



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Adult Council
January 24, 2019 @ 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. | October 25, 2018, Adult Council Meeting Minutes | Konczal | Yes | Approve | 9 |
| 3. | Fresno Regional Workforce Development Board Outstanding Achievement Award | Xiong | Yes | Information | 14 |
| 4. | Professional Driver Training Cap | Stogbauer | Yes | Recommend to Approve | 15 |
| 5. | Transfer of Dislocated Worker Program Funds to the Adult Program | Stogbauer | Yes | Recommend to Approve | 16 |
| 6. | Construction Pre-Apprenticeship Pipeline for Ex-Offenders | Stogbauer | Yes | Recommend to Approve | 17 |
| 7. | Fourth Quarter On-the-Job Training Report for Program Year 2017-2018 | Stogbauer | Yes | Recommend to Accept | 18 |
| 8. | First and Second Quarters On-the-Job Training Report for Program Year 2018-2019 | Stogbauer | Yes | Recommend to Accept | 19 |
| 9. | Fourth Quarter Local Performance Results Reports for Program Year 2017-2018 | Stogbauer | Yes | Recommend to Accept | 20 |
| 10. | First Quarter Local Performance Results Reports for Program Year 2018-2019 | Stogbauer | Yes | Recommend to Accept | 27 |
| 11. | Fourth Quarter Providers of Services' Monitoring Report for Program Year 2017-2018 | DeWitt | Yes | Recommend to Accept | 34 |

ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

Disabled individuals and individuals who are limited English proficient who need special assistance to attend or participate in this meeting may request assistance by contacting the Fresno Regional Workforce Development Board, at 2125 Kern Street, Suite 208, Fresno, California, or by calling (559) 490-7100. Every effort will be made to reasonably accommodate individuals with disabilities or who are limited English proficient by making meeting materials available in alternative formats. Requests for assistance should be made at least three (3) working days in advance of the meeting.

| Item # | Description | Presenter | Enclosure | Action | Page # |
|--------|---|-----------|-----------|---------------------|--------|
| 12. | First and Second Quarters Providers of Services' Monitoring Report for Program Year 2018-2019 | DeWitt | Yes | Recommend to Accept | 36 |
| 13. | Fourth Quarter Providers of Services' Customer Complaint Report for Program Year 2017-2018 | DeWitt | Yes | Recommend to Accept | 39 |
| 14. | First and Second Quarters Providers of Services' Customer Complaint Report for Program Year 2018-2019 | DeWitt | Yes | Recommend to Accept | 40 |
| 15. | Fourth Quarter Job Seeker Customer Satisfaction Report for Program Year 2017-2018 | DeWitt | Yes | Recommend to Accept | 42 |
| 16. | First and Second Quarters Job Seeker Customer Satisfaction Report for Program Year 2018-2019 | DeWitt | Yes | Recommend to Accept | 45 |
| 17. | First Quarter Adult and Dislocated Worker Demographics Report for Program Year 2018-2019 | Giles | Yes | Information | 48 |
| 18. | America's Job Centers of California Usage Report | Giles | Yes | Information | 55 |
| 19. | Agenda Items for April 25, 2019, Meeting | Konczal | No | Discussion | -- |
| 20. | 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 | A |
| Hensley* | P | XX | A | XX | P |
| Mercer | P | XX | P | XX | A |
| Olivares | P | XX | P | XX | P |
| Richards | A | XX | A | XX | -- |
| Van Horn | -- | XX | P | XX | A |
| Watkins | P | XX | P | XX | P |

* = Chairperson

P = Present

A = Absent

-- = Not a Ratified Member at Time of Meeting

XX = Meeting Cancelled

**FRESNO REGIONAL
WORKFORCE DEVELOPMENT BOARD**

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|---------------|------------------|
| AGENDA ITEM: | 1 |
| MEETING DATE: | January 24, 2019 |
| 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**

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|---------------|------------------|
| AGENDA ITEM: | 2 |
| MEETING DATE: | January 24, 2019 |
| 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: October 25, 2018, Adult Council Meeting Minutes

INFORMATION:

Approve the minutes of the October 25, 2018, Adult Council meeting.

