



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Adult Council
October 25, 2018 @ 4:00 p.m.

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

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

PLEASE TURN OFF CELL PHONE OR PUT IT ON VIBRATE

ROLL CALL

AGENDA CHANGES: REMOVAL OF ITEMS OR EMERGENCY ADDITIONS

ABSTENTIONS/RECUSALS/DISCLOSURE OF POTENTIAL CONFLICTS OF INTEREST

COMMITTEE CHAIR/STAFF COMMENTS

PUBLIC COMMENTS

Item #	Description	Presenter	Enclosure	Action	Page #
1.	May 17, 2018, Special Adult Council Meeting Minutes	Konczal	Yes	Approve	4
2.	Adult Council Vice Chair	Konczal	Yes	Information	9
3.	Fresno Regional Workforce Development Board Outstanding Achievement Award	Varela	Yes	Information	10
4.	United States Environmental Protection Agency Environmental Workforce Development and Job Training Program Grant	Xiong	Yes	Information	11
5.	Workforce Innovation and Opportunity Act Regional/Local Plan Two Year Modification	Stogbauer	Yes	Recommend to Approve	12
6.	Workforce Innovation and Opportunity Act Adult and Dislocated Worker Carryover Funding Recommendations for Program Year 2018-2019	Stogbauer	Yes	Recommend to Approve	15
7.	Fresno Regional Workforce Development Board Drug Screening Guidelines for Training-Level Services	Stogbauer	Yes	Recommend to Approve	16
8.	Fourth Quarter On-the-Job Training Report for Program Year 2017-2018	Stogbauer	Yes	Recommend to Accept	17
9.	First Quarter On-the-Job Training Report for Program Year 2018-2019	Stogbauer	Yes	Recommend to Accept	18
10.	Fourth Quarter Local Performance Results Reports for Program Year 2017-2018	Varela	Yes	Recommend to Accept	19

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.	Fourth Quarter Providers of Services' Monitoring Report for Program Year 2017-2018	DeWitt	Yes	Recommend to Accept	26
12.	First Quarter Providers of Services' Monitoring Report for Program Year 2018-2019	DeWitt	Yes	Recommend to Accept	28
13.	Fourth Quarter Providers of Services' Customer Complaint Report for Program Year 2017-2018	DeWitt	Yes	Recommend to Accept	30
14.	First Quarter Providers of Services' Customer Complaint Report for Program Year 2018-2019	DeWitt	Yes	Recommend to Accept	31
15.	Fourth Quarter Job Seeker Customer Satisfaction Report for Program Year 2017-2018	DeWitt	Yes	Recommend to Accept	33
16.	First Quarter Job Seeker Customer Satisfaction Report for Program Year 2018-2019	DeWitt	Yes	Recommend to Accept	36
17.	Employer Customer Satisfaction	DeWitt	Yes	Information	39
18.	Fourth Quarter Adult and Dislocated Worker Demographics Report for Program Year 2017-2018	Giles	Yes	Information	41
19.	One-Stop Report Package	Giles	Yes	Information	50
20.	Agenda Items for January 24, 2019, Meeting	Konczal	No	Discussion	--
21.	Meeting Feedback	Konczal	No	Discussion	--

**Fresno Regional Workforce Development Board
Adult Council
2018 Attendance Roster**

	1/25/18	4/26/18	Special Meeting 5/17/18	7/26/18	10/25/18
Bumatay	P	XX	P	XX	
Hensley*	P	XX	A	XX	
Mercer	P	XX	P	XX	
Olivares	P	XX	P	XX	
Richards	A	XX	A	XX	
Van Horn	--	XX	P	XX	
Watkins	P	XX	P	XX	

* = Chairperson

P = Present

A = Absent

-- = Not a Ratified Member at Time of Meeting

XX = Meeting Cancelled

**FRESNO REGIONAL
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	1
MEETING DATE:	October 25, 2018
ACTION:	APPROVE

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

TO: Adult Council
FROM: Blake Konczal, Executive Director
SUBJECT: May 17, 2018, Special Adult Council Meeting Minutes

INFORMATION:

Approve the minutes of the May 17, 2018, Special Adult Council meeting.

ATTACHMENT:

May 17, 2018, Special Adult Council Meeting Minutes



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Special Adult Council Meeting
May 17, 2018

SUMMARY MINUTES

The meeting was called to order at 2:30 p.m.

ROLL CALL: PRESENT -	Raine Bumatay, David Mercer, Joe Olivares, Stuart Van Horn and Sherri Watkins
ABSENT -	Jeff Hensley and Tom Richards
AGENDA CHANGES:	None
ABSTENTIONS/RECUSALS/ DISCLOSURES OF POTENTIAL CONFLICTS OF INTEREST:	None
CHAIR/STAFF REPORT:	Blake Konczal, Executive Director, Fresno Regional Workforce Development Board (FRWDB), noted that the final allocations were forwarded to the Adult Council (Council) on the morning of May 17, 2018, but extra copies were also provided at the Council meeting.
PUBLIC COMMENTS:	None

Item Description/Action Taken

1. **January 25, 2018, Adult Council Meeting Minutes**

Mr. Konczal presented the January 25, 2018, meeting minutes for correction and/or approval.

MERCER/BUMATAY – APPROVED THE JANUARY 25, 2018, ADULT COUNCIL MEETING MINUTES.

2. **Workforce Innovation and Opportunity Act Adult and Dislocated Worker Funding Recommendations for Program Year 2018-2019**

Mr. Konczal stated that the California Employment Development Department (EDD) released the Workforce Innovation and Opportunity Act (WIOA) formula allocations for Program Year (PY) 2018-2019. The FRWDB received an overall increase of five percent (5%) compared to the allocations received in PY 2017-2018.

Approval of the recommended funding will result in the following: a 14% net increase between Adult and Dislocated Worker funding; maintains an allocation of 30% for training as mandated by the State of California in SB734, and maintains Incumbent Worker Training and supportive service pools. The allocation will provide additional funding to the Soft Skills Upgrade Training and the Clean Slate pilot programs; and an increase of five percent (5%) to all Contractors and Operations Costs.

Additionally, the CSUF Foundation contract will end on June 30, 2018, and will not be individually re-procured. The funding will be re-allocated to a Business Services Sector Project pool that will be allocated through a procurement process in PY 2018-2019.

The allocation was an estimate, and if there are any changes FRWDB staff will provide revised allocations for the Council's approval at their July 26, 2018, meeting.

BUMATAY/VAN HORN – RECOMMENDED THAT THE FRWDB APPROVE THE WORKFORCE INNOVATION AND OPPORTUNITY ACT ADULT AND DISLOCATED WORKER FUNDING RECOMMENDATIONS FOR PROGRAM YEAR 2018-2019. (UNANIMOUS)

3. America's Job Centers of California Hallmarks of Excellence Certification Application/Matrix

Phyllis Stogbauer, Deputy Director of Program Services, FRWDB, stated that in accordance with WIOA Section 121(g), Local Boards must conduct an independent and objective evaluation of America's Job Center of California (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. FRWDB staff brought in David Shinder, an independent evaluator, in accordance with guidelines established by the EDD and the California Workforce Development Board to conduct the evaluation.

Ms. Stogbauer explained that in order to receive a Hallmarks of Excellence AJCC Certification, an AJCC must receive a ranking of at least 3 (three) in eight (8) different categories. The independent evaluator ranked each hallmark in accordance with guidelines and as the result of this process, our local AJCC scored a total of 30, with each of the hallmarks being ranked no lower than three (3).

Director Van Horn thanked FRWDB staff for completing the extraordinarily large amount of work needed in order to complete the application.

MERCER/WATKINS – RECOMMENDED THAT THE FRWDB ACCEPT THE AMERICA'S JOB CENTERS OF CALIFORNIA HALLMARKS OF EXCELLENCE CERTIFICATION APPLICATION/MATRIX. (UNANIMOUS)

4. Third Quarter On-the-Job Training Report for Program Year 2017-2018

Ms. Stogbauer presented the Third Quarter On-the-Job (OJT) Report for PY 2017-2018. Ms. Stogbauer announced that there were two (2) OJTs in the third quarter and both were successfully completed. Ms. Stogbauer added that there were also nine (9) follow-ups completed and explained the process for follow-ups.

BUMATAY/MERCER – RECOMMENDED THAT THE FRWDB ACCEPT THE THIRD QUARTER ON-THE-JOB TRAINING REPORT FOR PROGRAM YEAR 2017-2018. (UNANIMOUS)

5. Second Quarter Local Performance Results Reports for Program Year 2017-2018

Ms. Stogbauer presented the Second Quarter Local Performance Results Report for PY 2017-2018. Ms. Stogbauer went over each graph and explained that in some instances the number of enrollments was lower in the rural area locations. FRWDB staff continues to focus on making sure the placements are above 32 hours and have higher wages otherwise it will affect the median wage performance measure.

VAN HORN/WATKINS – RECOMMENDED THAT THE FRWDB ACCEPT THE SECOND QUARTER LOCAL PERFORMANCE RESULTS REPORT FOR PROGRAM YEAR 2017-2018. (UNANIMOUS)

6. **Third Quarter Local Performance Results Reports for Program Year 2017-2018**

Ms. Stogbauer presented the Third Quarter Local Performance Results Report for PY 2017-2018 and stated that FRWDB staff had no issues or concerns.

WATKINS/MERCER – RECOMMENDED THAT THE FRWDB ACCEPT THE THIRD QUARTER LOCAL PERFORMANCE RESULTS REPORT FOR PROGRAM YEAR 2017-2018. (UNANIMOUS)

7. **Third Quarter Providers of Services' Monitoring Report for Program Year 2017-2018**

Stephen DeWitt, Quality Manager, FRWDB, presented the Third Quarter Providers of Services' Monitoring Report for PY 2017-2018. Mr. DeWitt indicated that all findings had been addressed and closed to FRWDB staff's satisfaction, with the exception of West Hills Community College District who had a data entry requirement finding that was the result of a startup issue with the new Mendota site. FRWDB staff will monitor that closely during the next programmatic review.

BUMATAY/VAN HORN – RECOMMENDED THAT THE FRWDB ACCEPT THE THIRD QUARTER PROVIDERS OF SERVICES' MONITORING REPORT FOR PROGRAM YEAR 2017-2018. (UNANIMOUS)

8. **Third Quarter Providers of Services' Customer Complaint Report for Program Year 2017-2018**

Mr. DeWitt presented the Third Quarter Providers of Services' Customer Complaint Report for PY 2017-2018. Mr. DeWitt stated that no complaints were received in the third quarter.

WATKINS/BUMATAY – RECOMMENDED THAT THE FRWDB ACCEPT THE THIRD QUARTER PROVIDERS OF SERVICES' CUSTOMER COMPLAINT REPORT FOR PROGRAM YEAR 2017-2018. (UNANIMOUS)

9. **Third Quarter Job Seeker Customer Satisfaction Report for Program Year 2017-2018**

Mr. DeWitt presented the Job Seeker Customer Satisfaction Report for the Third Quarter of PY 2017-2018. Mr. DeWitt added that once the information is collected, it is then analyzed and FRWDB staff will address any issues that arise.

MERCER/VAN HORN – RECOMMENDED THAT THE FRWDB ACCEPT THE THIRD QUARTER JOB SEEKER SATISFACTION REPORT FOR PROGRAM YEAR 2017-2018. (UNANIMOUS)

10. **Employer Customer Satisfaction**

Mr. DeWitt presented the Employer Customer Satisfaction Report, which reflected a 4.9 out of 5 possible rating from employer customers.

This was an information item.

11. **Third Quarter Adult and Dislocated Worker Demographics Report for Program Year 2017-2018**

Tim Giles, Deputy Director of Information Systems, FRWDB, presented the Third Quarter Adult and Dislocated Demographics Report for PY 2017-2018.

Mr. Giles stated that the report was broken down by enrollments based on gender, age, ethnicity and barriers to employment.

This was an information item.

12. One-Stop Report Package

Mr. Giles presented the One-Stop Report Package, which included the Monthly New Customer Trend Report and the Monthly Repeat Customer Trend Report.

Mr. Giles noted that due to the recent switch to CalJOBS, the new client report changed drastically as some job seekers are registering in advance through CalJOBS before arriving at the One-Stops.

This was an information item.

13. Agenda Items for July 26, 2018, Meeting

Mr. Konczal reminded the Adult Council that if they have any items to be added to the agenda for July 26, 2018, meeting, to send their items to FRWDB staff at least a two (2) weeks before the meeting.

14. Meeting Feedback

There was no meeting feedback.

The meeting was adjourned at 3:12 p.m.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	2
MEETING DATE:	October 25, 2018
ACTION:	INFORMATION

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

TO: Adult Council
FROM: Blake Konczal, Executive Director
SUBJECT: Adult Council Vice Chair

INFORMATION:

Due to the recent changes in the Fresno Regional Workforce Development Board (FRWDB) bylaws, suggestions were made at the June 6, 2018, FRWDB meeting to develop protocols for running Committee meetings in a Chair's absence.

Blake Konczal, Executive Director, FRWDB, will provide an update on the Adult Council Vice Chair.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	3
MEETING DATE:	October 25, 2018
ACTION:	INFORMATION

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

TO: Adult Council
FROM: Nuvia Varela, Adult/Youth Program Manager
SUBJECT: Fresno Regional Workforce Development Board Outstanding Achievement Award

INFORMATION:

The Fresno Regional Workforce Development Board Adult Participant Outstanding Achievement Award for the Second Quarter has been awarded to Ashley Quintana.

