



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

## Workforce Development Board

### SPECIAL MEETING

September 14, 2016 @ 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 FRWIB 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.	Slingshot Update	Konczal	No	Information	--
7.	Quarterly Award Winners	Konczal	No	Information	--
8.	Committee Reports Executive Committee – Paul Bauer Youth Council – Dennis Montalbano		No	Information	--
9.	Approval of the June 1, 2016, Meeting Minutes	Konczal	Yes	Approve	4
10.	July 2016 Financial Report	Konczal	Yes	Accept	9

### CONSENT ITEMS

11. Approve Consent Items (A1 through B5). *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

#### ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

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

<b>Item #</b>	<b>Description</b>	<b>Presenter</b>	<b>Enclosure</b>	<b>Action</b>	<b>Page #</b>
<b><u>CONSENT ITEMS SUBMITTED BY EXECUTIVE COMMITTEE</u></b>					
A1	Renewal of Human Resources Hotline and Business Workshops Contract	Nutting	Yes	Approve	16
<b><u>CONSENT ITEMS SUBMITTED BY YOUTH COUNCIL</u></b>					
B1	Fourth Quarter Local Performance Results Report for Program Year 2015-2016	Stogbauer	Yes	Accept	18
B2	Fourth Quarter Youth Satisfaction Reports for Program Year 2015-2016	DeWitt	Yes	Accept	24
B3	Fourth Quarter Providers of Services Monitoring Report for Program Year 2015-2016	DeWitt	Yes	Accept	26
B4	Fourth Quarter Youth Customer Complaint Report for Program Year 2015-2016	DeWitt	Yes	Accept	28
B5	Third Quarter Youth Federal Mandated Performance Results Report for Program Year 2015-2016	Giles	Yes	Accept	29
<b>NON-CONSENT ITEMS</b>					
12.	Grants Update	Konczal	Yes	Information	34
13.	Second Quarter Community Events	Konczal	Yes	Information	35
14.	Information Sharing	WIB Members	No	Discussion	--
15.	Agenda Items for December 7, 2016, Meeting	Konczal	No	Discussion	--
16.	Meeting Feedback	Konczal	No	Discussion	--

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

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

P = Present  
A = Absent

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

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	9
MEETING DATE:	September 14, 2016
ACTION:	APPROVE

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Blake Konczal, Executive Director  
**SUBJECT:** Approval of the June 1, 2016, Meeting Minutes

**RECOMMENDATION:**

Approve the minutes of the June 1, 2016, meeting of the Fresno Regional Workforce Development Board.

**ATTACHMENT:**

June 1, 2016, Meeting Minutes



## FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Workforce Development Board  
June 1, 2016 @ 4:00 p.m.

### SUMMARY MINUTES

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

ROLL CALL: PRESENT – Tom Abshere, Lacy Barnes, Paul Bauer, Andreas Borgeas (arrived at 4:11 p.m.), Tony Canales, Lee Ann Eager (arrived at 4:09 p.m.), Frank Gornick (arrived at 4:04 p.m.), Araceli Holland, Adrianna Kuhnle, David Mercer, Scott Miller, Delfino Neira, Tommie Nellon, Aric Olson, Tom Richards, Chuck Riojas, Lydia Zabrycki, and Legal Counsel Ken Price.

ABSENT – Oliver Baines, Fely Guzman, Richard Keyes, Andre Pecina, and Bret Slusser.

COMMENTS BY FRWDB CHAIR AND/OR EXECUTIVE STAFF: None.

AGENDA CHANGES: None.

ABSTENTIONS/ DISCLOSURES OF POTENTIAL CONFLICTS OF INTEREST/ RECUSALS: Tom Abshere, Item A8; Lacy Barnes, Item A8; Tony Canales, Item A8; Frank Gornick, Item A7 and D7; David Mercer, Item A8; and Chuck Riojas, Item A8.

PUBLIC COMMENTS: None.

#### **Item Description/Action Taken**

#### **6. WIOA Update – Youth Participant Outstanding Achievement Award**

Blake Konczal, Executive Director, Fresno Regional Workforce Development Board (FRWDB), explained that the FRWDB has reinstated quarterly Outstanding Achievement awards for its Adult and Youth clients, as well as the businesses that work with the FRWDB in serving Adult and Youth clients. He introduced a video presentation of the second quarter Youth award recipient, Mr. Tyler Roberts, who received services at West Hills College.

Director Gornick arrived (4:04 p.m.)

FRWDB Business and Industry Committee, Adult and Youth Council members will be presented a video of the quarterly winners at their quarterly meetings, and some of those videos may also be presented at a quarterly FRWDB meeting. After four (4) quarters, an annual winner will be selected from each category.

Director Eager arrived (4:09 p.m.)

This was an information item.

## 7. Committee Reports

Adult Council: Director Richards reported that the Adult Council met twice since the last FRWDB meeting. On January 28<sup>th</sup>, the Council recommended for acceptance the standard quarterly reports and no concerns were raised about the reports from FRWDB staff or the Council. On May 19<sup>th</sup>, the Council met and again recommended for the FRWDB's acceptance the quarterly reports.

Director Borgeas arrived (4:11 p.m.)

The Council also recommended for approval the Program Year (PY) 2016-2017 funding recommendations for the Adult and Dislocated Worker programs, which included increasing the carryover to PY 2017-2018 to three percent (3%). The Council recommended for approval the transfer of Dislocated Worker funds to the Adult program to accommodate the increased number of Adult clients being served. Other items recommended for approval by the Adult Council were contracts for janitorial services and security guard services, and an increase in truck driver training slots.

Business and Industry Committee: Director Zabrycki reported that the Business and Industry Committee (B&I) met on February 3<sup>rd</sup>, at which time Mr. Konczal shared about the new Outstanding Achievement awards program. The B&I received an update on FRWDB grants currently in process, and Christine Nutting, Deputy Director Business Services, FRWDB, presented the Employer Customer Satisfaction Report where customer satisfaction ratings remain high at 4.9 out of 5. Tamico Thomas, Senior Outplacement and Vendor Specialist, FRWDB, reported to the B&I that she and the Rapid Response team contacted eight (8) companies during the second quarter that were either downsizing or closing their doors, and provided information to 113 affected workers. Director Zabrycki stated that the B&I did not meet for their regularly scheduled meeting on May 4<sup>th</sup> due to a lack of agenda items.

Executive Committee: Chair Bauer reported that the Executive Committee met just prior to the FRWDB meeting where they reviewed and recommended for the FRWDB's approval the PY 2016-2017 Agency Budget and Personnel Plan. He noted that the budget included the elimination of three (3) vacant staff positions, the addition of one (1) new position, and an increase in FRWDB staff salary ranges. Director Barnes asked what was the percentage increase on the salary ranges and Mr. Konczal answered that on average, ranges were increased by three percent (3%) on the bottom end of the range and five percent (5%) at the top. He added that staff salary ranges had not been changed in 12 years and that many staff members have been maxed out at the top of their range. While the increase in salary range does not necessarily equate to an increase in staff's overall pay, it will give room in the ranges for future salary increases.

Youth Council: Director Abshere reported that the Youth Council also met twice since the last FRWDB meeting. At the February 18<sup>th</sup> meeting, the Council received a presentation on the quarterly Outstanding Achievement award for Youth participant. The Council recommended for acceptance by the FRWDB the quarterly Youth Satisfaction Report, Monitoring Report, Customer Complaint Report, Demographics and Performance Reports, all with no major issues being reported. On May 19<sup>th</sup> the Council met and were presented the Outstanding Achievement award video for the second quarter winner. Staff also presented the standard quarterly reports and again, no major issues were reported and staff had no concerns. Council recommended the approval of the PY 2016-2017 funding allocations, where carryover would be increased to three percent (3%), along with increases in youth work experience pools, supportive services pools, and out of school vocational training pools. The meeting concluded with Director Montalbano initiating a discussion about why the public educational system no longer teaches vocational education and this is a topic that the Council will revisit in the future.

This was an information item.

8. **Approval of the January 20, 2016, Special Meeting Minutes**

**ABSHERE/BARNES – APPROVED THE JANUARY 20, 2016, SPECIAL MEETING MINUTES (UNANIMOUS).**

9. **April 2016 Financial Report**

Mr. Konczal presented the April 2016 Financial Report for acceptance. He stated that all expenditures were on track. He noted that FRWDB staff constantly works to ensure that the 80% expenditure rate is being met.

**EAGER/NEIRA – ACCEPTED THE APRIL 2016 FINANCIAL REPORT (UNANIMOUS).**

10. **Approval of Consent Items (A1 through D12)**

**ABSHERE/ZABRYCKI – APPROVED CONSENT ITEMS A1 – D12 (UNANIMOUS, WITH THE ABSTENTIONS NOTED ABOVE).**

11. **Financial Statements and Supplemental Data for Fiscal Year Ending June 30, 2015**

Mr. Konczal stated that at its January 20<sup>th</sup> meeting, the Fresno Area Workforce Investment Corporation (FAWIC) Board of Directors referred the Financial Statements and Supplemental Data for Fiscal Year Ending June 30, 2015, to the FRWDB as an information item. He explained that as a not-for-profit agency and pursuant to the provisions of the Joint Powers Agreement, the FAWIC is required to have an annual audit performed. He indicated that the FAWIC had no findings and were listed as a “low risk auditee”.

Director Gornick asked if FAWIC/FRWDB staff were a part of the Fresno County Retirement System or the CalPERS. Mr. Konczal indicated that the FAWIC staff is not a part of a retirement system, but have 403b accounts set up to which the FAWIC makes contributions on staff's behalf. Staff is also allowed to make contributions to their account, to an allowable limit.

This was an information item.

12. **First Quarter Community Events**

Mr. Konczal stated that the FRWDB would be attending the Chamber of Commerce Eggs and Issues Breakfast in July and the State of the County Breakfast in September. He noted that tickets for these events were included in the FRWDB's membership with the Fresno Chamber of Commerce.

This was an information item.

13. **Information Sharing**

Chair Bauer presented Mr. Konczal with a certificate recognizing his 13 years with the FRWDB.

