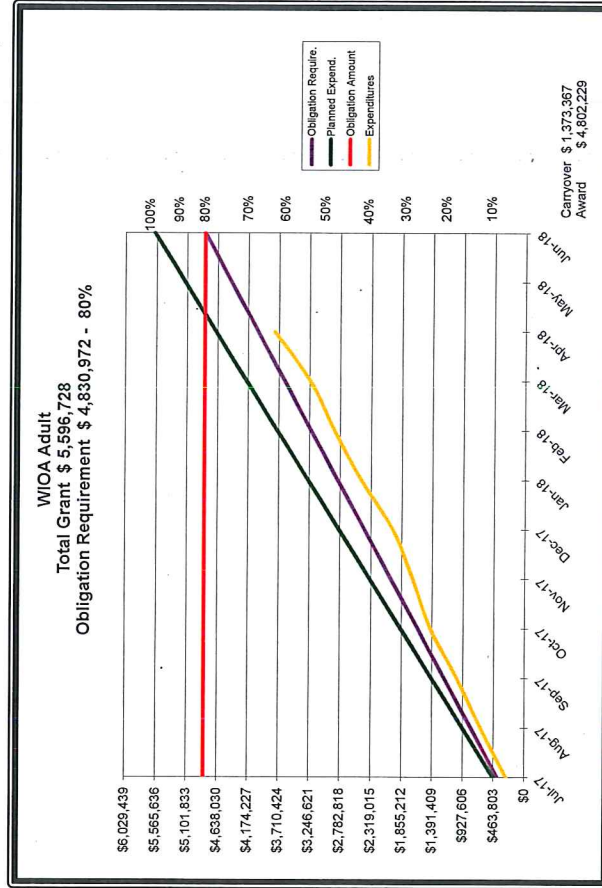
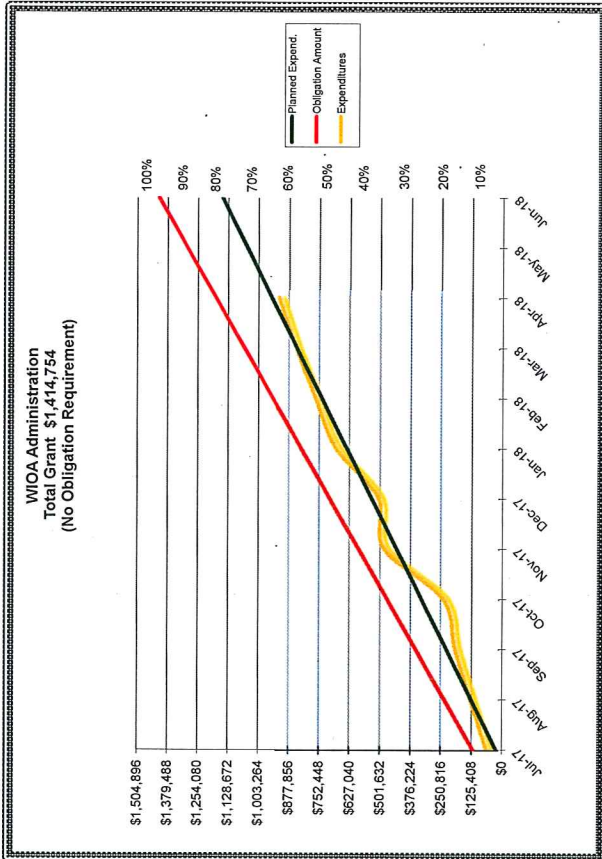
The attached charts display fiscal year-to-date financial information through April 30, 2018. Staff has no concerns with grant expenditures at this time.

**ATTACHMENT:**

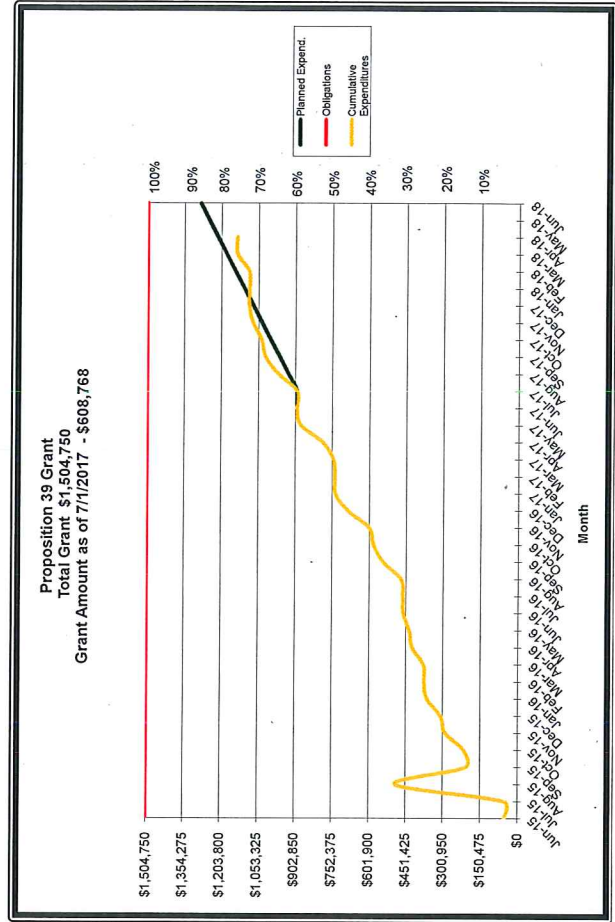
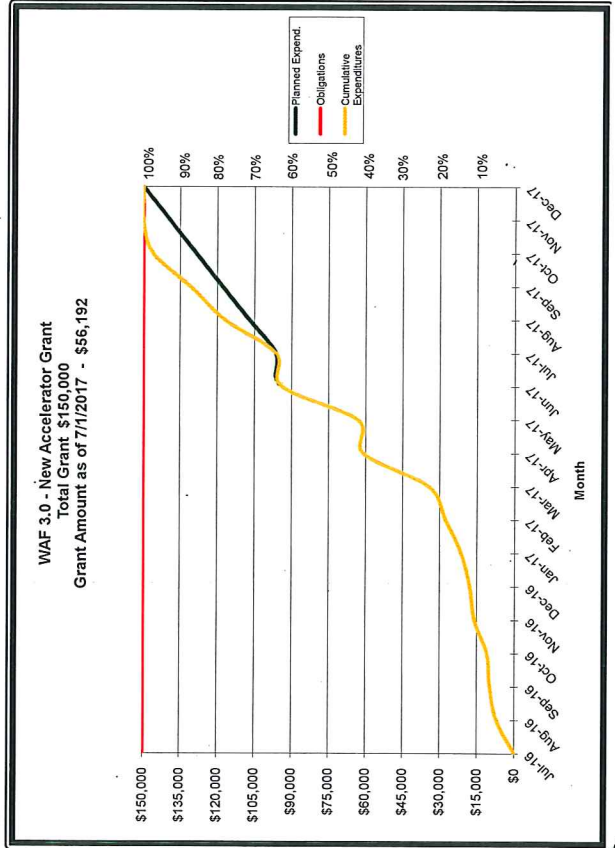
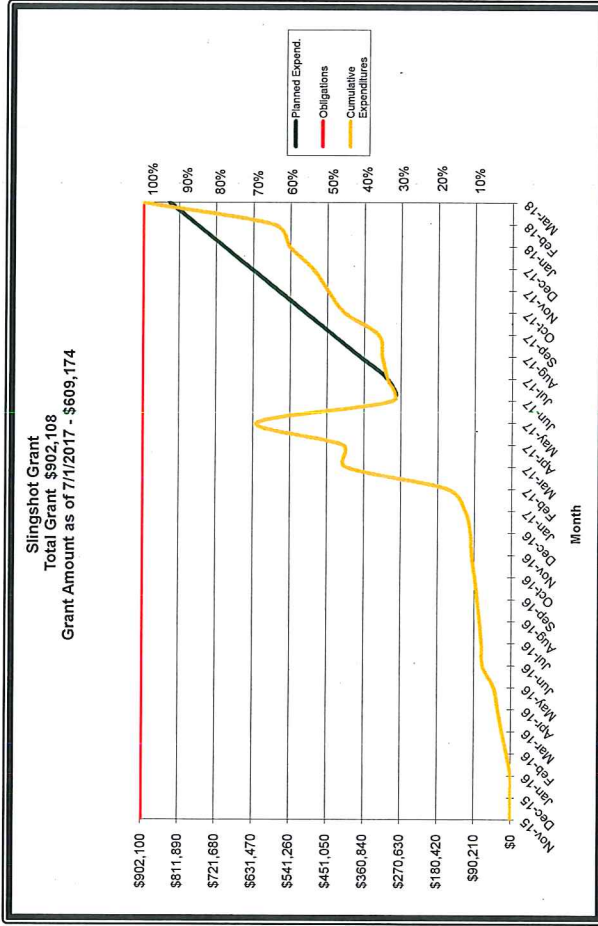
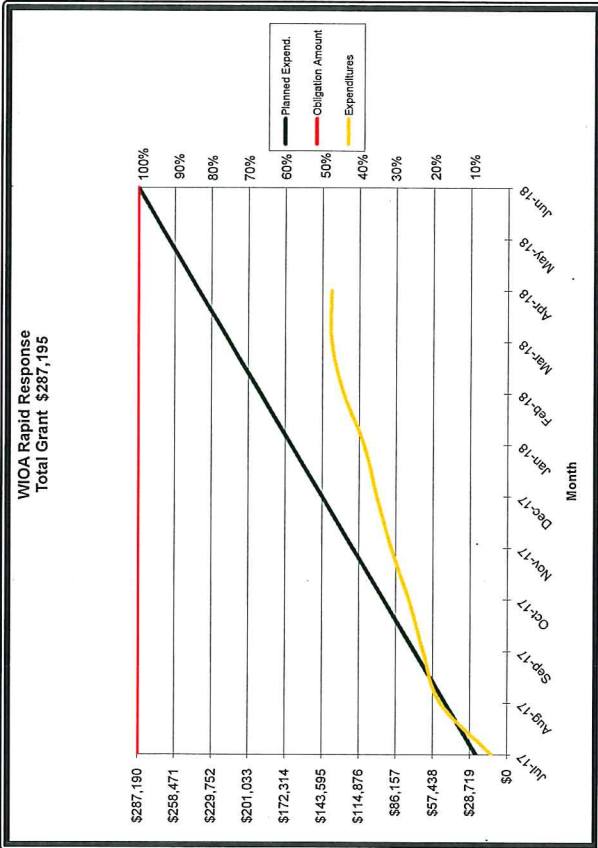
April 2018 Financial Report



April 2018

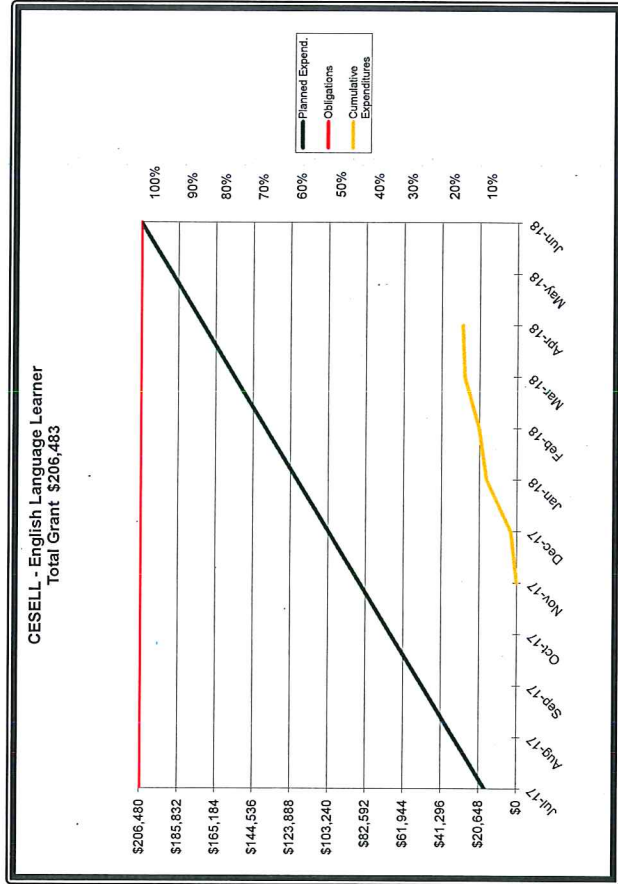
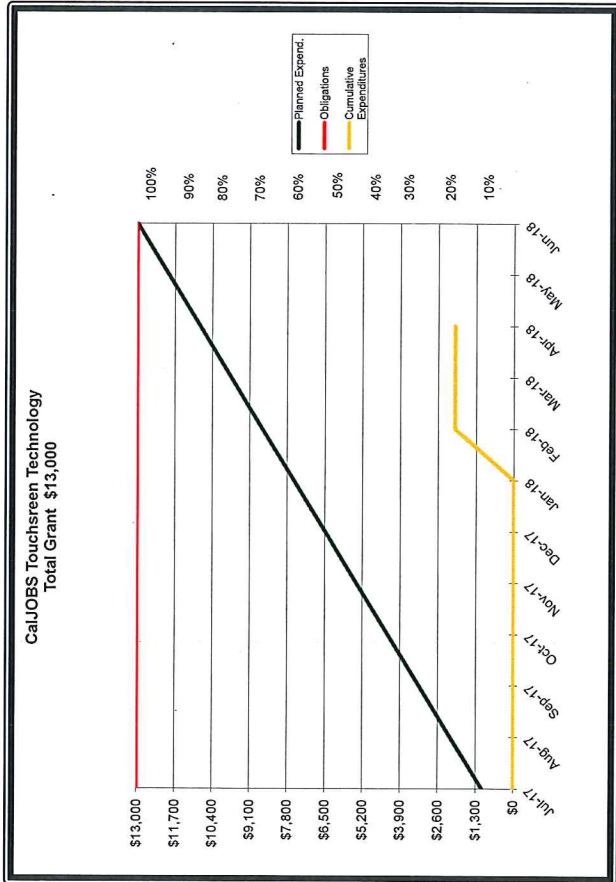
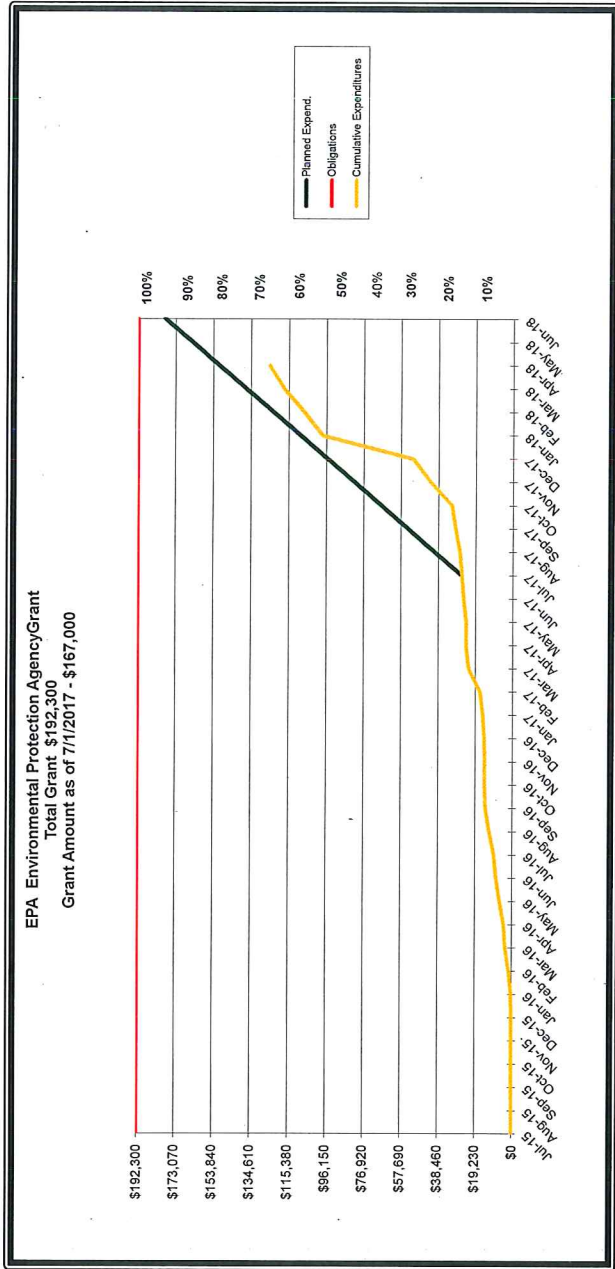


April 2018



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD FINANCIAL REPORTS

April 2018



# Consent Items Submitted by the Adult Council

## **MISSION:**

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

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	A1
MEETING DATE:	June 6, 2018
ACTION:	APPROVE

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Adult Council  
**SUBJECT:** Workforce Innovation and Opportunity Act Adult and Dislocated Worker Funding Recommendations for Program Year 2018-2019

**RECOMMENDATION:**

Approve the Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker funding allocations for Program Year (PY) 2018-2019 as outlined in the attached budget allocation worksheet.

The Adult Council approved this recommendation on May 17, 2018.

**REASON FOR RECOMMENDATION:**

The Employment Development Department (EDD), Workforce Services Division, released estimated WIOA formula allocations for PY 2018-2019 on April 26, 2018 (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 on March 23, 2018.

The Fresno Regional Workforce Development Board (FRWDB) received \$9,489,162 of Adult and Dislocated Worker funds, an overall increase of five percent (5%) compared to last year's allocation of \$9,042,625. The projected carryover for the WIOA Adult program is \$3,720,788, which is a 44% increase compared to \$2,585,891 for PY 2017-18. This brings the total available funding to \$13,209,950, which results in an overall net increase of 14%.

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

- Fourteen percent net increase between Adult and Dislocated Worker based on the projected increase in funding and the potential carryover increase of \$1,134,897 from the previous year.
- Maintains three percent (3%) carryover to PY 2019-2020.
- Allocates 30% of total award for training as mandated by the State of California in SB734. All training funds are allocated to current plan year Training and Incumbent Worker Training (IWT) pools, resulting in an increase to the current plan year Training Pool of \$169,781.
- Allocates an additional reserve of \$931,937 of unexpended training funds from PY 2017-2018 to ensure full expenditure of mandated training funds by June 30, 2019.
- Maintains IWT and supportive service pools.
- Allocates an additional \$54,940 to Soft Skills Upgrade Training.
- Allocates an additional \$55,000 to the Fresno County Public Defender's office for the Clean Slate pilot program. This program assists Job Seekers in filing legal documents to assist them in

addressing legal barriers to employment, i.e., criminal record expungements and back child support payments.

- Allocates an increase of five percent (5%) to all contractors and Operational Costs for PY 2018-2019.
- The CSUF Foundation contract will end on June 30, 2018, and will not be individually re-procured. The funding will be re-allocated to Business Services Sector Project pool to be allocated through a procurement process in PY 2018-2019.

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 FRWDB meeting on September 5, 2018.

**FISCAL IMPACT:**

Approval of this item will allocate \$13,209,950 of WIOA Adult and Dislocated Worker funds, which will be allocated to FRWDB operational, sub-contracts and participant pools and \$284,675 will be allocated to carryover for PY 2019-2020.

**ATTACHMENTS:**

- ATTACHMENT I: EDD Information Notice WSIN 17-32, WIOA Formula Planning Estimate Allocations – Program Year 18-19
- ATTACHMENT II: WIOA Adult and Dislocated Worker Allocations Worksheet for Program Year 2018-2019





## INFORMATION NOTICE

Date: April 26, 2018 Number: WSIN17-32

Expiration Date: 05/26/2020



### WIOA FORMULA PLANNING ESTIMATE ALLOCATIONS – PY 18-19

The Employment Development Department is providing *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) 2018-19. These allocations are based on the estimated allotment levels issued by the U.S. Department of Labor, Employment and Training Administration in Training and Employment Guidance Letter 13-17, dated March 23, 2018.

These allocations are provided as an estimate for planning purposes and will change based on the enacted PY 18 full-year appropriation expected later this year. The planning estimates below can provide Local Areas with a general idea of how their funding will change in PY 18, assuming there are no major increases or decreases enacted by Congress. Current data was used to calculate the estimated allocations for each Local Area. The same data will be used when calculating the actual allocations, meaning that even if the actual amounts change, the percentage of funding to each Local Area will remain.

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 18-19. Additionally, Attachment 2 provides a breakdown of how each of the three funding streams are allocated.

PY 18-19	Total Federal Allotment	Amount Available for Formula Allocation
Youth Program	\$117,927,789	\$100,238,621
Adult Program	\$113,215,265	\$96,232,976
Dislocated Worker Program	\$151,114,303	\$90,668,582
<b>Total</b>	<b>\$382,257,357</b>	<b>\$287,140,179</b>

If you have any questions, please contact Wai Tin Wong from the Financial Management Unit at [WaiTin.Wong@edd.ca.gov](mailto:WaiTin.Wong@edd.ca.gov) or by phone at 916-653-8213.