A video presentation will be provided at the meeting.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	4
MEETING DATE:	October 25, 2018
ACTION:	INFORMATION

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

TO: Adult Council

FROM: Ka Xiong, Special Projects Program Coordinator

SUBJECT: United States Environmental Protection Agency Environmental Workforce Development and Job Training Program Grant

INFORMATION:

In 2015, the Fresno Regional Workforce Development Board (FRWDB) was awarded a grant by the United States Environmental Protection Agency (EPA) in the amount of \$192,300.00. The Environmental Workforce Development and Job Training Program Grant (EWDJT) program ensured that residents living in communities historically affected by economic disinvestment, health disparities, and environmental contamination, including low-income and minority residents, have an opportunity to reap the benefits of revitalization and environmental cleanup.

Under the grant, the FRWDB would train 73 unemployed and under-employed residents of Fresno County for environmental jobs that contracts may otherwise fill from outside the affected community. The EWDJT program would help residents take advantage of the jobs created by the management, assessment, cleanup, and revitalization of solid and hazardous waste sites, as well as other environmental projects in the community, such as water quality improvement, chemical risk management, and pesticide management efforts.

The EWDJT program mandates that all participants enrolled into the grant must complete a 40 hour Hazardous Waste Operations and Emergency Response Standard (HAZWOPER 40) training.

To date, 63 participants have been trained and FRWDB expects to serve ten (10) more participants by the grant end date of July 31, 2019.

Trainings Under the EWDJT Program Include:

- Solar Installations Basic training
- Water Distribution and Treatment training
- Forklift training
- Leveraged Truck Driver training
- Asbestos Awareness, Lead Awareness, or Pesticide Awareness workshops
- HAZWOPER 40 training

Currently, there are 41 individuals working, and 13 individuals from the Water Distribution and Treatment that are still in training. There are three (3) individuals working in a water-related field concurrently. The average wage for all working participants is \$19.82 an hour.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	5
MEETING DATE:	October 25, 2018
ACTION:	RECOMMEND TO APPROVE

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

TO: Adult Council
FROM: Phyllis Stogbauer, Deputy Director of Program Services
SUBJECT: Workforce Innovation and Opportunity Act Regional/Local Plan Two Year Modification

RECOMMENDATION:

Recommend the Fresno Regional Workforce Development Board (FRWDB) authorize staff to release the draft WIOA Regional and Local Plans for public comment in a timeline required to meet submission deadlines as mandated by the California Workforce Development Board (State Board).

REASON FOR RECOMMENDATION:

WIOA Sections 106 and 107 and California UI Code Sections 14221-14222 require that local boards submit a comprehensive four (4) year regional and local plan to the state board. Under WIOA, a biennial update of regional and local plans is required in order to ensure plans remain current and account for "changes in labor market and economic conditions or in other factors affecting the implementation of the local plan" (29 U.S. Code § 3123).

The State Board has also made changes to the State Plan which requires that the Local Boards update their plans to keep them consistent with the policy direction of the State Plan for the following areas:

Modifications required to align the Regional Plan with the state plan include the following areas:

- 1) Coordinate and integrate reentry and workforce services to the formerly incarcerated and other justice-involved individuals,
- 2) Multi-Craft Core Curriculum (MC3) pre-apprenticeship partnerships, and
- 3) Regional self-assessments using Indicators of Regional Coordination and Alignment.

Modifications required to align the Local Plan with the state plan include the following areas:

- 1) Department of Social Services CalFresh programs,
- 2) Local Child Support Agencies to provide workforce services to unemployed, underemployed, and payment-delinquent non-custodial parents,
- 3) Programs that serve individuals with disabilities, including detail on strategies to implement Competitive Integrated Employment,
- 4) Requirements pertaining to services for English Language Learners, the Foreign Born, and Refugees, and
- 5) Other changes to regional and local plans made pursuant to changes in labor market and economic conditions or in other factors affecting the implementation of local or regional plans are submitted as modifications to the regional or local plan they propose to modify.

The directive mandates that each local board must hold public meetings for stakeholders to ensure opportunities to participate in and provide feedback on the local and regional plans as part of the initial

development of the plan modifications. These meetings were scheduled beginning on October 3, 2018. FRWDB staff sent meeting notifications to the FRWDB and council members, as well as other local agencies and community based organizations including the following:

- 1) Organizations providing services to the re-entry population,
- 2) English learners, as well as adult education partners, refugee resettlement agencies, immigration services providers,
- 3) Human Service program leads and providers,
- 4) Community college and other education partners, and
- 5) Disability organizations associated with the Department of Rehabilitation.

As outlined in the draft directive, the plan must be submitted to the State Board no later than March 15, 2019. In the event local approval cannot be achieved by the submission deadline, the Local Board must submit one (1) copy of the unsigned plan by the due date, and a signed copy must be submitted no later than August 1, 2019. Accordingly, FRWDB staff drafted an initial timeline (Attached) for the development and submission of the plan in order to meet the required deadlines.

WIOA mandates that the draft plan be released for a 30 day public comment period. To ensure the process is completed and the Plans finalized in time to meet the initial submission deadline of March 15, 2019, the schedule does not allow for the additional time for the draft plans to be approved by the various Committees, Councils and the FRWDB prior to being released for public comment. Therefore, FRWDB staff is requesting that the Adult Council recommend that the FRWDB authorize staff to release the draft Plan as reflected in the attached timeline. Upon completion of the public comment period, the final plan will be submitted to the FRWDB at the March 6, 2019, meeting for final approval.

ATTACHMENT:

2017-2021 WIOA Regional/Local Plan Timeline

**Fresno Regional Workforce Development Board
Workforce Innovation and Opportunity Act
2017-2021 WIOA Regional/Local Plan Timeline**

Activities	Dates
1. Local Plan Forums	
<ul style="list-style-type: none"> • Employment and Training Programs Improving services to English Language Learners and Foreign Born Individuals 	10/3/18
<ul style="list-style-type: none"> • Partnership with Local Child Support Agencies to Serve Non-Custodial Parents 	10/10/18
<ul style="list-style-type: none"> • Serving Persons with Disabilities Through Competitive Integrated Employment 	10/18/18
<ul style="list-style-type: none"> • Collaborating with CalFresh 	10/24/18
<ul style="list-style-type: none"> • Community Forum on Local Workforce Planning 	11/1/18
2. Central Regional Community Stakeholder Sessions	
<ul style="list-style-type: none"> • "Indicators" Self-Assessment – Fresno County 	10/25/18
<ul style="list-style-type: none"> • Community Forum – Kings County 	11/6/18
<ul style="list-style-type: none"> • Re-entry: Service Delivery – Tulare County 	11/7/18
<ul style="list-style-type: none"> • Re-entry: Partnership – Madera County 	11/8/18
<ul style="list-style-type: none"> • MC3 – Fresno Regional Meeting (add meeting in other regions) 	10/23/18
3. Finalize Initial Local Plan Narratives	11/15/18 to 12/20/18
4. Release for Public Comment	1/7/19 – 2/5/19
5. WDB Final Approval	3/6/19
6. Final to State	3/14/19
7. Fresno Board of Supervisors Approval	TBD
8. Fresno City Council Approval	TBD
9. Final with Signatures to State	7/29/19

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	6
MEETING DATE:	October 25, 2018
ACTION:	RECOMMEND TO APPROVE

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

TO: Adult Council
FROM: Phyllis Stogbauer, Deputy Director of Program Services
SUBJECT: Workforce Innovation and Opportunity Act Adult and Dislocated Worker Carryover Funding Recommendations for Program Year 2018-2019

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker allocations for Program Year (PY) 2018-2019 as approved at the June 6, 2018, FRWDB meeting.

REASON FOR RECOMMENDATION:

The Fiscal closeout for PY 2017-2018 has been finalized. The WIOA Adult and Dislocated Worker programs have a total of \$3,045,377 of carryover funds, which is a reduction of \$675,411 from the initial estimated amount. In addition, on June 5, 2018, we received a revised allocation of \$9,782,955 which is an increase of \$293,793. This results in a net decrease of Adult and Dislocated Worker funding for PY 2018-2019 in the amount of \$381,618.

The decrease in projected estimated carryover was due to the total training expenditures for PY 2017-2018 being less than projected from the initial allocation budget presented at the May 17, 2018, Adult Council meeting.

Based on the outcome of the closeout, no changes to the original allocations are being recommended at this time and staff anticipates the \$381,618 deficit to be recaptured through leverage training funds to be identified in PY 2018-2019.

FISCAL IMPACT:

None

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	7
MEETING DATE:	October 25, 2018
ACTION:	RECOMMEND TO APPROVE

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

TO: Adult Council

FROM: Phyllis Stogbauer, Deputy Director of Program Services

SUBJECT: Fresno Regional Workforce Development Board Drug Screening Guidelines for Training-Level Services

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) approve the attached Policy Bulletin regarding drug screening guidelines for training-level services.

REASON FOR RECOMMENDATION:

Section 181 (f) of Title I of the Workforce Innovation Opportunity Act (WIOA), specifically states the authority to require participants to undergo drug screening as a precondition to receiving workforce services. Based on the WIOA guidance, the FRWDB legal counsel conducted research regarding the ability of the FRWDB to impose drug screening practices for WIOA participants requesting WIOA funded training-level services.

Based on the outcome of the research, FRWDB staff has drafted a Policy Bulletin for the implementation of a local drug screening policy. The draft Policy Bulletin has been attached for your review and recommendation.

Upon your recommendation and the final approval of the FRWDB, all WIOA providers of services will be required to implement the policy and procedures as outlined in the approved Policy Bulletin.

ATTACHMENT:

The Draft FRWDB Policy Bulletin – Drug Screening for Training-Level Services will be sent prior to the meeting.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	8
MEETING DATE:	October 25, 2018
ACTION:	RECOMMEND TO ACCEPT

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

TO: Adult Council

FROM: Phyllis Stogbauer, Deputy Director of Program Services

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

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Fourth Quarter On-the-Job Training (OJT) Report for Program Year (PY) 2017-2018.

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.

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	1	5
Number of OJTs with Successful Completion	1	1	2	1	5
Percentage of Successful Completions	100%	100%	100%	100%	100%
Follow-ups by Quarter					
Number of OJT Follow-ups Completed	4	5	9	1	19
Number of OJTs with employer at Follow-up	3	5	5	0	13
Percentage of Successful Retentions	75%	100%	56%	0%	69%

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	9
MEETING DATE:	October 25, 2018
ACTION:	RECOMMEND TO ACCEPT

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

TO: Adult Council

FROM: Phyllis Stogbauer, Deputy Director of Program Services

SUBJECT: First Quarter On-the-Job Training Report for Program Year 2018-2019

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the First Quarter On-the-Job Training (OJT) Report for Program Year (PY) 2018-2019.

REASON FOR RECOMMENDATION:

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

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

The following report provides data by quarter for OJT completions and retention rates for PY 2018-2019:

Completions by Quarter	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	YTD
Total number of OJTs	2				
Number of OJTs with Successful Completion	2				
Percentage of Successful Completions	100%				
Follow-ups by Quarter					
Number of OJT Follow-ups Completed	1				
Number of OJTs with employer at Follow-up	1				
Percentage of Successful Retentions	100%				

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	10
MEETING DATE:	October 25, 2018
ACTION:	RECOMMEND TO ACCEPT

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

TO: Adult Council
FROM: Nuvia Varela, Adult/Youth Program Manager
SUBJECT: Fourth Quarter Local Performance Results Reports for Program Year 2017-2018

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the attached Adult and Dislocated Worker Program Providers of Services Local Performance Results Reports for the Fourth Quarter of Program Year 2017-2018.

REASON FOR RECOMMENDATION:

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

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

Adult/ DW Served:

CLC: Staff has no concerns.

Proteus, Inc.: Staff has no concerns; Provider has met 96% of goal on total enrollments.

WHCCD: Staff has no concerns; Provider has met 97% of goal on total enrollments.

Adult/ DW Expenditures:

CLC: Staff has no concerns.

Proteus, Inc.: Staff has no concerns; Adult expenditures are below plan due to unanticipated staff savings.

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 continues to provide career counseling in regards to soft skills and other work related issues to ensure that the participants are performing in a manner for which promotions and potential pay increases may be considered. This will minimize closing participants with part-time employment, and continue to work with them in pursuing full-time employment with benefits.