Director Eager announced that in May, the CalChamber awarded Director Zabrycki the Business Advocate of the Year award for the State of California.

Director Barnes shared that she recently served on a scholarship panel and indicated it was a very positive experience. She encouraged all Directors who have not yet participated on a scholarship panel to do so. Director Barnes also announced that the San Joaquin College of Law

(College) is looking for individuals who are interested in a second career. She asked that if Directors know of opportunities for a College representative to speak to individuals or groups about this, to let her know.

Director Gornick alerted the FRWDB about the impact that the Supreme Court's decision whether or not to uphold the President's Executive Order on immigration and the effect it will have on DACA (Deferred Action for Childhood Arrivals) and DAPA (Deferred Action for Parents of Americans) residents in California, and specifically, residents of Fresno County. He stated that it is a significant issue with respect to FRWDB clients. Mr. Konczal stated that the Court's decision could definitely impact the number of individuals the FRWDB could potentially serve.

Mr. Konczal informed the FRWDB that Bernice Seidel, Clerk to the Board of Supervisors, contacted him and indicated that with the recent name change from Fresno Regional Workforce Investment Board to Fresno Regional Workforce Development Board, it will be necessary for Directors to file an amended Form 700 to reflect the agency's name change. He indicated that FRWDB staff will populate as much information as possible on the Form 700s prior to sending to Directors to complete. Director Neira indicated that at his previous job, the Form 700 filing was done electronically and asked if the FRWDB could implement that system. Legal Counsel Price stated that the Fresno County Clerk to the Board of Supervisors' office is currently in the process of upgrading to an electronic system and some agencies are being allowed to submit their forms electronically on a prototype basis. He added that if the FRWDB is eligible to participate, Directors will be notified.

**14. Agenda Items for September 7, 2016, Meeting**

None.

**15. Meeting Feedback**

There was no meeting feedback.

The meeting was adjourned at 4:44 p.m.



**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	10
MEETING DATE:	September 14, 2016
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Blake Konczal, Executive Director  
**SUBJECT:** July 2016 Financial Report

**RECOMMENDATION:**

Accept the attached Fresno Regional Workforce Development Board (FRWDB) July 2016 Financial Report.

**REASON FOR RECOMMENDATION**

The attached charts display year-to-date financial information through July 31, 2016. Staff has no concerns with grant expenditures at this time.

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

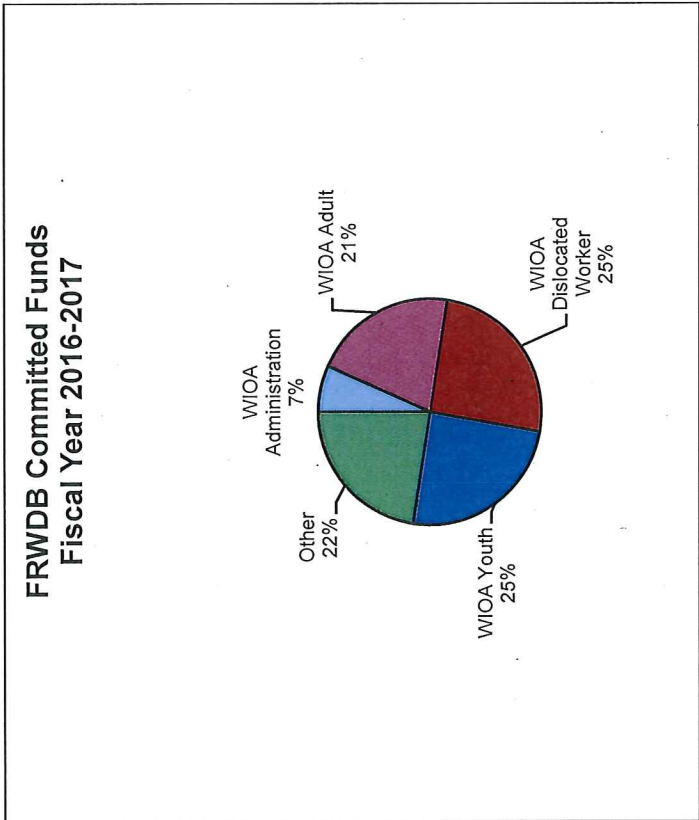
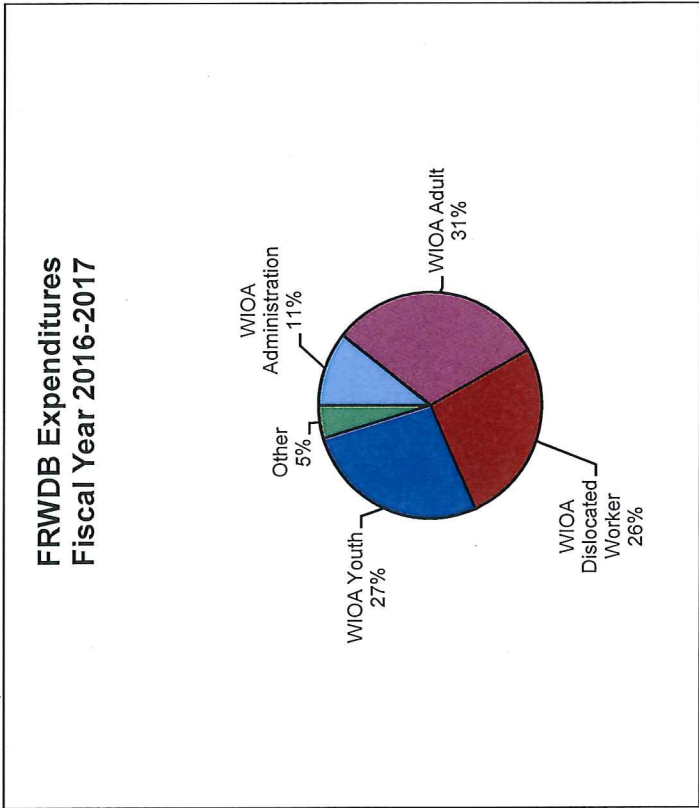
To maximize the resources available to Local Workforce Development Areas (Local Areas) to continue their Workforce Innovation and Opportunity Act (WIOA) transition work, the requirement for Local Areas to obligate at least 80 percent of their WIOA program dollars by the end of the Program Year (PY) 2015-2016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

**ATTACHMENT:**

July 2016 Financial Report

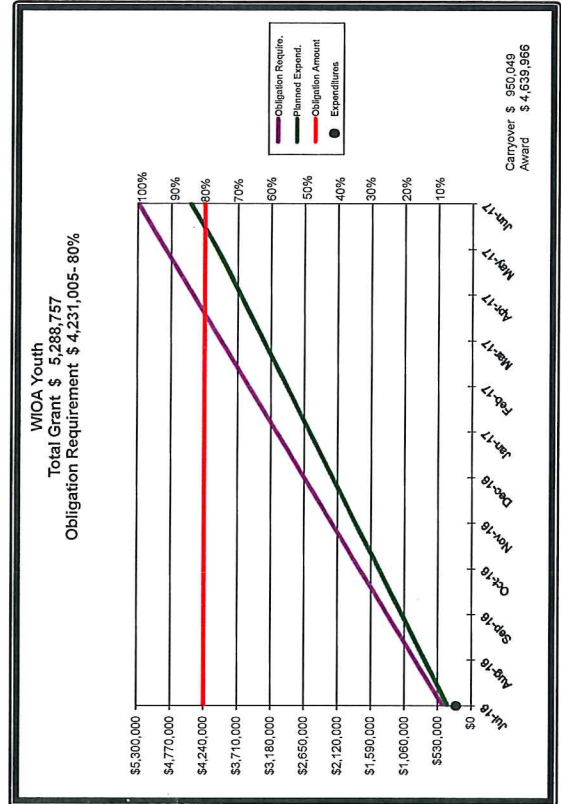
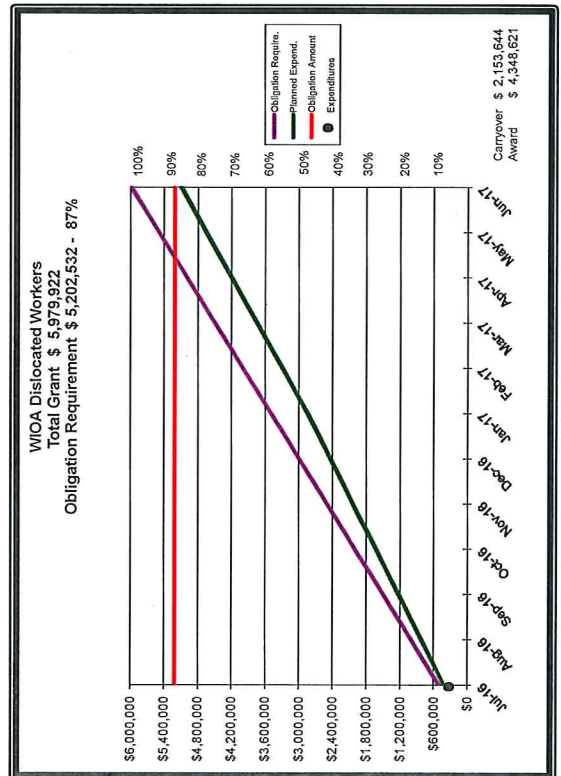
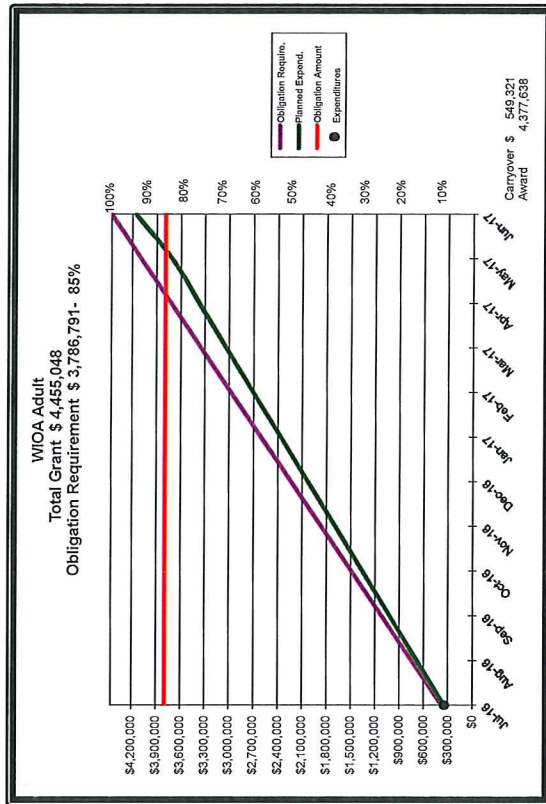
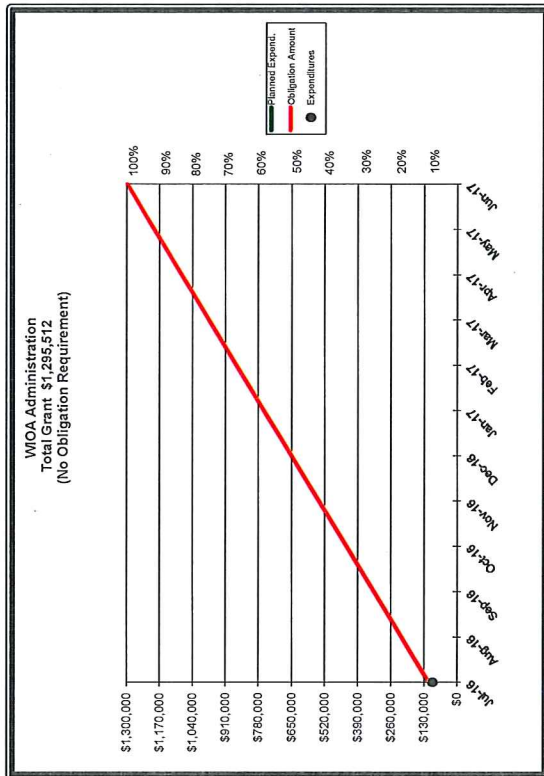
FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD FINANCIAL REPORTS