ATTACHMENT:

October 25, 2018, Adult Council Meeting Minutes



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Adult Council Meeting
October 25, 2018

SUMMARY MINUTES

The meeting was called to order at 4:01 p.m.

| | |
|---|--|
| ROLL CALL: PRESENT - | Jeff Hensley, Joe Olivares, and Sherri Watkins |
| ABSENT - | Raine Bumatay, David Mercer, and Stuart Van Horn |
| AGENDA CHANGES: | None |
| ABSTENTIONS/RECUSALS/ DISCLOSURES OF POTENTIAL CONFLICTS OF INTEREST: | None |
| CHAIR/STAFF REPORT: | <p>Blake Konczal, Executive Director, Fresno Regional Workforce Development Board (FRWDB), asked the Adult Council (Council) for their input and suggestions on possibly making changes to the format of the quarterly Adult Council meetings to ensure that board members feel engaged and see value in attending the meetings.</p> <p>Director Hensley suggested having the contractors start attending meetings regularly and present on their performance measure reports. He also suggested making it mandatory for all FRWDB Directors to participate on one (1) Scholarship Panel per year.</p> <p>Council Member Watkins suggested having an intermission in the middle of the meetings for social networking.</p> <p>Director Olivares suggested more special speakers.</p> <p>Mr. Konczal thanked the Council for their input and suggestions.</p> |
| PUBLIC COMMENTS: | None |

Item Description/Action Taken

1. May 17, 2018, Special Adult Council Meeting Minutes

NO ACTION WAS TAKEN - QUORUM NOT PRESENT.

2. Adult Council Vice Chair

Mr. Konczal stated that due to the recent changes in the FRWDB bylaws, suggestions were made at the June 6, 2018, FRWDB meeting to develop protocols for running Council meetings in a Chair's absence. Mr. Konczal explained that if the Chair of the Council is absent, the present members will choose a member to chair the meeting.

3. **Fresno Regional Workforce Development Board Outstanding Achievement Award**

Nuvia Varela, Adult/Youth Program Manager, FRWDB, presented a short video clip that revealed that the Outstanding Achievement Award for the Second Quarter of Program Year (PY) 2017-2018 was awarded to Ashley Quintana. Ms. Quintana went through a twelve-week warehouse training program and is currently employed through the Amazon Fulfillment Center. The Fresno Board of Supervisors declared October 9, 2018, "Ashley Quintana Day".

Director Olivares thanked FRWDB staff for a great job on the video and stated that he would like to have the participants' share their success stories in person if possible at FRWDB meetings.

4. **United States Environmental Protection Agency Environmental Workforce Development and Job Training Program Grant**

Ka Xiong, Special Projects Program Coordinator, FRWDB, stated that the FRWDB was awarded a grant by the United States Environmental Protection Agency in the amount of \$192,300.00. Under the grant, the FRWDB would train 73 unemployed residents of Fresno County for environmental jobs. The Environmental Workforce Development and Job Training (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 training under the EWDJT program includes the following: Solar Installations Basic, Water Distribution and Treatment, Forklift, Leveraged Truck Driver, Asbestos Awareness, Lead Awareness, or Pesticide Awareness workshops and HAZWOPER 40.

Ms. Xiong added that there are currently 41 individuals working, and 13 individuals from the Water Distribution and Treatment that are still in training. Ms. Xiong shared the success stories of two (2) individuals who had completed the training and are now employed.

Council Member Watkins commented that she enjoyed hearing about the positive outcomes.

5. **Workforce Innovation and Opportunity Act Regional/Local Plan Two Year Modification**

NO ACTION WAS TAKEN - QUORUM NOT PRESENT.

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

NO ACTION WAS TAKEN - QUORUM NOT PRESENT.

7. **Fresno Regional Workforce Development Board Drug Screening Guidelines for Training-Level Services**

NO ACTION WAS TAKEN - QUORUM NOT PRESENT.

8. **Fourth Quarter On-the-Job Training Report for Program Year 2017-2018**

NO ACTION WAS TAKEN - QUORUM NOT PRESENT.