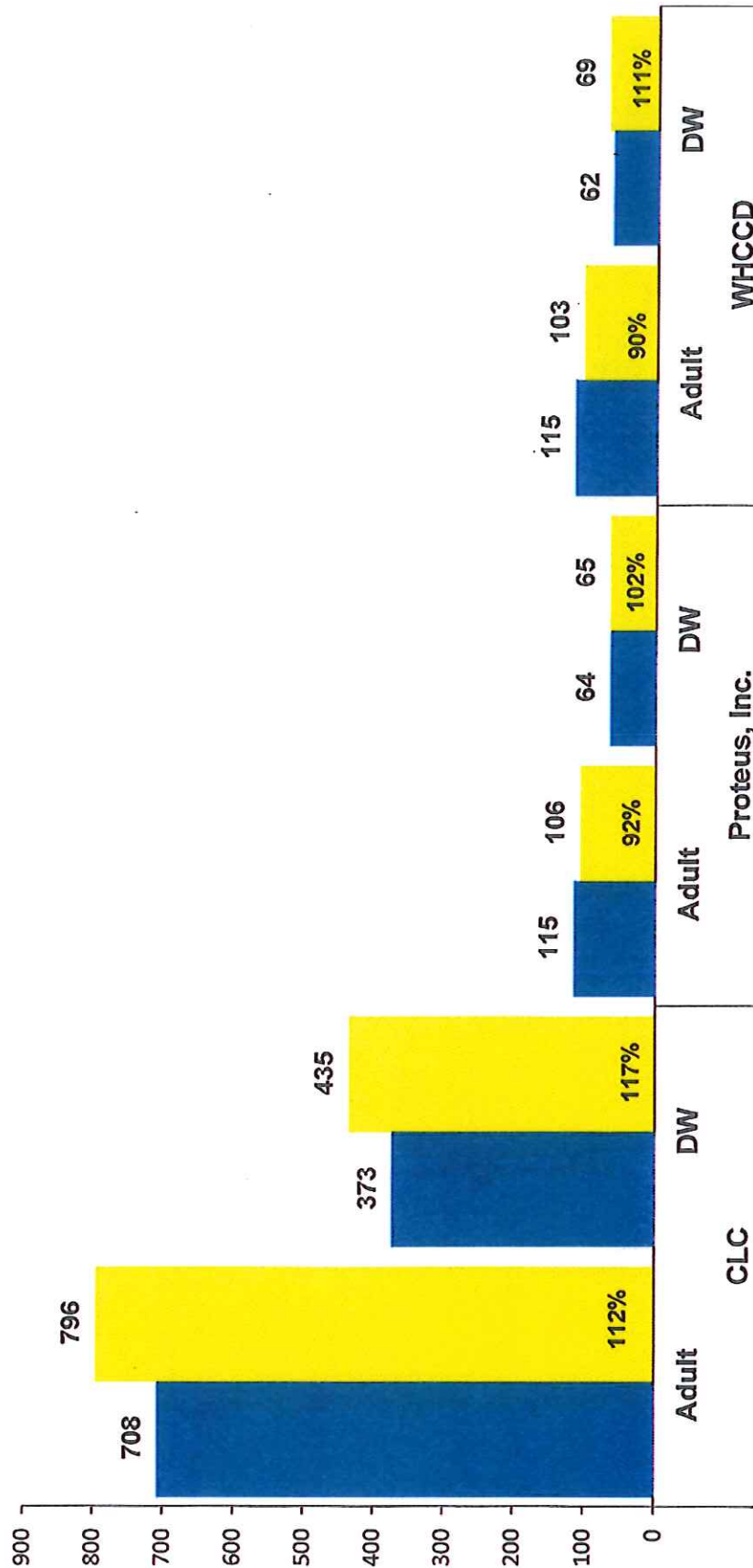
Proteus, Inc.: Median wage is below plan due to participants obtaining employment to support their families that are on minimum wage employment or part-time employment. Provider staff is working on strategies to encourage participants to stay engaged the program to obtain full-time and higher paying employment.

WHCCD: Dislocated Worker Median wage is below plan due to participants obtaining minimum wage employment or part-time employment. Provider staff is working on strategies to minimize closing participants with part-time employment, and encourage participants to stay engaged with the program to obtain full-time and higher paying employment. Provider staff continues to work with employers to strengthen relationships that lead to employment opportunities for their participants.

ATTACHMENT:

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

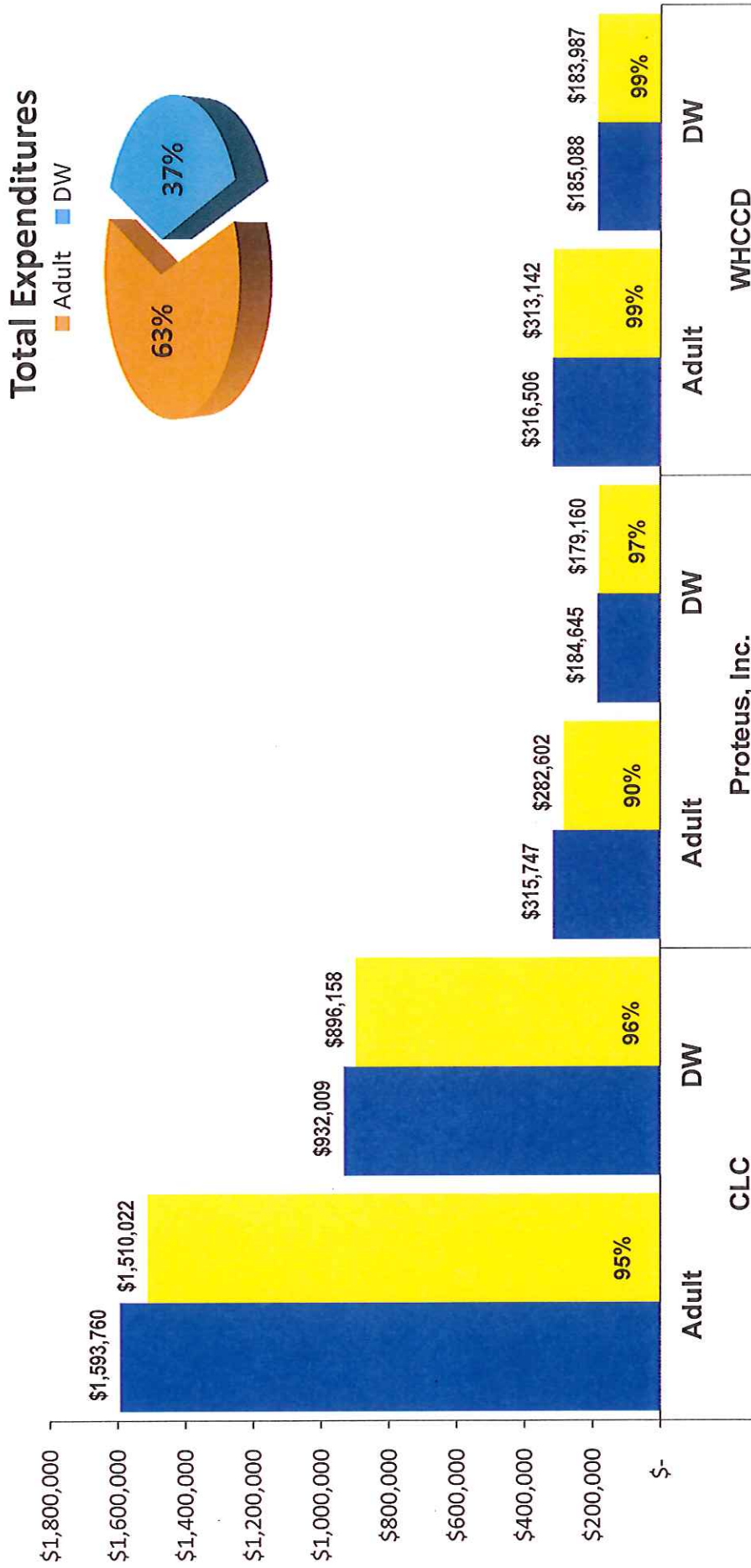
Adult/DW Served



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

■ Plan ■ Actual

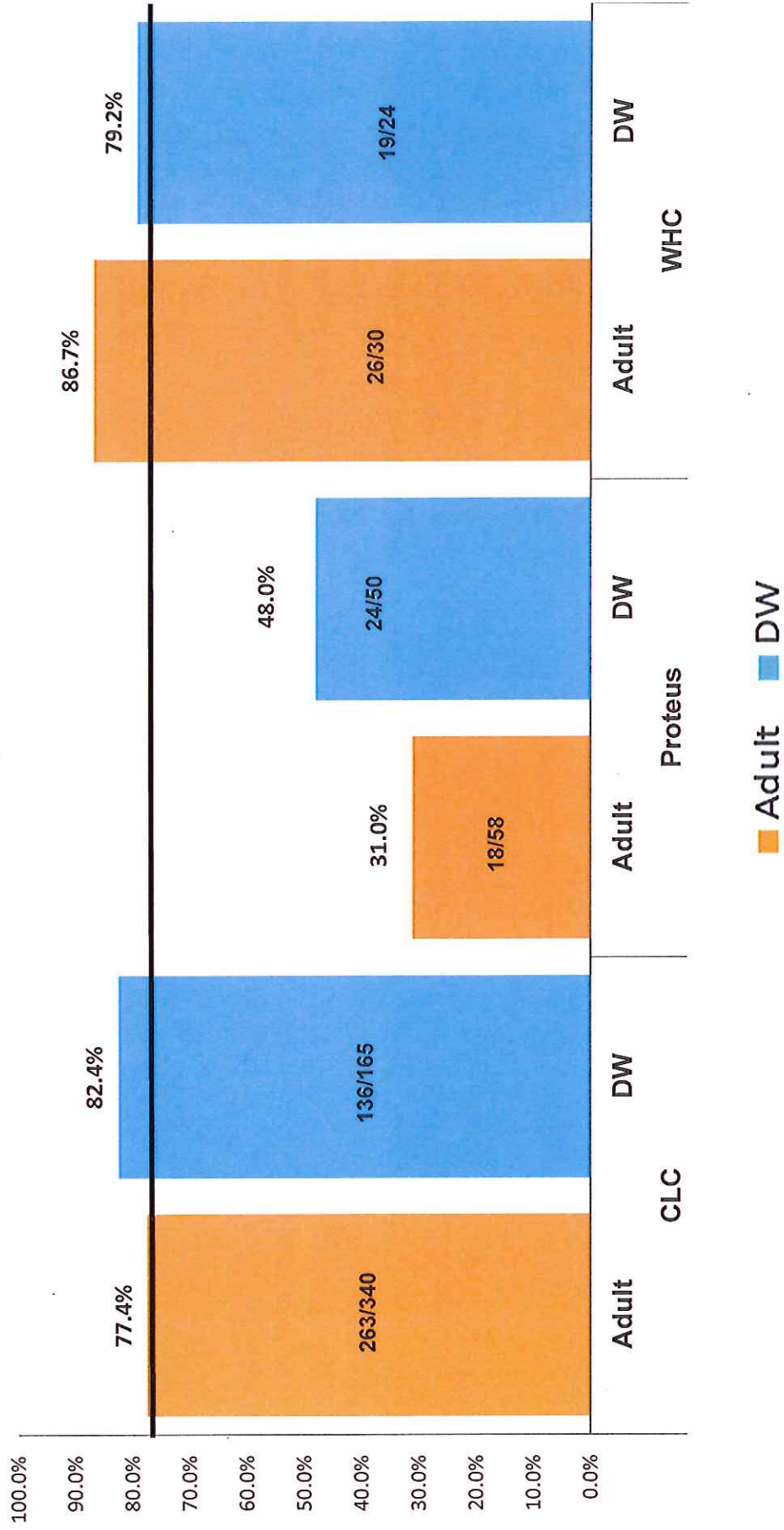
Adult/ DW Expenditures



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

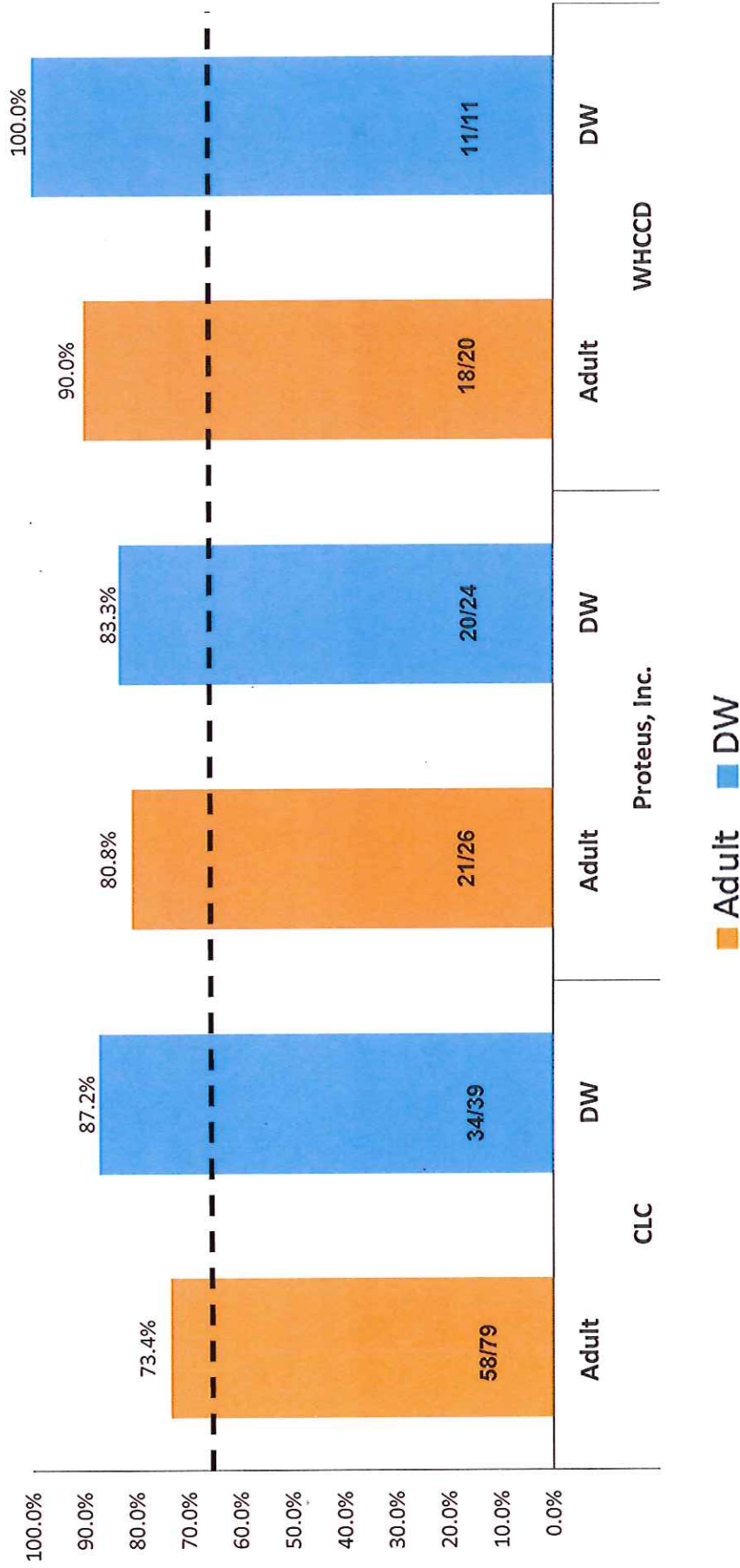
Placement Goal 77%

Adult/DW Placement



Certificate of Attainment Goal 66%

Adult/DW Credential Rate

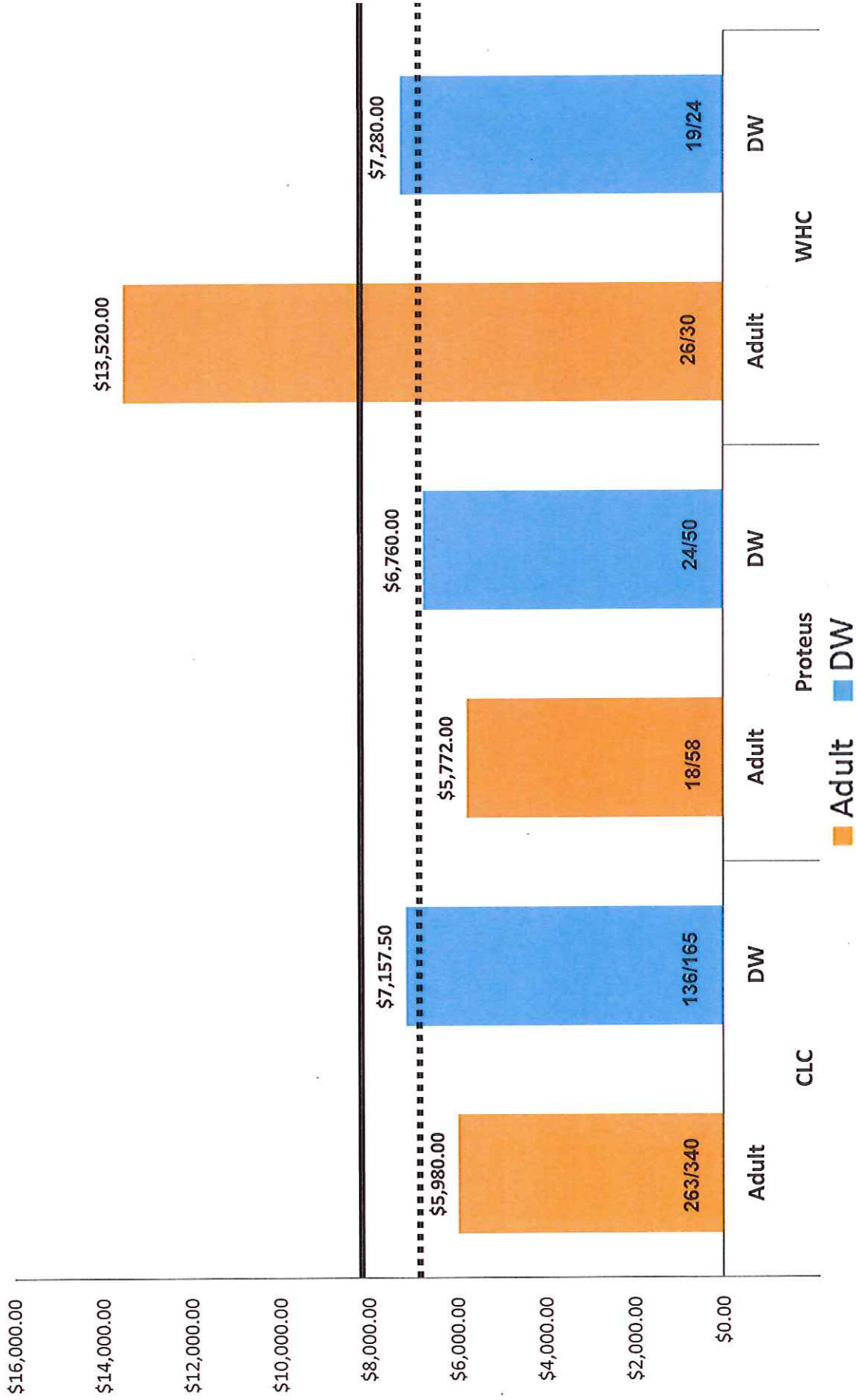


Goals

DW- \$ 8,225

Adult \$6,923

Placement Median Wage Earnings



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	11
MEETING DATE:	October 25, 2018
ACTION:	RECOMMEND TO ACCEPT

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

TO: Adult Council
FROM: Stephen DeWitt, Quality Systems Manager
SUBJECT: Fourth Quarter Providers of Services' Monitoring Report for Program Year 2017-2018

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the following Providers of Services' Monitoring Report for the Fourth Quarter for Program Year 2017-2018.

REASON FOR RECOMMENDATION:

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

ATTACHMENT:

Fourth Quarter Adult Monitoring Report for Program Year 2017-2018

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

Program Monitoring:

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

Sub-Recipient	Contract # (s)	Results
Central Labor Council Partnership	213201/501 & 213 CVIEP	No Findings
Proteus, Inc. PY 16-17 Follow-up results	243	Implemented corrective action plan was effective.

Programmatic monitoring of the following sub-recipients was in process as of the end of the fourth quarter:

Sub-Recipient	Contract # (s)
Proteus, Inc. PY 17-18	243

Fiscal Monitoring:

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

Sub-Recipient	Contract # (s)	Results
Central Valley Motherlode JATC Prop 39 – PY 17-18 Fiscal Closeout	629	No Findings
Proteus, Inc. PY 17-18 Fiscal Annual	243, 800	No Findings
West Hills Community College District PY 17-18 Fiscal Annual	250, 587, 250-EPA, 250 - Slingshot	No Findings

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

Sub-Recipient	Contract # (s)
Rios Co. Prop 39 and Slingshot, PY 17-18 Fiscal Closeout	627

**FRESNO REGIONAL
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	12
MEETING DATE:	October 25, 2018
ACTION:	RECOMMEND TO ACCEPT

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

TO: Adult Council
FROM: Stephen DeWitt, Quality Systems Manager
SUBJECT: First Quarter Providers of Services' Monitoring Report for Program Year 2018-2019

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the following Providers of Services' Monitoring Report for the First Quarter for Program Year 2018-2019.

REASON FOR RECOMMENDATION:

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

ATTACHMENT:

First Quarter Adult Monitoring Report for Program Year 2018-2019

**Adult Providers of Services Monitoring Report
First Quarter, Program Year 2018-2019**

Program Monitoring:

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

Sub-Recipient	Contract # (s)	Results
Proteus, Inc. PY 17-18	243	1) UROI Issues 2) Assessment Issues All Findings Closed
Kern County Community College District PY 17-18	691-Slingshot	Desk Review No Issues

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

Sub-Recipient	Contract # (s)
West Hills Community College District PY 17-18	589-Slingshot
VOLT Institute PY 17-18	602-Slingshot
Stanislaus County Department of Workforce Development PY 17-18	603-Slingshot
Mother Lode Job Training PY 17-18	630-Slingshot

Fiscal Monitoring:

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

Sub-Recipient	Contract # (s)	Results
Central Labor Council Partnership PY 17-18 Fiscal Closeout	213, 560-EPA, 213 Prop 39, 213-CASELL, 213-WAF	No Findings
SER, Inc. PY 17-18 Fiscal Closeout	730	No Findings
Fresno State Foundation PY 17-18 Fiscal Closeout	719	No Findings
Proteus, Inc. PY 17-18 Fiscal Closeout	243,243-800	No Findings

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

Sub-Recipient	Contract # (s)
Rios Co. Prop 39 and Slingshot, PY 17-18 Fiscal Closeout	627

**FRESNO REGIONAL
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	13
MEETING DATE:	October 25, 2018
ACTION:	RECOMMEND TO ACCEPT

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

TO: Adult Council
FROM: Stephen DeWitt, Quality Systems Manager
SUBJECT: Fourth Quarter Providers of Services' Customer Complaint Report for Program Year 2017-2018

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Adult and Dislocated Worker Customer Complaint Report for the Fourth Quarter of Program Year 2017-2018.

REASON FOR RECOMMENDATION:

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

No complaints were received during the Fourth Quarter of PY 2017-2018.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	14
MEETING DATE:	October 25, 2018
ACTION:	RECOMMEND TO ACCEPT

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

TO: Adult Council
FROM: Stephen DeWitt, Quality Systems Manager
SUBJECT: First Quarter Providers of Services' Customer Complaint Report for Program Year 2018-2019

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Adult and Dislocated Worker Customer Complaint Report for the First Quarter of Program Year 2018-2019.

REASON FOR RECOMMENDATION:

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

ATTACHMENT:

Adult and Dislocated Worker Customer Complaint Report for the First Quarter of Program Year 2018-2019.

Adult/Dislocated Worker Customer Complaint Report

First Quarter, Program Year 2018-2019

Date	Sub-Recipient	Summary of Customer Complaint	Action Taken	Date of Correction
8/6/18	CLC	Enrollment taking too long	After meeting with Complainant and staff, Complainant was enrolled into Individualized Career Services to receive assistant to remediate assessment scores and research occupational skills training opportunities	In-Process

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	15
MEETING DATE:	October 25, 2018
ACTION:	RECOMMEND TO ACCEPT

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

TO: Adult Council
FROM: Stephen DeWitt, Quality Systems Manager
SUBJECT: Fourth Quarter Job Seeker Customer Satisfaction Report for Program Year 2017-2018

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Fourth Quarter Job Seeker Customer Satisfaction Report for Program Year (PY) 2017-2018.

REASON FOR RECOMMENDATION:

The FRWDB Joint Powers Agreement states, in part, that FRWDB staff shall fulfill administrative responsibilities as set forth in the Workforce Innovation and Opportunity Act (WIOA), including the administering of programs as described in the WIOA, as well as developing budgets and administrative plans. Additional administrative responsibilities and authorities shall include assessing the performance and evaluating the benefit, productivity, and impact of all programs funded under the WIOA, as amended or superseded, and submitting progress reports.

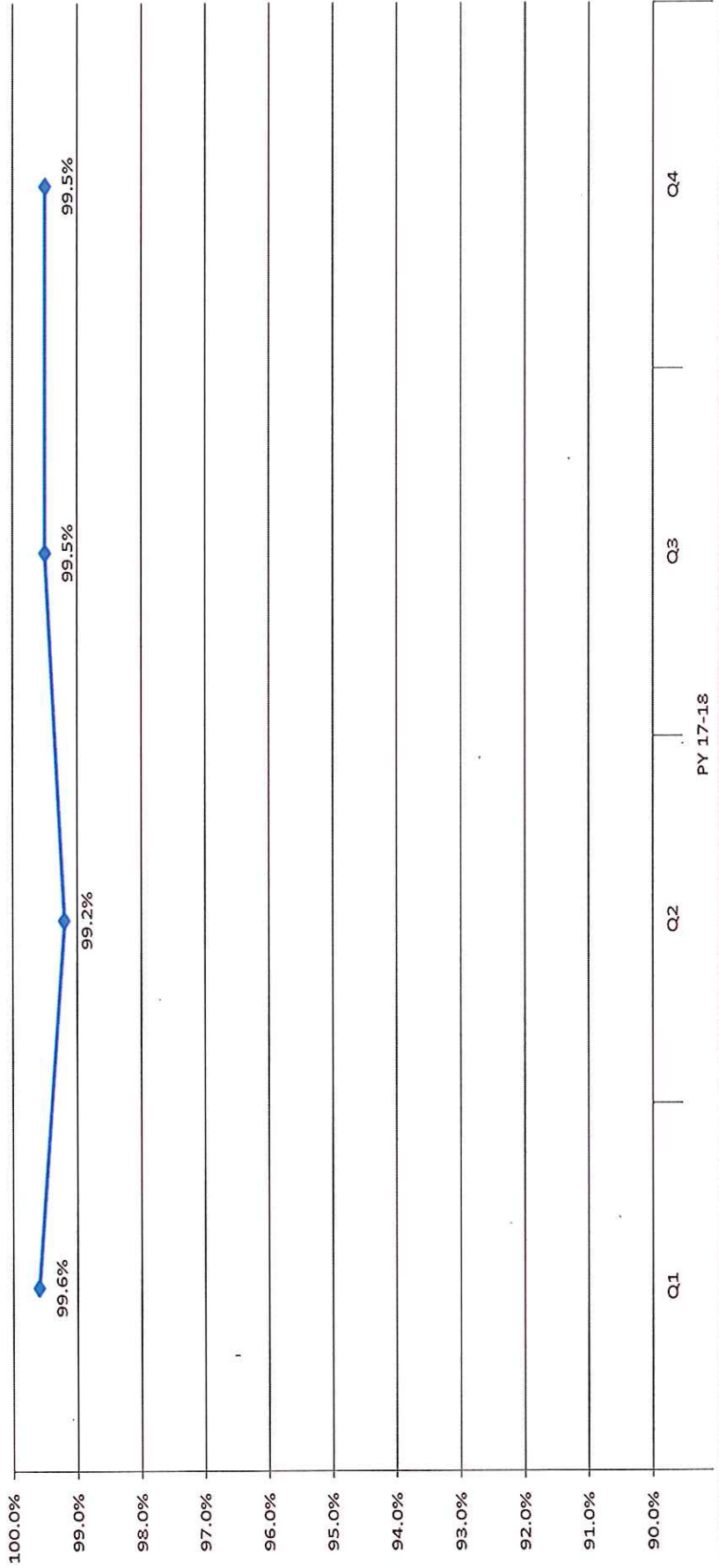
As part of this responsibility, FRWDB staff has implemented the Job Seeker Customer Satisfaction process and data collection system. The FRWDB's sub-contracted providers of services submit their data to staff on a monthly basis. The data is accumulated, analyzed and reviewed on a quarterly basis and reported to this Council.