July 2016



July 2016

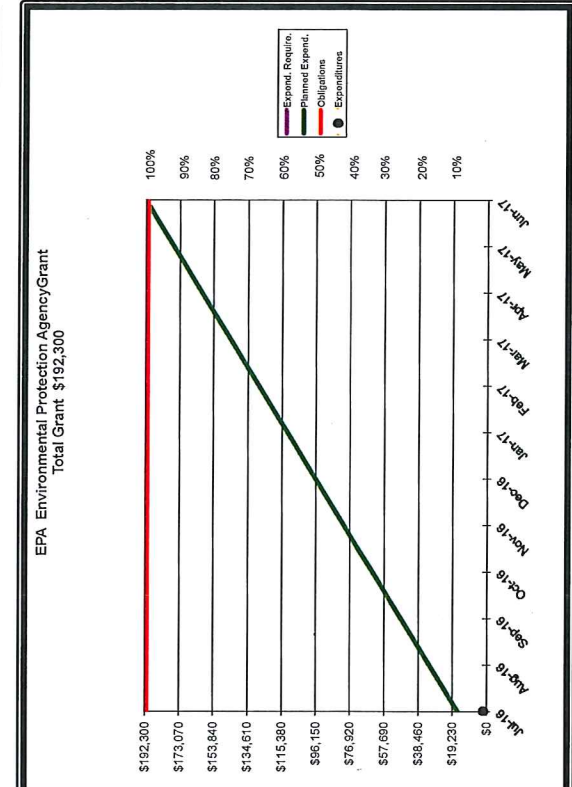
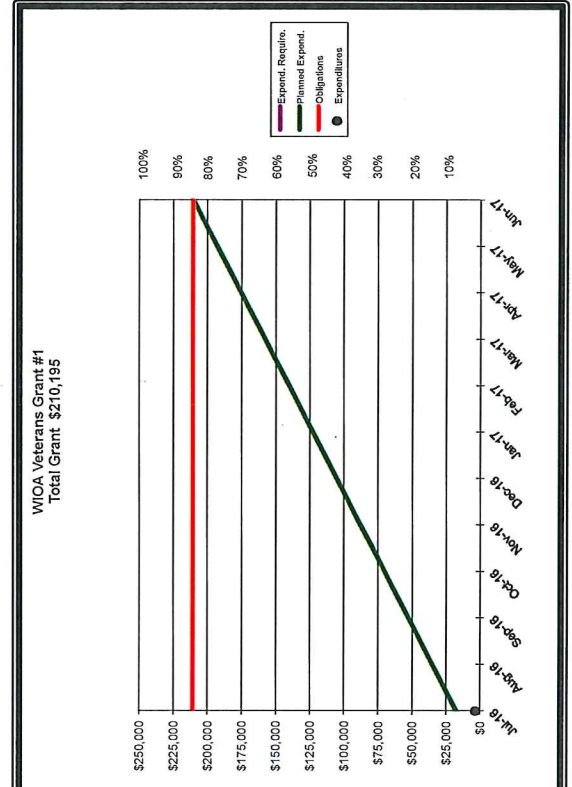
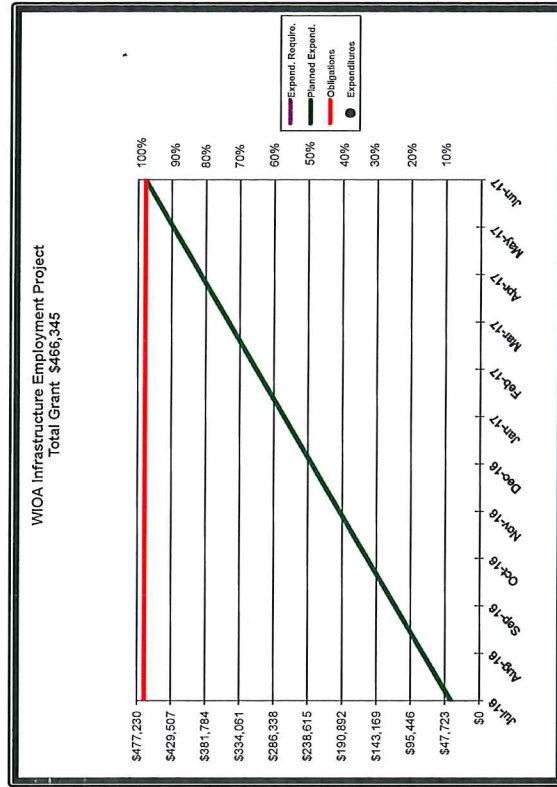
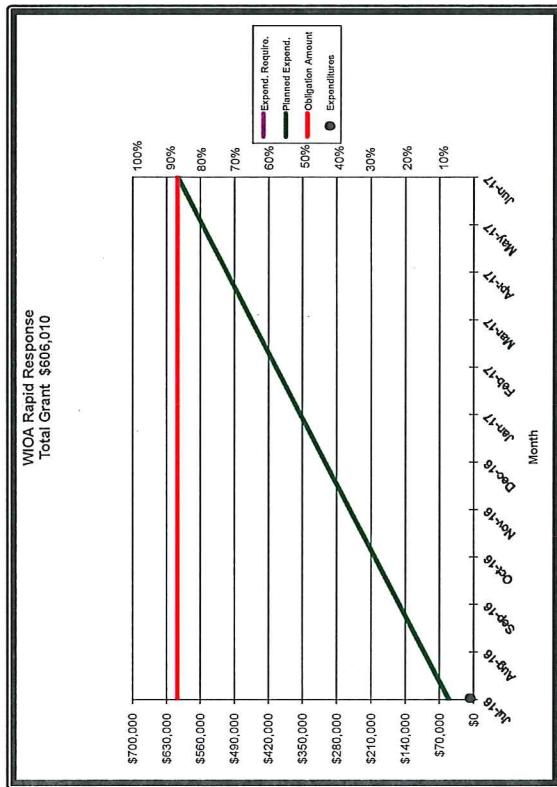
Important Note - July 2016 expenditures are indicated by black solid dot on all line graphs.