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

Attachments are available on the internet:

1. [Youth, Adult, and Dislocated Worker Activities Program Estimate Allotments](#)
2. [WIOA Estimate Funding SFY 2018-19](#)

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

**Workforce Innovation and Opportunity Act (WIOA)  
Youth, Adult, and Dislocated Worker Activities  
Estimate Allocations  
Program Year 2018-19**

Local Area	Youth	Adult	Dislocated Worker	Grand Total
Alameda	\$1,446,162	\$1,363,093	\$1,990,389	\$4,799,644
Anaheim City	\$690,251	\$665,661	\$580,987	\$1,936,899
Contra Costa	\$1,336,260	\$1,325,632	\$1,768,573	\$4,430,465
Foothill	\$510,475	\$527,498	\$502,765	\$1,540,738
Fresno	\$5,343,611	\$5,079,131	\$4,410,031	\$14,832,773
Golden Sierra	\$797,850	\$782,692	\$1,028,353	\$2,608,895
Humboldt	\$312,781	\$271,459	\$249,208	\$833,448
Imperial	\$2,541,672	\$2,496,360	\$2,195,980	\$7,234,012
Kern, Inyo, and Mono	\$5,127,368	\$4,947,275	\$4,528,009	\$14,602,652
Kings	\$743,810	\$817,487	\$628,794	\$2,190,091
Long Beach/Pacific Gateway	\$1,595,119	\$1,455,074	\$1,027,273	\$4,077,466
Los Angeles City	\$12,077,707	\$11,730,597	\$8,245,523	\$32,053,827
Los Angeles County	\$9,531,815	\$9,156,945	\$7,376,122	\$26,064,882
Madera	\$725,071	\$733,459	\$583,280	\$2,041,810
Merced	\$1,555,576	\$1,480,241	\$1,308,236	\$4,344,053
Monterey	\$1,788,554	\$1,802,219	\$2,094,614	\$5,685,387
Mother Lode	\$354,744	\$416,839	\$359,987	\$1,131,570
North Central Counties	\$1,191,983	\$1,114,607	\$1,053,771	\$3,360,361
NoRTEC	\$2,341,372	\$2,259,111	\$1,940,621	\$6,541,104
North Bay	\$785,010	\$862,244	\$978,222	\$2,625,476
NOVA	\$1,247,294	\$1,264,038	\$1,821,111	\$4,332,443
Oakland City	\$1,160,969	\$1,150,358	\$928,747	\$3,240,074
Orange	\$2,638,720	\$2,457,656	\$3,893,444	\$8,989,820
Richmond City	\$301,999	\$316,995	\$227,761	\$846,755
Riverside	\$6,357,270	\$6,136,604	\$5,618,464	\$18,112,338
Sacramento	\$3,573,701	\$3,422,305	\$3,201,849	\$10,197,855
San Benito	\$203,380	\$192,932	\$205,446	\$601,758
San Bernardino County	\$5,616,054	\$5,342,779	\$4,510,723	\$15,469,556
San Diego	\$6,358,129	\$5,828,166	\$6,216,504	\$18,402,799
San Francisco	\$1,043,003	\$1,154,481	\$1,599,935	\$3,797,419
San Joaquin	\$3,009,022	\$2,829,785	\$2,494,240	\$8,333,047
San Jose - Silicon Valley	\$1,991,848	\$1,887,755	\$2,235,373	\$6,114,976
San Luis Obispo	\$534,943	\$412,413	\$446,053	\$1,393,409
Santa Ana City	\$830,502	\$815,593	\$485,461	\$2,131,556
Santa Barbara	\$1,193,208	\$882,453	\$978,958	\$3,054,619
Santa Cruz	\$1,068,599	\$955,088	\$964,512	\$2,988,199
SELACO	\$905,216	\$861,933	\$872,040	\$2,639,189
Solano	\$938,267	\$1,027,757	\$1,036,640	\$3,002,664
Sonoma	\$761,017	\$719,507	\$809,146	\$2,289,670
South Bay	\$1,396,434	\$1,436,135	\$1,354,815	\$4,187,384
Stanislaus	\$2,412,740	\$2,330,751	\$2,081,834	\$6,825,325
Tulare	\$2,986,461	\$2,856,189	\$2,610,078	\$8,452,728
Ventura	\$1,570,980	\$1,441,508	\$2,001,694	\$5,014,182
Verdugo	\$629,776	\$674,340	\$678,436	\$1,982,552
Yolo	\$711,898	\$547,831	\$544,580	\$1,804,309
<b>Total</b>	<b>\$100,238,621</b>	<b>\$96,232,976</b>	<b>\$90,668,582</b>	<b>\$287,140,179</b>

	A	B	C	D	E	F	G
1	<b>WIOA ADULT AND DISLOCATED WORKER</b>						
2	<b>ALLOCATIONS FOR PROGRAM YEAR 2018-2019</b>						
3							
4							
5							
6							
7			<b>Adult/DW</b>	<b>Adult/DW</b>			
8			<b>Allocation</b>	<b>Allocation</b>	<b>Increase/</b>	<b>%</b>	
9			<b>2017-18</b>	<b>2018-19</b>	<b>(Decrease)</b>	<b>Change</b>	
10							
11							
12							
13	Actual/Estimated Carryover		2,585,891	3,720,788	1,134,897	44%	
14	Award		9,042,625	9,489,162	446,537	5%	
15	<b>Total Available</b>		<b>11,628,516</b>	<b>13,209,950</b>	<b>1,581,434</b>	<b>14%</b>	
16							
17							
18	<b>Operational Costs</b>						
19	One-Stop Sites Budget		1,506,564	1,581,892	75,328	5%	
20	FRWDB Admin Support		1,018,677	1,069,611	50,934	5%	
21	FRWDB Program Support		1,173,061	1,231,714	58,653	5%	
22	Assessment Materials		40,600	42,630	2,030	5%	
23	Employment Study		10,000	10,500	500	5%	
24	Program Income		(106,720)	(112,056)	(5,336)	5%	
25	Carryover to Following Year	3%	271,279	284,675	13,396	5%	
26	<b>Total Operational Costs</b>		<b>3,913,461</b>	<b>4,108,966</b>	<b>195,505</b>	<b>5%</b>	
27							
28							
29							
30	<b>Contractors &amp; Participant Pools</b>						
31	CLC - Urban		2,525,769	2,650,542	124,773	5%	
32	Proteus, Inc. - East		500,392	525,111	24,719	5%	
33	West Hills Community College - West		501,594	526,373	24,779	5%	
34	Current Plan Year Training Pool		2,195,278	2,365,059	169,781	8%	
35	Prior Plan Year 17-18 Training Reserve		879,588	1,811,525	931,937	106%	
36	Incumbent Worker Training (IWT) Pool		481,690	481,690	0	0%	
37	Supportive Services		119,483	119,483	0	0%	
38	Soft Skills Upgrade Training		100,000	154,940	54,940	55%	
39	Pilot Public Defenders Project		45,000	100,000	55,000	122%	
40	CMTi Programming & Maintenance		180,694	180,694	0	0%	
41	CSUF Foundation - Business Services		185,567	0		-100%	
42	Business Services Sector Project Pool		0	185,567	185,567	100%	
43	<b>Total Contractors &amp; Participant Pools</b>		<b>7,715,055</b>	<b>9,100,984</b>	<b>1,571,496</b>	<b>20%</b>	
44							
45							
46	<b>Total Allocations</b>		<b>11,628,516</b>	<b>13,209,950</b>			
47			0	0			
48							
49			2,712,788	2,846,749			
50	Training Percentage		30%	30%			
51							
52							
53	Note: Due to spreadsheet formula rounding calculations, total(s) may be \$1.00 off.						
54							
55							
56							
57							
58	Prepared By: C. Beierschmitt						

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A2
MEETING DATE:	June 6, 2018
ACTION:	ACCEPT

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

**TO:** Fresno Regional Workforce Development Board  
**FROM:** Adult Council  
**SUBJECT:** America's Job Centers of California Hallmarks of Excellence Certification Application/Matrix

## **RECOMMENDATION:**

Accept the America's Job Centers of California (AJCC) Hallmarks of Excellence Certification Application/Matrix.

The Adult Council approved this recommendation on May 17, 2018.

## **REASON FOR RECOMMENDATION:**

In accordance with Workforce Innovation and Opportunity Act (WIOA) Section 121(g), Local Boards must conduct an independent and objective evaluation of the comprehensive AJCCs in their local areas once every three (3) years using criteria and procedures established by the State Board. The initial AJCC certification process is required to be completed by June 30, 2018, and take effect July 1, 2018.

There are two (2) levels of the AJCC certification: Baseline and Hallmarks of Excellence. The Baseline AJCC certification, which was completed in December 2017, is intended to ensure that every comprehensive AJCC is in compliance with key WIOA statutory and regulatory requirements. The Hallmarks of Excellence AJCC Certification is intended to encourage continuous improvement by identifying areas where an AJCC may be exceeding quality expectations, as well as areas where improvement is needed.

In order to highlight areas where AJCCs can continuously improve their service delivery, the State Board has identified eight (8) Hallmarks of Excellence, with each one ranked on a scale of 1-5. In order to receive a Hallmarks of Excellence AJCC Certification, an AJCC must meet Baseline AJCC Certification and receive a ranking of at least three (3) for each of the following:

1. The AJCC physical location enhances the customer experience.
2. The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.
3. The AJCC actively supports the One-Stop system through effective partnerships.
4. The AJCC provides integrated, customer-centered services.
5. The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials that meet the needs of targeted regional sectors and pathways.
6. The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.
7. The AJCC has high-quality, well-informed, and cross-trained staff.
8. The AJCC achieves business results through data-driven continuous improvement.

The evaluation was completed by an independent evaluator in accordance with guidelines established by the Employment Development Department (EDD) and the California Workforce Development Board (CWDB).

The process used to evaluate the Fresno Regional Workforce Development Board's (FRWDB's) comprehensive AJCC involved the evaluator's on-site review of the center, an in-person meeting with center leadership and WIOA partner representatives, review of supporting documentation, development of a draft Hallmarks of Excellence narrative, on-site review of the draft with center leadership, and finalization of the attached application/matrix. The content and intensity of the process ensured that all quality indicators were considered in assignment of rankings for each hallmark.

Based on evidence provided by representatives of the local workforce system, the independent evaluator ranked each hallmark in accordance with guidelines established by the EDD and the CWDB. As the result of this process, our AJCC scored a total of 30, with each of the hallmarks being ranked no lower than three (3). Both our team and evaluator, David Shinder, relied on technical assistance from CWDB representatives with regard to the format and organization of information provided. As a result of this guidance, please note that the "continuous improvement plan" for each hallmark is embedded within the matrix.

**ATTACHMENT:**

Comprehensive AJCC Certification Matrix Hallmarks of Excellence

## Comprehensive AJCC Certification Matrix Hallmarks of Excellence

The Hallmarks of Excellence America's Job Center of California<sup>SM</sup> (AJCC) Certification is intended to encourage continuous improvement by identifying areas where an AJCC may be exceeding quality expectations, as well as areas where improvement is needed. These were developed in alignment with Training and Employment and Guidance Letter 4-15, California's Unified Strategic Workforce Development Plan (State Plan), and the AJCC Certification Workgroup's vision for California's One-Stop delivery system.

### Hallmarks of Excellence Ranking

Each individual Hallmark of Excellence is ranked on a scale of 1 to 5:

1. No progress on the hallmark at this time.
2. Have started progress on the hallmark but not yet satisfactory.
3. Have a satisfactory amount of the hallmark in place the majority of the time.
4. Significantly meeting the hallmark with room for improvement.
5. Achieving and excelling at the hallmark.

In order to receive a Hallmarks of Excellence AJCC Certification, an AJCC must have first met Baseline AJCC Certification and then receive a ranking of a least 3 for each of the Hallmarks of Excellence.

The matrix below describes each Hallmark of Excellence and provides associated quality indicators that should be used by the evaluator when documenting the rationale for each ranking. The evaluator must also provide continuous improvement goals and recommendations that Local Boards can use as they work with each comprehensive AJCC to develop a separate continuous improvement plan with target dates.

Local Boards must submit a completed matrix and continuous improvement plan to their Regional Advisor for each comprehensive AJCC by June 30, 2018.

Name of Local Board: **Fresno Regional Workforce Development Board**

Name of AJCC: **Workforce Connection Comprehensive AJCC**

**Hallmark of Excellence #1**

**The AJCC physical location and facility enhances the customer experience**

**Characteristics of a High Quality AJCC**

- a. The physical layout of the AJCC must inform and engage customers in staff-supported activities and allow for workshops, group meetings and a robust basic career services, rather than moving all customers to the AJCC resource room computers to conduct a job search.

**California State Plan Vision and Strategies**

- a. The vision for the AJCC system in California, is to provide seamless customer-centered services focused on demand driven skills attainment and upward mobility for all Californians. The services should be delivered by aligning, coordinating, and integrating the programs and services of required and optional partners.
- b. AJCCs must be a professional and clean, environment where customers are greeted as they enter the AJCC. Information should be readily available about all partner program services, including how to access them.

**Quality Indicators**

- a. The location of the AJCC is convenient for customers (including those with barriers to employment). It has adequate parking and is accessible by public transportation (where available).
- b. External signage clearly identifies the location as an AJCC and meets the branding requirements of Workforce Services Information Notice 12-43.
- c. The AJCC is clean with a professional appearance.
- d. The AJCC is designed so that it is easy for customers to access services, resources, and staff assistance.
- e. The AJCC's resource area is neat, has adequate workstations to meet customer demand, and the equipment is in working order.
- f. The AJCC has adequate space available for customer reception, workshops, on-site employer recruitment events, itinerate partners, and job center staff.
- g. The AJCC has internal signage to help customers easily navigate the AJCC.
- h. Emergency evacuation procedures are in place and those procedures address the needs of individuals with disabilities.
- i. Adequate safety and security precautions are in place to protect both customers and staff.

**Hallmark of Excellence #1 - The AJCC physical location and facility enhances the customer experience**

**Assessment of the AJCC,s Strengths and Continuous Improvement Opportunities:**

There is one comprehensive AJCC within the local area served by the Fresno Regional Workforce Development Board (FRWDB): the Workforce Connection facility located at 3302 N. Blackstone Avenue in Fresno. The center occupies 32,768 sq. ft. of space within a retail/mixed use plaza. The facility has been in operation as a one-stop/AJCC since 2001 and the interior has been specifically designed to accommodate the one-stop operations of the local workforce system.

Fresno is a large county covering 6,011 square miles, with a population currently estimated at just under 1 million. To ensure access to communities throughout the county, FRWDB has four affiliate AJCCs, which are located in Coalinga, Mendota, Selma and Reedley.

In consideration of federal guidance pertaining to the characteristics of a high quality AJCC, AJCC strategies and vision expressed within the State Plan and quality indicators for this Hallmark of Excellence, representatives of the local workforce system identified numerous areas of strength and some continuous improvement opportunities. These include:

Strengths:

1. The center is convenient for residents of Fresno and neighboring cities. The center experiences between 18,000 and 25,000 customer visits per year. It is centrally located on Blackstone Avenue, a major North-South thoroughfare. The facility itself is located within the Manchester Mall complex, with the AJCC accessible from both outside and inside the mall. The complex is freeway-close, located within a block of State Route 41. The location provides the center with very high visibility to the general public and to customers of other organizations with a presence at the mall, including Fresno Adult School, a WIOA Youth Services Program, a Charter School, a private trade school, and a local utility agency. All exterior entrances have double doors, which are wide enough for customers using wheelchairs. For customers using public transportation, a major bus interchange is located in front of the facility on Blackstone Avenue. This hub makes it easy to reach the AJCC from virtually any location in the County. Customers driving to the facility will find ample free parking within the large lot that encircles the mall.
2. Normally, exterior signage affixed to the building is highly visible to customers and passers-by. Temporarily, during a current renovation project, a banner is in place, which also points customers to the facility. The AJCC is co-branded as Workforce Connection and AJCC. The local Workforce Connection brand is widely known within the county, as it has been used since 2001. Signage at the entrance makes customers aware that the center is a "proud partner of the America's Job Centers of California." The AJCC brand is also found on the center's website and on various publications and resources of the local workforce development delivery system. Signage meets state branding requirements.



3. The center is professional and well organized. Due to its high traffic, the center is thoroughly cleaned on a daily basis. Maintaining a businesslike environment and a sense of order is very important to center leadership. Staff is professionally attired and is mindful of setting a high standard for customers. In addition, center staff enforces rules that contribute to the professional atmosphere of the AJCC. Customers must abide by rules of appropriate comportment and dress at all times.
4. The design of the facility and the flow of services make it easy for customers to use the center and to access resources. Workforce Connection staff is committed to ensuring that customers receive maximum benefit from their use of the center and their participation in workforce system services and programs. The reception area and resource room are well staffed to ensure that customers, particularly those visiting for the first time, get the information and access to resources that they need. A structured orientation process makes customers aware of the wide variety of services available at the center, through WIOA Title I programs and programs provided by system partners. Orientation content will soon be posted on the web. Services are accessible to customers of all types, including persons with disabilities and others with barriers to employment.
5. As indicated, the resource area is clean and very well organized. There are 42 workstations available to clients in the resource room. To support customers with disabilities, one station is fully accessible and equipped with assistive technology software and TTY is available. Customers will also find laser printers, a copy machine, fax, and telephones available for their use. By regularly servicing equipment, it remains in working order. Customers are surveyed regarding the resource room and their satisfaction with the equipment, services and support that is available.
6. The center's reception area has sufficient seating to manage customer flow. There is a varied height counter to ensure that standing customers and those using wheelchairs are comfortable while engaging with reception staff. With the addition of three VOS Greeter stations, the reception area will undergo some remodeling to ensure efficiency. Six large workshops rooms are available to host groups of various sizes. Overflow space is available nearby within the facility that Fresno Adult School occupies at the mall. Large recruitment events have been held within the one-stop, with open space in the mall having been reserved for events attended by hundreds of individuals. Work areas provide ample space for staff to meet with customers and there are private spaces for conducting interviews and assessments. A designated children's play area is also available near the lobby.
7. Meeting rooms are numbered (with signage in Braille) and cubicles display the name and organizational affiliation of staff. Directional signage is used to lead customers to exits, restrooms and meeting spaces.
8. Emergency evacuation procedures are in place. A Red Team oversees regular drills and captains have been assigned to lead evacuations in various portions of the building. Training in safety procedures has been provided to staff. Active shooter training will be scheduled.

9. There are numerous safety and security measures in place. Staff members are issued badges to provide them access to secured areas of the facility. Within the center, a Security Guard is on hand, while mall security patrols the parking lot outside and the mall's interior space. Security cameras are in use and a "panic button" system will be installed within the next 60 days. Supplementing the Center's security efforts is a Police Substation located in the mall.

Continuous Improvement Opportunities:

1. While the facility operates at a high level of efficiency and services are coordinated across partner programs, numerous opportunities exist to further align and, potentially, integrate services to serve AJCC customers even more effectively. The partners should examine where integration can lead to service improvements.

**Hallmark of Excellence #1 Ranking (1-5) : 4.5**

**Rationale for This Ranking:**

Based on evidence provided regarding how the AJCC location and facility enhance the customer experience, this hallmark has been ranked as 4.5, signifying that the AJCC is performing higher than "significantly meeting the hallmark with room for improvement."

Key factors in assigning this ranking include the following:

- Location is central and the center is highly visible to the public
- Accessibility for persons with disabilities and welcoming to all customer groups
- Space lay-out and versatility
- Availability of equipment for clients' use
- Co-branding of the center as Workforce Connection and AJCC
- Professional appearance of the center
- Convenience for customers driving cars and those using public transportation
- Design and flow of reception to services
- Resource center design and flow
- Emergency procedures
- Safety and security, including proximity to local police

**Hallmark of Excellence #1 - The AJCC physical location and facility enhances the customer experience**

**Continuous Improvement Goals and Recommendations:**

Based on the continuous improvement opportunities identified during the assessment process, representatives of the Workforce Connection Comprehensive AJCC have established the following goals, which constitute the Quality Improvement Plan for this Hallmark.

1. Engage the partners in discussions regarding service coordination, alignment and integration within the AJCC to determine if there are opportunities to improve services or service delivery. Based on agreed upon recommendations, construct a plan to develop and implement improvements.

*Target Date for Achieving Improvement Goal: February 2019*

2. Schedule and conduct active shooter training for all staff working at the AJCC.

*Target Date for Achieving Improvement Goal: July 2018*

**Hallmark of Excellence #2**

**The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.**

**US DOL Characteristics of a High Quality AJCC**

- a. Reflect a welcoming environment to all customer groups who are served by the AJCC. All AJCC staff are courteous, polite, responsive, and helpful to job seekers, businesses, and others who visit the AJCC. Staff are sensitive to the unique needs of individuals with disabilities and are prepared to provide necessary accommodations.
- b. Ensure meaningful access to all customers. AJCCs must be physically and programmatically accessible to all customers, including individuals with disabilities. In so doing, AJCCs use principles of universal design and human-centered design, such as flexibility in space usage, the use of pictorial, written, verbal and tactile modes to present information for customers with disabilities or limited English proficiency; providing clear lines of sight to information for seated or standing users; providing necessary accommodations; and providing adequate space for the use of assistive devices or personal assistants. AJCCs use assistive technology and flexible business hours to meet the range of customer needs.
- c. Include both virtual and center-based service delivery for job seekers, workers, and employers. Both methods of delivery support the talent needs of the regional economy, although each may better serve different customers with different levels of service needs at any given time. The system can expand its reach by delivering robust virtual services; and increasing the accessibility of those services through community partners, such as libraries, community and faith-based organizations, and other partners.

**California State Plan Vision and Strategies**

- a. Enabling upward mobility for all Californians including populations with barriers to employment. Workforce and education programs need to be accessible for all Californians and ensure that everyone has access to a marketable set of skills and is able to access the level of education necessary to ensure economic self-sufficiency and security.

**Hallmark of Excellence #2 - The AJCC ensures universal access, with an emphasis on individuals with barriers to employment**

**Quality Indicators**

- a. All AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
- b. The local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
- c. The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.
- d. The AJCC uses the principles of universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.
- e. The AJCC implements the veteran's preference and priority of service requirements.
- f. The AJCC provides services outside of regular business hours where there is a workforce need as defined by the Local Board.
- g. The AJCC delivers both AJCC-based and virtual services.
- h. The AJCC ensures that individuals with disabilities are able to access virtual services in a manner that is comparable to the access available to others.

**Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:**

The Workforce Connection AJCC ensures universal access to customers and strives to meet the unique needs of every individual, regardless of his or her barriers to employment. The center's service delivery model provides strong support to customers from their first point of contact with center staff. In addition to ensuring that the facility, equipment and resources meet the needs of a diverse clientele and address the barriers they face, staff orients customers to the full range of programs and services that are available at the center and throughout the local workforce system. The better informed the AJCC's customers are, the better the decisions they will make regarding services and careers.

In consideration of federal guidance pertaining to the characteristics of a high quality AJCC, AJCC strategies and vision expressed within the State Plan and quality indicators for this Hallmark of Excellence, representatives of the local workforce system identified numerous

areas of strength and some continuous improvement opportunities. These include:

Strengths:

1. The center serves a highly diverse clientele reflecting the overall diversity of Fresno County, which is home to people of many cultures, languages and faiths. AJCC staff mirrors this diversity, coming from a wide range of backgrounds. Spanish, Hmong, Tagalog and other languages are spoken by staff working at the AJCC. Many of the staff have participated in diversity training through their employers. This training often focuses on how to work effectively with diverse populations. Training also reflects changes to State laws that touch upon diversity issues, such as recent legislation concerning transgender individuals.
2. The WDB's Equal Opportunity Officer is responsible for updating equal opportunity policies, as changes in law and regulations occur. Annually, FRWDB is monitored by the State for compliance. Center staff receives training in equal opportunity policies at the time they are hired and as changes are made.
3. FRWDB has recently updated the Limited English Proficiency (LEP) Plan for the local workforce development system, which includes the comprehensive AJCC. The plan provides assurance that an annual assessment of languages spoken by customers will be completed. It also describes other ways in which WDB and center leadership will monitor services provided to LEP customers. These include the following: documents will be translated; interpreter services will be made available, as needed; and staff assistance will be provided to help individuals with limited English proficiency understand the services that are available through the center and the local workforce system.
4. Leadership has used customer input to design and develop various features of the facility and services offered to customers. Methods to gather customer input include analysis of survey results and customer evaluations of services and processes (e.g. orientation) and focus groups. Stakeholders have also participated as teams in providing input on center design and services, thereby including perspectives from programs that serve a very broad range of customers.
5. The AJCC meets all federal requirements with regard to veterans' preference and priority of service.
6. The AJCC provides the full range of career services during regular business hours, Monday through Friday from 8:00 a.m. until 5:00 p.m. Training is occasionally provided at the center on Saturdays. Center staff provides other services outside traditional work hours, such as rapid response (including activities to cover all work shifts affected by downsizing), recruitment and hiring events that occur before or after regular work hours, and participating in community events, such as resource fairs, that often take place on weekends.
7. Virtual services provided by the center and the local workforce system include being

able to register for an AJCC orientation. Links to partner services allow customers to complete an application for Department of Rehabilitation Services (DOR) and applications for various services provided by the Fresno County Department of Social Services. Businesses can register online for services provided by the WDB and the AJCC. The EDD CalJOBS system provides a host of web-based services for both job seekers and business customers.

8. The new Workforce Connection website will be reviewed for accessibility by representatives of DOR. Partners offering web-based services need to confirm their accessibility.

Continuous Improvement Opportunities:

1. Center leadership has embraced customer-centered design and clearly has a strong customer focus with regard to developing and implementing services. To further strengthen this focus, all staff and system partners should be oriented to the principles of universal and customer-centered design.
2. Virtual services are part of the local delivery system. It seems likely that there are more virtual services available through the local workforce system than have been accounted for. The partners should assess what is currently available and discuss the merits of making even more services available online for job seekers and businesses.
3. An assessment regarding the accessibility of virtual services for individuals with disabilities should be conducted.

**Hallmark of Excellence #2 - The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.**

**Hallmark of Excellence #2 Ranking (1-5):**   4  

**Rationale for This Ranking:**

Based on evidence provided regarding how the center ensures universal access for all customers, including individuals with disabilities, this hallmark has been ranked as 4, signifying that the AJCC is “significantly meeting the hallmark with room for improvement.”

Key factors in assigning this ranking include:

- Staff is experienced at working with diverse customers
- Staff diversity, including cultural and linguistic skills
- Many staff have participated in training on various topics related to diversity
- Center/system staff providing services after hours
- Actions taken to ensure services and program accessibility for customers with disabilities
- The LEP Plan has recently been updated
- Annual equal opportunity policy updates and staff training
- Customer-focused center design
- Priority services for veterans
- Availability of virtual services for job seekers and businesses

**Continuous Improvement Goals and Recommendations:**

Based on the continuous improvement opportunities identified during the assessment process, the representatives of the Workforce Connection Comprehensive AJCC have established the following goals, which constitute the Quality Improvement Plan for this Hallmark.

1. Conduct an assessment/scan of virtual services currently available for job seekers and business that are provided by the local workforce system partners.

*Target Date for Achieving Improvement Goal:* July 2018

2. Using the results of the scan as a reference, engage the partners in discussions about additional virtual services that could benefit customers. Develop a plan reflecting agreed upon recommendations.

*Target Date for Achieving Improvement Goal:* January 2019

3. Request information from partners regarding how the accessibility of their virtual services has been tested and confirmed.