9. **First Quarter On-the-Job Training Report for Program Year 2018-2019**

NO ACTION WAS TAKEN - QUORUM NOT PRESENT.

10. **Fourth Quarter Local Performance Results Reports for Program Year 2017-2018**

NO ACTION WAS TAKEN - QUORUM NOT PRESENT.

11. **Fourth Quarter Providers of Services' Monitoring Report for Program Year 2017-2018**
NO ACTION WAS TAKEN - QUORUM NOT PRESENT.
12. **First Quarter Providers of Services' Monitoring Report for Program Year 2018-2019**
NO ACTION WAS TAKEN - QUORUM NOT PRESENT.
13. **Fourth Quarter Providers of Services' Customer Complaint Report for Program Year 2017-2018**
NO ACTION WAS TAKEN - QUORUM NOT PRESENT.
14. **First Quarter Providers of Services' Customer Complaint Report for Program Year 2018-2019**
NO ACTION WAS TAKEN - QUORUM NOT PRESENT.
15. **Fourth Quarter Job Seeker Customer Satisfaction Report for Program Year 2017-2018**
NO ACTION WAS TAKEN - QUORUM NOT PRESENT.
16. **First Quarter Job Seeker Customer Satisfaction Report for Program Year 2018-2019**
NO ACTION WAS TAKEN - QUORUM NOT PRESENT.
17. **Employer Customer Satisfaction**
Stephen DeWitt, Quality Manager, FRWDB, presented the Employer Customer Satisfaction Report which reflected a 4.8 out of 5 possible rating from employer customers.
Mr. DeWitt explained that due to a change in reporting, it would be the last time the report would be included on the agenda.
18. **Fourth Quarter Adult and Dislocated Worker Demographics Report for Program Year 2017-2018**
Tim Giles, Deputy Director of Information Systems, FRWDB, presented the Fourth 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.
19. **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 the Monthly Repeat Customer Trend report showed larger numbers because when clients were already registered through CalJOBS, they wouldn't be counted as a new client, but rather a repeat client.
20. **Agenda Items for January 24, 2019, Meeting**
Director Hensley asked if a Council Member could call into the meetings to make the quorum but Ms. Stogbauer explained that due to the Brown Act, the person would have to physically attend the meetings to be officially counted.

21. **Meeting Feedback**

There was no meeting feedback.

The meeting was adjourned at 4:48 p.m.

**FRESNO REGIONAL
WORKFORCE DEVELOPMENT BOARD**

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|---------------|------------------|
| AGENDA ITEM: | 3 |
| MEETING DATE: | January 24, 2019 |
| 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: Ka Xiong, Special Projects Program Coordinator
SUBJECT: Fresno Regional Workforce Development Board Outstanding Achievement Award

INFORMATION:

The Fresno Regional Workforce Development Board Adult Participant Outstanding Achievement Award for the Third Quarter has been awarded to Amma Parker.

A video presentation will be provided at the meeting.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

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| AGENDA ITEM: | 4 |
| MEETING DATE: | January 24, 2019 |
| 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: Professional Driver Training Cap

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) approve an increase to seventy-five slots for Professional Driver training.

REASON FOR RECOMMENDATION:

The FRWDB initially implemented an annual cap of twenty-five on the number of training opportunities for Professional drivers in July 2005. On June 21, 2016 the FRWDB approved an increase to fifty training slots for professional drivers.

There continues to be a high demand for this industry. A May 2018 report published in US Trucking News, reports that the industry is currently short by 50,000 drivers and is estimating that number to double in five (5) years. To fill the need the trucking industry is estimating that they will need to hire 960,000 in the next ten (10) years. The 2014-2024 Labor Market Projection Highlights for Fresno County list Truck drivers as one of the largest growing occupations and estimates the job growth in Fresno County at 1,170 jobs.

Over the last three (3) years, the Entered Employment Rate in the field of training for the FRWDB's four (4) approved professional driving schools has averaged 92.1% with an the overall retention rate of 100%.

As of January 11, 2019 there are only two (2) of the fifty approved training slots available. Therefore based on the performance and demand for the occupation, staff is requesting that the annual training opportunities be increased to seventy-five slots.