FRWDB staff work with service providers to improve the processes used to increase the satisfaction level with our job seekers. These improvements are based on data collected through these satisfaction surveys, monitoring reviews, complaints and monthly operations meetings between provider and FRWDB staff.

ATTACHMENT:

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

Basic Career Services



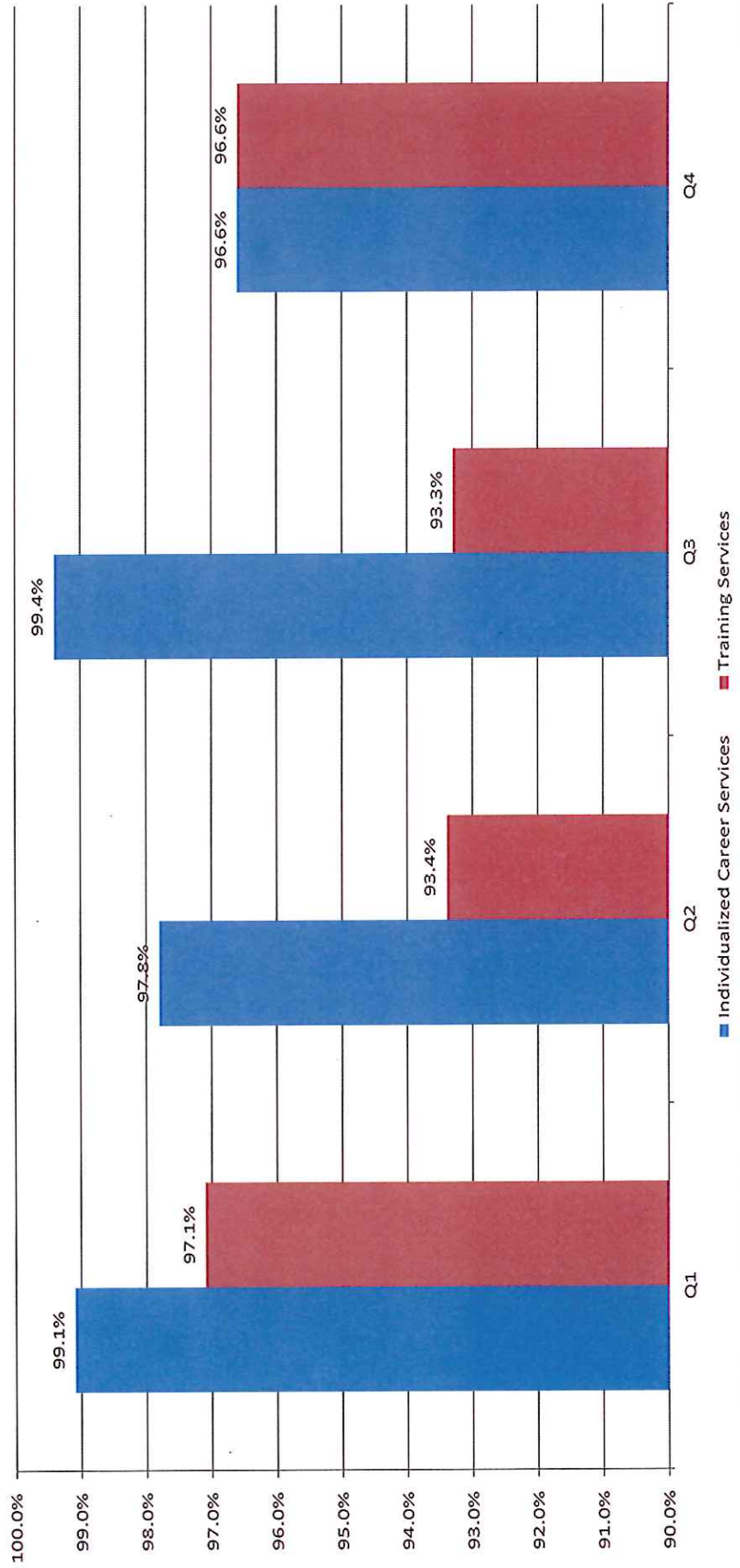
Staff Notes:

PY 17-18				
	Q1	Q2	Q3	Q4
Surveys Received	843	739	660	737
Number of Users	6840	6183	6693	6138
Survey Response Rate	12.3%	12.0%	9.9%	12.0%

Sample of User Comments:

Very informational; presented in a friendly and upbeat manner; thanks for the help; I can tell staff wants to help; helped me make decisions for moving forward; program is more involved than what I thought it would be; I will recommend to my friends and family; wish I had known about this place earlier; not having the Job Search Board will make searching harder when computers are not available; sounds like too much of a time commitment; computers not working or have problems when I come in; staff was helpful from the moment I walked in; thank you for the assistance in navigating the computer; I am excited; having to do everything online is difficult because I do not work well with computers; would like to hear more about vocational training; there needs to be more staff to help schedule for the next appointments.

Placement Satisfaction



Staff Notes:

		PY 17-18							
		Q1		Q2		Q3		Q4	
		Non-Training	Training	Non-Training	Training	Non-Training	Training	Non-Training	Training
Surveys Received by Type		79	33	58	35	70	36	37	34
Clients Closed & Placed by Type		108	51	85	40	98	40	44	36
Survey Response Rate		73.2%	64.7%	68.2%	87.5%	71.4%	90.0%	84.1%	94.4%

Participant Feedback:

Individualized Career Services: I knew what I wanted to do; assessment tutorials were frustrating; very happy with ERS and the services provide.

Training Services: Training did not benefit my current employment, but will benefit my future career; placed in non-training related employment.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	16
MEETING DATE:	October 25, 2018
ACTION:	RECOMMEND TO ACCEPT

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

TO: Adult Council
FROM: Stephen DeWitt, Quality Systems Manager
SUBJECT: First Quarter Job Seeker Customer Satisfaction Report for Program Year 2018-20198

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the First Quarter Job Seeker Customer Satisfaction Report for Program Year (PY) 2018-2019.

REASON FOR RECOMMENDATION:

The FRWDB Joint Powers Agreement states, in part, that FRWDB staff shall fulfill administrative responsibilities as set forth in the Workforce Innovation and Opportunity Act (WIOA), including the administering of programs as described in the WIOA, as well as developing budgets and administrative plans. Additional administrative responsibilities and authorities shall include assessing the performance and evaluating the benefit, productivity, and impact of all programs funded under the WIOA, as amended or superseded, and submitting progress reports.

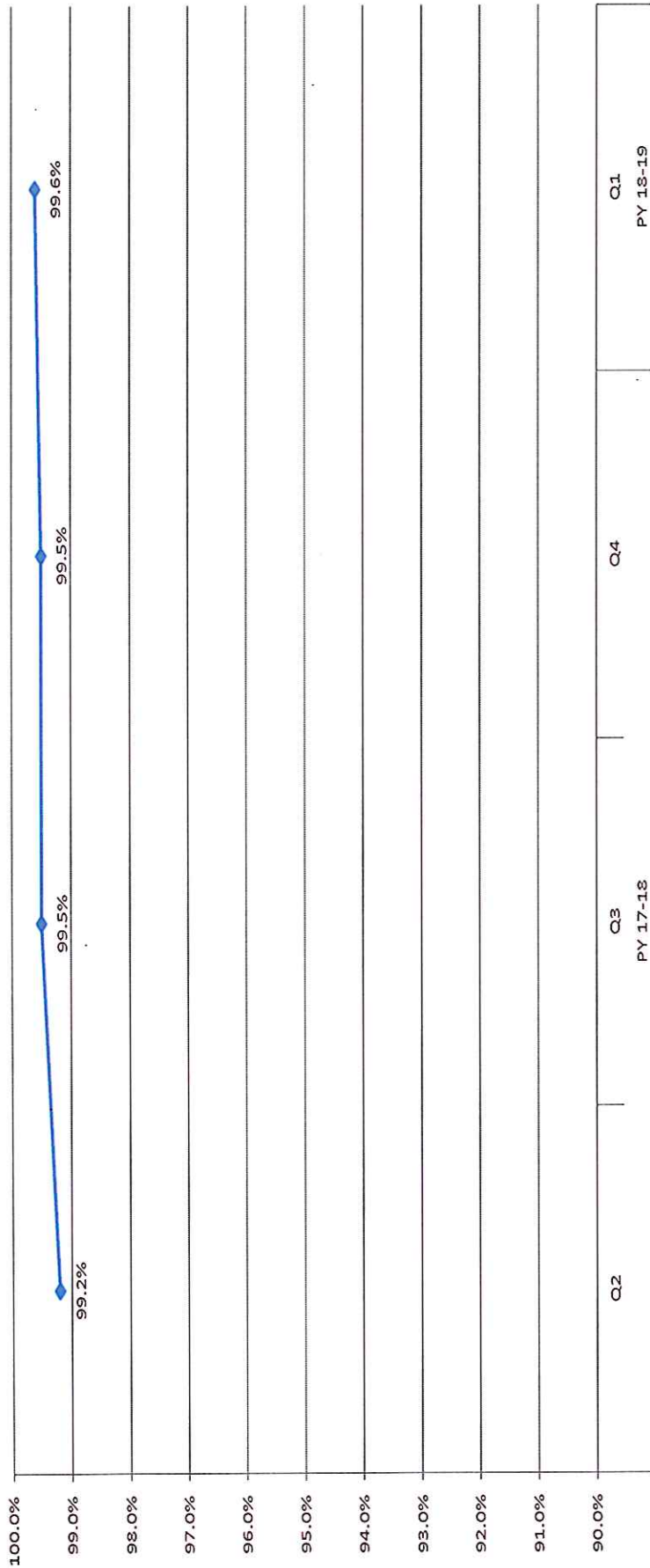
As part of this responsibility, FRWDB staff has implemented the Job Seeker Customer Satisfaction process and data collection system. The FRWDB's sub-contracted providers of services submit their data to staff on a monthly basis. The data is accumulated, analyzed and reviewed on a quarterly basis and reported to this Council.

FRWDB staff work with service providers to improve the processes used to increase the satisfaction level with our job seekers. These improvements are based on data collected through these satisfaction surveys, monitoring reviews, complaints and monthly operations meetings between provider and FRWDB staff.

ATTACHMENT:

Job Seeker Customer Satisfaction Report for the First Quarter of PY 2018-2019

Basic Career Services



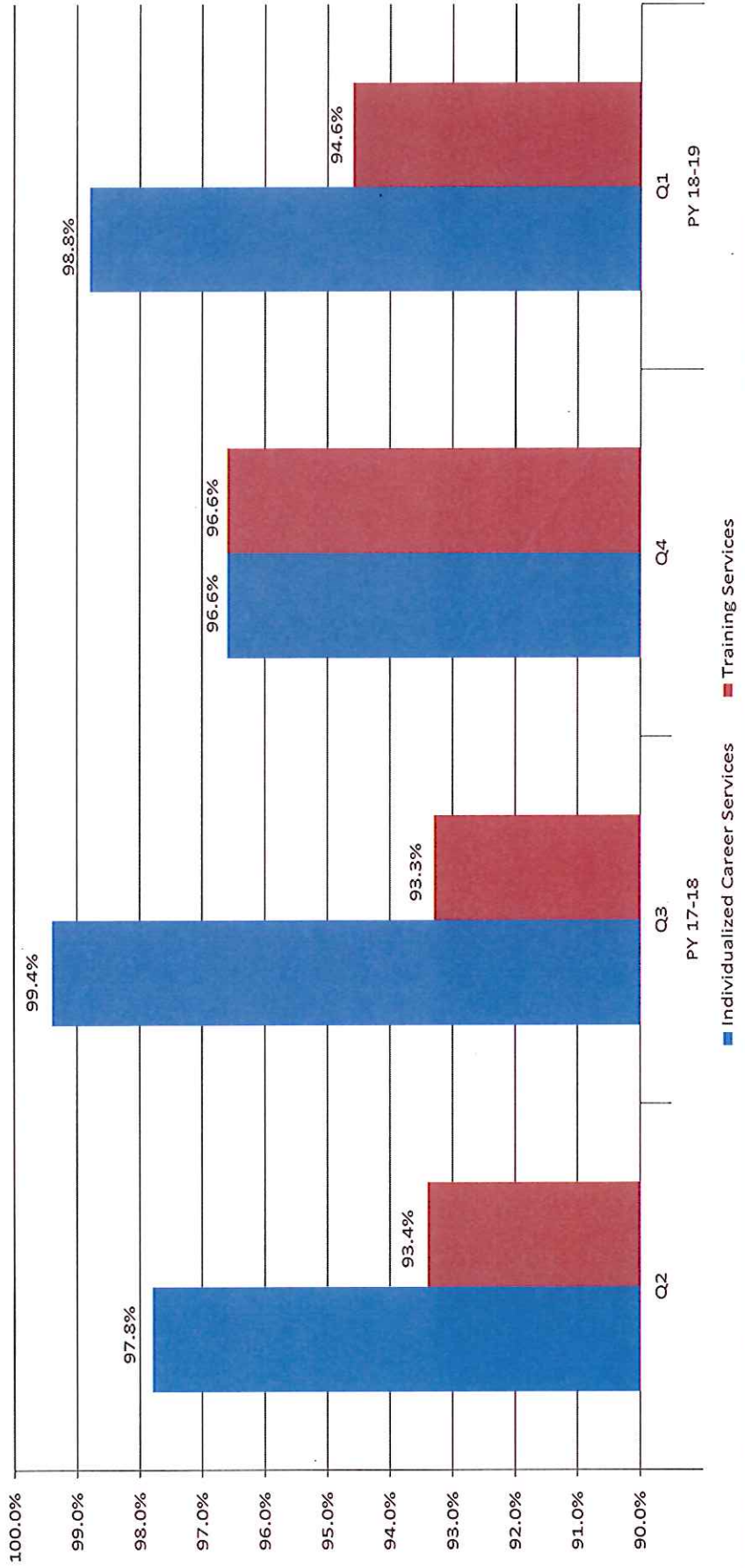
Staff Notes:

	PY 17-18				PY 18-19	
	Q2	Q3	Q4	Q1	Q2	Q3
Surveys Received	739	660	737	753		
Number of Users	6183	6693	6138	8190		
Survey Response Rate	12.0%	9.9%	12.0%	9.2%		

Sample of User Comments:

Good program; staff is accommodating and helpful; better computers; great staff; program has lots of options; I appreciated the breakdown of everything on-line; staff is always helpful, professional and respectful; so much information; Workforce Connection offers more services than I had thought; need to have snacks, water or break during orientation and assessment; would like to be able to take incoming calls on cell phone, if job search related; room is too cold; job listings on computer are outdated; would like to see more job postings, full/part time, displayed; I am excited about what Workforce Connection has to offer; more helpful than a temp agency; very impressive, actually; I had no idea how many services were available; don't know what I would do without Workforce Connection & the steady impact a difficult time; should make orientation optional if only looking for a job (self-service); didn't know about dress code, staff made me feel out of place.