*Target Date for Achieving Improvement Goal:* November 2018



**Hallmark of Excellence #3**

**The AJCC actively supports the One-Stop system through effective partnerships**

**US DOL Characteristics of a High Quality AJCC**

- a. Reflect the establishment of robust partnerships among partners. The AJCC operator facilitates an integrated, co-located partnership that seamlessly incorporates the services of all the AJCC partners.

**California State Plan Vision and Strategies**

- a. Aligning, coordinating, and integrating programs and services to economize limited resources while also providing the right services to clients, based on each client's particular and potentially unique needs so as to facilitate skills-attainment.

**Quality Indicators**

- a. A system is in place to assess the satisfaction of both colocated and non-colocated partners with the AJCC and its services.
- b. Both colocated and non-colocated partners believe that the AJCC adds value to their program and their customers.
- c. The required AJCC partners meet on a regular basis to discuss the One-Stop system and the AJCC's contribution to the system and make recommendations for continuous improvement.
- d. The AJCC actively outreaches and provides access to non-colocated partner customers to participate in AJCC-based services, such as workshops and recruitment events.
- e. An inventory and overview of all partner services is available to all AJCC staff and all AJCC staff has received an orientation to all partner programs and services.
- f. One-Stop system marketing materials have been developed that overview all partner services for distribution to customers at the AJCC and at all non-colocated partner locations.
- g. The AJCC's partner referral process (as outlined in the Memorandum of Understanding) is being implemented with a focus on quality referrals that are likely to convert to service.
- h. Referrals are recorded and a system is in place for partners to follow-through and report progress on referrals made.

- i. The AJCC connects to the community through multiple community partnerships and community access points.

**Hallmark of Excellence #3 - The AJCC actively supports the One-Stop system through effective partnerships**

**Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:**

The local workforce development system includes active participation from the full range of partners prescribed by WIOA. While many of these relationships are decades old, the strength of these partnerships has only intensified in recent years as stakeholders have worked together on various projects to address critical workforce issues, including changing skill requirements within key sectors, a limited pool of experienced workers and the need to more effectively engage individuals with few skills and little work experience. While the workforce partnership in Fresno County includes the same stakeholders present in other local workforce areas, the true effectiveness of the local partners in meeting the needs of business and job seekers sets the system and the center apart.

In consideration of federal guidance pertaining to the characteristics of a high quality AJCC, AJCC strategies and vision expressed within the State Plan and quality indicators for this Hallmark of Excellence, representatives of the local workforce system identified numerous areas of strength and some continuous improvement opportunities. These include:

Strengths:

1. Monthly Site Council meetings, to which all co-located and non-co-located partners are invited, provide an opportunity for sharing information about center-based events, AJCC operations, changes in partner services and myriad other topics, including partners' satisfaction with the AJCC and the partnership. It is not uncommon for partner representatives to make recommendations about center services or the ways in which the stakeholders interact with one another, such as making referrals among agencies. While this informal process for securing input from partners has been effective in terms of making system improvements, leadership of the AJCC is committed to implementing a more structured process to collect data that can be used to identify issues and implement solutions.
2. Again, while no formal survey process has yet been implemented, there is ample evidence to suggest that the partners find value in the services of the AJCC and in the partnerships that comprise the local workforce system. The fact that many partners have chosen to co-locate within the center indicates that they see value in working alongside organizations that serve customers with circumstances and service needs that are similar to those of their clients. The center serves as a hub of referrals among partners and for co-enrollment and co-case management. Each of the stakeholders finds value in distinct aspects of the partnership's and the

center's services. For instance, Wagner-Peyser representatives and others working for EDD have remarked on the value that the center offers in terms of providing information on skills development and training. The OAA Title V program uses the center as a worksite, while the Department of Social Services (DSS) conducts on-site screening and provides services to customers at the center. The development and implementation of a survey system will enable the center to further assess the value partners believe the AJCC provides their organizations, programs and customers.

3. The Site Council meetings are the principal forum for information sharing among the partners. Stakeholders regularly discuss center operations and opportunities to improve services and coordination among the partners.
4. The AJCC uses several strategies to promote the participation of non-co-located partners' customers in center services. Information sharing among partner leadership has proven to be an effective method to outreach to partner customers. This is particularly true with regard to hiring events. To supplement information shared in meetings, email is used as a means of promoting recruitments, workshops, and the availability of training and services. Direct contact with partners' customers also occurs through various outreach efforts, such as presentations to students at Fresno Adult School.
5. The MOU executed among the partners expresses the commitment of all local stakeholders to developing and implementing a referral process that will result in customers being referred to partners, programs and services that will meet their unique needs and address barriers. The current process for referrals is being replaced with a new system (CommunityPro) that will enable partners to more easily track and follow-up on referrals. Community Pro enables partners to easily share data across agencies. It eliminates redundancy and waste, offers an integrated referral management and reporting system, and allows each agency to keep and enhance its current IT system.
6. FRWDB and the AJCC have worked to develop relationships with community-based organizations (CBOs) that have strong ties to neighborhoods and target groups. It can be difficult for the workforce system to gain acceptance and trust in communities where residents have historically had tenuous attachment to the labor market. By leveraging ties that CBOs have with at-risk populations, the system has been able to establish community on-ramps to the AJCC. These organizations promote workforce services within their communities and refer participants for services.

Continuous Improvement Opportunities:

1. The system could benefit from adoption of a formal method to assess partner satisfaction. Data derived could be analyzed and compared over time to determine the effectiveness of the system and responsiveness of AJCC leadership to recommendations of the system stakeholders.

2. The AJCC should develop an inventory of all partner programs and services, along with information on eligibility, and provide an orientation to all center staff and system partners.
3. The myriad materials used to promote local workforce services inform potential customers about a vast array of opportunities made available by many local providers of all types and sizes. The center and the partners would benefit from system-focused marketing that communicates functions and benefits of the AJCC and the overall workforce development delivery system in Fresno County.
4. Referrals are being made among the workforce partners on a daily basis. A system to track and follow-up on referrals would provide stakeholders with information on the results of the referrals they make.

**Hallmark of Excellence #3 Ranking (1-5) : 4**

**Rationale for This Ranking:**

Based on evidence provided regarding how the AJCC supports the one-stop system through effective partnerships, this hallmark has been ranked as 4, signifying that the center is "significantly meeting the hallmark with room for improvement."

Key factors in assigning this ranking include:

- Site Council meetings provide an opportunity for information sharing and discussion among the partners
- Partners' actions suggest that they find value in the AJCC
- Systems are in place to recruit partners' customers to participate in AJCC services
- An effective recruitment process is in place
- CBOs serve as community on-ramps to the AJCC

**Hallmark of Excellence #3 - The AJCC actively supports the One-Stop system through effective partnerships**

**Continuous Improvement Goals and Recommendations:**

Based on the continuous improvement opportunities identified during the assessment process, representatives of the Workforce Connection Comprehensive AJCC have established the following goals, which constitute the Quality Improvement Plan for this Hallmark.

1. Develop and implement a process to survey partners' satisfaction with the AJCC and the overall system, along with the value they believe the center provides their program and customers.

*Target Date for Achieving Improvement Goal: July 2019*

2. Engage the partners in a discussion on opportunities to develop a system marketing brochure that highlights key functions and benefits of the system, rather than any particular program or provider.

*Target Date for Achieving Improvement Goal: February 2019*

3. Implement a system to track referrals and the results of referrals.

*Target Date for Achieving Improvement Goal: July 2019*

**Hallmark of Excellence #4**

**The AJCC provides integrated, customer-centered services**

**US DOL Characteristics of a High Quality AJCC**

- a. Organize and integrate services by function (rather than by program); when permitted by a program’s authorizing statute and as appropriate, and by coordinating staff communication, capacity building, and training efforts. Functional alignment includes having AJCC staff who perform similar tasks serve on relevant functional teams, e.g. skills development team. Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program.
- b. Use an integrated and expert intake process for all customers entering the AJCCs. Frontline staff are highly familiar with the functions and basic eligibility requirements of each program, and can appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate given the authorized scope of the program.
- c. Develop and maintain integrated case management systems that inform customer service throughout the customer’s interaction with the integrated system and allows information collected from customers at intake to be captured. Customer information is properly secured in accordance with personally identifiable information guidelines, and facilitated as appropriate, with the necessary MOU or other forms of confidentiality and data sharing agreements. Data, however, would be shared with other programs, within the One-Stop system only after the informed written consent of the individual has been obtained, where required.

**California State Plan Vision and Strategies**

- a. Integrated Service Delivery: braiding resources and coordinating services at the local level to meet client needs.
- b. Customer-Centered Service Design: use of customer centered design to involve frontline staff and customers in the development, prototyping and evaluation of AJCC services, resources, tools, and systems.

**Hallmark of Excellence #4 - The AJCC provides integrated, customer-centered services**

**Quality Indicators**

- a. AJCC staff identifies with the AJCC system (and not just their specific program), believes that all AJCC customers are shared customers, and contributes to providing a positive AJCC experience for every AJCC customer.
- b. AJCC staff have received customer service and customer-centered design training
- c. AJCC staff is cross-trained in program partner eligibility and services, so they have the capacity to functionally serve customers well.
- d. The AJCC has clearly identified the roles, responsibilities, and authorities of both functional leaders and the supervisors of program partners and the AJCC has an integrated functional organizational chart.
- e. The AJCC has a system in place to promptly greet all AJCC customers, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible
- f. The AJCC has developed integrated customer flow procedures that respond to customer need and moves customers seamlessly between AJCC entry and service delivery with as few hand-offs as possible.
- g. All AJCC colocated partners have identified the Career Services that are applicable to their program and the AJCC has developed methods to align/integrate the delivery of those services.
- h. The AJCC has establish protocols to co-enroll customers in more than one partner program when there is value to customers and has a strategy for effectively sharing case management when customers are co-enrolled.

**Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:**

The workforce development delivery system led by the Fresno Regional Workforce Development Board and the Workforce Connection comprehensive AJCC has a decades-long history of working to bring together employment- and training-related resources and programs throughout Fresno County. Disparate programs have always shared in common their concentration on meeting the needs of customers, many of whom have little preparation for work and multiple barriers to employment. For far too long, much of the work of the system stakeholders was done in siloes, with information being shared, but little happening in the way of coordination. Over the last 17 years, the center has increasingly become the hub of workforce development activity, with EDD, the county's Department of Social Services and the State

Department of Rehabilitation playing ever-larger roles. While full alignment and integration have yet to be achieved, the workforce system in Fresno includes active participation by all partners and an intensive focus on meeting customers' needs.

In consideration of federal guidance pertaining to the characteristics of a high quality AJCC, AJCC strategies and vision expressed within the State Plan and quality indicators for this Hallmark of Excellence, representatives of the local workforce system identified numerous areas of strength and some continuous improvement opportunities. These include:

Strengths:

1. Those working at the center identify with both the AJCC system and the organization they work for. Despite the natural inclination to identify with one's employer and, perhaps, with a particular program that funds one's position, AJCC staff relate strongly to the Workforce Connection and AJCC brands. In part, this is due to the years that the co-branding has now been in place, but it also due to the culture of the center, which is one that values customers and staff and recognizes good work. Center staff knows that customers are initially shared by the system, but will likely be served by one or more partners whose programs are best prepared to meet their needs. Staff's ability to think like a system is evident and will continue to evolve as "the partnership" and "the system" are emphasized by center leadership.
2. Staff working for various partners identified several training topics and sessions that they have participated in that dealt with customer service and ways to improve the customer experience. Center leadership and partners agreed that all staff working in the center could benefit from additional, so that all have a common reference point about providing excellent customer service. Few staff have yet participated in training on customer-centered design. However, leadership is supportive of all staff developing a common understanding of how a customer-centered design approach can be used to improve services and the ways in which they are delivered to customers.
3. The center has a system in place to promptly greet customers and to get to them to the services they need. While a traditional orientation is used to fully inform new customers about the availability and structure of AJCC services, following a brief introduction and overview of AJCC services, they can immediately begin to use the resource room to initiate career exploration or may be served by a particular program for which they are qualified.
4. Center staff attempts to move customers to services as quickly as possible, including both those ready for job search and those needing extensive workforce preparation. Such individuals can connect quickly to services available in the resource room (job leads, resources for updating one's resumes, ability to apply on-line for jobs). Based on specific needs and circumstances, some customers are also quickly directed to particular partners or programs, such as DSS, DoR or



Title V. For those seeking staff assistance with services available under Title I, the center uses a process where a team reviews programs and services best suited to the customer and approves participation in those services.

5. The partners have completed a process under which they identified the Career Services provided by their organizations and programs. The AJCC has been and remains open to utilizing processes developed by the full range of partners. Currently, center staff accepts results of a variety of assessments that cover key areas necessary to make career decisions. Various providers, including non-co-located partners and CBOs acting as community on-ramps are providing orientations to potential customers before they ever reach the center and the AJCC is accepting these orientations.
6. Co-enrollment occurs frequently between programs and among providers and is driven by the fact that some customers have needs and barriers that can be best addressed through a partnership approach, where distinct services are provided to address specific issues. DSS representatives cite examples of customers having received TANF-funded support services, where WIOA covers the costs of training. Similar examples were cited by EDD and DoR representatives about how co-enrollment helps to meet a variety of needs. Co-case management approaches are still evolving and currently include structured communications between those providing the services. The lack of a common case management system among the providers and the importance of privacy protection of clients make co-case management difficult.

Continuous Improvement Opportunities:

1. While partner staff is co-located in the same facility, individuals performing the same or similar functions do not necessarily coordinate work around that function. This may result in duplication of effort and missed opportunities to leverage resources. The partners should examine the value of increased coordination around key functions (e.g. recruitment, assessment, service planning, business outreach).
2. AJCC staff is not fully familiar with the functions and eligibility requirements of all partner programs. All staff working at the center and across the workforce system should receive training about all workforce partner programs and the eligibility requirements for individuals to participate in these programs.
3. Workforce Connection staff and services are customer-focused. However, staff representing the various partners has significantly different levels of understanding about strategies that ensure all customers have a positive experience and outcomes as the result of participating in workforce services. Staff could benefit from additional training in customer service and customer-centered design.

**Hallmark of Excellence #4 - The AJCC provides integrated, customer-centered services**

**Hallmark of Excellence #4 Ranking (1-5) : 3**

**Rationale for This Ranking:**

Based on evidence presented about how the AJCC provides integrated, customer-centered services, this hallmark has been ranked as 3, signifying that the center has "a satisfactory amount of the hallmark in place the majority of the time."

Key factors in assigning this ranking include:

- Staff identify with both the AJCC system and the organization they work for
- A system is in place to promptly greet customers and to get to them to services they need
- Center staff attempts to move clients to services as quickly as possible
- The partners provide Career Services at the center
- Co-enrollment occurs frequently between programs and among providers

**Continuous Improvement Goals and Recommendations:**

Based on the continuous improvement opportunities identified during the assessment process, the representatives of the Workforce Connection Comprehensive AJCC have established the following goals, which constitute the Quality Improvement Plan for this Hallmark.

1. Engage the partners in discussions on opportunities to better coordinate services around common functions. Develop a plan to implement agreed upon recommendations.

*Target Date for Achieving Improvement Goal: July 2019*

2. Develop and schedule training for all AJCC and system staff regarding partner programs, services and eligibility requirements.

*Target Date for Achieving Improvement Goal: December 2019*

3. Identify providers of and schedule training in customer service and customer centered design.

*Target Date for Achieving Improvement Goal: July 2019*

**Hallmark of Excellence #5**

**The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathways.**

**US DOL Characteristics of a High Quality AJCC**

- a. Improve the skills of job seeker and worker customers. AJCCs offer access to education and training leading to industry-recognized credentials through the use of career pathways, apprenticeships, and other strategies that enable customers to compete successfully in today's global economy.
- b. Value skill development by assessing and improving each individual's basic, occupational, and employability skills.
- c. Balance traditional labor exchange services with strategic talent development within a regional economy.
- d. Create opportunities for individuals at all skill levels and levels of experience by providing customers as much timely, labor market, job-driven information and, choice as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services.

**California State Plan Vision and Strategies**

- a. Career Pathways: enabling of progressive skills development through education and training programs, using multiple entry and exit points, so that each level of skills development corresponds with a labor market payoff for those being trained or educated and results in industry-recognized credentials.
- b. Earn and Learn: using training and education best practices that combine applied learning opportunities with material compensation while facilitating skills development in the context of actual labor market participation.
- c. Supportive Services: providing ancillary services like childcare, transportation, and counseling to facilitate program completion by those enrolled in training and education courses.
- d. AJCCs as an access point for programs that provide for "demand-driven skills attainment." From this perspective, AJCCs will be operated as an "on ramp" or "gateway" to the "Regional Sector Pathways" programs either built-out or identified through the regional planning process described above.
- e. AJCCs will continue to provide the full array of Career Services and function as labor exchanges but there will be much greater emphasis on treating AJCCs as an access point for education and training services for those who want and need it.

**Hallmark of Excellence #5 - The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathways**

**Quality Indicators**

- a. All AJCC staff (i.e., the staff of all colocated partners regardless of staff position or program) value both skill development and employment outcomes and know how they can promote and contribute to both.
- b. All AJCC staff knows the regional target sectors, can identify regional sector career pathways, and can understand what those mean in terms of providing services to customers.
- c. The AJCC has skill development and training opportunities for customers at all skill and experience levels.
- d. The AJCC has robust training services and staff assists customers in accessing and enrolling in these services, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship.
- e. AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials.
- f. The AJCC does not implement a “sequence of service requirement” for training and does not have cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials.
- g. The AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.
- h. The AJCC strives to increase the number and percentage of all AJCC customers receiving skill development and training services resulting in industry recognized credentials.

**Hallmark of Excellence #5 - The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathways**

**Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:**

Its success in preparing job seekers to participate in and complete training is an accomplishment of the comprehensive AJCC that partners, job seekers and businesses all recognize. The center has established a reputation for offering resources that enable job seekers to research labor market conditions, job requirements, and skills needed to enter demand occupations within the region. In addition, the FRWDB's work in assembling an eligible training provider list with diverse offerings makes the AJCC an attractive option for customers that need assistance in selecting an appropriate program and provider. Many local partners have come to value the center's role as a broker of and an onramp to training. Businesses also recognize that the local board is an extremely valuable resource for the development of training to meet industry needs. The intensive engagement between business services staff and industry leaders has led to the development of new curricula for manufacturing, construction and other priority sectors. Businesses have vetted some courses and recognize the credentials of workers having successfully completed this training.

In consideration of federal guidance pertaining to the characteristics of a high quality AJCC, AJCC strategies and vision expressed within the State Plan and quality indicators for this Hallmark of Excellence, representatives of the local workforce system identified numerous areas of strength and some continuous improvement opportunities. These include:

**Strengths:**

1. Staff focuses on both skills development and employment outcomes, recognizing that some individuals will need training to compete for jobs and others have sufficient skills to enter the labor market. Assumptions are not made about the services that a customer needs as she or he walks into the center. A customer's background, experience, current skill sets, income needs and personal preferences are some of the principal factors that drive decisions about services. Based on these factors, a customer may be enrolled in training for skills development or assisted in directly pursuing employment opportunities using the extensive resources of the AJCC and the network of local workforce system stakeholders.
2. The AJCC has a robust array of training services for job seekers, including various work-based learning models. Again, an extensive list of commercially available training from adult education agencies, community colleges, the California State University system, and private providers of vocational and technical education offers many choices to individuals who need to develop skills required in the

current labor market. Training options also include basic skills, high school completion/equivalency and ESL training for those who need such courses as prerequisites to enrolling in vocational programs. Work-based learning options include OJT, transitional jobs, customized programs for new and incumbent workers, and apprenticeships.

3. As suggested by the preceding item, training is available for customers at all skill and experience levels. For those who are experienced workers needing to add to their skill sets, the center relies heavily on resources from the colleges and the university system.
4. The Workforce Connection center does not utilize a "sequence of service" protocol as a prerequisite for training. Participants, however, must demonstrate suitability for training based on assessment results, the successful completion of a scholarship panel process, and development of a plan to support their completion of training.
5. Supportive services are available under WIOA Title I, TANF, DoR programs and through many other AJCC partners and community-based agencies. The purpose of these services is to enable job seekers to participate in workforce preparation services, training and other activities. Therefore, services generally consist of transportation, childcare, and clothing and tools for training and work.
6. Last year alone, just among WIOA Title I participants using AJCC services, 1,246 customers participated in some form of training. The number of center/system customers that took part in training is exponentially greater when those served by all stakeholders is taken into consideration.

Continuous Improvement Opportunities:

1. Generally, center staff and stakeholders are familiar with the predominant industries within the local labor market area. Overall, center staff is less familiar with the regional target sectors. In addition, not all staff is familiar the hiring, skills and training needs of local and regional target sectors. A better understanding of industry needs and demand jobs in these sectors will improve staff's ability to assist customers in selecting services and in making informed career decisions.
2. Career pathways enable workers to enter and move up in careers through structured skills development protocols. The better staff understands career pathways, the more effective their efforts will be in assisting job seekers in navigating them.

**Hallmark of Excellence #5 Ranking (1-5) : 4**

**Rationale for This Ranking:**

Based on evidence provided regarding how the AJCC is an on-ramp to skills development and credentials related to sectors/pathways, this hallmark has been ranked as 4, signifying that the center is “significantly meeting the hallmark with room for improvement.”

Key factors in assigning this ranking include:

- Staff understands and can assist customers with both skills development and employment services
- The AJCC offers a robust slate of training programs
- The center has strong ties to the education community
- Center staff is experienced in development of work-based training programs
- Training is available for learners of all skill and experience levels
- A sequence of services protocol is not used as a prerequisite for training
- Supportive services are available to participants
- Significant numbers of AJCC customers participate in training each year

**Hallmark of Excellence #5 - The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathways**

**Continuous Improvement Goals and Recommendations:**

Based on the continuous improvement opportunities identified during the assessment process, representatives of the Workforce Connection Comprehensive AJCC have established the following goals, which constitute the Quality Improvement Plan for this Hallmark.

1. Engage the partners in discussions on how to ensure that all staff has a strong baseline understanding of the needs of businesses in local and regional priority sectors. Develop a plan to implement agreed upon strategies.

*Target Date for Achieving Improvement Goal: July 2019*

2. Engage the partners in discussions on how to ensure that all staff understands career pathways related to local and regional priority sectors. Develop a plan to implement agreed upon strategies.

*Target Date for Achieving Improvement Goal: July 2019*



**Hallmark of Excellence #6**

**The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.**

**US DOL Characteristics of a High Quality AJCC**

- a. Design and implement practices that actively engage industry sectors and use economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives.
- b. Develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.

To support area employers and industry sectors most effectively, AJCC staff identify and have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across AJCC partner programs, as appropriate.

This includes the incorporation of an integrated and aligned business services strategy among AJCC partners to present a unified voice for the AJCC in its communications with employers.

Additionally, AJCCs use the forthcoming performance measure(s) on effectiveness in serving employers to support continuous improvement of these services.

**California State Plan Vision and Strategies**

- a. Regional partnerships: building partnerships between industry leaders, workforce professionals, education and training providers, and economic development leaders to develop workforce and education policies that increase job quality and support regional economic growth.
- b. Sector strategies: aligning workforce and education programs with leading and emergent industry sectors' skills needs.
- c. Fostering demand-driven skills attainment: workforce and education programs need to align program content with the state's industry sector needs so as to provide California's high road employers and businesses with the skilled workforce it needs to compete in the global economy.

**Hallmark of Excellence #6 - The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs**

**Quality Indicators**

- a. All AJCC staff has high-knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
- b. The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers
- c. The AJCC promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.
- d. The AJCC has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- e. The AJCC is an integral partner in the implementation of the Local Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.
- f. The AJCC offers a wide range of AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.
- g. The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies the learning for continuous improvement.

### **Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:**

The local workforce development system actively engages businesses in discussions regarding their needs for a skilled workforce. With a focus on those sectors of the greater Fresno labor market that look the most promising in terms of growth and job creation, the WDB leads efforts to gather industry intelligence and develop custom solutions to ensure that a pool of skilled workers is available for local companies. The center is a partner with the WDB in serving businesses, as the AJCC ensures that workers are prepared to meet business requirements by developing basic skills, work habits and behaviors and job-specific/technical skills that are in demand. Center staff also supports the local system's business services strategies by communicating with companies about their hiring needs and referring qualified candidates.