FISCAL IMPACT:

There is no fiscal impact with the approval of this item.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

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| AGENDA ITEM: | 5 |
| MEETING DATE: | January 24, 2019 |
| ACTION: | RECOMMEND TO APPROVE |

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TO: Adult Council
FROM: Phyllis Stogbauer, Deputy Director of Program Services
SUBJECT: Transfer of Dislocated Worker Program Funds to the Adult Program

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) approve the transfer of \$1,125,000 of Dislocated Worker program funds to the Adult program.

REASON FOR RECOMMENDATION:

Section 133(b)(4) of the Workforce Innovation and Opportunity Act (WIOA) states that up to and including 100 percent of the funds allocated to the Title I Adult and Dislocated Worker programs may be transferred between these two (2) funding streams. The Employment Development Department (EDD), Workforce Services Division (WSD), has been given the authority to approve transfers on behalf of the Governor.

FRWDB staff has reviewed grant amounts and obligations between the Adult and Dislocated Worker funding streams for Program Year 2018-2019. At the present time, the One-Stop system is serving a higher ratio of Adult than Dislocated Worker customers, resulting in increased obligations in the Adult program. Therefore, FRWDB staff is recommending that \$1,125,000 (16.64%) of Dislocated Worker funds be transferred to the Adult program.

Upon approval of this item by the FRWDB, a transfer request will be sent to the California EDD-WSD.

FISCAL IMPACT

Approval of this item will increase available Adult program funds by \$1,125,000 and decrease Dislocated Worker program funds by the same amount.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

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|---------------|-------------------------|
| AGENDA ITEM: | 6 |
| MEETING DATE: | January 24, 2019 |
| ACTION: | RECOMMEND TO APPROVE |

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TO: Adult Council

FROM: Phyllis Stogbauer, Deputy Director of Program Services

SUBJECT: Construction Pre-Apprenticeship Pipeline for Ex-Offenders

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) approve the allocation of \$250,000 for the Construction Pre-Apprenticeship Pipeline for Ex-Offenders (CPP) program as outlined in this item.

REASON FOR RECOMMENDATION:

The Fresno Regional Workforce Development Board (FRWDB) was awarded a CPP grant in the amount of \$250,000 through the California Workforce Development Board. As the fiscal agent for the grant, the FRWDB will partner with the Madera, Kings and Tulare Workforce Development Boards to develop new implementation strategies to provide Multi-Craft Pre-Apprenticeship training for ex-offenders.

FRWDB staff is requesting that the Adult Council recommend approval of the following funding allocations, as approved in the grant:

| | |
|--|-------------------------|
| FRWDB Administrative/Program Oversight | \$70,000 |
| Contracted Case Management Services | 100,000 |
| Participant Work Experience Pool Funds | 23,040 |
| Participant Workshop Pool Funds | 56,960 |
| Total | <u>\$250,000</u> |

Case management services will be contracted to the Fresno Central Labor Council Partnership, Madera County Workforce Investment Corporation, Workforce Investment Board of Tulare County, and the Kings County Job Training Office, to provide Workforce Innovation and Opportunity Act (WIOA) Case Management services. Contract amounts will be based on the final negotiation of the number of participants to be served by each of the sub recipients.

WIOA funding in the amount of \$201,000 will be leverage to provide Multi-Craft Pre-Apprenticeship training, supportive services and basic skills and career assessments.

FISCAL IMPACT:

Approval of this item will allocate \$250,000 of Construction Pre-Apprenticeship Pipeline for Ex-Offenders grant funds.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

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| AGENDA ITEM: | 7 |
| MEETING DATE: | January 24, 2019 |
| ACTION: | RECOMMEND TO ACCEPT |

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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

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| AGENDA ITEM: | 8 |
| MEETING DATE: | January 24, 2019 |
| ACTION: | RECOMMEND TO ACCEPT |

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TO: Adult Council

FROM: Phyllis Stogbauer, Deputy Director of Program Services

SUBJECT: First and Second Quarters On-the-Job Training Report for Program Year 2018-2019

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the First and Second Quarters 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 | 0 | | | |
| Number of OJTs with Successful Completion | 2 | 0 | | | |
| Percentage of Successful Completions | 100% | n/a | | | |
| Follow-ups by Quarter | | | | | |
| Number of OJT Follow-ups Completed | 1 | 2 | | | |
| Number of OJTs with employer at Follow-up | 1 | 1 | | | |
| Percentage of Successful Retentions | 100% | 50% | | | |

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

| | |
|---------------|---------------------|
| AGENDA ITEM: | 9 |
| MEETING DATE: | January 24, 2019 |
| 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 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.