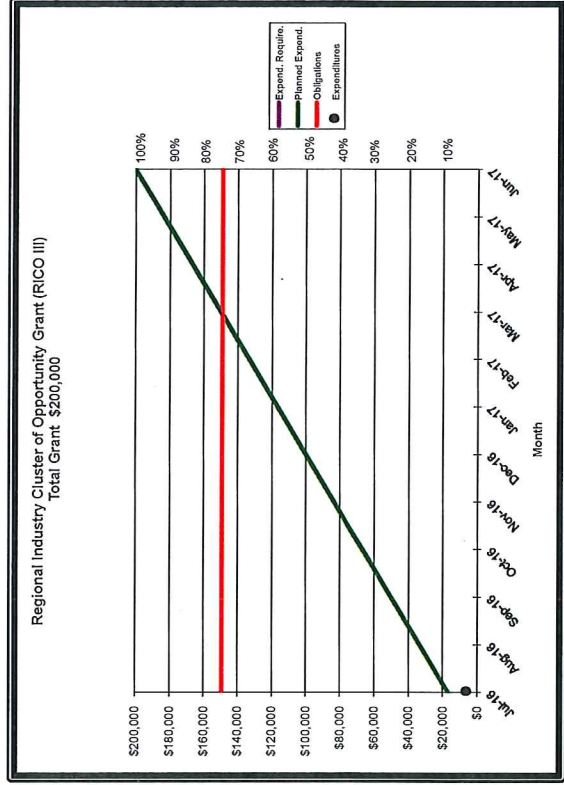
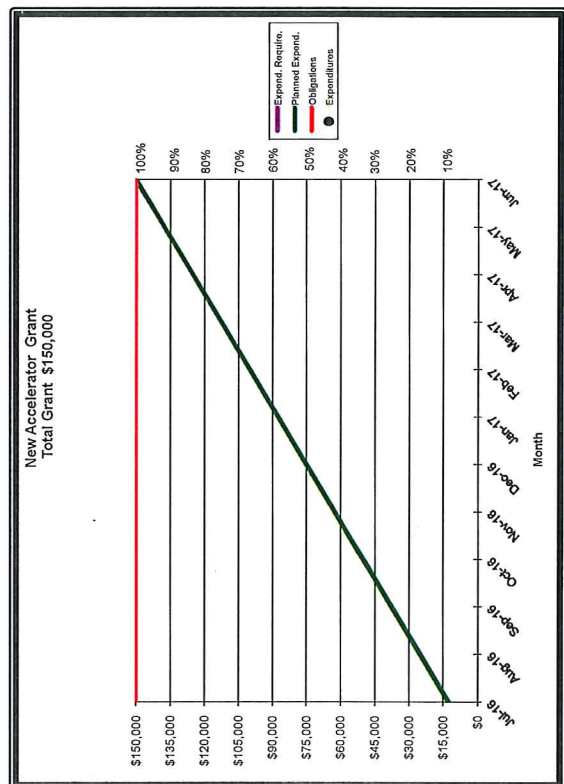
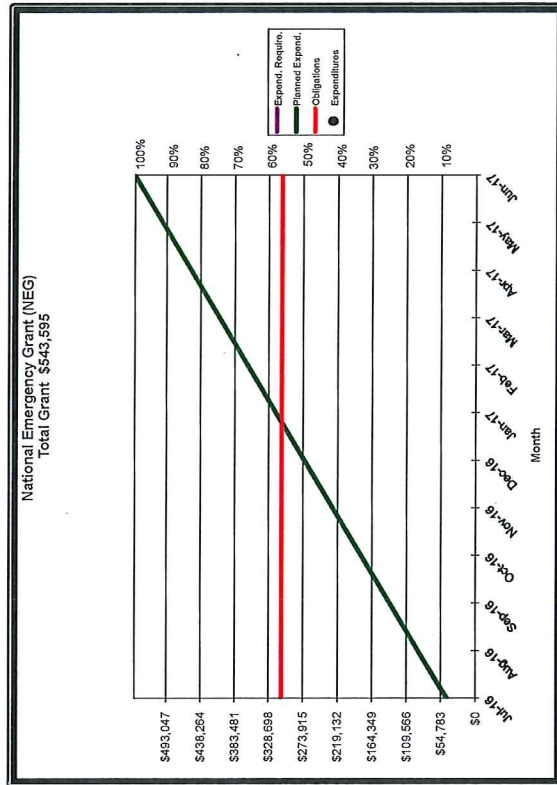
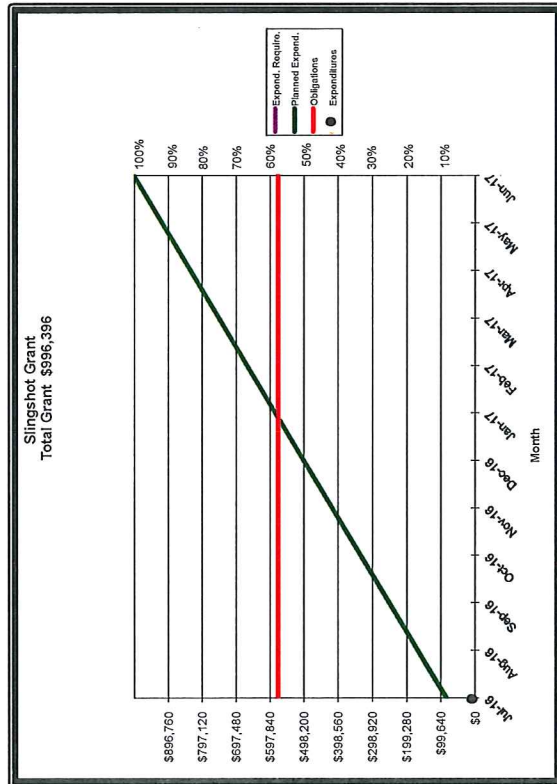
FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD FINANCIAL REPORTS

July 2016

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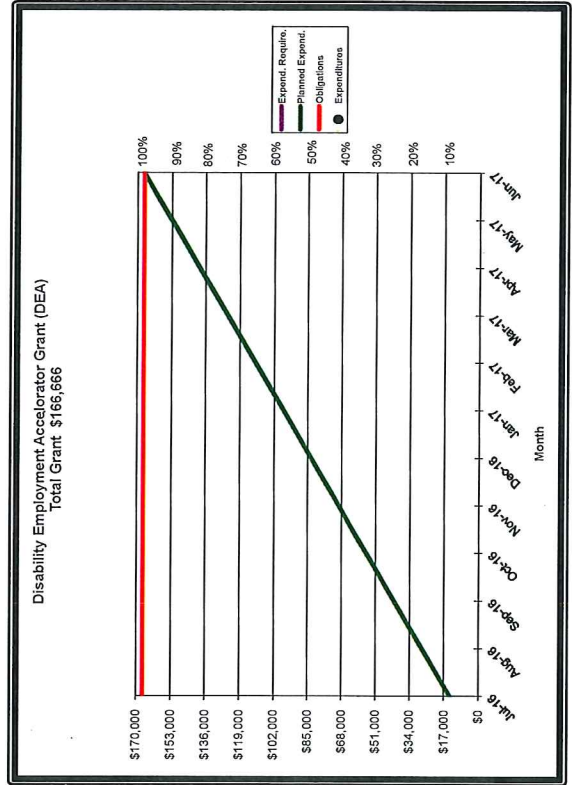
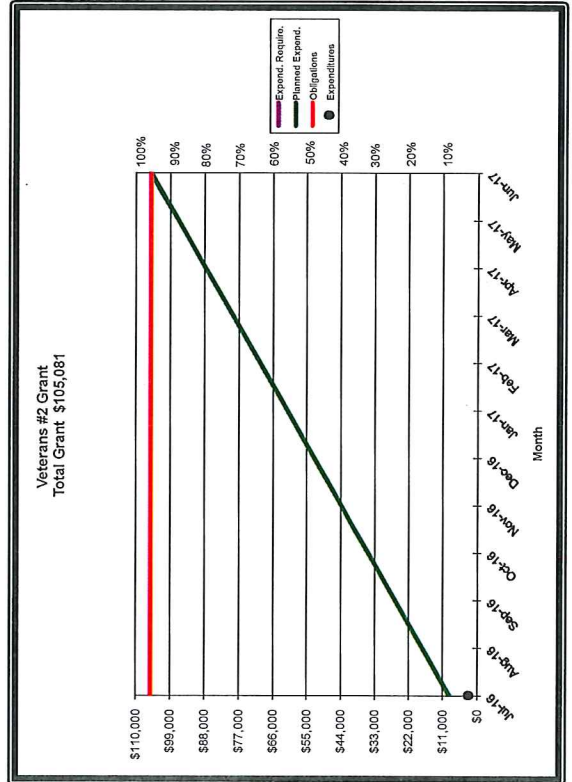
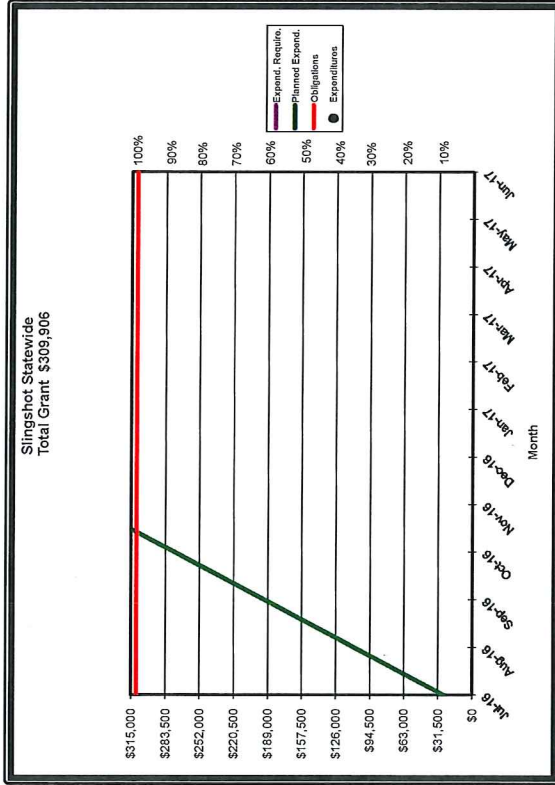
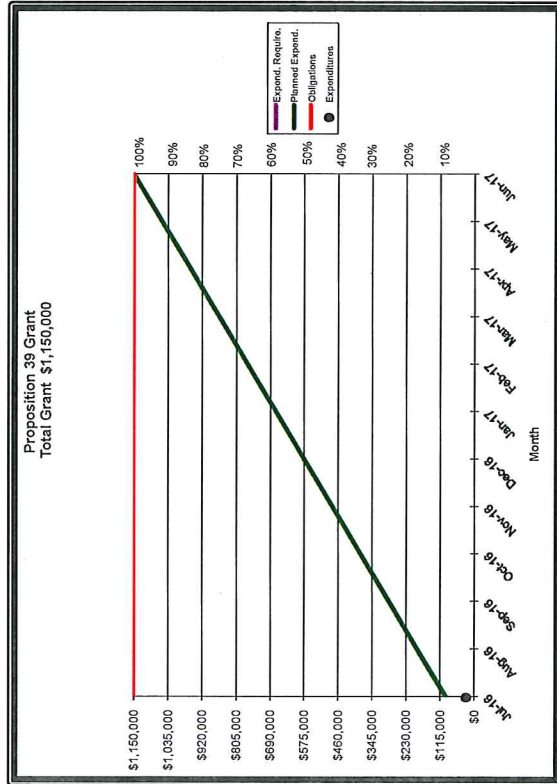




FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD FINANCIAL REPORTS

July 2016

Important Note - July 2016 expenditures are indicated by black solid dot on all line graphs.



**Consent Items  
Submitted by the**

**Executive  
Committee**

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	A1
MEETING DATE:	September 14, 2016
ACTION:	APPROVE

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Executive Committee  
**SUBJECT:** Renewal of Human Resource Hotline and Business Workshops Contract

**RECOMMENDATION:**

Approve a contract renewal in the amount not to exceed \$20,000 to Sierra HR Partners to provide Human Resource (HR) Hotline and Business Leadership Workshops for Program Year (PY) 2016-2017.