In consideration of federal guidance pertaining to the characteristics of a high quality AJCC, AJCC strategies and vision expressed within the State Plan and quality indicators for this Hallmark of Excellence, representatives of the local workforce system identified numerous areas of strength and some continuous improvement opportunities. These include:

#### **Strengths:**

1. On behalf of the local workforce system, the WDB has developed a structured business services strategy, which includes staff that is specifically focused on key sectors, such as manufacturing, government, public infrastructure and healthcare. This staff, who act on behalf of all workforce system partners, are knowledgeable about the labor market and the sectors they support. They are familiar with major regional employers, their needs and projected hiring.
2. The center and the overall workforce system are focused on growth sectors and the jobs within those industries that are in greatest demand. Training to support the development of talent for these jobs and referral of qualified and skilled candidates is a top priority for the AJCC, the system partners and the FRWDB. While many jobs within key industries are well paid and offer the potential for advancement, some do not. The local board is currently engaged in planning with representatives of other Central Valley WDBs on the development of a regional definition of "quality" job. From a practical standpoint, system stakeholders and AJCC staff understand that jobs paying a living wage denote quality for the job seekers that use the systems services. Other factors denoting quality are paid benefits, work hours, job location and opportunities for advancement and wage increases.
3. Focusing on businesses that employ workers in demand occupations, the WDB surveys businesses regarding their satisfaction with the services they have received from the workforce system (e.g. recruitment, referrals of candidates, OJT) and about the content and quality of services offered by the center to prepare workers for employment. Recommendations from businesses are used to improve services such as orientation, workshops and career counseling. Information

obtained by FRWDB Business Workforce Consultants is also used to inform the center's services and is often the basis for improvements.

4. The AJCC is an instrumental partner in providing services to employers as part of the overall business services strategy of the local workforce system. The WDB maintains a business assistance center in a separate facility from the comprehensive AJCC. Still, the AJCC and its staff provide several services at the center that directly address and support the needs and goals of businesses. These include informing candidates of the requirements of specific jobs for which the center is recruiting, pre-screening candidates for jobs and administering pre-tests. Center staff is also directly involved in developing work-based training programs for business, including OJT and other customized programs. Interactions with business customers on such programs include an assessment of the skills required for the job and the development of training plans to reflect the precise skills that job seekers will need to learn. AJCC staff review work-based programs while in progress and meet with business representatives as training is completed to ensure that participants have demonstrated competency in all identified skill areas.
5. As stated, the local workforce system regularly surveys businesses regarding their satisfaction with programs and services and the information received through these surveys is used to improve the content and quality of services.

Continuous Improvement Opportunities:

1. While center staff and system stakeholders that deal directly with business customers are generally knowledgeable about the regional economy, target sectors, demand jobs and the skills most sought after by employers, many staff have only a cursory knowledge of these subjects. When workforce system staff has a strong understanding of local labor market conditions, they can provide greater and more effective support to customers seeking career guidance and employment assistance. Center staff and partners working throughout the community would benefit from training on how to use local labor market information and on local and regional priority sectors.
2. Both the WDB's business services staff and AJCC staff that support the business services function attempt to coordinate business outreach and engagement activities to reduce redundant contacts and minimize "employer fatigue." However, the precise roles that the local board, the AJCCs and the partners play in this process is continuing to evolve. The system would greatly benefit from a structured plan concerning business engagement that could be agreed to by the partners.

**Hallmark of Excellence #6 - The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs**

**Hallmark of Excellence #6 Ranking (1-5) : 4**

**Rationale for This Ranking:**

Based on evidence provided regarding how the AJCC actively engages industry and labor and supports regional sector strategies, this hallmark has been ranked as 4, signifying that the AJCC is “significantly meeting the hallmark with room for improvement.”

Key factors in assigning this ranking include:

- The local workforce system is focused on demand jobs in priority sectors
- Center staff supports the work of the WDB’s Business Workforce Consultants in providing services to businesses in target sectors
- Staff targets jobs that enable self-sufficiency and reflect customers’ definitions of “quality jobs”
- Center staff assists businesses in recruiting, screening and assessing candidates
- AJCC staff works directly with business on developing work-based learning programs
- The system regularly surveys businesses on their satisfaction with services
- Survey results are used to improve services for business customers

### **Continuous Improvement Goals and Recommendations:**

Based on the continuous improvement opportunities identified during the assessment process, representatives of the Workforce Connection Comprehensive AJCC have established the following goals, which constitute the Quality Improvement Plan for this Hallmark.

1. Identify resources available to provide training to all system stakeholders on using local, up-to-date labor market information to help job seekers explore careers and search for jobs. Separately, develop and implement training on local and regional sectors. Once training resources are identified, schedule training for AJCC staff and partners.

*Target Date for Achieving Improvement Goal: March 2018*

2. Engage the partners in discussions on the roles of the local board, the AJCC and various stakeholders in outreaching to, engaging with and providing services to businesses. Consider benefits of better defining roles. Develop a plan to implement agreed upon strategies.

*Target Date for Achieving Improvement Goal: December 2019*

**Hallmark of Excellence #7**

**The AJCC has high-quality, well-informed, and cross-trained staffing**

**US DOL Characteristics of a High Quality AJCC**

- a. Train and equip AJCC staff in an ongoing learning process with the knowledge, skills, and motivation to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery. Center staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. Cross training allows staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. Center staff are routinely trained and are keenly aware as to how their particular function supports and contributes to the overall vision of the local board.
- b. Staff the center with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the AJCC.

**California State Plan Vision and Strategies**

- a. Certification criteria will include an assessment of professional development and staff capacity building.

**Hallmark of Excellence 7 - The AJCC has high-quality, well-informed, and cross-trained staffing**

**Quality Indicators**

- a. The AJCC has regular staff meetings with all AJCC staff (i.e. the staff of all colocated partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.
- b. Partners have agreed to provide training to all AJCC staff on a regular basis.
- c. There is a capacity building and/or professional development plan for staff and partners.
- d. All AJCC staff has received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners.
- e. All AJCC staff has received training on how to use labor market information to help customers identify career pathways and develop in-demand skills and credentials and find jobs.
- f. All AJCC staff has received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.
- g. All AJCC staff has received training on serving individuals with barriers to employment, including customers with disabilities.
- h. All AJCC staff has received training on providing excellent customer service and customer-centered design.
- i. All AJCC staff has received training on sector strategies, career pathways, job quality and high road training partnerships.

**Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:**

The Workforce Connection comprehensive AJCC has many staff that have worked for the center for more than a decade. Some have worked there even longer. The experience levels of WIOA I staff are rivaled by partner representatives that have equally extensive resumes working in the field of workforce development. Over the years, center staff and stakeholder employees working at other facilities have taken advantage of extensive training hosted by the FRWDB, offered by the center and made available to employees of the various system partners. In the aggregate, the staff who deliver workforce services to job seekers and businesses in Fresno County are a skilled and experienced group of professionals. As the workforce system responds to changing labor market conditions and the needs of priority sectors, staff needs additional training. Local workforce stakeholders must adopt a plan for the structure, content and roll-out of this training.



In consideration of federal guidance pertaining to the characteristics of a high quality AJCC, AJCC strategies and vision expressed within the State Plan and quality indicators for this Hallmark of Excellence, representatives of the local workforce system identified numerous areas of strength and some continuous improvement opportunities. These include:

Strengths:

1. The local workforce system is committed to training. Partners are able to describe training that is offered to new employees as they are onboarded with their respective employers and on-going training that is offered by a variety of organizations (their employers, the FRWDB, the AJCC and partners).
2. Many center and system staff report that they participate in workforce development-related training through conferences, seminars, webinars, workshops and through online content.
3. A Regional Training Plan for the Central Valley has been developed that offers the opportunity to access training in dozens of key workforce topics. FRWDB will coordinate the participation of AJCC and partner staff in this training.
4. Local opportunities for training are available that address the needs of target sectors, such as the annual conference hosted by the San Joaquin Valley Manufacturing Alliance.
5. The MOU developed by the partners expresses their commitment to provide training to one another's staff.
6. Some center staff have been trained on how to use labor market information to assist job seekers and match them to demand jobs. All system staff could benefit from such training.
7. Center staff and partners have participated in a wide range of training sessions dealing with strategies to assist customers with barriers. Some of this training has been focused on individual with disabilities, while other sessions have focused on the re-entry population and disconnected youth.
8. Other topics in which some staff have been trained, but others have not, include: partner services and eligibility; CalJOBS; customer service and customer-centered design; sector strategies, career pathways; and job quality. All system staff could benefit from training in these areas.

Continuous Improvement Opportunities:

1. Given the changing workforce needs of business and the evolving nature of the workforce system in Fresno County, training for workforce professionals should be

more organized and structured. A capacity building and professional development plan would benefit the entire system.

2. While some AJCC and partner staff has received training in key subject areas highlighted under this hallmark, overall staff knowledge in these topics is not pervasive among stakeholder agencies and staff. Additional training would greatly benefit the system and its customers.

**Hallmark of Excellence #7 - The AJCC has high-quality, well-informed, and cross-trained staffing**

**Hallmark of Excellence # 7 Ranking (1-5) : 3**

**Rationale for This Ranking:**

Based on evidence provided regarding how the AJCC develops and maintains high-quality, well-informed and cross-training staff, this hallmark has been ranked as 3, signifying that “a satisfactory amount of the hallmark in place the majority of the time.”

Key factors in assigning this ranking include:

- Many system staff regularly participate in training
- The Regional Training Plan offers many options and opportunities
- The partners’ MOU expresses their commitment to provide training
- System staff have been trained in a wide range of topics that improve their overall ability to serve customers effectively

### **Continuous Improvement Goals and Recommendations:**

Based on the continuous improvement opportunities identified during the assessment process, representatives of the Workforce Connection Comprehensive AJCC have established the following goals, which constitute the Quality Improvement Plan for this Hallmark.

1. Develop a structured training and professional development plan.

*Target Date for Achieving Improvement Goal:* December 2018

2. Establish a training schedule for Program Year 2018-19.

*Target Date for Achieving Improvement Goal:* July 2018

3. For each of the topics listed below, identify and schedule training. In some cases, training may be eligible for support under the Regional Training Initiative.

- Use of labor market information for career development
- Use of CalJOBS
- Customer service
- Customer-centered design
- Sector strategies
- Career pathways
- Identifying quality jobs

*Target Date for Achieving Improvement Goal:* December 2019

**Hallmark of Excellence 8**

**The AJCC achieves business results through data-driven continuous improvement**

**US DOL Characteristics of a High Quality AJCC**

- a. Use common performance indicators to ensure that federal investments in employment and training programs are evidence-based, labor market driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting.
- b. Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and use technology to achieve integration and expanded service offerings.

**California State Plan Vision and Strategies**

- a. Certification criteria will include an assessment of the way the AJCC will use data for continuous improvement.

**Quality Indicators**

- a. The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.
- b. The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.
- c. The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.
- d. The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC's services.
- e. The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.
- f. The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.
- g. The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.

**Hallmark of Excellence #8 - The AJCC achieves business results through data-driven continuous improvement**

**Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:**

The comprehensive AJCC regularly surveys job seekers' satisfaction at various stages of their participation in center services. Similarly, business customers are surveyed on services they receive from the center. Information collected from surveys is used to improve system services, strategies and approaches.

In consideration of federal guidance pertaining to the characteristics of a high quality AJCC, AJCC strategies and vision expressed within the State Plan and quality indicators for this Hallmark of Excellence, representatives of the local workforce system identified numerous areas of strength and some continuous improvement opportunities. These include:

Strengths:

1. The AJCC contributes to the achievement of WIOA performance indicators for all core partners by serving as a hub for labor market information, access to skills training, career services and job placement support. Because all partners and their customers can access these services, the AJCC contributes to skill attainment, employment, earnings and job retention of many individuals that participate in services offered throughout the local workforce development delivery system.
2. Reports on AJCC services and outcomes are reported to the Fresno Regional WDB on a quarterly basis.
3. The center operates in a cost effective manner. Facility costs are shared in accordance with an infrastructure funding agreement.
4. The AJCC has implemented a satisfaction survey that is available to job seekers in the resource room. Surveys may be completed at any point in the service delivery process, such as after workshops. The surveys provide space for comments, which may include concerns, compliments or complaints. The center maintains a formal grievance process and procedures reflecting the requirements of WIOA.
5. Center leadership identifies and secures technical assistance resources as necessary. This may be conducted in coordination with the WDB.

Continuous Improvement Opportunities:

1. Center leadership reports that the data from survey results is used to identify the need for service improvements and to implement solutions. The continuous improvement process could be substantially strengthened by engaging the partners in the process of data review and analysis.

**Hallmark of Excellence # 8 Ranking (1-5) : 3.5**

**Rationale for This Ranking:**

Based on evidence provided regarding the AJCC achieves results through data-driven continuous improvement, this hallmark has been ranked as 3.5, signifying performance higher than "a satisfactory amount of the hallmark in place the majority of the time."

Key factors in assigning this ranking include:

- The center assists core partners in meeting performance goals
- AJCC performance is reported to the WDB on a quarterly basis
- The center operates in a cost effective manner
- Workforce Connection has implemented a job seeker satisfaction survey and uses feedback to improve services
- Leadership identifies and secures technical assistance resources as necessary

**Hallmark of Excellence 8 - The AJCC achieves business results through data-driven continuous improvement**

**Continuous Improvement Goals and Recommendations:**

Based on the continuous improvement opportunities identified during the assessment process, representatives of the Workforce Connection Comprehensive AJCC have established the following goals, which constitute the Quality Improvement Plan for this Hallmark.

1. Engage the partners and WDB leadership in discussions on opportunities to develop a system approach to reviewing service, performance and satisfaction data. Develop a plan to implement agreed upon recommendations.

*Target Date for Achieving Improvement Goal: April 2019*

<b>Summary of Rankings Hallmarks of Excellence AJCC Certification</b>	
<b>The Hallmarks of Excellence</b>	<b>Ranking</b>
1. The AJCC Physical Location and Facility Enhances the Customer Experience	4.5
2. The AJCC Ensures Universal Access, With An Emphasis of Individuals with Barriers to Employment	4
3. The AJCC Actively Supports the One-Stop System Through Effective Partnerships	4
4. The AJCC Provides Integrated, Customer-Centered Services	3
5. The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathways.	4
6. The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.	4
7. The AJCC Has High-Quality, Well-Informed, Cross-Trained Staffing	3
8. The AJCC Achieves Business Results Through Data-Driven Continuous Improvement	3.5
<b>Total Ranking for Hallmarks of Excellence:</b>	<b>30</b>

	<b>Yes</b>	<b>No</b>
Did the AJCC meet all Baseline Criteria requirements?	✓	
Did the AJCC receive a "3" ranking or better on each Hallmark of Excellence?	✓	

Hallmark AJCC Certification

Baseline AJCC Certification (Submitted on December 15, 2017)

Not Yet Able to Certify

The Local Board Chair must attest the Local Board's certification decision by signing below.

Signature
<b>Paul Bauer</b>
Name
<b>Chair</b>
Title



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

<b>AGENDA ITEM:</b>	A3
<b>MEETING DATE:</b>	June 6, 2018
<b>ACTION:</b>	ACCEPT

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

**TO:** Fresno Regional Workforce Development Board

**FROM:** Adult Council

**SUBJECT:** Third Quarter On-the-Job Training Report for Program Year 2017-2018

**RECOMMENDATION:**

Accept the Third Quarter On-the-Job Training (OJT) Report for Program Year (PY) 2017-2018.

The Adult Council approved this recommendation on May 17, 2018.

**REASON FOR RECOMMENDATION:**

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

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

The following report provides data by quarter for OJT completions and retention rates for PY 2017-2018:

Completions by Quarter	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	YTD
Total number of OJTs	1	1	2		
Number of OJTs with Successful Completion	1	1	2		
<b>Percentage of Successful Completions</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		
Follow-ups by Quarter					
Number of OJT Follow-ups Completed	4	5	9		
Number of OJTs with employer at Follow-up	3	5	5		
<b>Percentage of Successful Retentions</b>	<b>75%</b>	<b>100%</b>	<b>56%</b>		

The nine (9) follow-ups completed in the third quarter were for OJTs that were completed in PY 2016-2017. Four (4) OJTs were retained by the employer at the time of follow-up. Of the four (4), one (1) was a successful completion in the second quarter of PY 2016-2017; however, did not remain with the OJT employer after exiting the program. The other three (3) were unsuccessful OJTs that were reported in the second, third and fourth quarters in PY 2016-2017, but were employed with a different employer at follow-up.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A4
MEETING DATE:	June 6, 2018
ACTION:	ACCEPT

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

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

## **RECOMMENDATION:**

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

The Adult Council approved this recommendation on May 17, 2018.

## **REASON FOR RECOMMENDATION:**

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

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

### **Adult/DW Served:**

**CLC:** Staff has no concerns; the contract modification was submitted in January to correct variance.

**Proteus, Inc.:** Staff has no concerns; the contract modification was submitted in January to correct variance.

**WHCCD:** Staff has no concerns.

### **Adult/DW Expenditures:**

**CLC:** Staff has no concerns; expenditures are below plan caused by unanticipated higher number of Adults being served than Dislocated Workers. Provider has submitted a contract modification to correct variance.

**Proteus, Inc.:** Staff has no concerns; expenditures are below plan caused by unanticipated staff savings due to a staff member on a Leave of Absence. Provider is fully staffed and anticipates being on track by next quarter.

**WHCCD:** Staff has no concerns.

**Adult/DW Placements:**

**CLC:** Staff has no concerns; Provider is slightly below goal due to a few participants lack of participation in the program. Provider anticipates having additional positive exits by the next quarter to align with goal.

**Proteus, Inc.:** Provider is below in placements due to lack of participation in the program. Provider staff will continue to work closely with job seekers to ensure positive outcomes. Staff is working with provider on placement strategies.

**WHCCD:** Staff has no concerns.

**Credential Rate:**

**CLC:** Staff has no concerns.

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

**WHCCD:** Staff has no concerns.

**Adult/DW Median Wage:**

**CLC:** Median wage is below plan due to participants obtaining minimum wage employment or part-time employment. Provider is working on minimizing the closures of participants with part-time employment, and encourages the participants to target better paying wages and full-time employment.

**Proteus, Inc.:** Median wage is below plan due to participants taking jobs to support their families that are not high paying jobs. Provider is working on strategies to encourage participants to stick with the program to obtain full-time/higher paying employment.

**WHCCD:** Median wage is below plan due obtaining minimum wage employment or part-time employment. Provider is working on strategies to encourage participants to stick with the program to obtain full-time/higher paying employment.

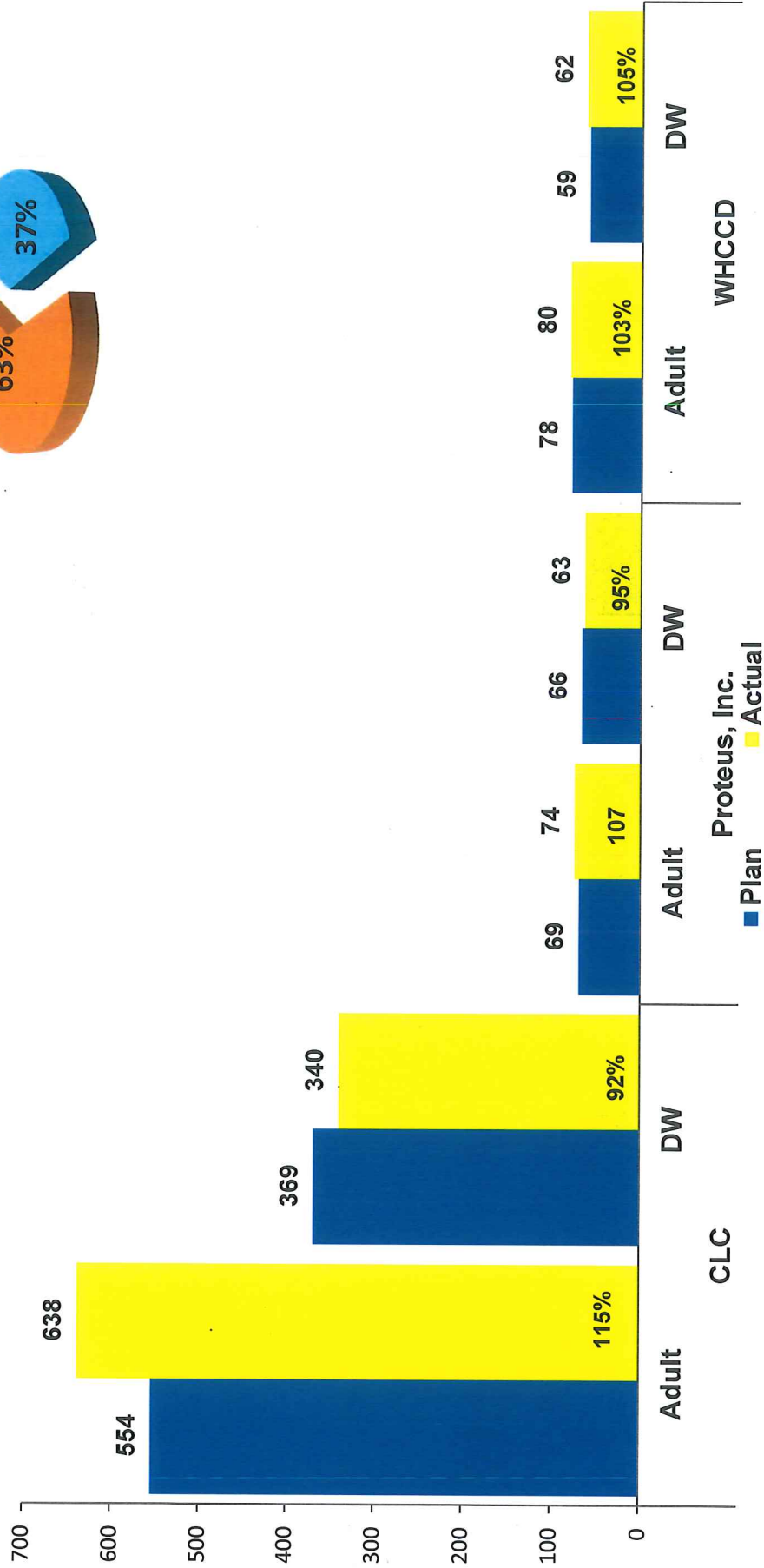
**ATTACHMENT:**

Adult and Dislocated Worker Program Providers of Services Local Performance Results Reports for the Second Quarter of Program Year 2017-2018

# Adult/DW Served

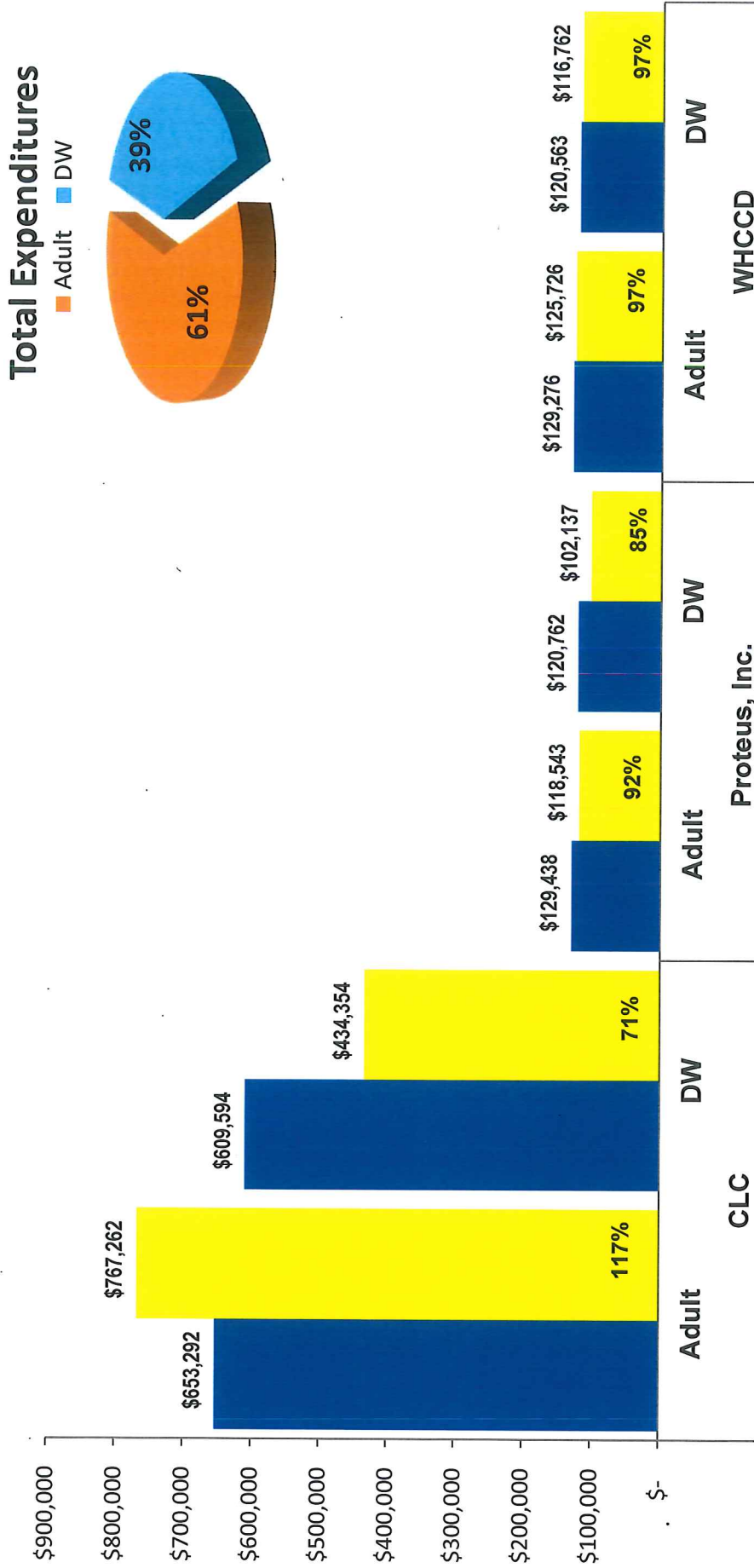
CLC- Central Labor Council  
 Proteus - Proteus, Inc.  
 WHCCD -West Hills Community College District