Placement Satisfaction



Staff Notes:

	PY 17-18				PY 18-19			
	Q2		Q3		Q4		Q1	
Surveys Received by Type	Non-Training	Training	Non-Training	Training	Non-Training	Training	Non-Training	Training
Surveys Received by Type	58	35	70	36	37	34	59	44
Clients Closed & Placed by Type	85	40	98	40	44	36	96	54
Survey Response Rate	68.2%		71.4%		84.1%		81.5%	
	87.5%		90.0%		94.4%		61.4%	

Participant Feedback:

Individualized Career Services: The counseling and assessments did not help me.

Training Services: The assessments were degrading; the job I have is not related to training; trained for transportation industry, got job in food industry; working in production, still waiting for apprenticeship; I already knew what I wanted to do; I work in security, not as a systems analyst that I was trained in; I work in robotics rather than construction (pre-apprenticeship); Took solar training, got job as clinical lab tech (more money); it takes too long to get into training.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	17
MEETING DATE:	October 25, 2018
ACTION:	INFORMATION

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

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

INFORMATION:

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

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

This report will be presented at the Business and Industry Committee meeting on November 7, 2018, as a 'Recommend to Accept' item.

ATTACHMENT:

Employer Customer Satisfaction Report

EMPLOYER RELATIONS SURVEY

Rolling Four (4) Quarter Report

EMPLOYER RELATIONS MEASURES	PY 17-18			
	Q1	Q2	Q3	Q4
1. How responsive were we to your needs (were we timely)?	4.8	4.8	4.9	4.8
2. For appropriate positions, do you think Workforce Connection (WC) is a good source for staffing?	4.8	4.8	4.9	4.9
3. Have you experienced consistent service over several recruitments?	4.8	4.8	4.9	4.8
4. Did you receive quality service at WC?	4.8	4.9	4.9	4.9
OVERALL MEAN	4.8	4.8	4.9	4.8
Possible Unique # Employers Within a Quarter to be Surveyed / # of Employers Responded	29/22	16/12	10/10	14/12

COMMENTS FROM EMPLOYER

"The candidate is an amazing hire. We wish we could clone him. He takes his job very seriously and is the perfect hire." Toyota of Selma

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	18
MEETING DATE:	October 25, 2018
ACTION:	INFORMATION

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

TO: Adult Council
FROM: Tim Giles, Deputy Director of Information Systems
SUBJECT: Fourth Quarter Adult and Dislocated Worker Demographics Report for Program Year 2017-2018

INFORMATION:

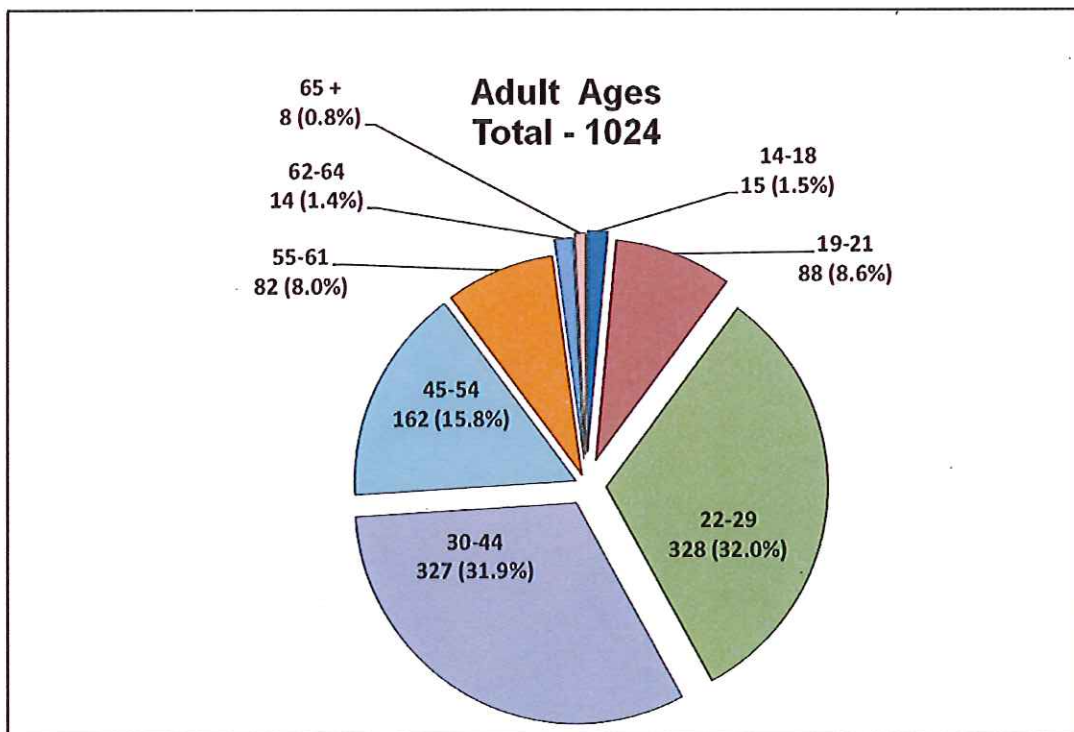
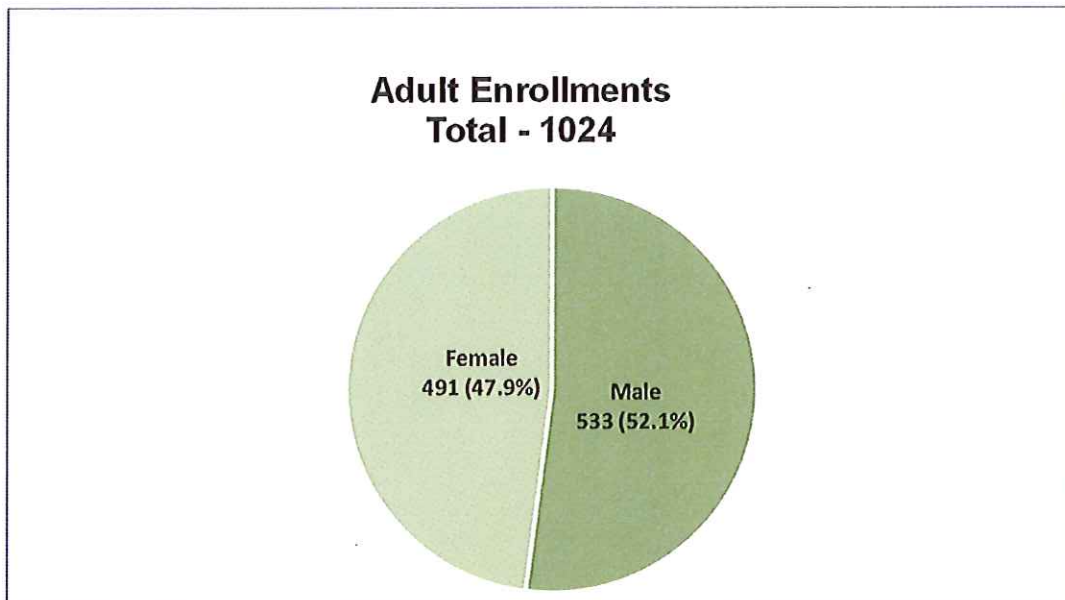
Per the Adult Council's direction, Fresno Regional Workforce Development Board (FRWDB) staff provides cumulative quarterly reports of various demographics for the FRWDB's Adult and Dislocated Worker enrollments. Attached is the demographics report for the Fourth Quarter of Program Year 2017-2018.

ATTACHMENTS:

ATTACHMENT I: Adult Demographics Fourth Quarter, Program Year 2017-2018
ATTACHMENT II: Dislocated Worker Demographics Fourth Quarter, Program Year 2017-2018

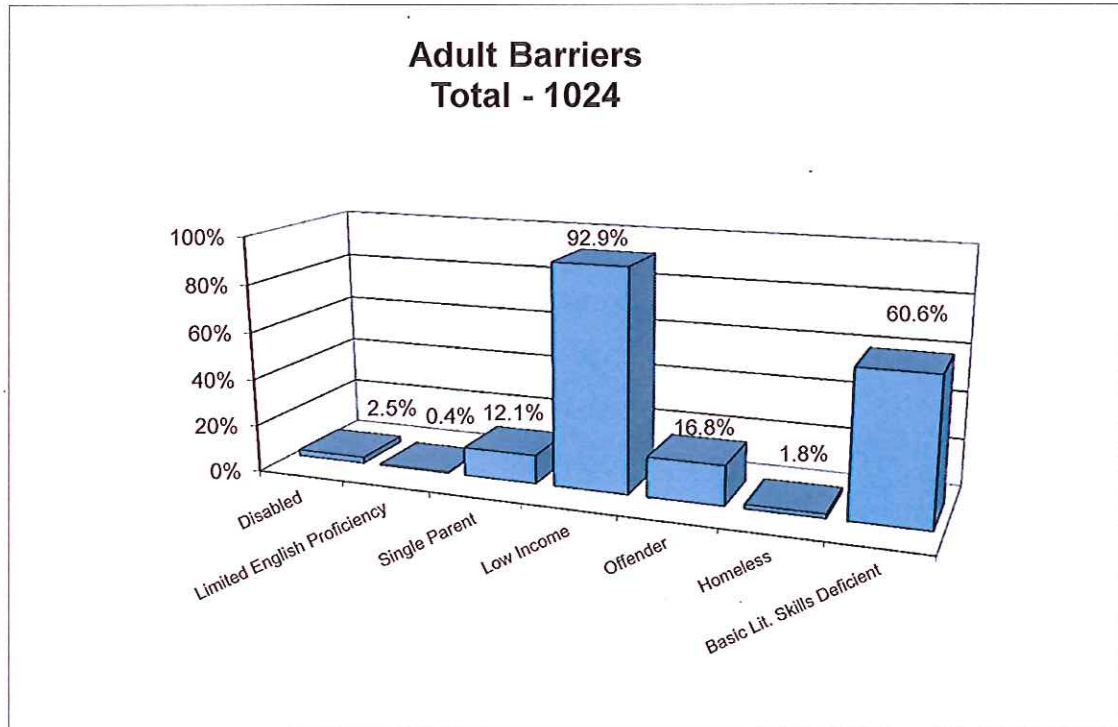
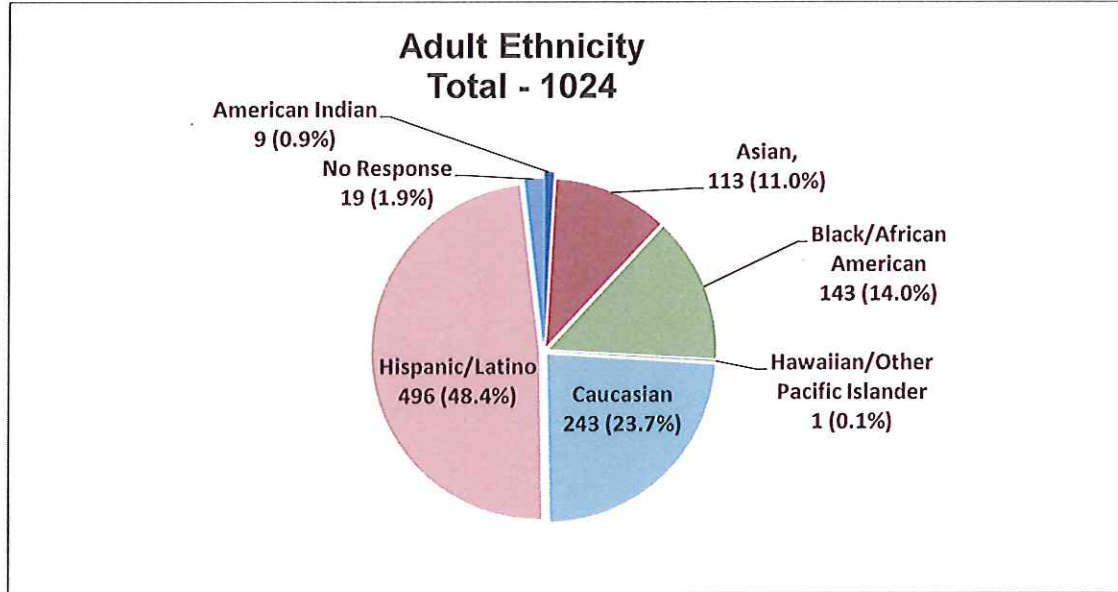