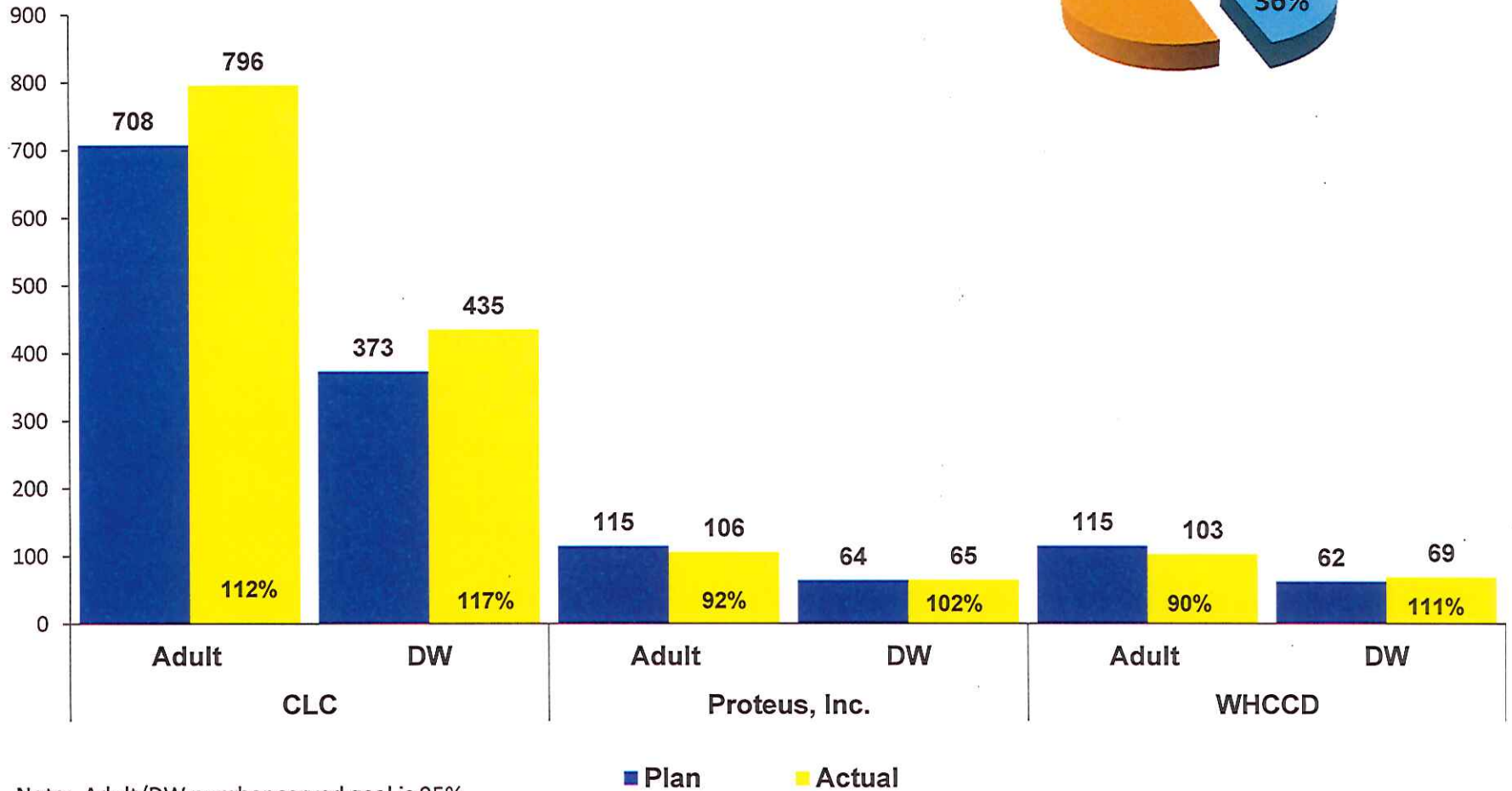
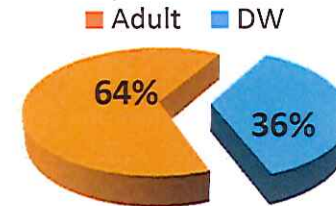
ATTACHMENT:

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

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

Adult/DW Served

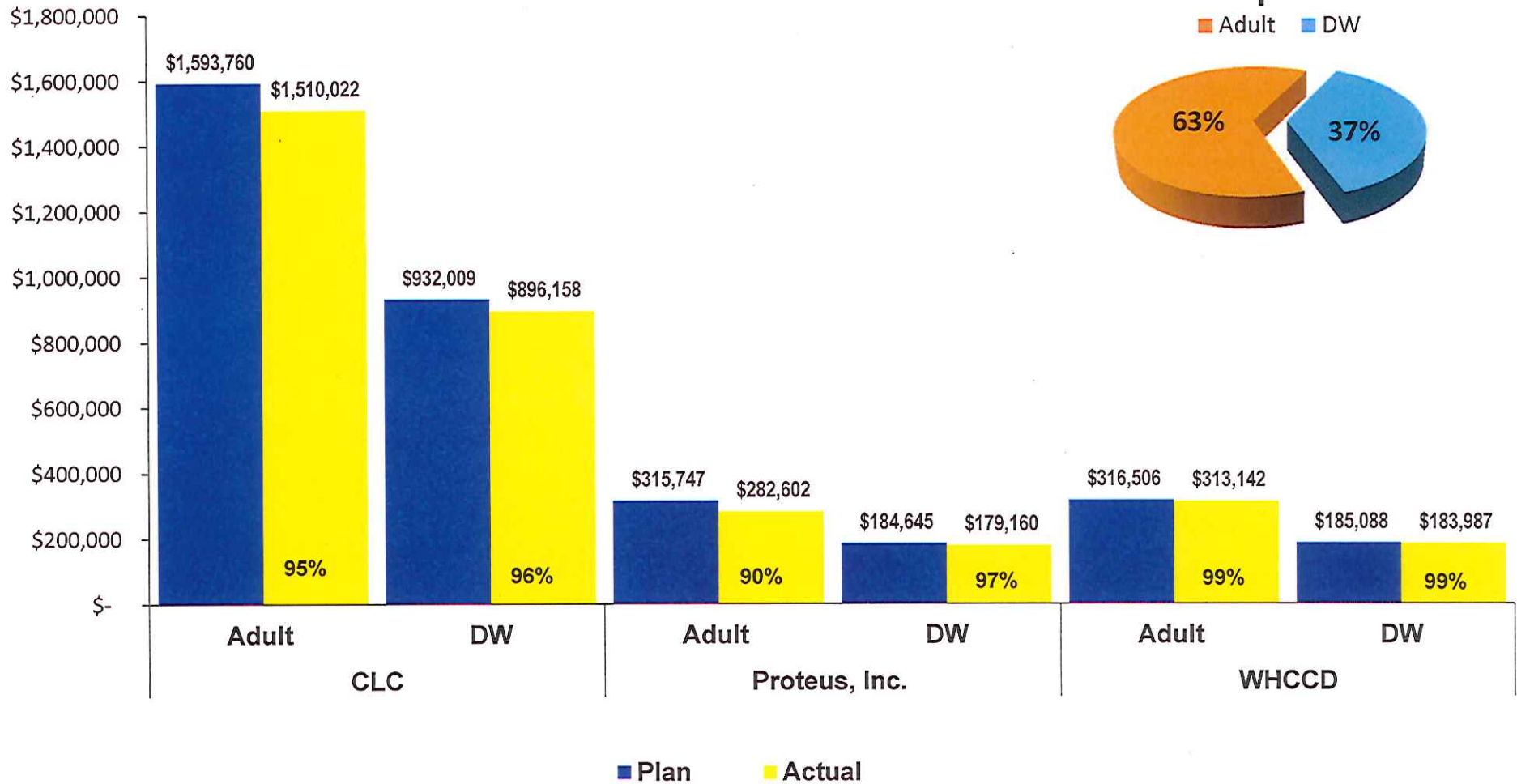