Total Served- 1257



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

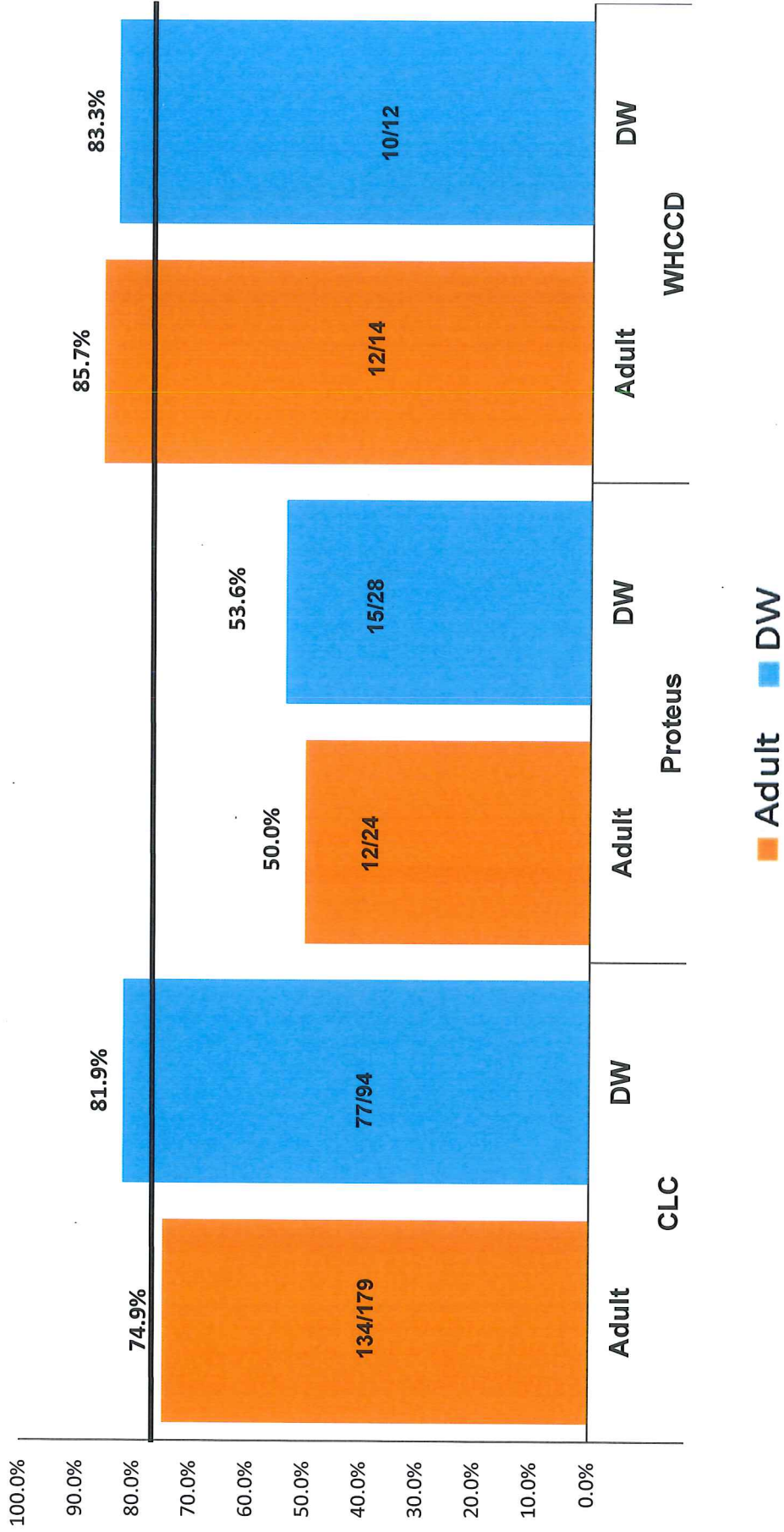
## Adult/DW Expenditures



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

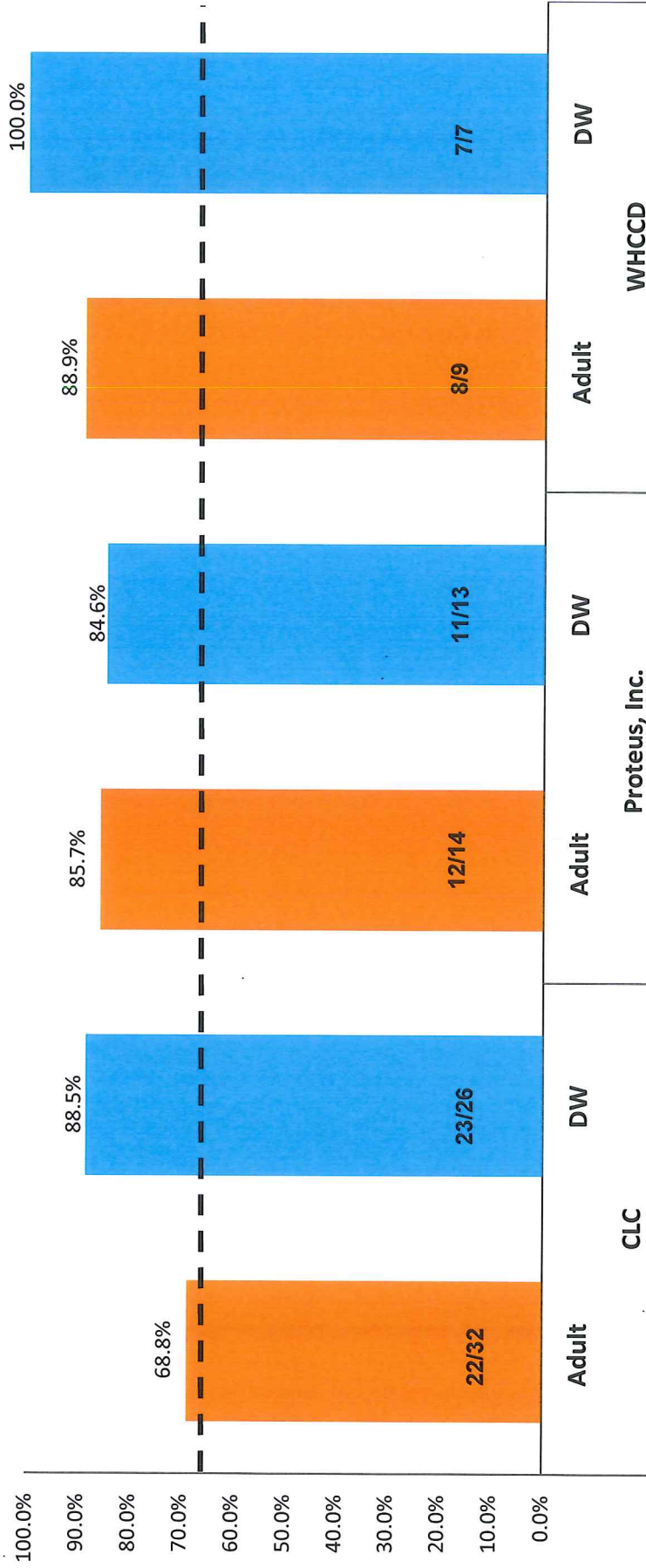
Placement Goal 77%

### Adult/DW Placement



Certificate of Attainment Goal 64%

### Adult/DW Credential Rate



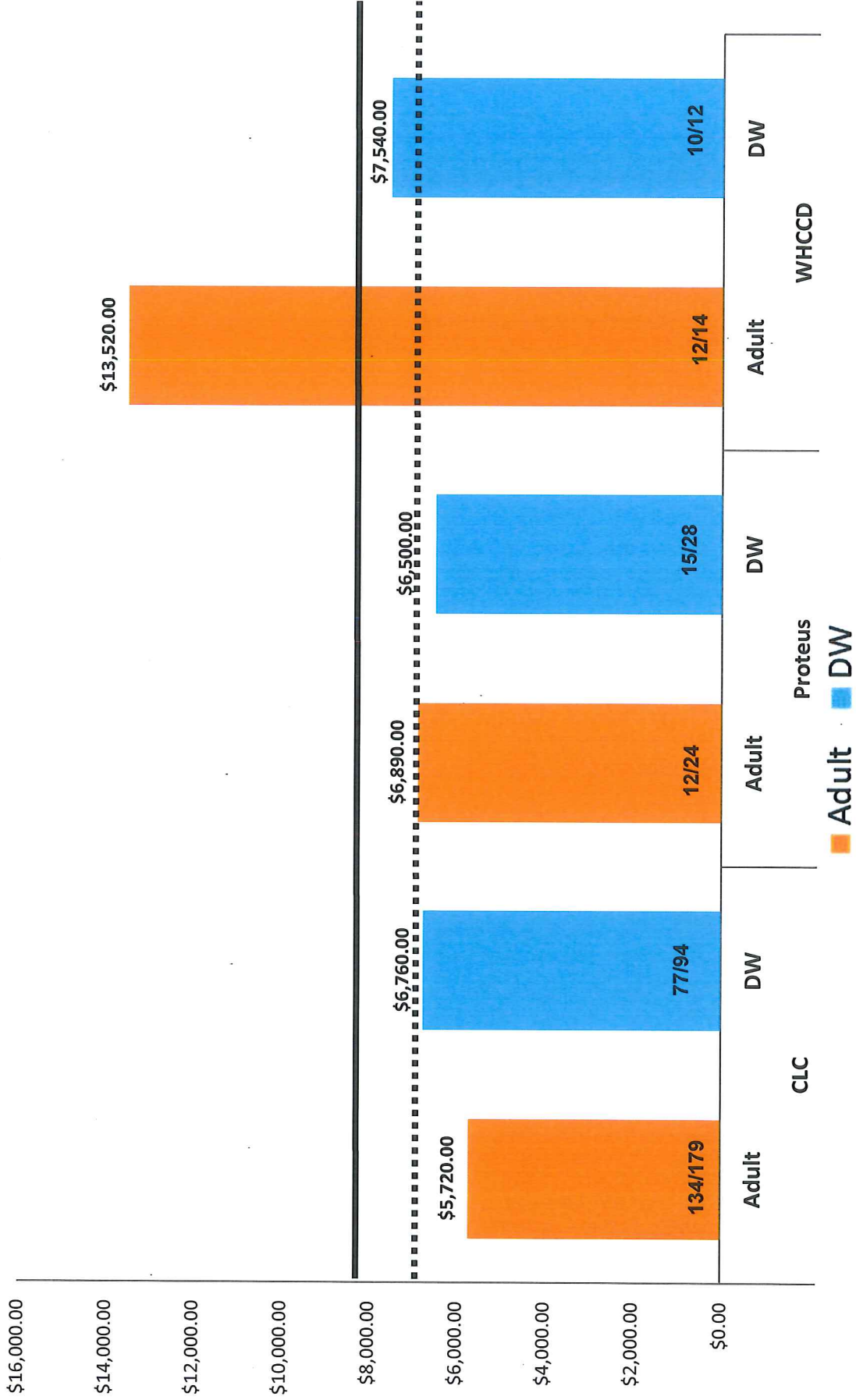
■ Adult ■ DW

# Placement Median Wage Earnings

Goals

DW- \$ 8,225

Adult \$6,923





# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A5
MEETING DATE:	June 6, 2018
ACTION:	ACCEPT

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

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

**RECOMMENDATION:**

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

The Adult Council approved this recommendation on May 17, 2018.

**REASON FOR RECOMMENDATION:**

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

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

**Adult/ DW Served:**

**CLC:** Staff has no concerns.

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

**WHCCD:** Staff has no concerns; Provider is slightly below plan. Provider is recruiting heavily by participating in community events, job fairs, career technical education program orientations, and social media advertising. Provider is anticipating being in alignment by the end of the 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. Provider plans to adjust their fund allocations to be in line with their plan by next quarter.

**WHCCD:** Staff has no concerns.

**Adult/DW Placements:**

**CLC:** Staff has no concerns.

**Proteus, Inc.:** Provider is below in placements due to lack of participation in the program. Provider staff had internal staffing issues. FRWDB has implemented a corrective action plan to correct issues and FRWDB staff will continue to work with provider on placement strategies.

**WHCCD:** Staff has no concerns.

**Credential Rate:**

**CLC:** Staff has no concerns.

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

**WHCCD:** Staff has no concerns.

**Adult/DW Median Wage:**

**CLC:** Median wage is below plan due to participants obtaining minimum wage employment or part-time employment. Provider staff will work to minimize closing participants with part time employment and continue to work with them in pursuing full time employment with benefits and a respectable income based on their education, experiences, and skills set.

**Proteus, Inc.:** Median wage is below plan due to participants taking jobs to support their families that are not high paying jobs. Provider is working on strategies to encourage participants to stick with the program to obtain full-time/higher paying employment.

**WHCCD:** Median wage is below plan due to participants obtaining minimum wage employment or part-time employment. Provider is working on strategies to encourage participants to stick with the program to obtain full-time/higher paying employment.

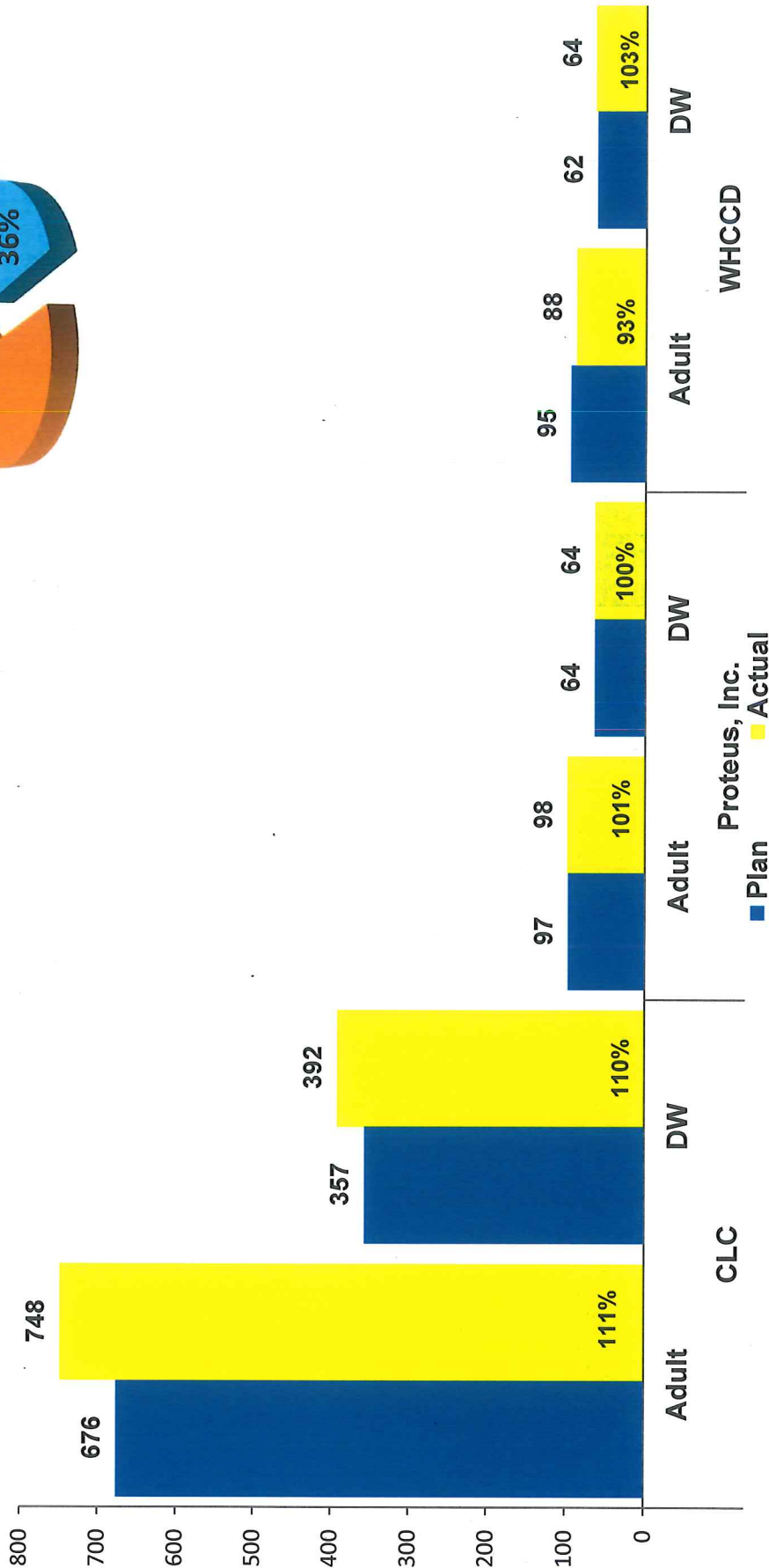
**ATTACHMENT:**

Adult and Dislocated Worker Program Providers of Services Local Performance Results Reports for the Third Quarter of Program Year 2017-2018

# Adult/DW Served

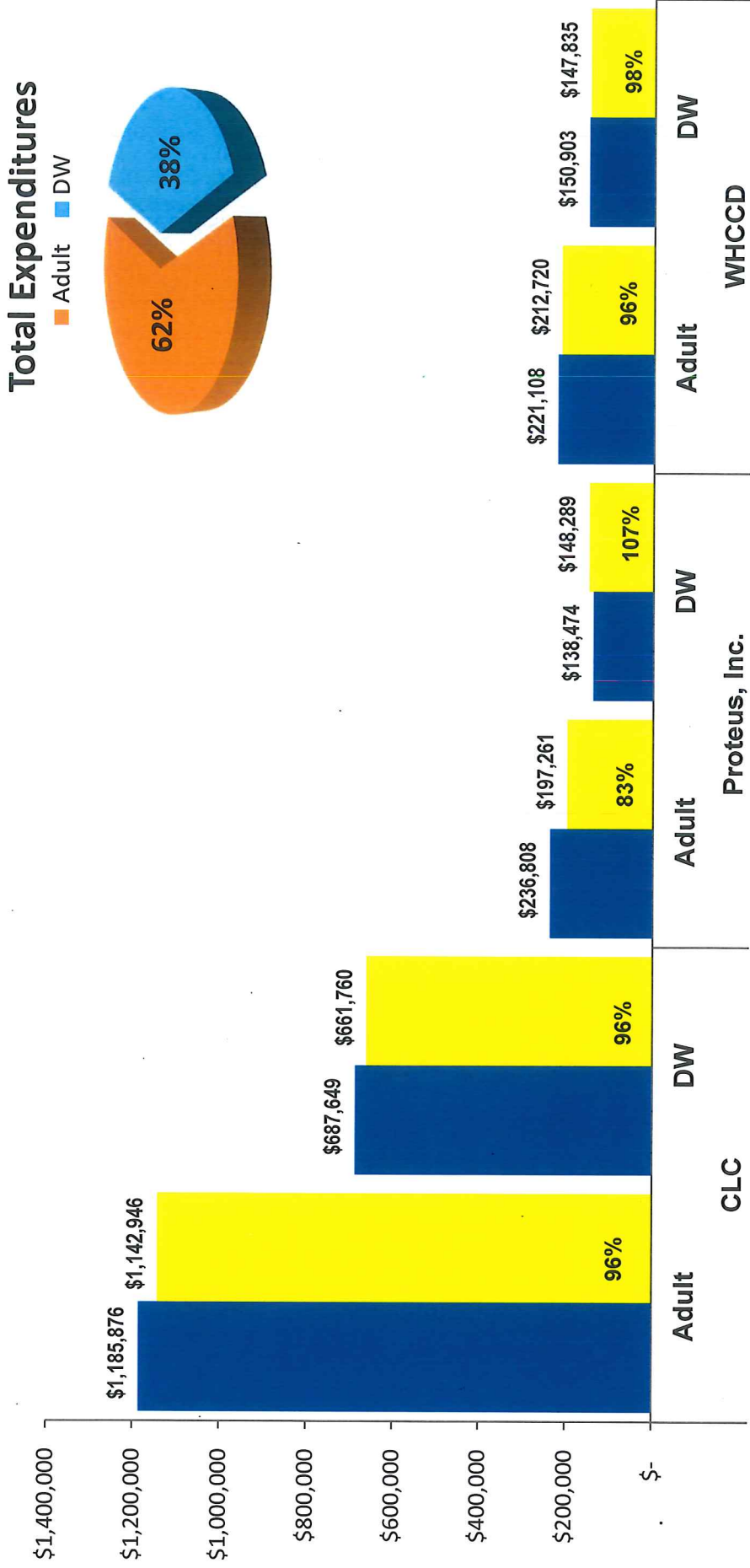
CLC- Central Labor Council  
Proteus - Proteus, Inc.  
WHCCD -West Hills Community College District