Adult Demographics Fourth Quarter, Program Year 2017-2018



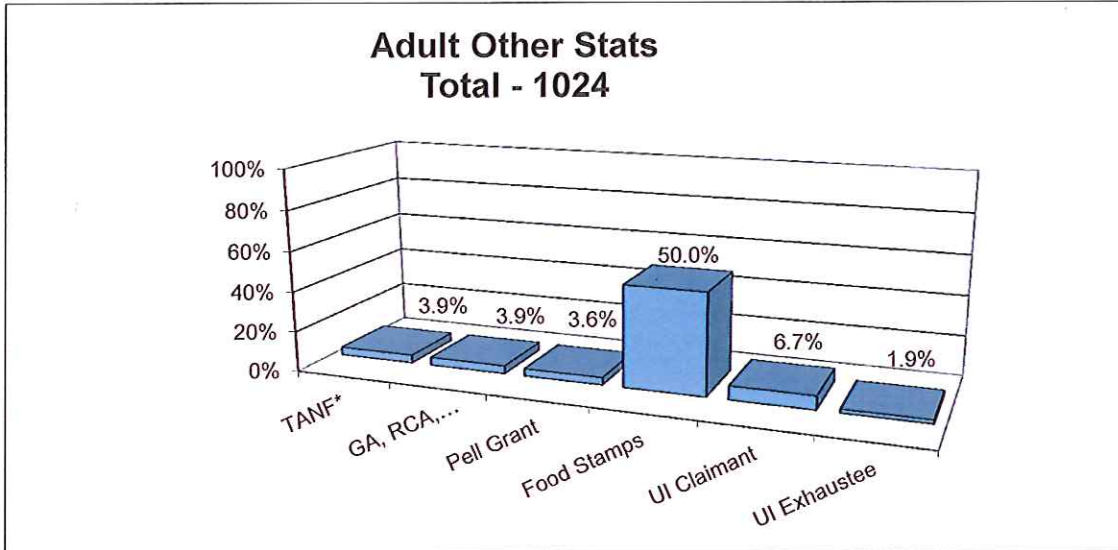
Adult Demographics

Fourth Quarter, Program Year 2017-2018

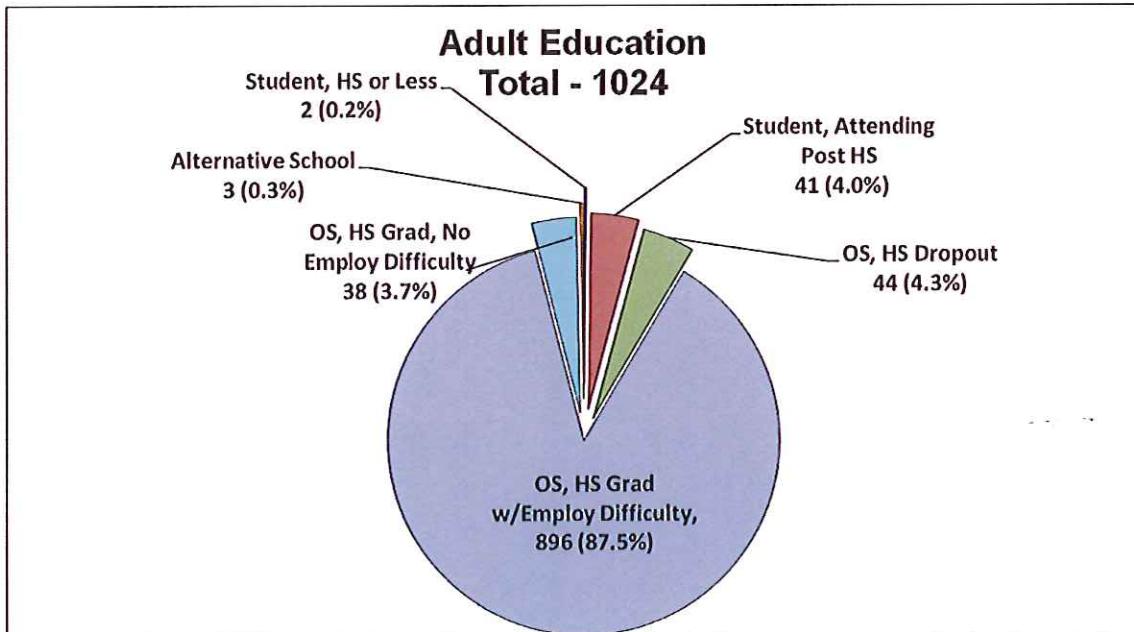


Adult Demographics

Fourth Quarter, Program Year 2017-2018



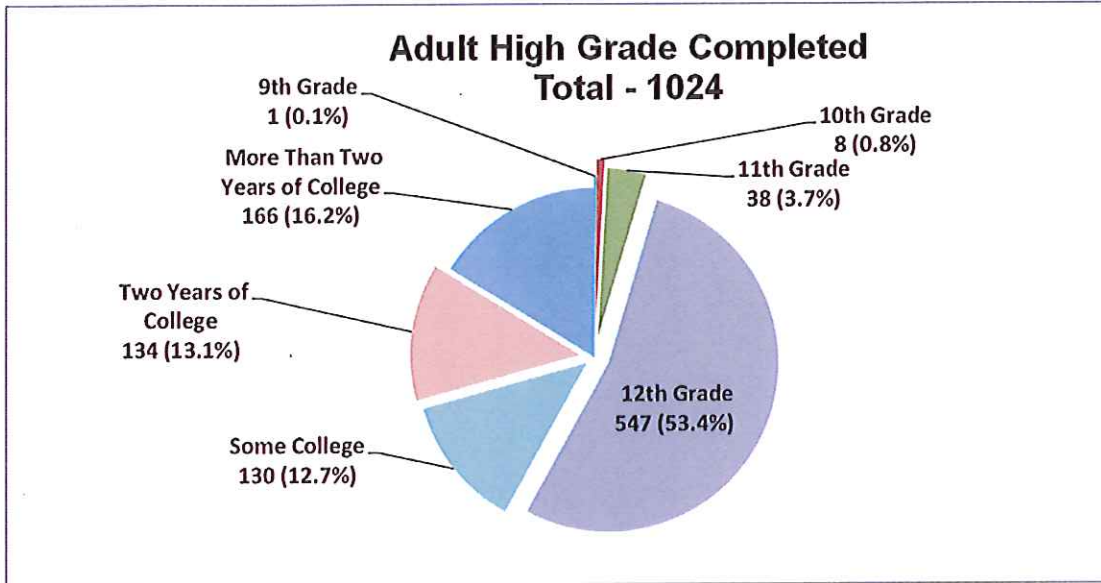
TANF - Temporary Assistance for Needy Families
 GA - General Assistance, RCA - Refugee Cash Assistance, SSI - Supplemental Security Income
 UI - Unemployment Insurance



OS - Out of School, HS - High School

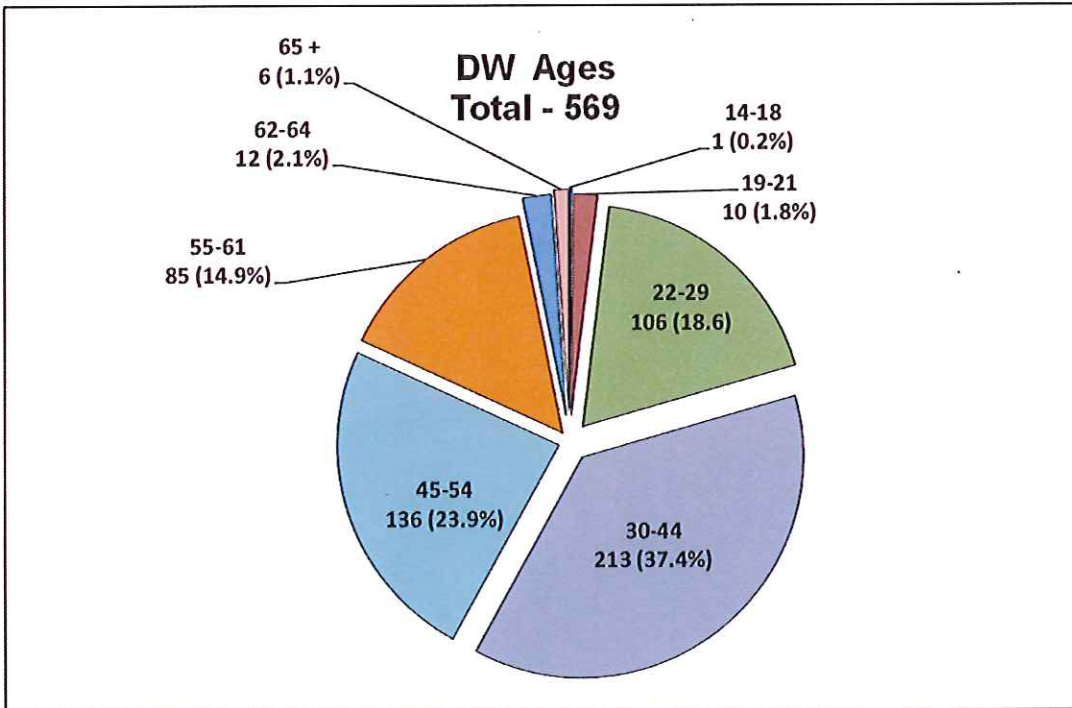
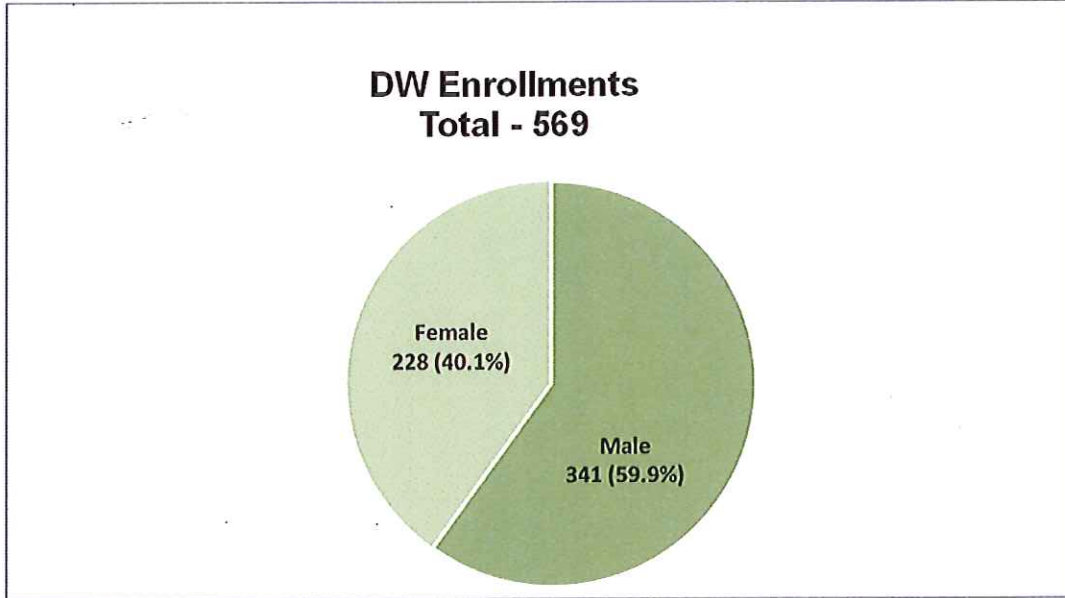
Adult Demographics