Total Served- 1574



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

ATTACHMENT

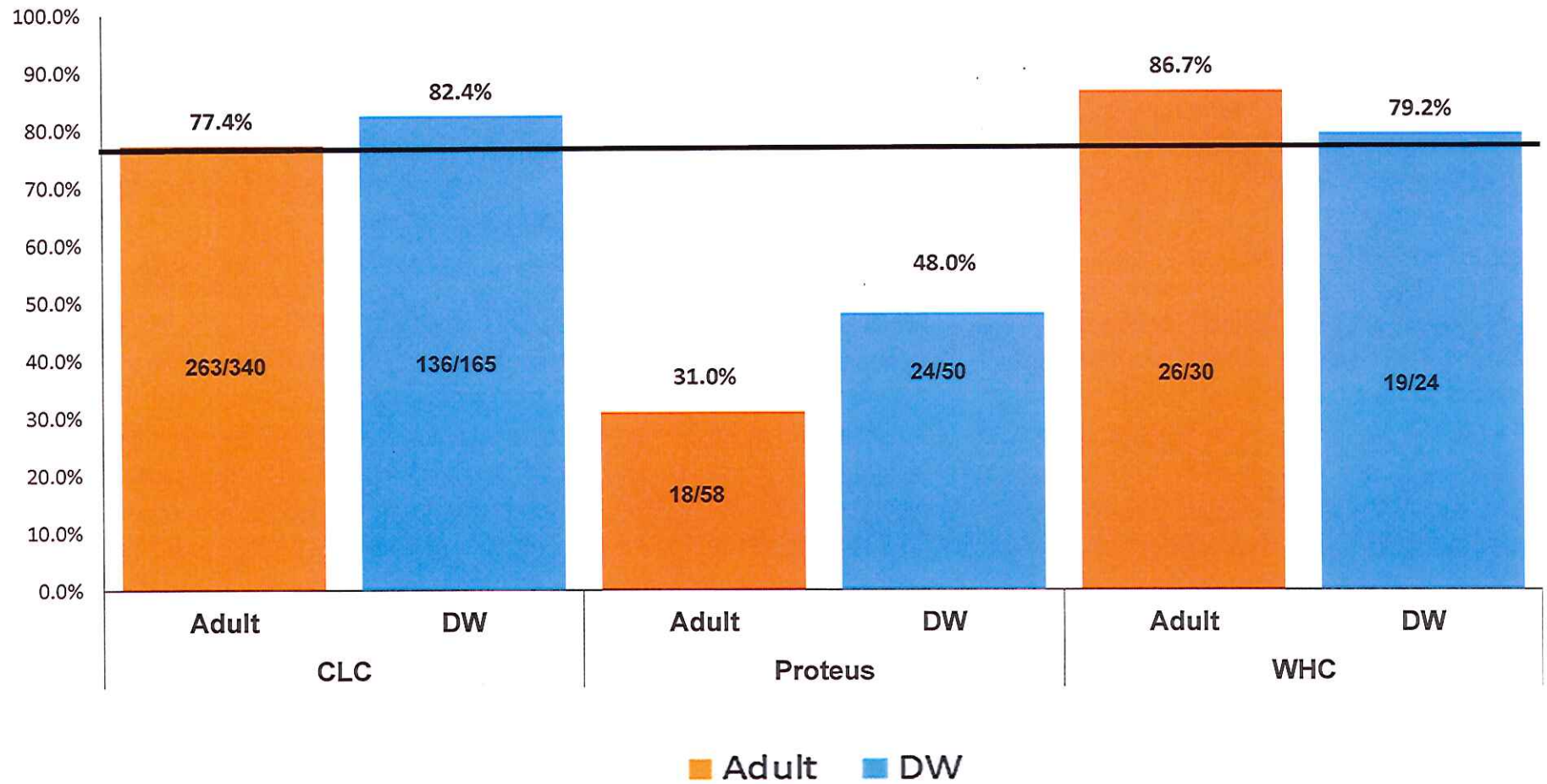