Total Served- 1454



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

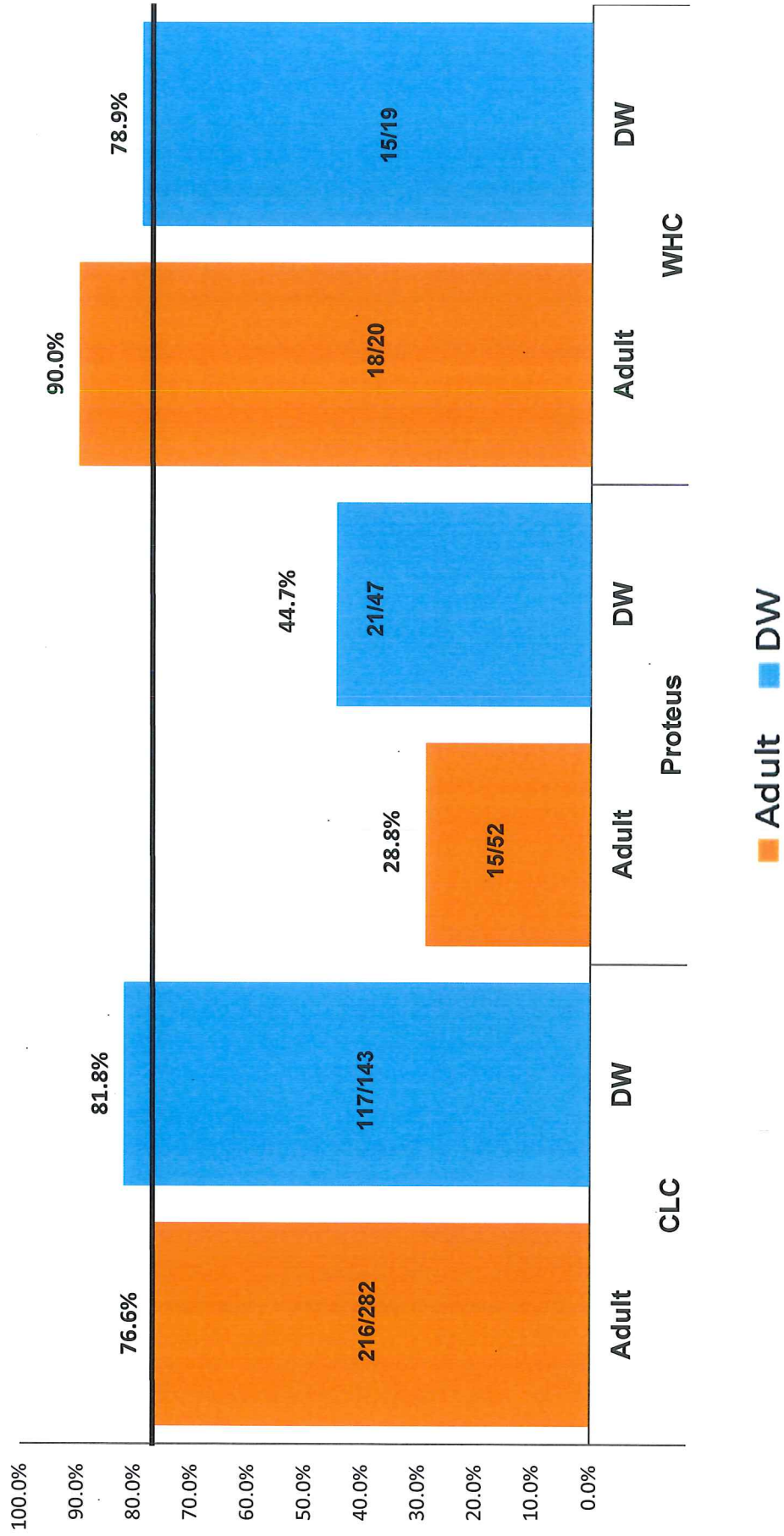
## Adult/ DW Expenditures



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

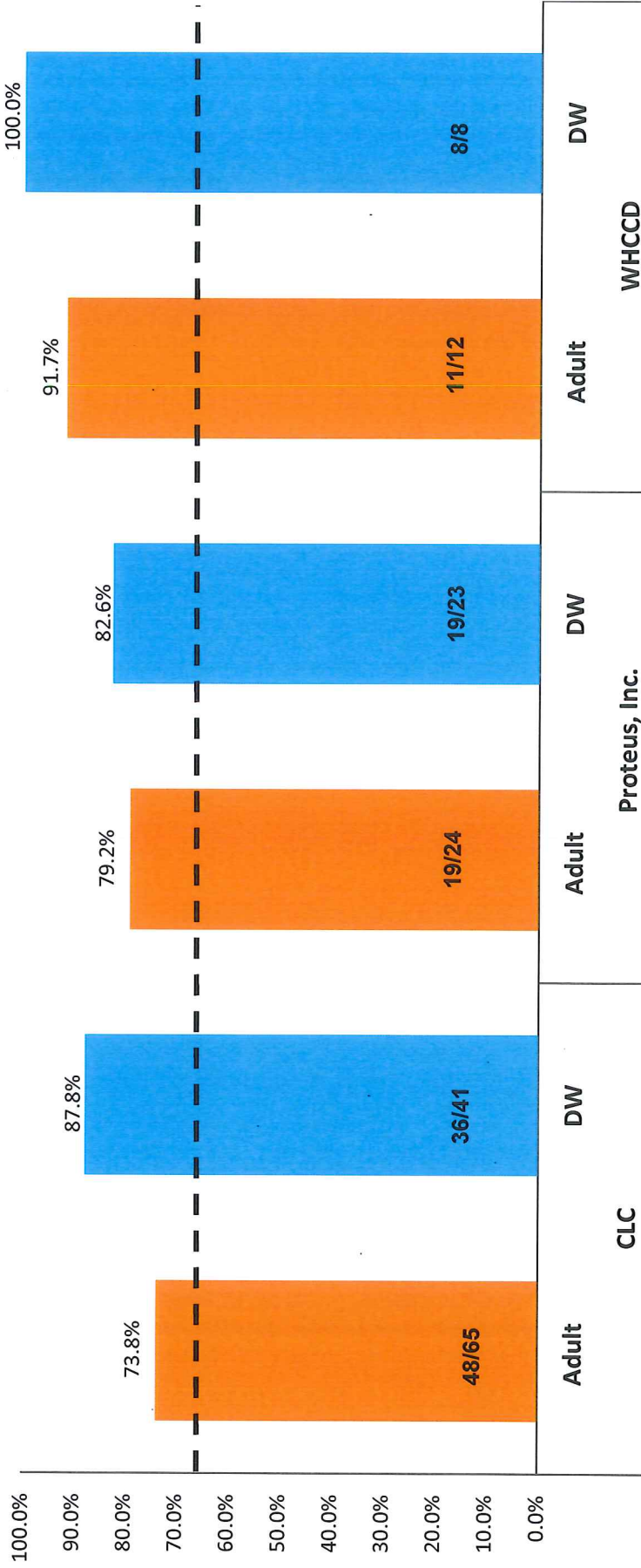
Placement Goal 77%

### Adult/DW Placement



Certificate of Attainment Goal 64%

### Adult/DW Credential Rate



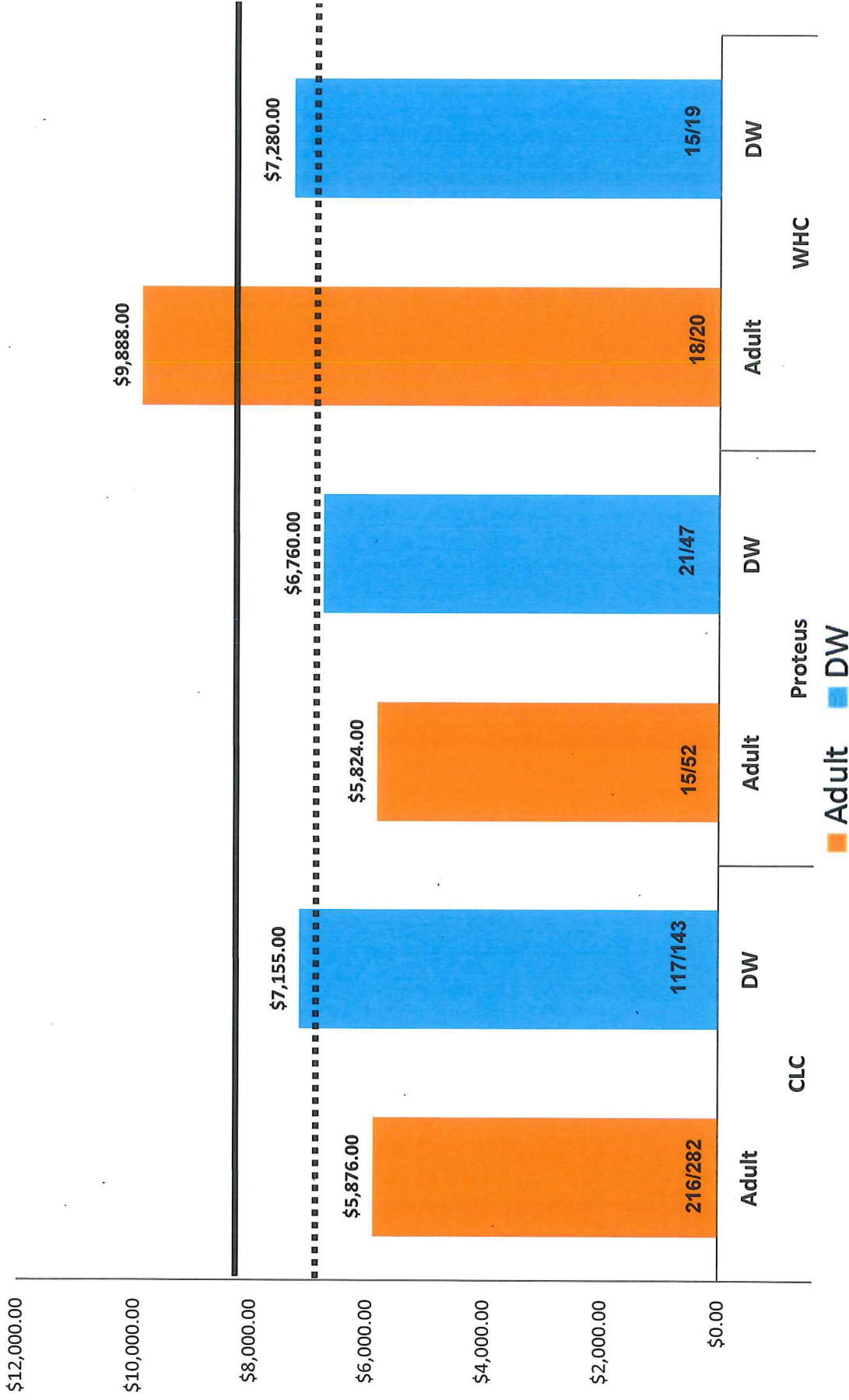
■ Adult ■ DW

# Placement Median Wage Earnings

Goals

DW- \$ 8,225

Adult \$6,923



**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	A6
MEETING DATE:	June 6, 2018
ACTION:	ACCEPT

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

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

**RECOMMENDATION:**

Accept the Providers of Services' Monitoring Report for the Third Quarter for Program Year 2017-2018.  
The Adult Council approved this recommendation on May 17, 2018.

**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.

**ATTACHMENT:**

Third Quarter Adult Monitoring Report for Program Year 2017-2018



**Adult Providers of Services' Monitoring Report  
Third Quarter, Program Year 2017-2018**

**Program Monitoring:**

*Programmatic monitoring of the following sub-recipients was completed by the end of the third quarter.*

<b>Sub-Recipient</b>	<b>Contract # (s)</b>	<b>Results</b>
West Hills Community College District Program Year (PY) 17-18	250	1) Service Codes Usage Issues 2) Individual Employment Plan Issues 3) Data Entry Requirement <ul style="list-style-type: none"> <li>• <b>Findings 1 and 2 Closed</b></li> <li>• <b>Finding 3 conditionally closed pending next review</b></li> </ul>
Merced Workforce Development Board	637 – Prop 39	<b>No Findings</b>
Central Labor Council Partnership PY 16-17	213, 213-NEG, 213-Prop 39, 580-VEAP	1) Follow-up Process Issues <b>Finding Closed</b>

*Programmatic monitoring of the following sub-recipients was in process as of the end of the third quarter: None*

**Fiscal Monitoring:**

*Fiscal monitoring of the following sub-recipients was completed by the end of the third quarter:*

<b>Sub-Recipient</b>	<b>Contract # (s)</b>	<b>Results</b>
Kern Community College District PY 16-17 Fiscal Closeout	691 – Slingshot	<b>No Findings</b>
CSU, Bakersfield PY 16-17 Fiscal Closeout	691 – Slingshot	<b>No Findings</b>
SER PY 17-18 Fiscal Annual	730	<b>No Findings</b>
Central Labor Council Partnership PY 17-18 Fiscal Annual	213, 560-EPA, 213-800	<b>No Findings</b>
Fresno State Foundation PY 17-18 Fiscal Annual	719	<b>No Findings</b>

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

<b>Sub-Recipient</b>	<b>Contract # (s)</b>
Proteus, Inc. PY 17-18 Fiscal Annual	243
West Hills Community College District PY 17-18 Fiscal Annual	250, 587, 250-EPA, 250 - Slingshot

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A7
MEETING DATE:	June 6, 2018
ACTION:	ACCEPT

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

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

## **RECOMMENDATION:**

Accept the Providers of Services' Customer Complaint Report for the Third Quarter of Program Year (PY) 2017-2018.

The Adult Council approved this recommendation on May 17, 2018.

## **REASON FOR RECOMMENDATION:**

Under the Fresno Regional Workforce Development Board 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 Third Quarter of PY 2017-2018.

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

<b>AGENDA ITEM:</b>	<b>A8</b>
<b>MEETING DATE:</b>	<b>June 6, 2018</b>
<b>ACTION:</b>	<b>ACCEPT</b>

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

**RECOMMENDATION:**

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

The Adult Council approved this recommendation on May 17, 2018.

**REASON FOR RECOMMENDATION:**

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

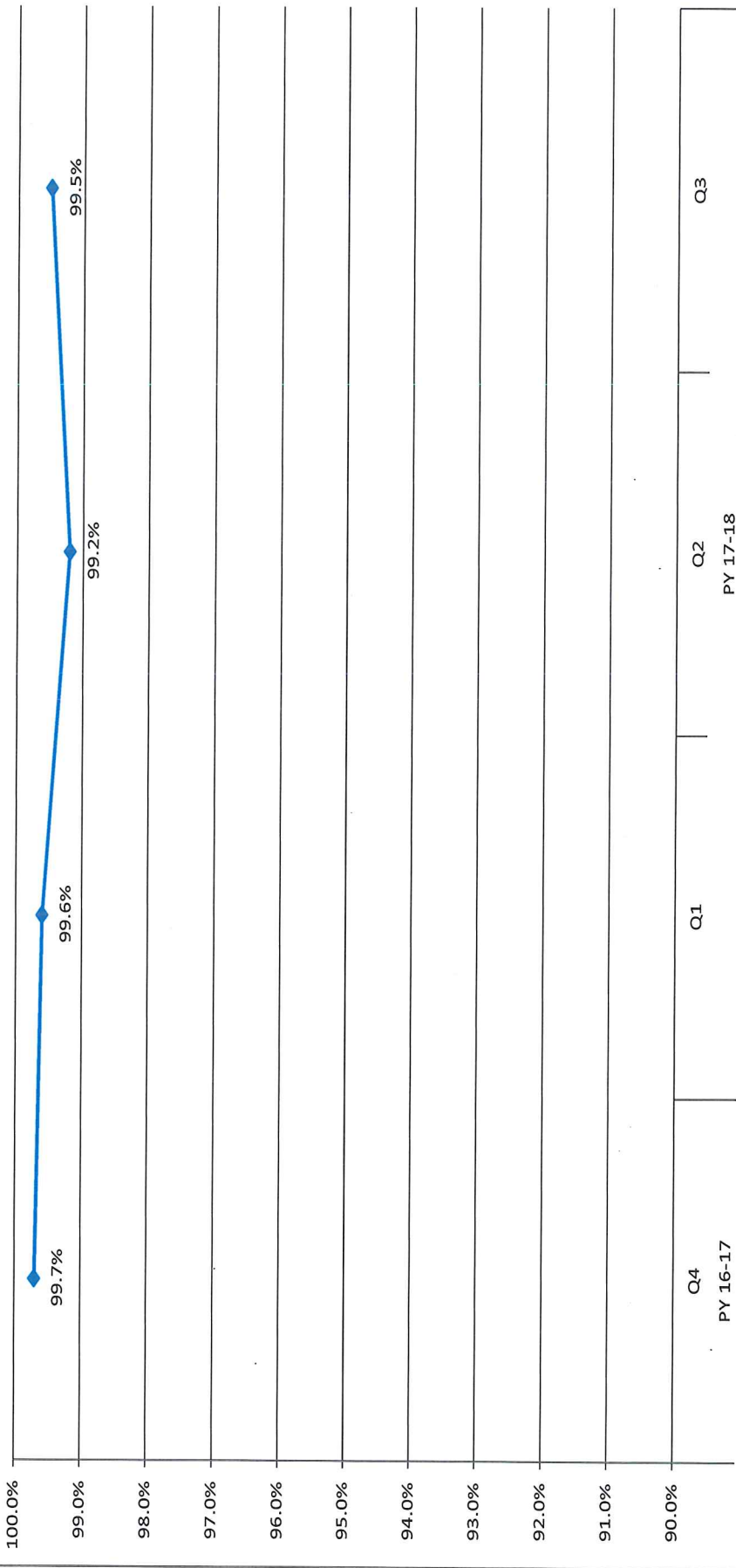
FRWDB staff implemented the updated process and tools beginning in October, 2014, for the Second Quarter of PY 2014-2015.

This report is the results for the four (4) quarter period ending March 31, 2018.

**ATTACHMENT:**

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

### Basic Career Services



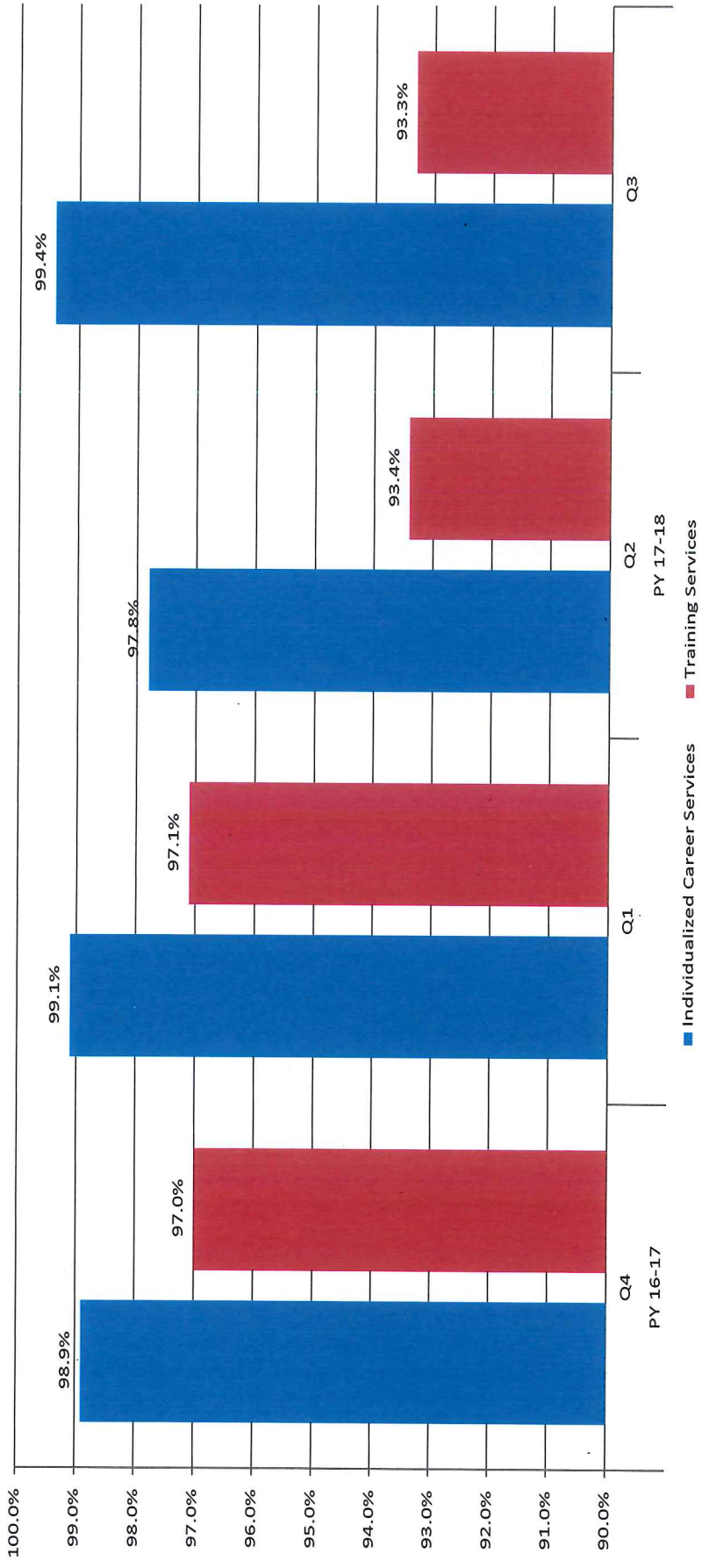
**Staff Notes:**

	PY 16-17			PY 17-18		
	Q4	Q1	Q2	Q3	Q3	Q3
Surveys Received	754	843	739	660	660	660
Number of Users	6605	6840	6183	6693	6693	6693
Survey Response Rate	11.4	12.3%	12.0%	9.9%	9.9%	9.9%

**Sample of User Comments:**

Staff is helpful; Job Corp would be a nice addition to orientation and be available on site; I'm looking forward to finding a job quickly; orientation was very informative; orientation helped me determine a direction to proceed; very professional; services are outstanding; are professionals discouraged from using Workforce Connection; could use additional staffing for assessment (CASAS) and interview (SRT); orientation too long; would like more information related to Workforce Connection sites on CalJOBS, as well as EDD sites and UI benefits during training; good, clear answers given; computers are slow; need more staff to assist with computer usage.

## Placement Satisfaction



**Staff Notes:**

	PY 16-17		PY 17-18	
	Q4		Q3	
Surveys Received by Type	Non-Training	Training	Non-Training	Training
Surveys Received by Type	82	41	75	35
Clients Closed & Placed by Type	117	43	75	40
<b>Survey Response Rate</b>	<b>70.1%</b>	<b>95.3%</b>	<b>100.0%</b>	<b>87.5%</b>
			<b>69.4%</b>	<b>100.0%</b>

**Client Feedback:**

**Individualized Career Services:** The program was very helpful and the staff cared about me; don't use math manually anymore; the assessments didn't really help me; my work experience resulted in employment; I already knew what I wanted to do.

**Training Services:** Grateful for the services received; not training related employment; school schedule not adaptable to work schedule; already knew I wanted to be an LVN.

# 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:	B1
MEETING DATE:	June 6, 2018
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 May 2, 2018.

**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 16-17		PY 17-18		
	Q4	Q1	Q2	Q3	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	<b>13/11</b>	<b>29/22</b>	<b>16/12</b>	<b>10/10</b>	<b>10/10</b>

### COMMENTS FROM EMPLOYER

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



**Consent Items  
Submitted by the**

**Executive  
Committee**

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	C1
MEETING DATE:	June 6, 2018
ACTION:	APPROVE

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Executive Committee  
**SUBJECT:** Handling and Protection of Personally Identifiable Information Policy

## **RECOMMENDATION:**

Approve and direct staff to implement the Handling and Protection of Personally Identifiable Information (PII) Policy.

The Executive Committee approved this recommendation on April 18, 2018.

## **REASON FOR RECOMMENDATION:**

20 CFR 683.220, and TEGL 39-11 requires that all federal entities and their sub-recipients have policies, processes, and controls in place to safeguard PII, in hardcopy, electronic transmission and storage, and discussions between staff, including sub-contracted staff.

The Fresno Regional Workforce Development Board (FRWDB) has always operated its data systems in compliance with standard, industry acceptable protocols for security. In recent years and with the enactment of the Workforce Innovation and Opportunity Act, the issue of PII security has been elevated. Additionally, the FRWDB has in place certain confidentiality requirements with all of its contractors and applicable vendors. Confidentiality requirements for FRWDB/Fresno Area Workforce Investment Corporation (FAWIC) staff are specified in the FAWIC Employee Handbook.

With the approval of this policy, FRWDB staff will be updating all of the applicable processes and procedures to be in compliance with this policy umbrella. It will also drive the creation of specific processes to deal with a PII security breach and to take additional steps to further secure personal information.

## **FISCAL IMPACT:**

No added fiscal impact with the approval of this item.

## **ATTACHMENT:**

Draft Policy Bulletin - Handling and Protection of Personally Identifiable Information Policy

# Fresno Regional Workforce Development Board

ATTACHMENT

A proud member of America's Job Center of California<sup>SM</sup> Network

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Blake Konczal, Executive Director

## POLICY BULLETIN

FRWDB PB # **xx-xx**

Date Released: **TBD**

**To: All Fresno Regional Workforce Development Board Providers of Services**

**From: Blake Konczal, Executive Director**

**Effective Date: TBD**

**Subject: Handling and Protection of Personally Identifiable Information Policy**

**Applicable Program: All**

**Revision History: Initial Release**

This Policy Bulletin (PB) references ETA TEGL 39-11, Handling and Protection of Personally Identifiable Information (PII), OMB Guidance 2 CFR 200 §200.79, Operational Directive (OD) 10-12, Record Retention and Storage; OD 6-18, Casefile Security.

Federal agencies are required to take aggressive measures to mitigate the risks associated with the collection, storage, and dissemination of sensitive data, including Personally Identifiable Information (PII) that is not otherwise publicly available. This includes sub-recipients and direct grantees of federal agencies.

As such, the Fresno Regional Workforce Development Board (FRWDB) staff has developed this policy that communicates the requirements and responsibilities to its sub-recipients pertaining to the acquisition, handling and transmission of PII.