The Executive Committee approved this recommendation on July 20, 2016.

**REASON FOR RECOMMENDATION:**

The initial contract for the HR Hotline and Business Workshops was procured and awarded to Sierra HR Partners in 2014. The terms of the procurement allowed for an initial contract for PY 2014-2015 with the option to renew for an additional four (4) years based on performance and availability of funds.

Sierra HR Partners has successfully met all of the required deliverables and performance requirements under the contract. From July-March, PY 2014-2015, they conducted 9 workshops with an average satisfaction score of 97.2%. The hotline received 78 calls over the same timeframe.

Therefore FRWIB staff is recommending that Sierra HR Partners be awarded contract renewals for PY 2016-2017, in the amount of up to \$20,000.

**FISCAL IMPACT:**

Approval of this item will allocate \$20,000 of Workforce Innovation and Opportunity Act administrative funds for Program Year 2016-2017.



# Consent Items Submitted by the Youth Council

## **MISSION:**

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

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	B1
MEETING DATE:	September 14, 2016
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Youth Council  
**SUBJECT:** Fourth Quarter Local Performance Results Report for Program Year 2015-2016

## **RECOMMENDATION:**

Accept the attached Youth Program Providers of Services Local Performance Results Report for the Fourth Quarter of Program Year (PY) 2015-2016.

The Youth Council approved this recommendation on August 18, 2016.

## **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:** No concerns.

**ResCare:** No concerns.

**Proteus, Inc.:** No concerns.

**WHCCD:** No concerns.

**Youth Offender Services:** No concerns.

### **Youth Expenditures:**

**FEOC:** No Concerns.

**ResCare:** No Concerns.

**Proteus, Inc.:** Staff has no concerns, provider is finalizing closeout for PY 15-16 and expenditures will be in line once all invoices have been processed.

**WHCCD:** No Concerns.

**Youth Offender Services:** Staff has no concern; low expenditures are due to the late start of the subcontractor.

### **Youth Placement/ Certificate of Attainment:**

**FEOC:** Placements increased significantly for In-School Youth (ISY), and there was a small increase for Out-of-School Youth (OSY); however due to participants' non-compliance with participation and completion of required activities, total placements are still below goal. The performance for Certificate of Attainment shows a significant increase from last quarter, with performance for the ISY exceeding the annual goal with OSY performance slightly below.

**ResCare:** Placements and Certificate of Attainment for ISY are below goal due to the number of participants that were closed out of the program with no outcomes because of lack of participation and non-compliance with required activities.

**Proteus, Inc.:** No concerns.

**WHCCD:** Placements and Certificate of Attainment for OSY are below goal due to the number of participants that were closed out of the program with no outcomes because of lack of participation and non-compliance with required activities.

**Youth Offender Services:** ISY participants transferred from previous Incarcerated Youth Program (IYP) program were closed out of the program with no outcomes due to lack of involvement in services after post-release from Juvenile Justice Center.

### **Youth Literacy Attainment:**

**FEOC:** ISY Reading and OYS Reading and Math are below goal due to the number of participants that were closed out of the program without obtaining literacy goals because of lack of participation and non-compliance with required activities.

**ResCare:** ISY Reading and Math are below goal due to the number of participants that were closed out of the program without obtaining literacy goals because of lack of participation and non-compliance with required activities.

**Proteus, Inc.:** OYS Reading and Math attainments are slightly deficient due to the number of participants that were closed out of the program without obtaining literacy goals because of lack of participation and non-compliance with required activities.

**WHCCD:** ISY and OYS Reading and Math attainments are far below goal due to the number of participants that were closed out of the program without obtaining literacy goals because of lack of participation and non-compliance with required activities.

**Youth Offender Services:** ISY participants transferred from previous IYP program were closed out of the program with no outcomes due to lack of participation in services after post-release from the Juvenile Justice Center.

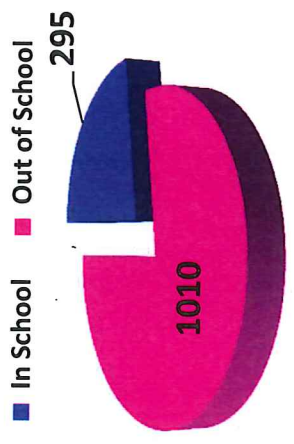
### **ATTACHMENT:**

All Youth One System Providers of Services Local Performance Results Report for the Fourth Quarter of Program Year 2015-2016