Fourth Quarter, Program Year 2017-2018

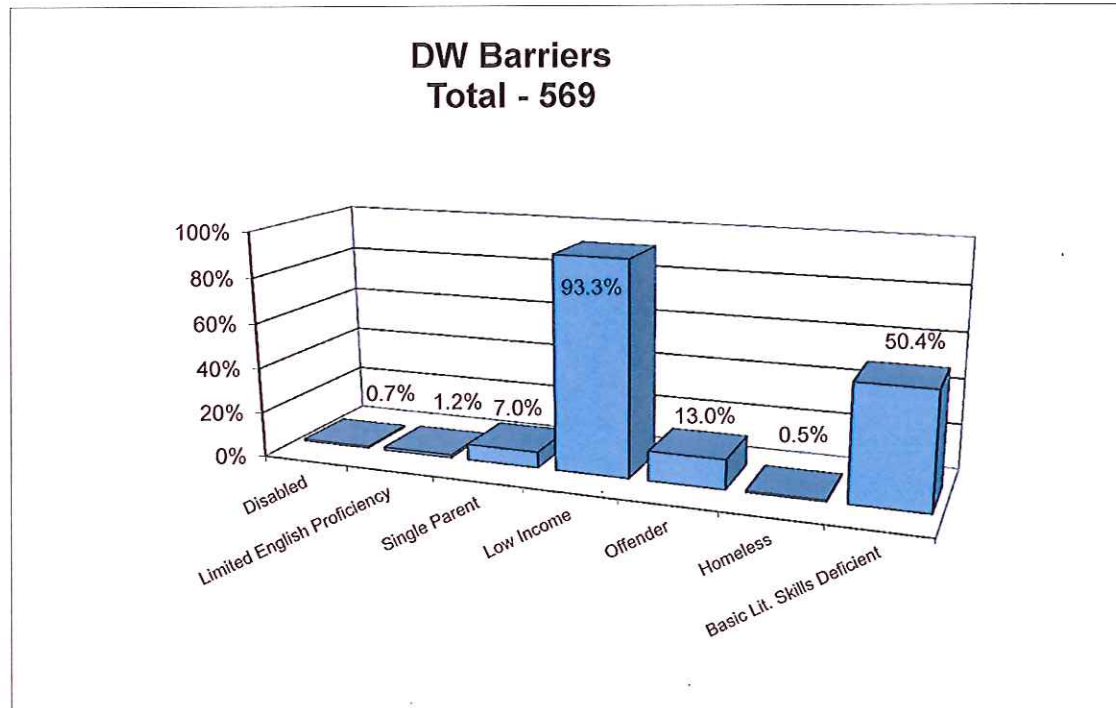
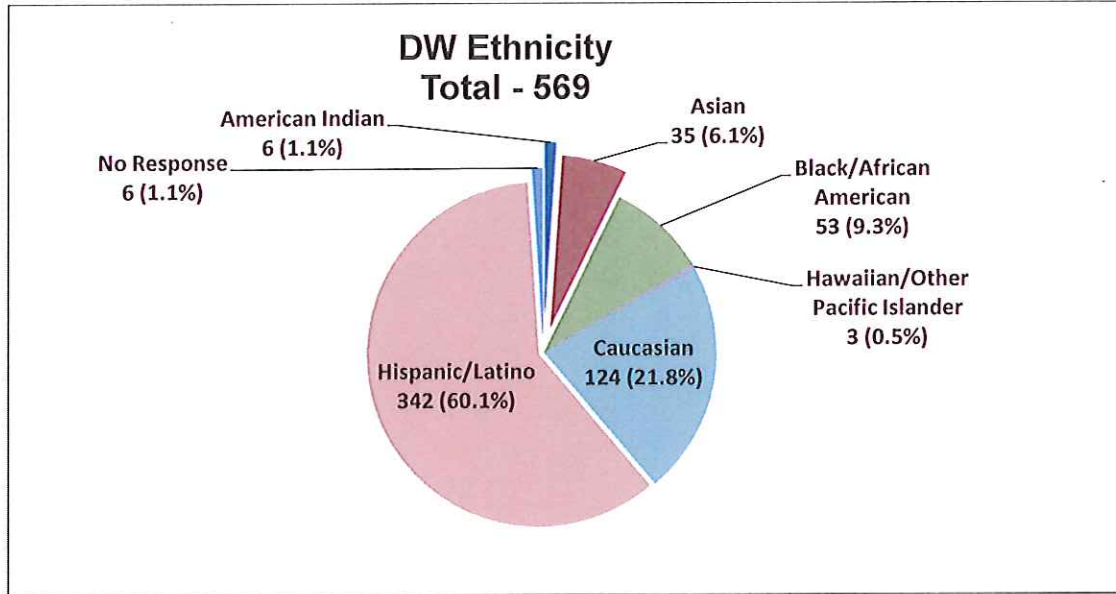




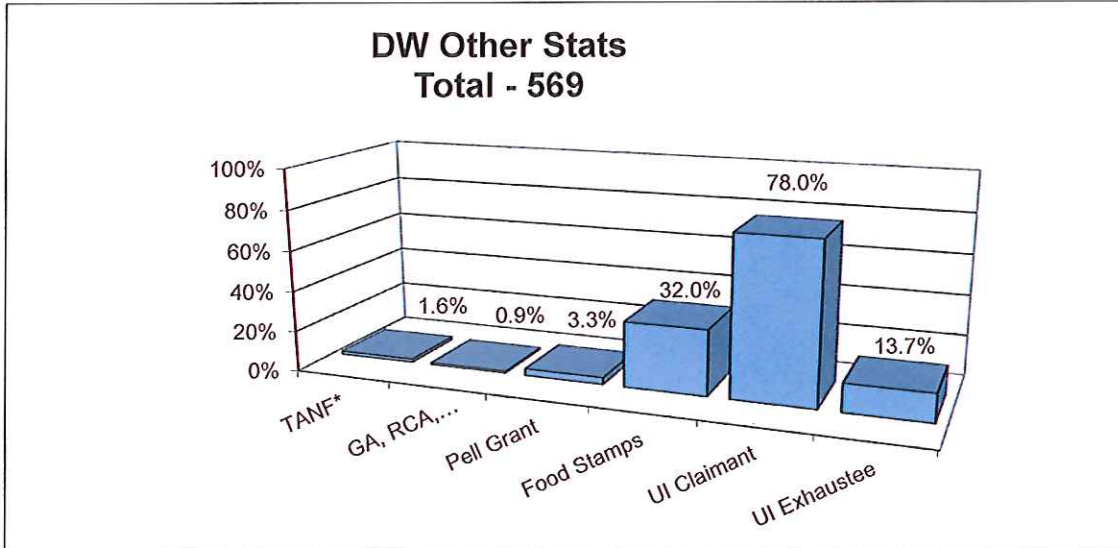
Dislocated Worker Demographics Fourth Quarter, Program Year 2017-2018



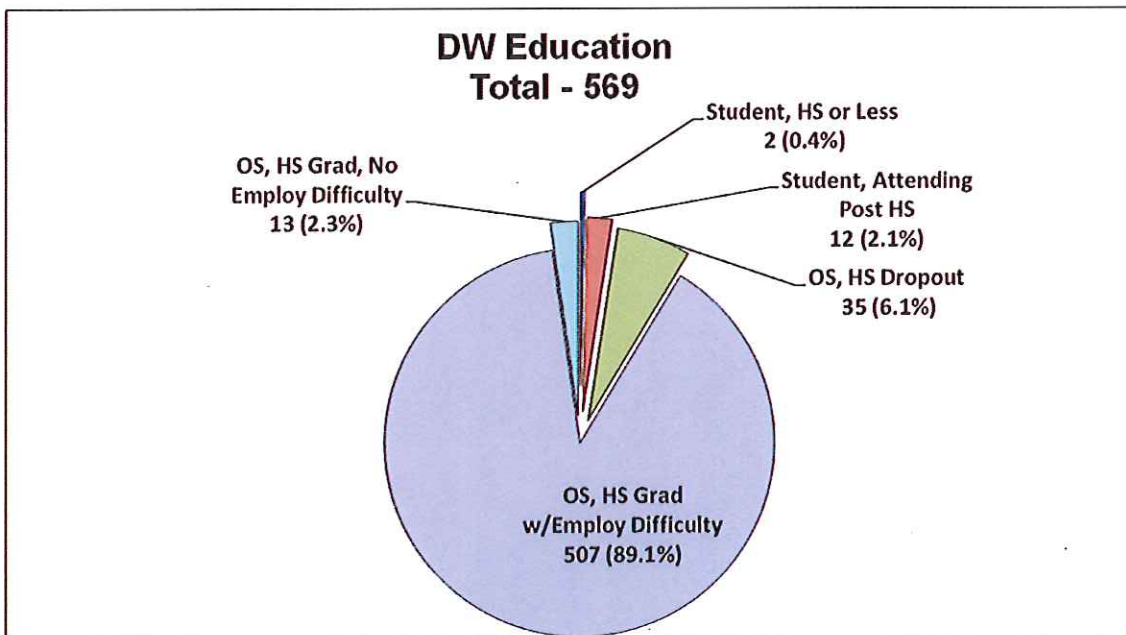
Dislocated Worker Demographics Fourth Quarter, Program Year 2017-2018



Dislocated Worker Demographics Fourth Quarter, Program Year 2017-2018

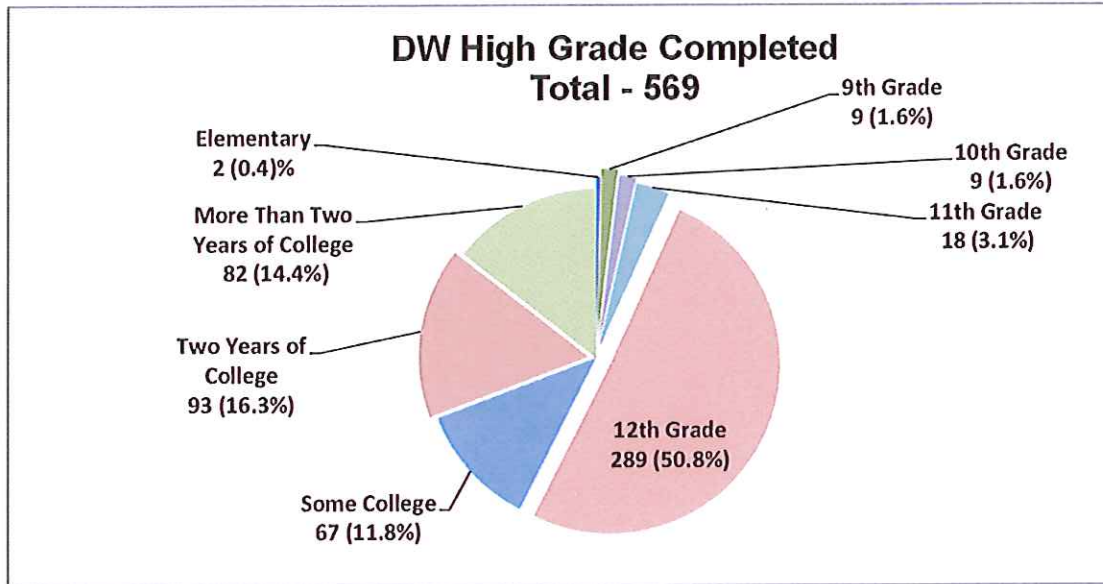


TANF - Temporary Assistance for Needy Families
 GA - General Assistance, RCA - Refugee Cash Assistance, SSI - Supplemental Security Income
 UI - Unemployment Insurance



OS - Out of School, HS - High School

Dislocated Worker Demographics Fourth Quarter, Program Year 2017-2018



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	19
MEETING DATE:	October 25, 2018
ACTION:	INFORMATION

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

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

INFORMATION:

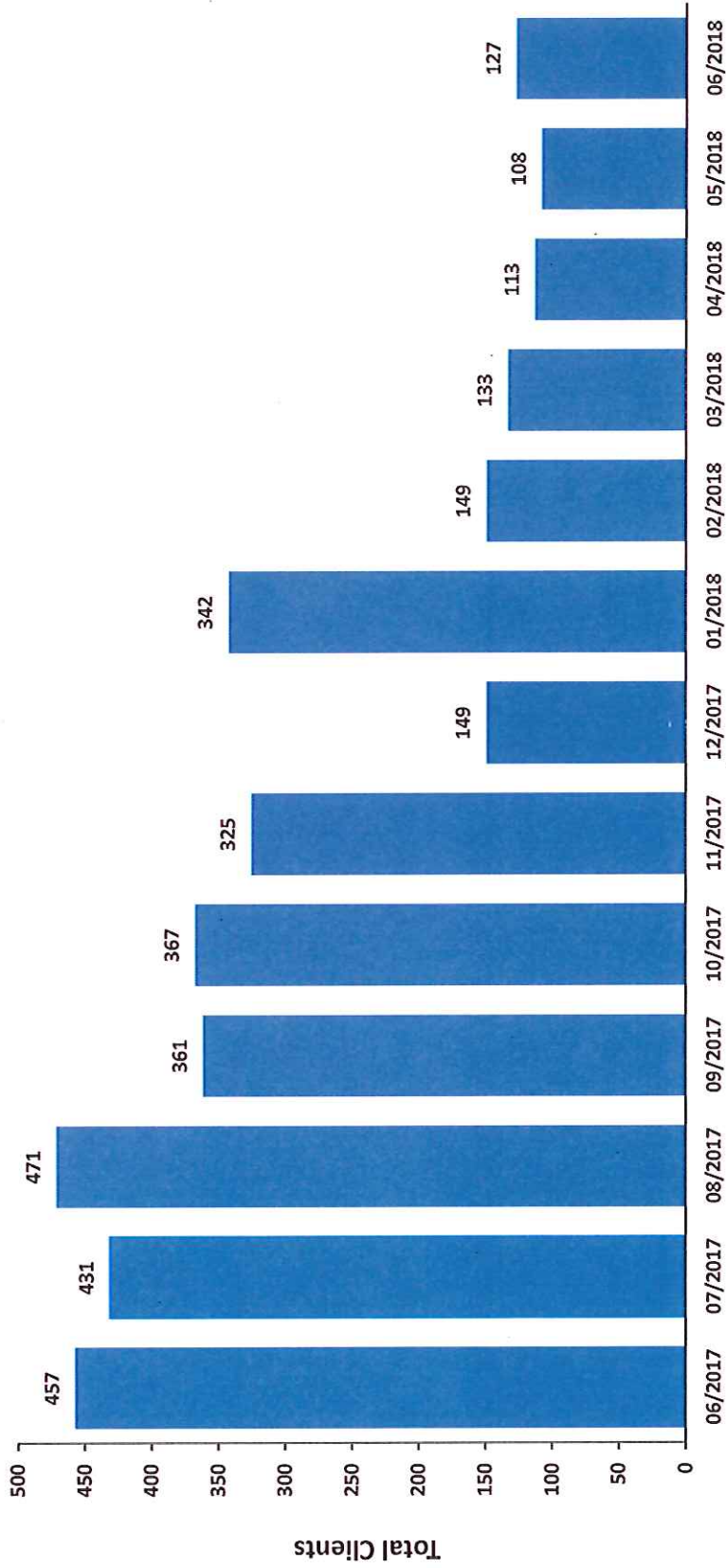
The Adult Council requested that Fresno Regional Workforce Development Board staff provide One-Stop Reports each quarter.

ATTACHMENTS:

ATTACHMENT I: Monthly New Customer Trend for All Workforce System
ATTACHMENT II: Monthly Repeat Customer Trend for All Workforce System



Fresno Regional Workforce Connection New Client Trend Report



Fresno Regional Workforce Connection
Repeat Client Trend Report