### Definitions

PII means information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal or identifying information.

There are two levels of PII:

Protected PII: Information that, if disclosed, could result in harm to the individual whose name or identity is linked to that information.

Examples of Protected PII - Social Security Numbers (SSNs), credit card numbers, bank account numbers, home telephone numbers, ages, birthdates, marital status, spouse names, educational history, biometric identifiers (fingerprints, voiceprints, iris scans, etc.), medical history, financial information and computer passwords.

Non-sensitive PII: Information that, if disclosed by itself, could not reasonably be expected to result in personal harm. It is information that is not linked or closely associated with any protected or non-protected PII. However, depending on the circumstances, a combination of these items could potentially be categorized as protected PII.

Examples of Non-Sensitive PII: first and last names, physical address (in most cases), e-mail addresses, business addresses, business telephone numbers, general education credentials, gender, or race.

## **Handling of PII**

Protected PII and other sensitive information are required to be protected. Protected PII and Non-sensitive PII can be found in multiple formats, including but not limited to:

- Hardcopy (paper, files, original documents, printed documents, copies);
- Electronic information (email, electronic or computer-based files, electronic images, multi-media files (voicemails, video, photographs); or
- Verbal – when discussing an individual’s PII in a non-private setting.

Each format introduces unique challenges and circumstances to insure that Protected PII is not transmitted to unauthorized persons.

### **Hardcopy Protected PII**

- Must be placed in an area that is physically safe from access by unauthorized persons at all times.
- Protected PII is not to be left unattended.
  - Must be stored in locked cabinets or areas when not in use.
- When utilizing a photocopier to scan or copy documents containing Protected PII, the equipment and documents are never to be left unattended.
  - Secure printing (ability to “print to hold” and/or “password protected”) shall be used whenever possible.
  - Where secure printing is not available, documents with Protected PII shall not be printed in an unsecure area.
- Clients and visitors must be accompanied by authorized staff at all times anywhere in non-public areas of the facility.
- Clients and visitors are not to be left alone in offices or cubicles where Protected PII is unsecure.
- Disposing of Protected PII documents.
- Shall be either shredded in a mechanical shredder or deposited into identified locked disposal receptacles.
- Archived Documents - All providers of services are required to insure all archived files are maintained in locked storage and disposed of in accordance with FRWDB OD 10-12, Record Retention and Storage.

### **Electronic Protected PII**

- Protected PII is not to be transmitted via email or stored on CDs, thumb drives, or other mobile storage devices.

- When electronic Protected PII must be transmitted between authorized personnel, a secure method must be used. Examples of secure file sharing methods are:
  - Secure File Transfer Protocol (SFTP),
  - FRWDB's Egnyte file sharing application,
  - Utilization of organization's shared network folders.
- Computers are to be locked when unattended.
  - Either user logged off or the computer access locked.
- All computer servers containing databases with Protected PII and network firewalls (software/hardware) must be in a physically secured location only accessible by authorized Technical and Facilities personnel.
- All Protected PII data collection interfaces and reporting tools, accessible via the Internet must have secure, encrypted protocols in place.
- Accessing, processing, and storing of Protected PII data on personally owned equipment, at off-site locations e.g., employee's home, personal email, Cloud services (such as iCloud) is strictly prohibited.

### Verbal PII

Conversations that include Protected PII or Non-sensitive PII should be done in a discrete manner so as not to disseminate any PII unintentionally to unauthorized persons.

Conversations include, but not limited to, discussions in open areas (i.e. breakrooms, hallways), telephone calls using speaker phone, video conferencing (Skype or webinars).

### In Case of Breach

Definition: A breach is when it is known or suspected, that Protected PII has been released as a result of any of the following incidents:

- Theft of hardcopy documents that contain Protected PII,
- Missing computer known to contain Protected PII,
- Missing storage device known to contain Protected PII,
- Evidence of non-authorized access of database(s) that contains Protected PII.

FRWDB staff will develop and implement Operational Directive(s) and internal FAWIC procedures that will provide specific direction to sub-recipients and FRWDB staff concerning what to do if a Breach of Protected PII is suspected. These documents will include:

- Who to notify at the FRWDB
- A Damage Assessment process
- Action Plan for:
  - notification:
    - Affected staff, partners, and/or participants,
    - State (if required),
    - Chief Local Elected Officials (if required).
  - To contain further loss,
  - To recover Protected PII, if possible.

# Consent Items Submitted by the Youth Council

## **MISSION:**

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

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	D1
MEETING DATE:	June 6, 2018
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 Vasili Sotiropulos to the Youth Council.

The Youth Council approved this recommendation on May 17, 2018.

**REASON FOR RECOMMENDATION:**

Mr. Sotiropulos is an agent with Hyatt Real Estate 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:	D2
MEETING DATE:	June 6, 2018
ACTION:	APPROVE

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

**TO:** Fresno Regional Workforce Development Board  
**FROM:** Youth Council  
**SUBJECT:** Youth Program Services Contract Awards for Program Year 2018-2019

**RECOMMENDATION:**

Approve the following Workforce Innovation and Opportunity Act (WIOA) contract awards for the Youth Program Services for Program Year (PY) 2018-2019.

The Youth Council approved this recommendation on May 17, 2018.

**REASON FOR RECOMMENDATION:**

The procurement for the current Youth Program Services contracts stipulated a maximum five (5) year contract period, which ends June 30, 2018. Accordingly, Fresno Regional Workforce Development Board (FRWDB) staff drafted the Workforce Innovation and Opportunity Act (WIOA) Youth Program Services Scope of Work (SOW) and the FRWDB approved the draft SOW on December 6, 2017, to release for a 30-day public comment period beginning December 8, 2017.

The Request for Proposals (RFP) was released on March 15, 2018, and two (2) mandatory bidders' conferences were held on March 20, 2018, and March 27, 2018. The submission deadline for proposals was April 13, 2018. There were six (6) proposals received by the deadline for the four (4) Service Delivery Areas (SDAs) as follows: one (1) for Area I – Urban North; two (2) for Area II – Urban South; two (2) for Area III – Rural East; and one (1) for Area IV – Rural West. As outlined in the RFP, competitive procurement requires that at least three (3) responsive proposals be received in each of the SDAs by the submission deadline date. Therefore, the procurement was declared a failed competition.

FRWDB staff completed the initial review and all six (6) proposals met the minimum requirements under the RFP, and were forwarded to the rating panel for evaluation based on criteria outlined in the RFP. The Rating Panel met on May 10, 2018, to review and rate the proposals. FRWDB staff facilitated the meeting and provided technical assistance to the Rating Panel.

The Score Summary Worksheet (attached) detailing the scores awarded for each proposal was posted on the FRWDB website on May 10, 2018. Based on their evaluation and scoring of each proposal, the Rating Panel is recommending contracts awards as follows: Urban North: ResCare Workforce Services; Urban South: Fresno Economic Opportunities Commission; Rural East: Proteus, Inc.; and Rural West: West Hills Community College District.

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

**ATTACHMENT:**

WIOA Youth Program Services Score Summary



**Fresno Regional Workforce Development Board  
WIOA YOUTH Program Services  
Score Summary**

Service Delivery Area: Urban - North  
 Name of Bidder: Rescare Workforce Services  
 Quote No.: 758339A

Evaluation Criteria	Possible Points	Points Awarded
Section I: Mandated Program Components	40	39.083
Section II: Program Management	35	34.500
Section III: Cost Reasonableness	25	25.000
<b>Total</b>	<b>100</b>	<b>98.583</b>

Service Delivery Area: Urban - South  
 Name of Bidder: Fresno Economic Opportunities Commission  
 Quote No.: 758340

Evaluation Criteria	Possible Points	Points Awarded
Section I: Mandated Program Components	40	38.333
Section II: Program Management	35	34.500
Section III: Cost Reasonableness	25	24.008
<b>Total</b>	<b>100</b>	<b>96.842</b>

Service Delivery Area: Rural - East  
 Name of Bidder: Proteus, Inc.  
 Quote No.: 75842

Evaluation Criteria	Possible Points	Points Awarded
Section I: Mandated Program Components	40	38.750
Section II: Program Management	35	33.958
Section III: Cost Reasonableness	25	25.000
<b>Total</b>	<b>100</b>	<b>97.708</b>

Service Delivery Area: Urban - South  
 Name of Bidder: Rescare Workforce Services  
 Quote No.: 758339B

Evaluation Criteria	Possible Points	Points Awarded
Section I: Mandated Program Components	40	38.833
Section II: Program Management	35	34.500
Section III: Cost Reasonableness	25	24.750
<b>Total</b>	<b>100</b>	<b>98.083</b>

Service Delivery Area: Rural - West  
 Name of Bidder: West Hills Community College District  
 Quote No.: 758341

Evaluation Criteria	Possible Points	Points Awarded
Section I: Mandated Program Components	40	37.417
Section II: Program Management	35	34.500
Section III: Cost Reasonableness	25	24.750
<b>Total</b>	<b>100</b>	<b>96.667</b>

Service Delivery Area: Rural - East  
 Name of Bidder: Fresno Career Development Institute  
 Quote No.: 758343

Evaluation Criteria	Possible Points	Points Awarded
Section I: Mandated Program Components	40	30.250
Section II: Program Management	35	25.583
Section III: Cost Reasonableness	25	18.633
<b>Total</b>	<b>100</b>	<b>74.467</b>

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	D3
MEETING DATE:	June 6, 2018
ACTION:	APPROVE

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Youth Council  
**SUBJECT:** Workforce Innovation and Opportunity Act Youth Funding Recommendations for Program Year 2018-2019

## **RECOMMENDATION:**

Approve Workforce Innovation and Opportunity Act (WIOA) Youth funding allocations for Program Year (PY) 2018-2019 as outlined in the attached budget allocation worksheet.

The Youth Council approved this recommendation on May 17, 2018.

## **REASON FOR RECOMMENDATION:**

The Employment Development Department (EDD), Workforce Services Division, released estimated WIOA Youth formula allocations for PY 2018-2019 on April 26, 2018, (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 on March 23, 2018.

The Fresno Regional Workforce Development Board (FRWDB) received \$5,343,611 of WIOA Youth funds for PY 2018-2019, a 4.69% increase compared to last year's allocation of \$5,104,062. The estimated carryover is \$1,234,844, which is a 37.31% increase from PY 2017-2018. This brings the total available funding to \$6,578,455.

The WIOA regulations that were implemented on July 1, 2015, mandates that 20% of the total funds available for youth be reserved for Work Experience (WEX) opportunities, which is reflected in the recommended allocations.

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

- Increases carryover for PY 2019-2020 by \$7,186 to maintain the three percent (3%) allocation of total funding.
- Increases current PY 2018-2019 WEX pool by \$43,119 to meet the minimum 20% allocation as mandated by the State of California.
- Allocates an additional reserve of \$267,142 of unexpended WEX funds from PY 2017-2018 to ensure full expenditure of mandated WEX funds.
- Allocates an additional \$54,483 to the Vocational Training Pool.
- Allocates an increase of 4.69% to all Contractors and Operations Costs from prior PY 2017-2018.



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 FRWDB meeting on September 5, 2018.

**FISCAL IMPACT:**

Approval of this item will allocate \$6,578,455 of WIOA Youth funds, which will be allocated to FRWDB operational, sub-contracts and participant pools. The \$160,308 will be allocated to carryover for PY 2019-2020.

**ATTACHMENTS:**

- ATTACHMENT I: EDD Information Notice WSIN 17-32, WIOA Formula Planning Estimate Allocations – PY 2018-2019
- ATTACHMENT II: WIOA Youth Allocations Worksheet for Program Year 2018-2019

 <p><b>Employment Development Department</b> State of California</p>	<p><b>INFORMATION NOTICE</b>                  Date: April 26, 2018 Number: WSIN17-32                  Expiration Date: 05/26/2020</p>	
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**WIOA FORMULA PLANNING ESTIMATE ALLOCATIONS – PY 18-19**

The Employment Development Department is providing *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) 2018-19. These allocations are based on the estimated allotment levels issued by the U.S. Department of Labor, Employment and Training Administration in Training and Employment Guidance Letter 13-17, dated March 23, 2018.

These allocations are provided as an estimate for planning purposes and will change based on the enacted PY 18 full-year appropriation expected later this year. The planning estimates below can provide Local Areas with a general idea of how their funding will change in PY 18, assuming there are no major increases or decreases enacted by Congress. Current data was used to calculate the estimated allocations for each Local Area. The same data will be used when calculating the actual allocations, meaning that even if the actual amounts change, the percentage of funding to each Local Area will remain.

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 18-19. Additionally, Attachment 2 provides a breakdown of how each of the three funding streams are allocated.

PY 18-19	Total Federal Allotment	Amount Available for Formula Allocation
Youth Program	\$117,927,789	\$100,238,621
Adult Program	\$113,215,265	\$96,232,976
Dislocated Worker Program	\$151,114,303	\$90,668,582
<b>Total</b>	<b>\$382,257,357</b>	<b>\$287,140,179</b>

If you have any questions, please contact Wai Tin Wong from the Financial Management Unit at [WaiTin.Wong@edd.ca.gov](mailto:WaiTin.Wong@edd.ca.gov) or by phone at 916-653-8213.

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

Attachments are available on the internet:

1. [Youth, Adult, and Dislocated Worker Activities Program Estimate Allotments](#)
2. [WIOA Estimate Funding SFY 2018-19](#)

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

**Workforce Innovation and Opportunity Act (WIOA)**  
**Youth, Adult, and Dislocated Worker Activities**  
**Estimate Allocations**  
**Program Year 2018-19**

Local Area	Youth	Adult	Dislocated Worker	Grand Total
Alameda	\$1,446,162	\$1,363,093	\$1,990,389	\$4,799,644
Anaheim City	\$690,251	\$665,661	\$580,987	\$1,936,899
Contra Costa	\$1,336,260	\$1,325,632	\$1,768,573	\$4,430,465
Foothill	\$510,475	\$527,498	\$502,765	\$1,540,738
Fresno	\$5,343,611	\$5,079,131	\$4,410,031	\$14,832,773
Golden Sierra	\$797,850	\$782,692	\$1,028,353	\$2,608,895
Humboldt	\$312,781	\$271,459	\$249,208	\$833,448
Imperial	\$2,541,672	\$2,496,360	\$2,195,980	\$7,234,012
Kern, Inyo, and Mono	\$5,127,368	\$4,947,275	\$4,528,009	\$14,602,652
Kings	\$743,810	\$817,487	\$628,794	\$2,190,091
Long Beach/Pacific Gateway	\$1,595,119	\$1,455,074	\$1,027,273	\$4,077,466
Los Angeles City	\$12,077,707	\$11,730,597	\$8,245,523	\$32,053,827
Los Angeles County	\$9,531,815	\$9,156,945	\$7,376,122	\$26,064,882
Madera	\$725,071	\$733,459	\$583,280	\$2,041,810
Merced	\$1,555,576	\$1,480,241	\$1,308,236	\$4,344,053
Monterey	\$1,788,554	\$1,802,219	\$2,094,614	\$5,685,387
Mother Lode	\$354,744	\$416,839	\$359,987	\$1,131,570
North Central Counties	\$1,191,983	\$1,114,607	\$1,053,771	\$3,360,361
NoRTEC	\$2,341,372	\$2,259,111	\$1,940,621	\$6,541,104
North Bay	\$785,010	\$862,244	\$978,222	\$2,625,476
NOVA	\$1,247,294	\$1,264,038	\$1,821,111	\$4,332,443
Oakland City	\$1,160,969	\$1,150,358	\$928,747	\$3,240,074
Orange	\$2,638,720	\$2,457,656	\$3,893,444	\$8,989,820
Richmond City	\$301,999	\$316,995	\$227,761	\$846,755
Riverside	\$6,357,270	\$6,136,604	\$5,618,464	\$18,112,338
Sacramento	\$3,573,701	\$3,422,305	\$3,201,849	\$10,197,855
San Benito	\$203,380	\$192,932	\$205,446	\$601,758
San Bernardino County	\$5,616,054	\$5,342,779	\$4,510,723	\$15,469,556
San Diego	\$6,358,129	\$5,828,166	\$6,216,504	\$18,402,799
San Francisco	\$1,043,003	\$1,154,481	\$1,599,935	\$3,797,419
San Joaquin	\$3,009,022	\$2,829,785	\$2,494,240	\$8,333,047
San Jose - Silicon Valley	\$1,991,848	\$1,887,755	\$2,235,373	\$6,114,976
San Luis Obispo	\$534,943	\$412,413	\$446,053	\$1,393,409
Santa Ana City	\$830,502	\$815,593	\$485,461	\$2,131,556
Santa Barbara	\$1,193,208	\$882,453	\$978,958	\$3,054,619
Santa Cruz	\$1,068,599	\$955,088	\$964,512	\$2,988,199
SELACO	\$905,216	\$861,933	\$872,040	\$2,639,189
Solano	\$938,267	\$1,027,757	\$1,036,640	\$3,002,664
Sonoma	\$761,017	\$719,507	\$809,146	\$2,289,670
South Bay	\$1,396,434	\$1,436,135	\$1,354,815	\$4,187,384
Stanislaus	\$2,412,740	\$2,330,751	\$2,081,834	\$6,825,325
Tulare	\$2,986,461	\$2,856,189	\$2,610,078	\$8,452,728
Ventura	\$1,570,980	\$1,441,508	\$2,001,694	\$5,014,182
Verdugo	\$629,776	\$674,340	\$678,436	\$1,982,552
Yolo	\$711,898	\$547,831	\$544,580	\$1,804,309
<b>Total</b>	<b>\$100,238,621</b>	<b>\$96,232,976</b>	<b>\$90,668,582</b>	<b>\$287,140,179</b>

	A	B	C	D	E	F	G
1	<b>WIOA YOUTH ALLOCATIONS FOR</b>						
2	<b>PROGRAM YEAR 2018 - 2019</b>						
3							
4							
5							
6							
7			<b>Youth</b>	<b>Youth</b>			
8			<b>Allocation</b>	<b>Allocation</b>	<b>Increase/</b>	<b>%</b>	
9			<b>2017-18</b>	<b>2018-19</b>	<b>(Decrease)</b>	<b>Change</b>	
10							
11							
12							
13	Actual/Estimated Carryover		899,320	1,234,844	335,524	37.31%	
14	Award		5,104,062	5,343,611	239,549	4.69%	
15	<b>Total Available</b>		<b>6,003,382</b>	<b>6,578,455</b>	<b>575,073</b>	<b>9.58%</b>	
16							
17							
18	<b>Operational Costs</b>						
19	One-Stop Sites Budget		192,933	201,982	9,049	4.69%	
20	FRWDB Admin Support		584,256	611,658	27,402	4.69%	
21	FRWDB Program Support		591,567	619,311	27,744	4.69%	
22	Assessment Materials		47,790	50,031	2,241	4.69%	
23	Carryover to Following Year	3%	153,122	160,308	7,186	4.69%	
24	<b>Total Operational Costs</b>		<b>1,569,668</b>	<b>1,643,290</b>	<b>73,622</b>	<b>4.69%</b>	
25							
26							
27							
28	<b>Contractors &amp; Participant Pools</b>						
29	Incarcerated Youth		156,046	163,365	7,319	4.69%	
30	Urban North		907,988	950,573	42,585	4.69%	
31	Urban South		958,645	1,003,605	44,960	4.69%	
32	Rural East		536,850	562,028	25,178	4.69%	
33	Rural West		355,331	371,996	16,665	4.69%	
34	Current Plan Year Work Experience Pool		918,731	961,850	43,119	4.69%	
35	Prior Plan Year 17-18 Work Experience Reserve		432,858	700,000	267,142	61.72%	
36	Vocational Training Pool		95,580	150,063	54,483	57.00%	
37	Supportive Services		71,685	71,685	0	0.00%	
38	<b>Total Contractors &amp; Participant Pools</b>		<b>4,433,714</b>	<b>4,935,165</b>	<b>501,451</b>	<b>11.31%</b>	
39							
40							
41	<b>Total Allocations</b>		<b>6,003,382</b>	<b>6,578,455</b>			
42			<b>0</b>	<b>0</b>			
43							
44			<b>918,731</b>	<b>961,850</b>			
45	Work Experience Training Percentage		20%	20%			
46							
47							
48	Note: Due to spreadsheet formula rounding calculations, total(s) may be \$1.00 off.						
49							
50							
51							
52							
53	Prepared By: C. Beierschmitt						

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	D4
MEETING DATE:	June 6, 2018
ACTION:	ACCEPT

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

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

## **RECOMMENDATION:**

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

The Youth Council approved this recommendation on May 17, 2018.

## **REASON FOR RECOMMENDATION:**

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

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

### **Youth Served:**

**FEOC:** Staff has no concerns.

**ResCare:** Staff has no concerns.

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

**WHCCD:** Staff has no concerns.

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

### **Youth Expenditures:**

**FEOC:** Staff has no concerns.

**ResCare:** Staff has no concerns and expenditures are below plan caused by lower In School Youth (ISY) allocations. Provider plans to submit a budget modification prior to the end of the program year to balance the expenditures.

**Proteus, Inc.:** Staff has no concerns. Expenditures are below plan caused by unanticipated staff savings due to the hiring process. Provider is fully staffed and anticipates to be aligned with plan by the fourth quarter.

**WHCCD:** Staff has no concerns.

**Youth Offender Services (ResCare):** Staff has no concerns and expenditures are below plan caused by lower ISY allocations. Provider plans to submit a budget modification prior to the end of the program year to balance the expenditures.

**Youth Placement:**

**FEOC:** Staff has no concerns.

**ResCare:** Staff has no concerns.

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

**WHCCD:** Staff has no concerns.

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

**Certificate of Attainment:**

**FEOC:** Staff has no concerns.

**ResCare:** Staff has no concerns.

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

**WHCCD:** Provider is below goal due to four (4) participants attaining full-time employment before attaining their certificate. One did not pass the High School Equivalency Program due to academic/medical reasons. Provider will continue to encourage participants during the 12-month follow-up to work on their educational goals.