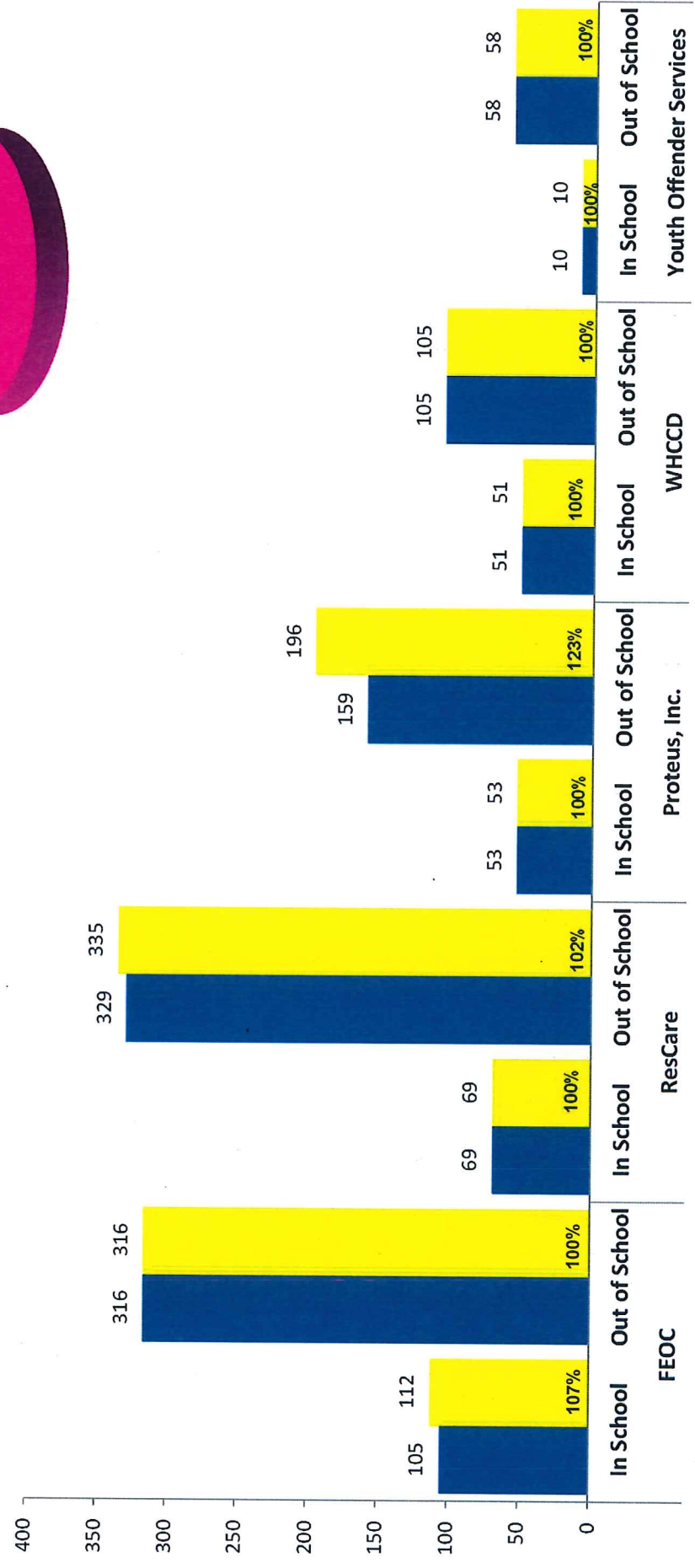


# Youth Served

Total Served- 1305



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

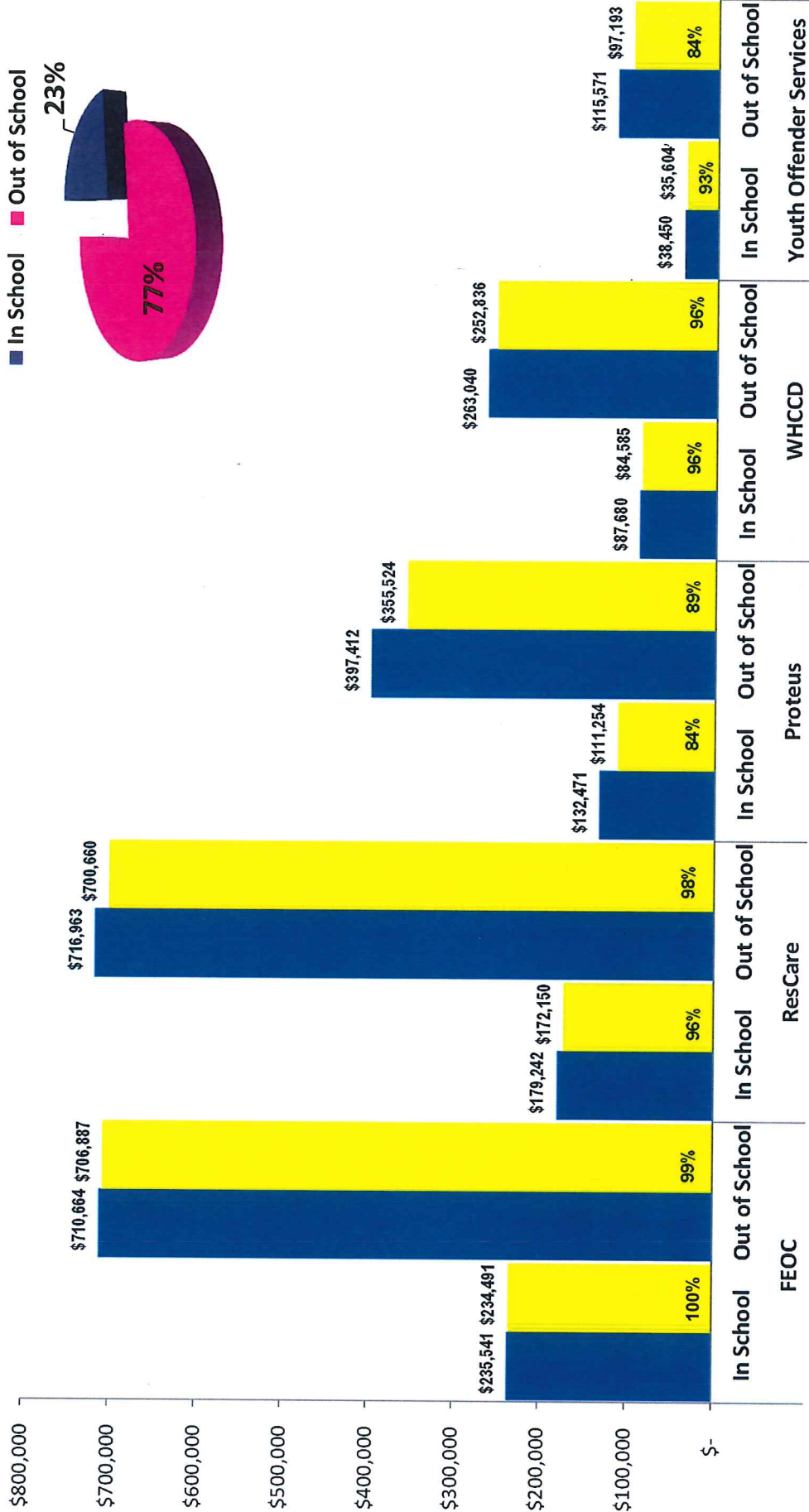


■ Plan ■ Actual



# Youth Expenditures

## Total Expenditures

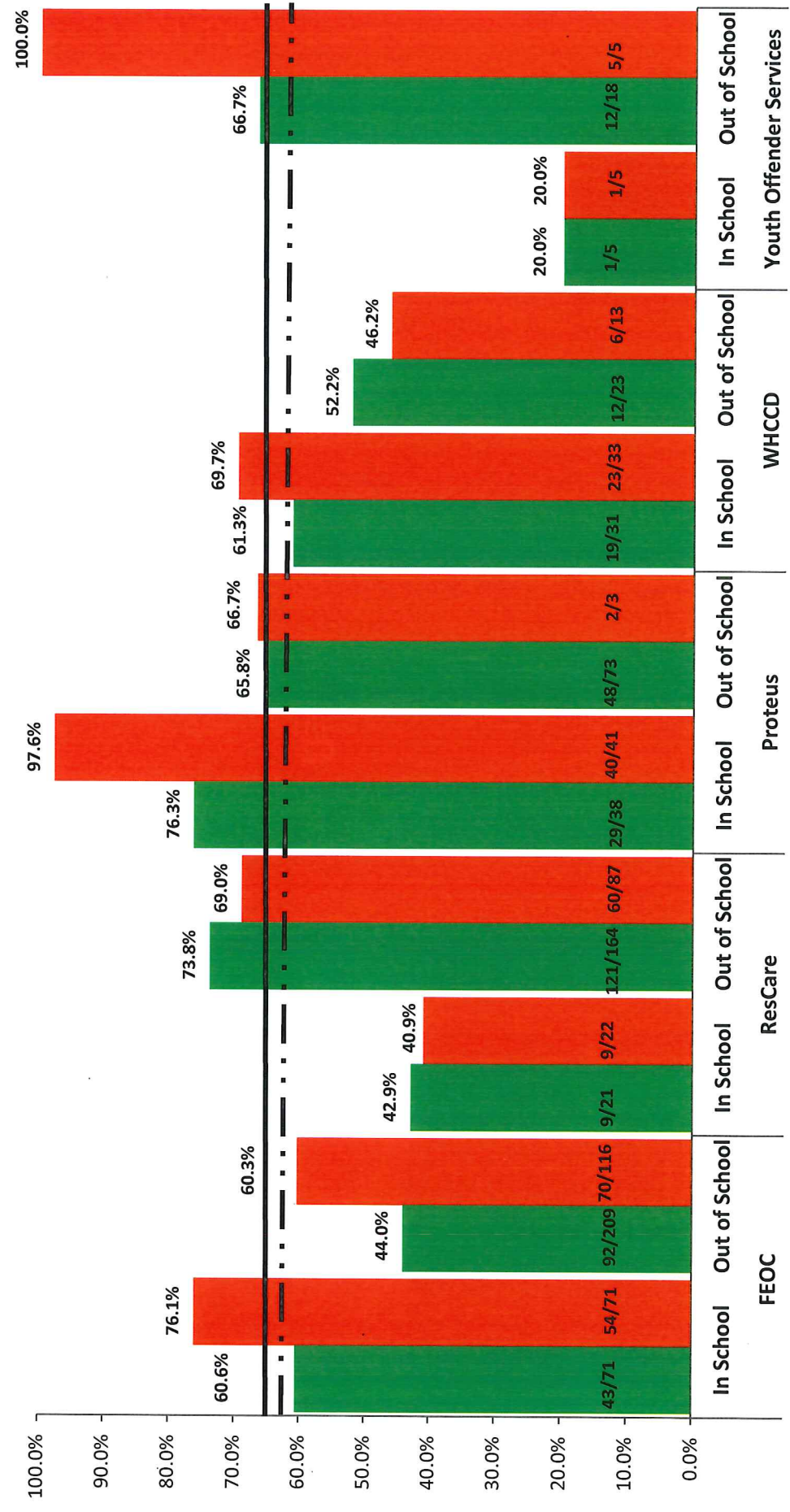


Note: WIOA mandates a minimum of 75% Out-of-School Expenditures and a maximum of 25% In-school Expenditures.



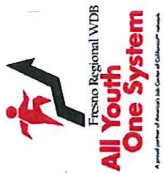
# Youth Placement/ Certificate of Attainment

Goals  
Placement 65%  
Certificate of Attainment 62%



■ Placement ■ Certificate of Attainment



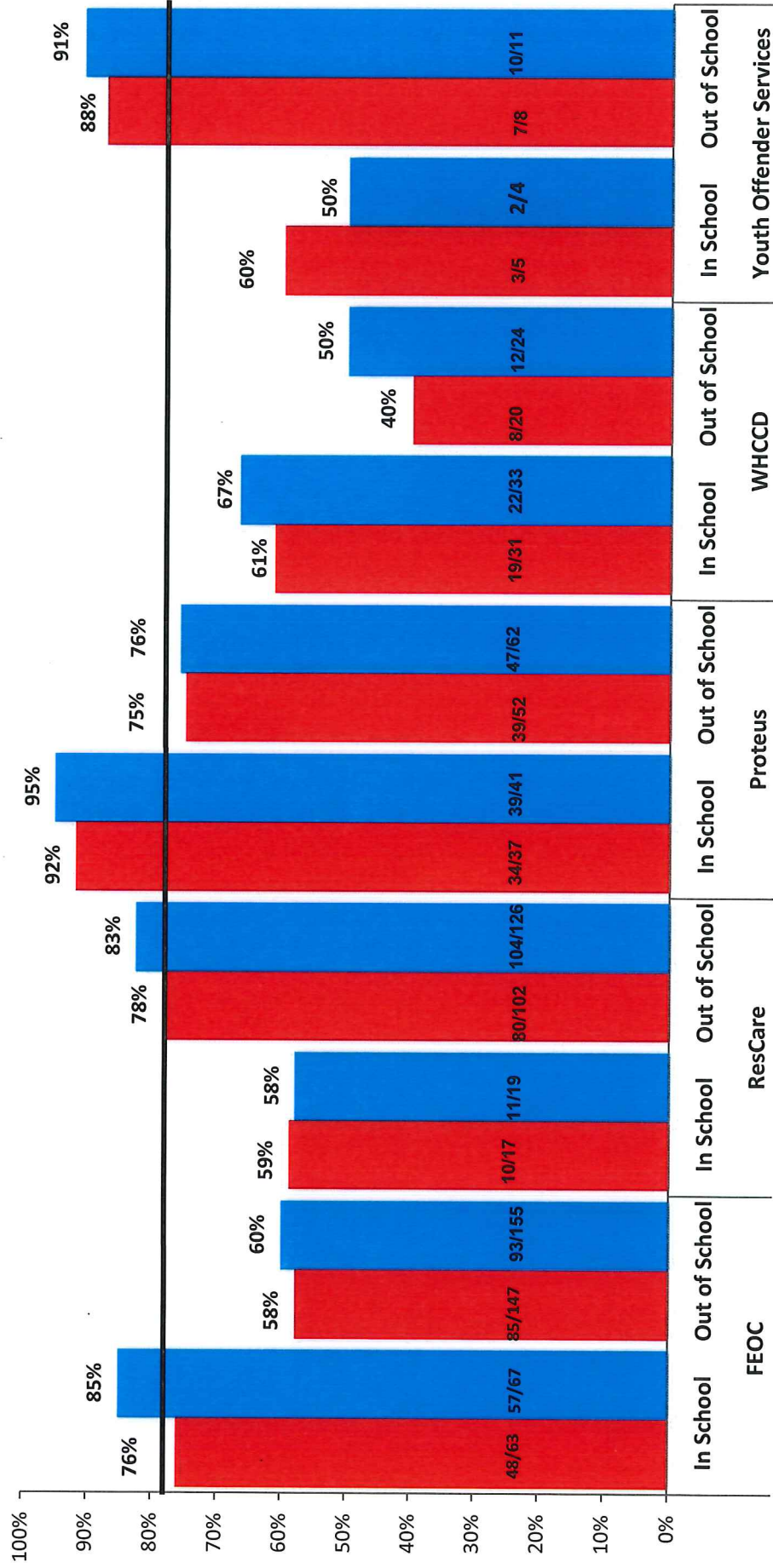


## Youth Literacy Attainment

### Goal

Literacy Attainment 78% 

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■ Reading ■ Math

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	B2
MEETING DATE:	September 14, 2016
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Youth Council  
**SUBJECT:** Fourth Quarter Youth Satisfaction Reports for Program Year 2015-2016

**RECOMMENDATION:**

Accept the Youth Customer Satisfaction Report for the Fourth Quarter of Program Year (PY) 2015-2016.

The Youth Council approved this recommendation on August 18, 2016.

**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.

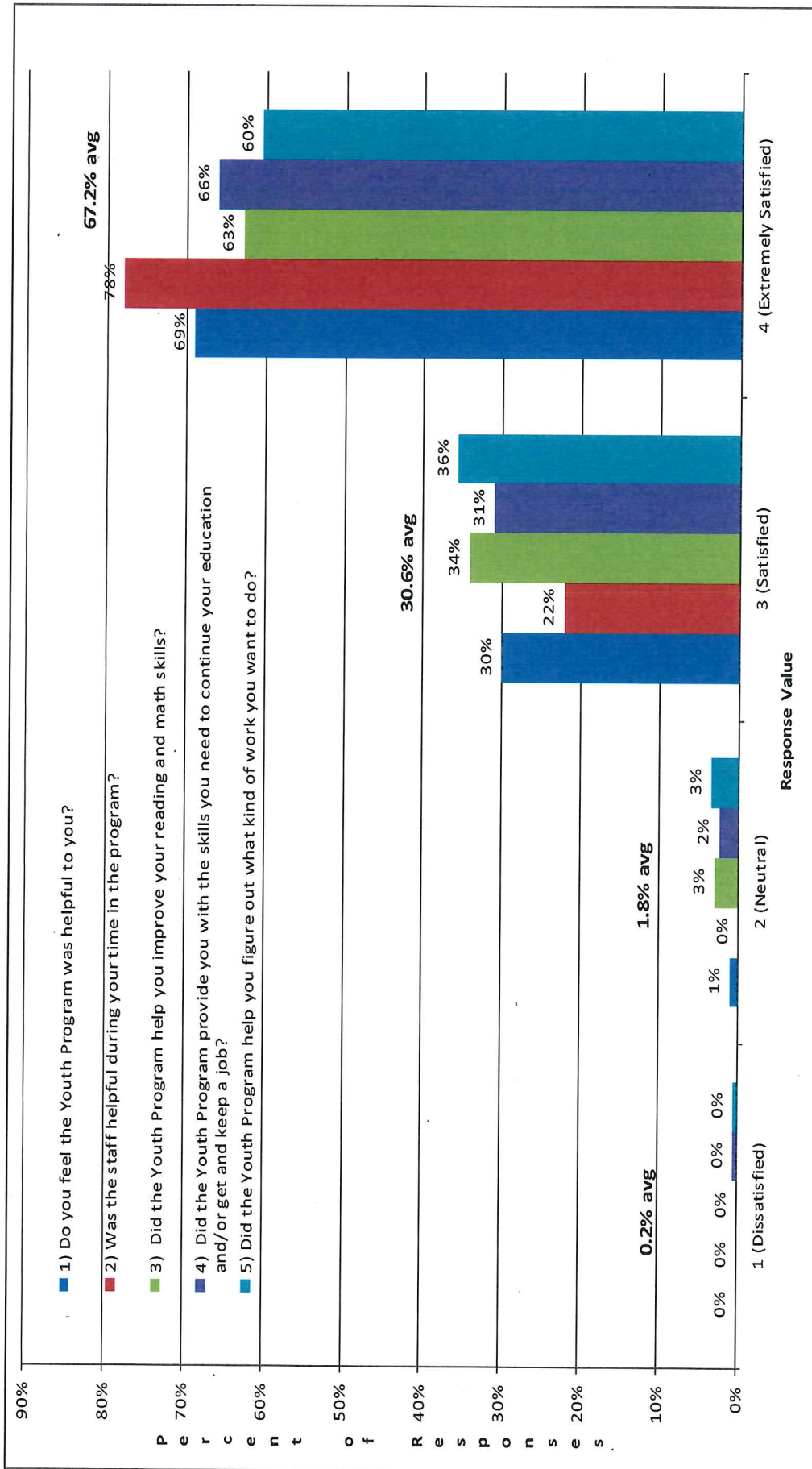
In collaboration with the sub-contracted Youth Service Providers, FRWDB staff designed the tools and process that would be used. Since that time, the process, tools and reports have been updated to reflect input from the Youth Council and FRWDB.

**ATTACHMENT:**

Youth Satisfaction, Fourth Quarter of Program Year 2015-2016



Fourth Quarter Youth Customer Satisfaction Report for Program Year 2015 – 2016



Surveys Received	205
Participants Closed	299
Survey Response Rate	68.6%

Participant Comments:

Don't change a thing!; I don't feel there are any flaws in the program; all resources needed are readily available; transportation to the program site was hard; very pleased; need extended office hours; thankful for all the support and guidance to obtain employment; would like to be able to get work experience faster; to many hours spent on tutorials; more work experience hours; program successfully helped me to become employed.

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	B3
MEETING DATE:	September 14, 2016
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Youth Council  
**SUBJECT:** Fourth Quarter Providers of Services Monitoring Report for Program Year 2015-2016

**RECOMMENDATION:**

Accept the following Providers of Services Monitoring Report for the Fourth Quarter of Program Year 2015-2016.

The Youth Council approved this recommendation on August 18, 2016.

**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 April 1, 2016, through June 30, 2016.

**ATTACHMENT:**

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

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

**Program Monitoring:**

***Program monitoring of the following providers was completed:***

<b>Service Provider</b>	<b>Contract #(s)</b>	<b>Results</b>
Proteus, Inc.	333	1) Work Readiness Process Issues. 2) Closure Process Issues 3) Eligibility Documentation Issue.  <b>All Findings Closed</b>
Arbor Employment & Training, LLC – Youth Offender Services	324	1) Youth Activity Code Issues.  <b>Finding Closed</b>

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

**Fiscal Monitoring:**

***Fiscal monitoring of the following providers was completed:***

<b>Service Provider</b>	<b>Contract #(s)</b>	<b>Results</b>
Proteus, Inc. PY 15-16 Fiscal Annual Review	333	<b>No Findings</b>
West Hills Community College District	390	<b>No Findings</b>

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

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	B4
MEETING DATE:	September 14, 2016
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Youth Council  
**SUBJECT:** Fourth Quarter Youth Customer Complaint Report for Program Year 2015-2016

**RECOMMENDATION:**

Accept the following Youth Customer Complaint Report for the Fourth Quarter of Program Year (PY) 2015-2016.

The Youth Council approved this recommendation on August 18, 2016.

**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 Fourth Quarter of PY 2015-2016.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	B5
MEETING DATE:	September 14, 2016
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Youth Council  
**SUBJECT:** Third Quarter Youth Federal Mandated Performance Results Report for Program Year 2015-2016

**RECOMMENDATION:**

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

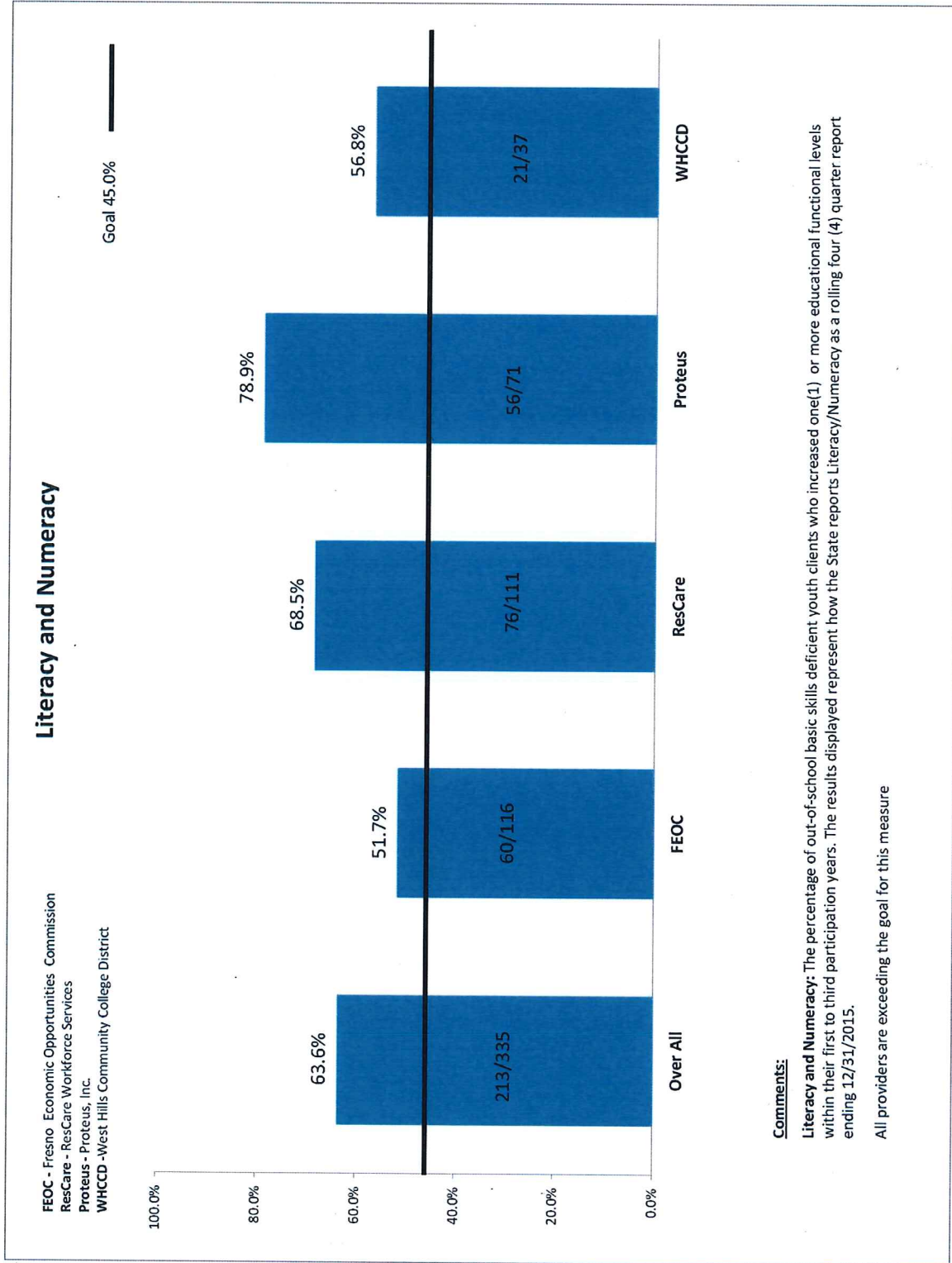
The Youth Council approved this recommendation on August 18, 2016.