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

**ATTACHMENT:**

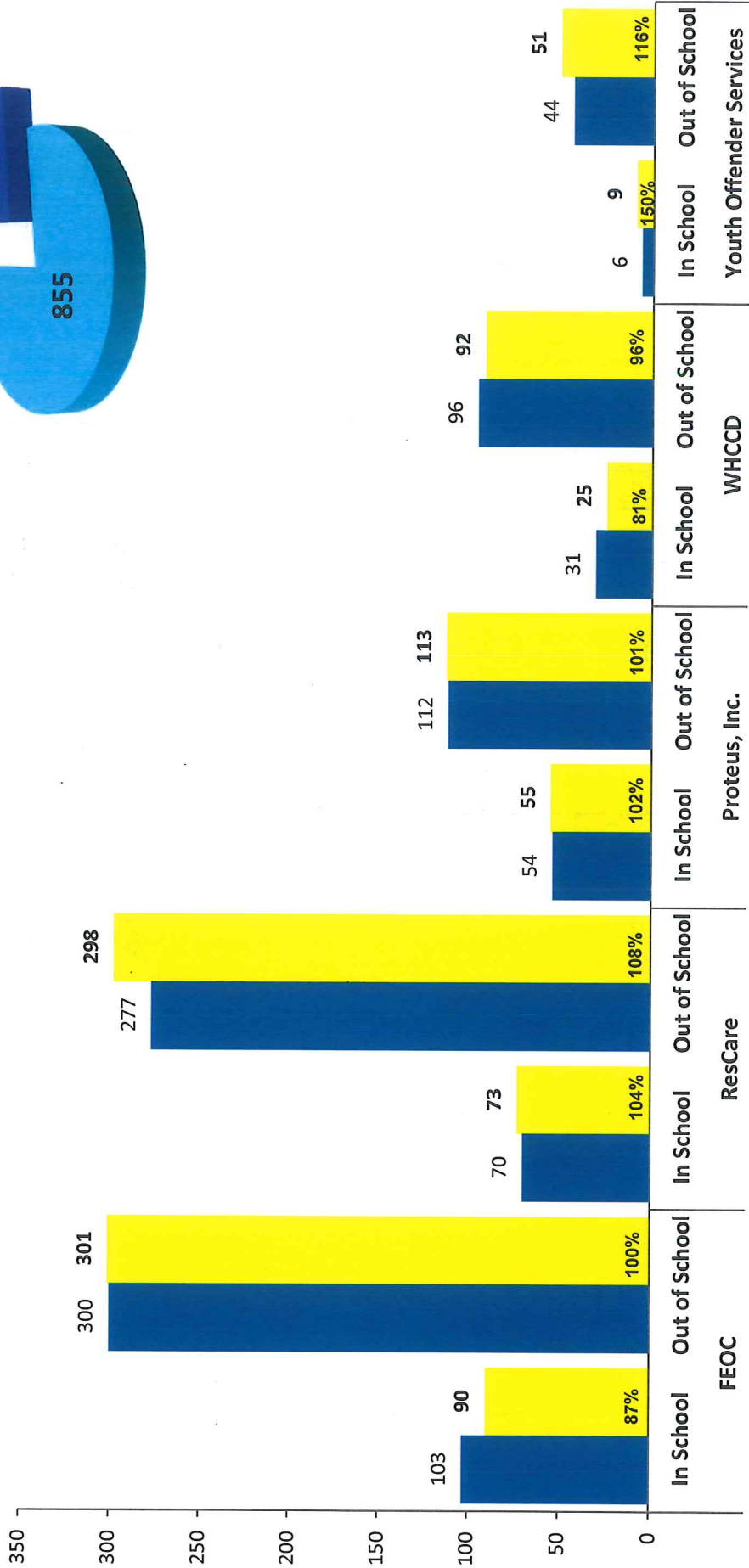
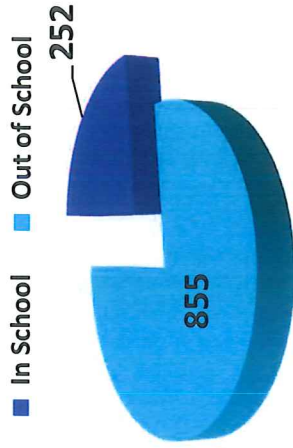
All Youth One System Providers of Services Local Performance Results Report for the Third Quarter of Program Year 2017-2018



# Youth Served

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

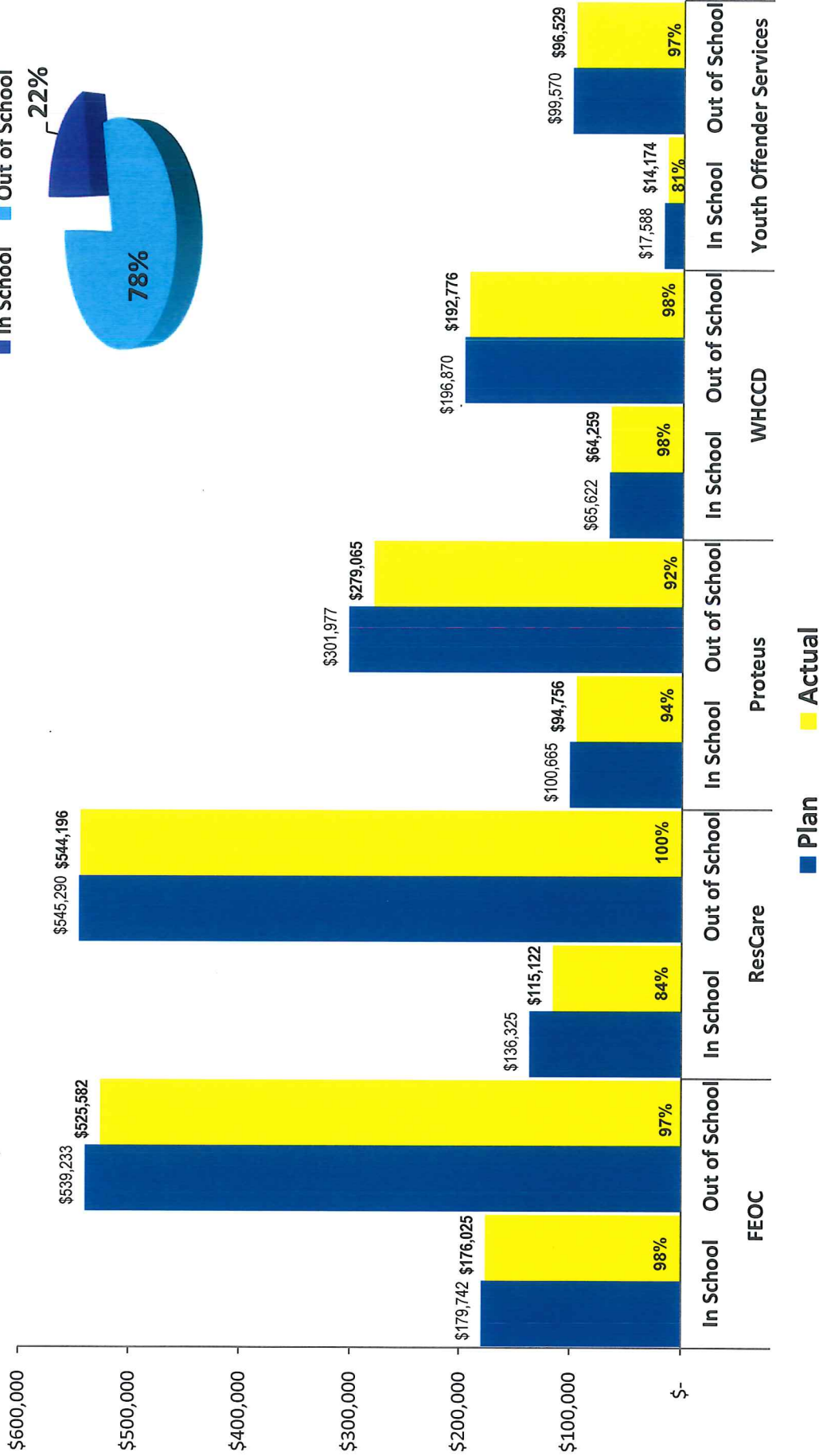
**Total Served- 1107**



■ Plan ■ Actual

Note: Number served goal is 95%

# Youth Expenditures

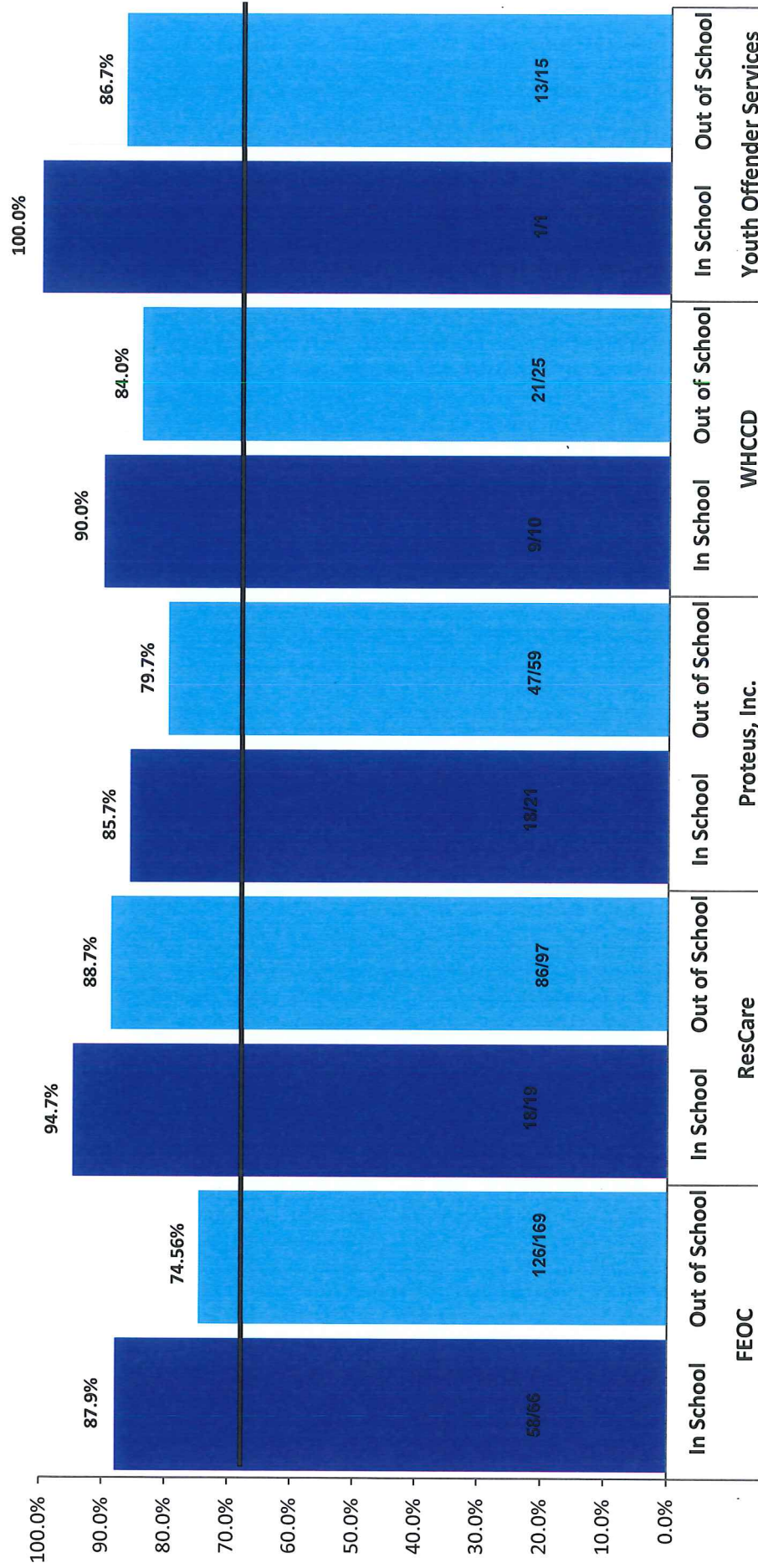


Note: WIOA mandates a minimum of 75% Out-of-School Expenditures and a maximum of 25% In-school Expenditures. The expenditures goal range is 95% to 100%.

## Youth Placement

Goals

Placement 68%

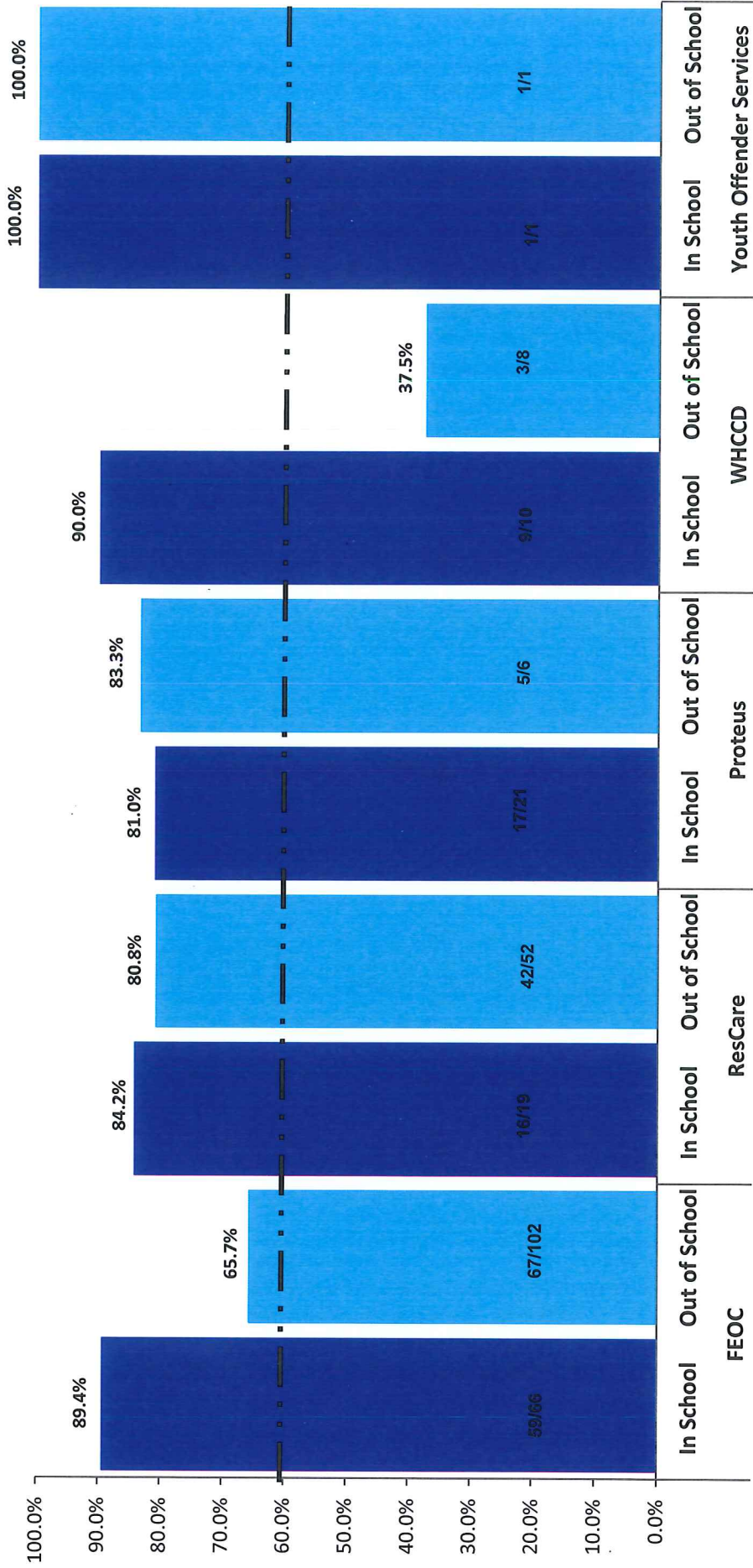


■ In School ■ Out of School

## Youth Certificate of Attainment

Goals

Certificate of Attainment 60%  



 In School  Out of School

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	D5
MEETING DATE:	June 6, 2018
ACTION:	ACCEPT

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

**RECOMMENDATION:**

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

The Youth Council approved this recommendation on May 17, 2018.

**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.

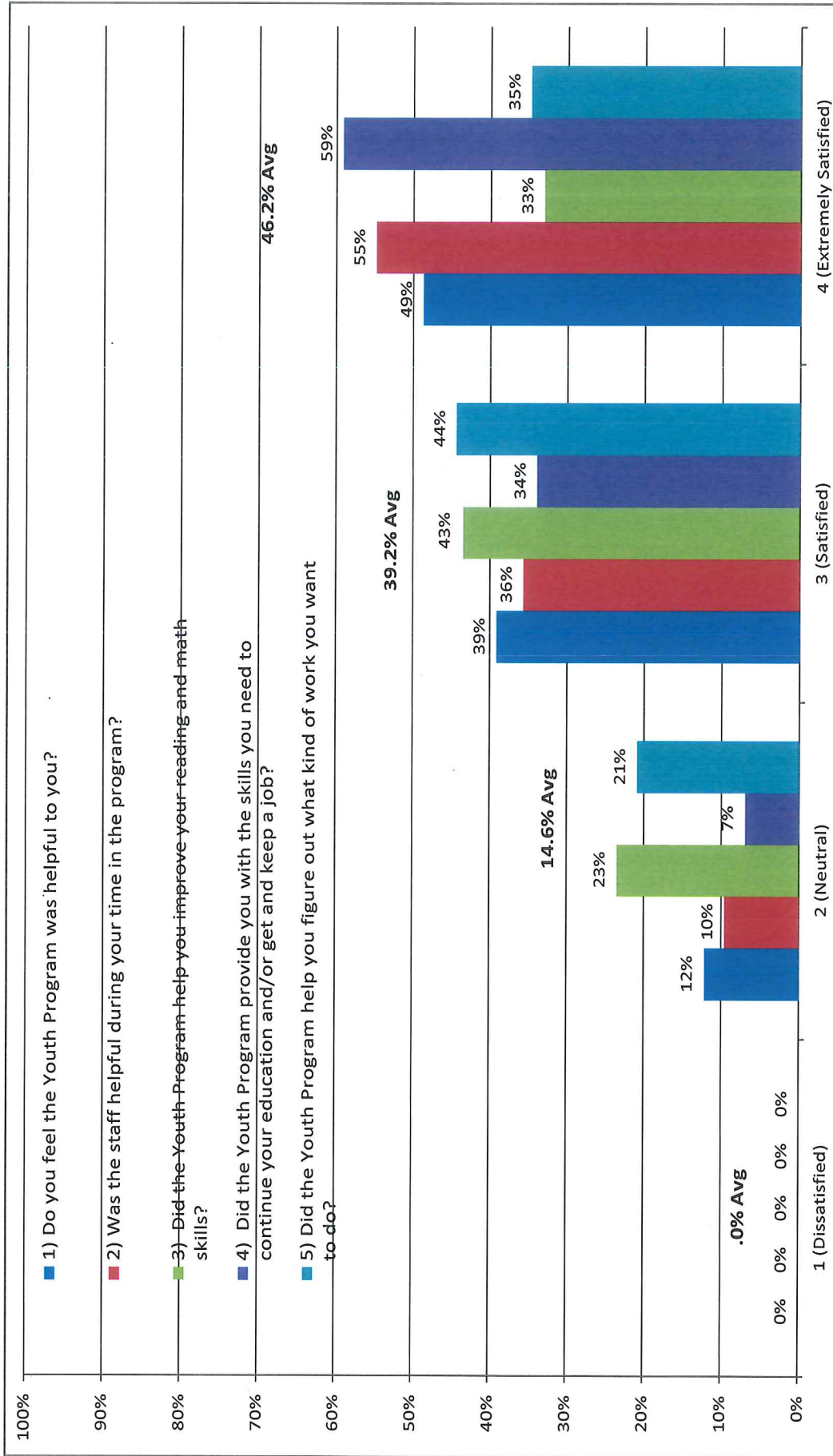
The data collected is intended to provide additional insight into possible improvements to the All Youth One System program, as perceived by our participants.

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:**

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

### Third Quarter Youth Customer Satisfaction Report for Program Year 2017 – 2018

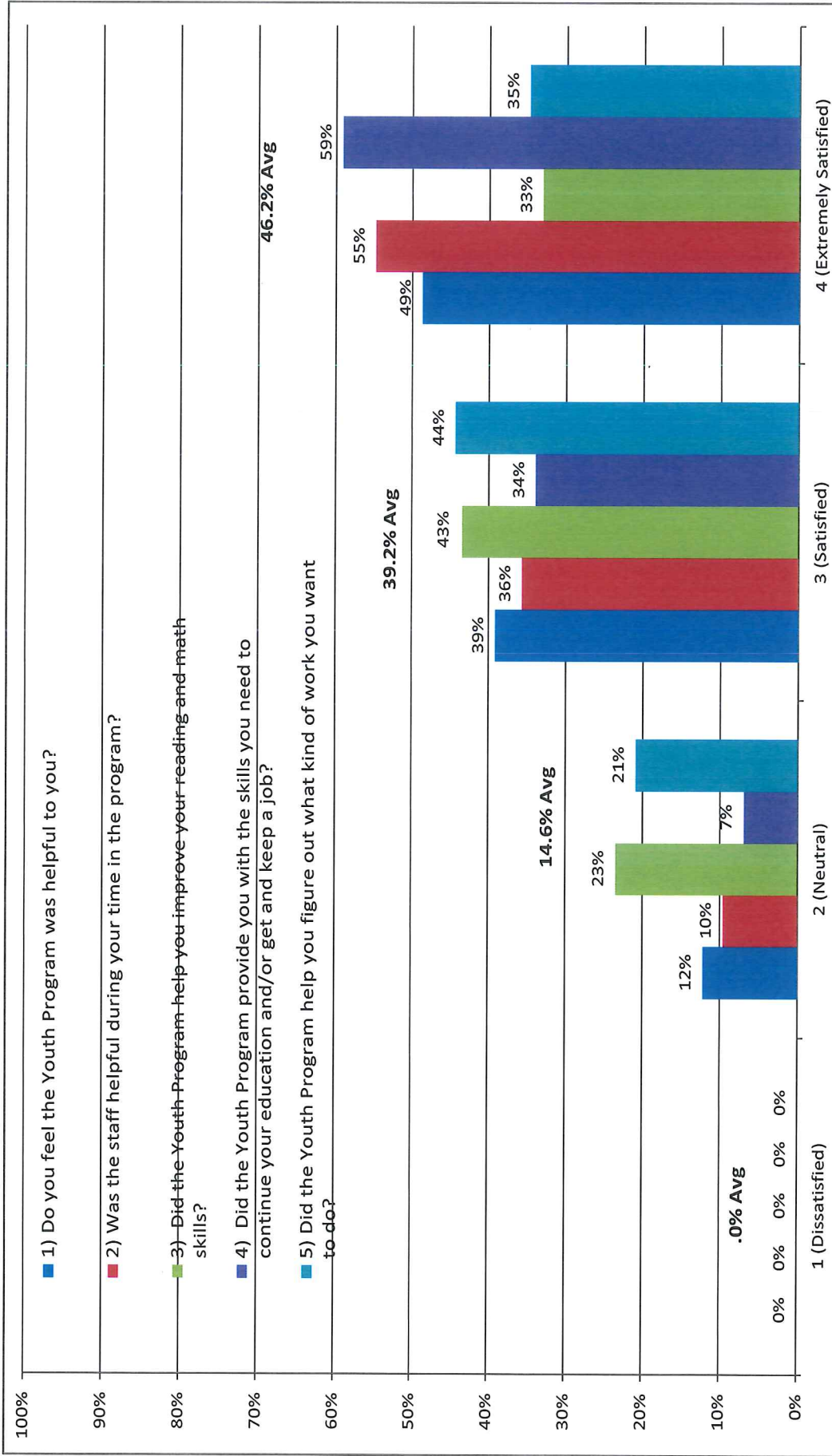


Surveys Received	115
Participants Closed	125
Survey Response Rate	92%

**Participant Comments:**

No changes, staff was helpful during my time in the program; reduce the amount of testing because it takes too long; can the office be opened later hours; the program helped me obtain full time employment; I did not need help with reading or math; potlucks or awards for good attendance, improved test scores; I am thankful for the help; the program helped me gain work experience and learn new skills; don't change the program.

### Third Quarter Youth Customer Satisfaction Report for Program Year 2017 – 2018



Surveys Received	<b>115</b>
Participants Closed	<b>125</b>
Survey Response Rate	<b>92%</b>

**Participant Comments:**

No changes, staff was helpful during my time in the program; reduce the amount of testing because it takes too long; can the office be opened later hours; the program helped me obtain full time employment; I did not need help with reading or math; potlucks or awards for good attendance, improved test scores; I am thankful for the help; the program helped me gain work experience and learn new skills; don't change the program.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	D6
MEETING DATE:	June 6, 2018
ACTION:	ACCEPT

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---

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

## **RECOMMENDATION:**

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

The Youth Council approved this recommendation on May 17, 2018.

## **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 January 1, 2018, through March 31, 2018.

## **ATTACHMENT:**

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



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

**Program Monitoring:**

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

<b>Sub-Recipient</b>	<b>Contract #(s)</b>	<b>Results</b>
West Hills Community College District, PY 16-17	390	1) Assessments Process Issues. 2) Participant Contact Issues. 3) Can Not Locate Process Issues. <b>All Findings Closed</b>
Proteus Inc., PY 17-18	333	<b>No Findings</b>
West Hills Community College District, PY 17-18	390	1) Service Code Issues <b>Finding Closed</b>

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

<b>Sub-Recipient</b>	<b>Contract # (s)</b>
Rescare Workforce Services Youth Offender Program	324
Fresno Economic Opportunities Commission PY 16-17, PY 17-18	310

**Fiscal Monitoring:**

*Fiscal monitoring of the following sub-recipients was completed during the third quarter:*

<b>Sub-Recipient</b>	<b>Contract #(s)</b>	<b>Results</b>
Rescare Workforce Services PY 17-18 Fiscal Annual	320, 324	<b>No Findings</b>
Fresno Economic Opportunities Commission PY 17-18 Fiscal Annual	310	<b>No Findings</b>

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

<b>Sub-Recipient</b>	<b>Contract # (s)</b>
Proteus, Inc., PY 17-18 Fiscal Annual	333
West Hills Community College District PY 17-18 Fiscal Annual	390

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	D7
MEETING DATE:	June 6, 2018
ACTION:	ACCEPT

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

## **RECOMMENDATION:**

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

The Youth Council approved this recommendation on May 17, 2018.

## **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 Third Quarter of PY 2017-2018.