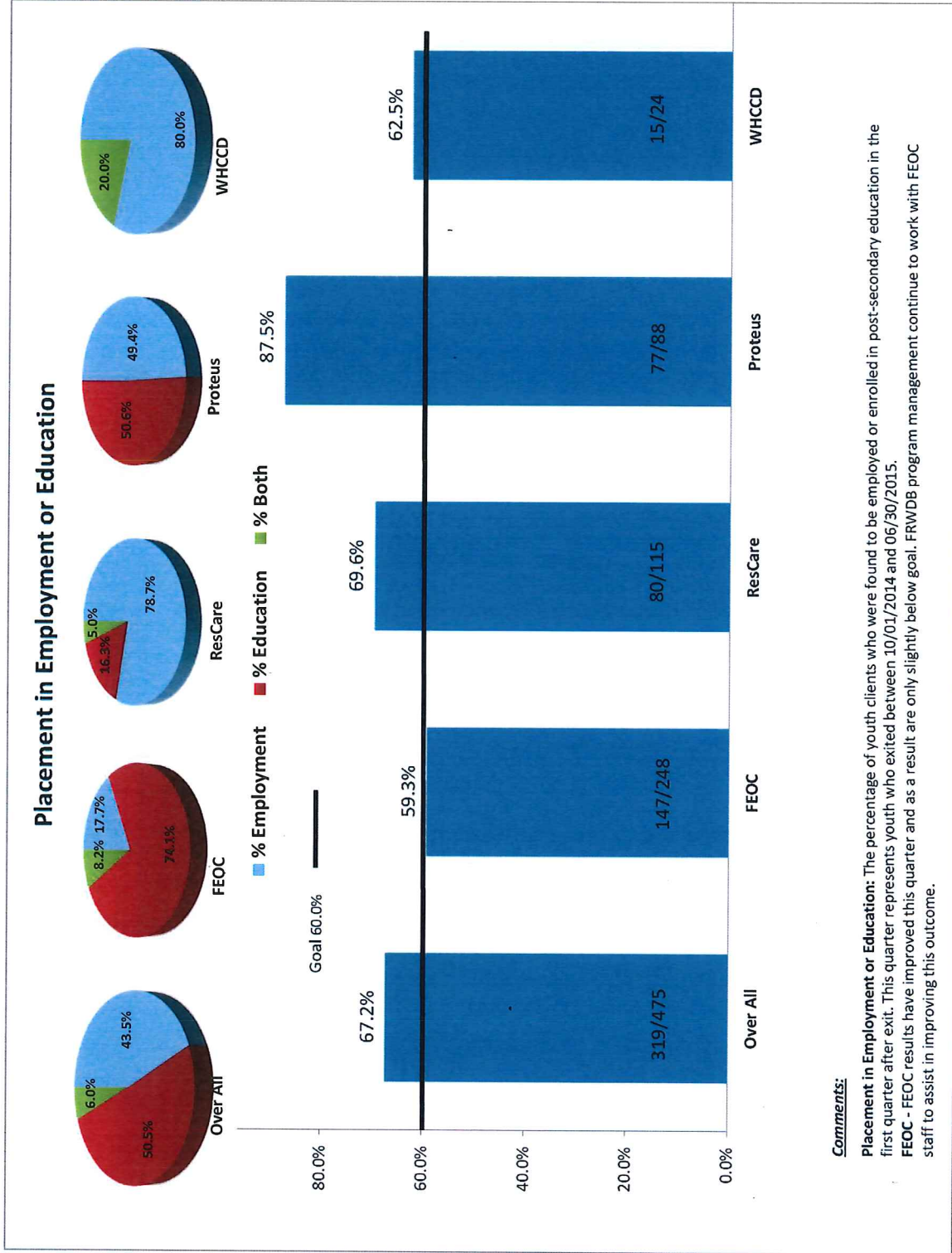
**REASON FOR RECOMMENDATION:**

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

**ATTACHMENT:**

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

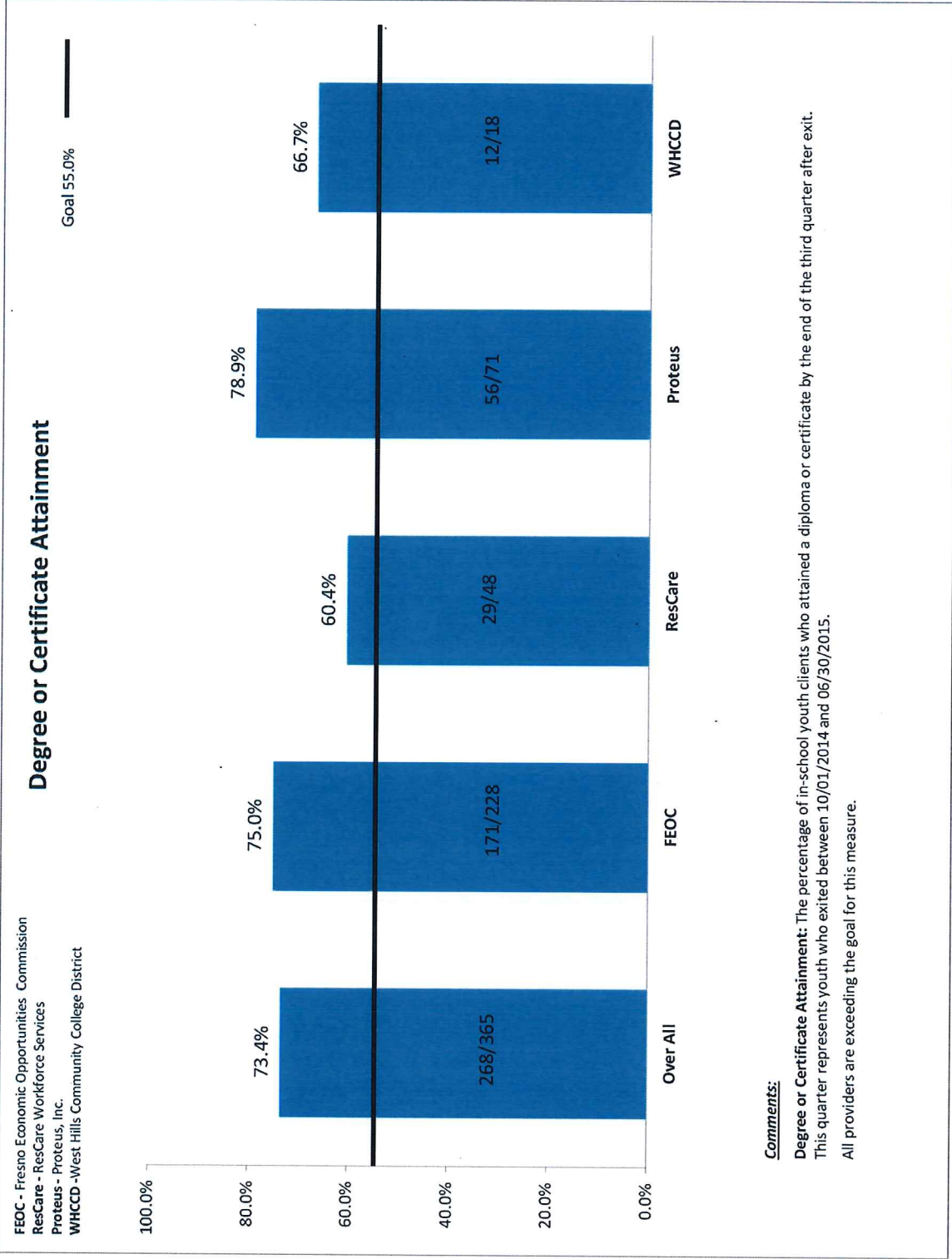




**Comments:**

**Placement in Employment or Education:** The percentage of youth clients who were found to be employed or enrolled in post-secondary education in the first quarter after exit. This quarter represents youth who exited between 10/01/2014 and 06/30/2015.  
**FEOC - FEOC** results have improved this quarter and as a result are only slightly below goal. FRWDB program management continue to work with FEOC staff to assist in improving this outcome.







# Non-Consent

# Agenda Items

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	12
MEETING DATE:	September 14, 2016
ACTION:	INFORMATION

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Blake Konczal, Executive Director  
**SUBJECT:** Grants Update

**INFORMATION:**

Executive Director Konczal will provide an update on existing and new grants applied for or received by the Fresno Regional Workforce Development Board (FRWDB). At the June 3, 2015, FRWDB meeting, Director Abshere requested FRWDB staff provide a list of grants for which the FRWDB has applied and/or has received.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	13
MEETING DATE:	September 14, 2016
ACTION:	INFORMATION

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Blake Konczal, Executive Director  
**SUBJECT:** Second Quarter Community Events

**INFORMATION:**

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

Month	Event	Description	Cost
October	Fresno Chamber of Commerce - Eggs & Issues Breakfast.	Two (2) tickets to event.	Included in Chairman's Circle Membership
November	Fresno Chamber of Commerce – Ag Awards Luncheon	Four (4) VIP tickets and recognition on promotional materials.	Included in Chairman's Circle Membership

**FISCAL IMPACT:**

Funds have been budgeted in the Fresno Regional Workforce Development Board Agency Budget to attend this event.