Adult/ DW Expenditures



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

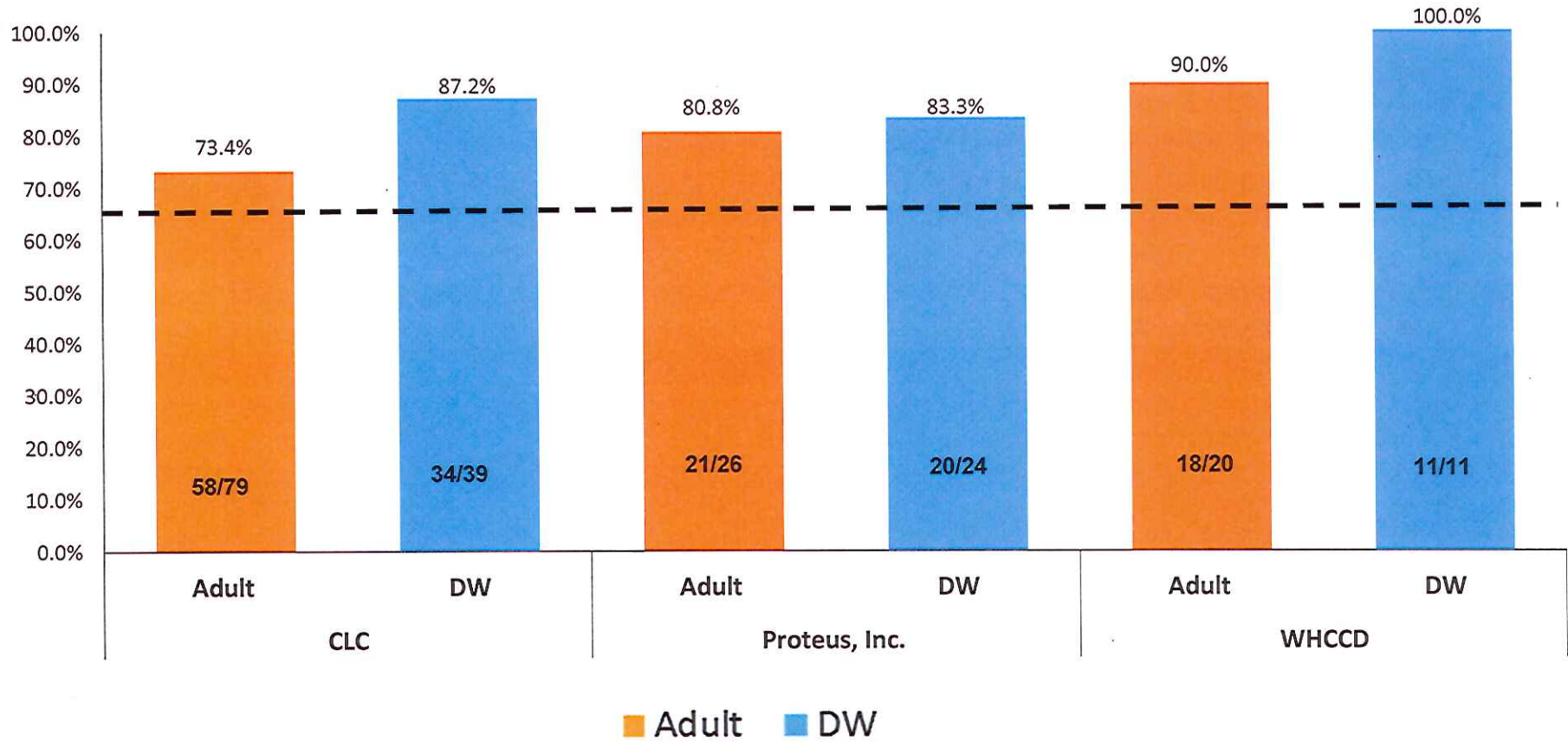
Placement Goal 77%

Adult/DW Placement



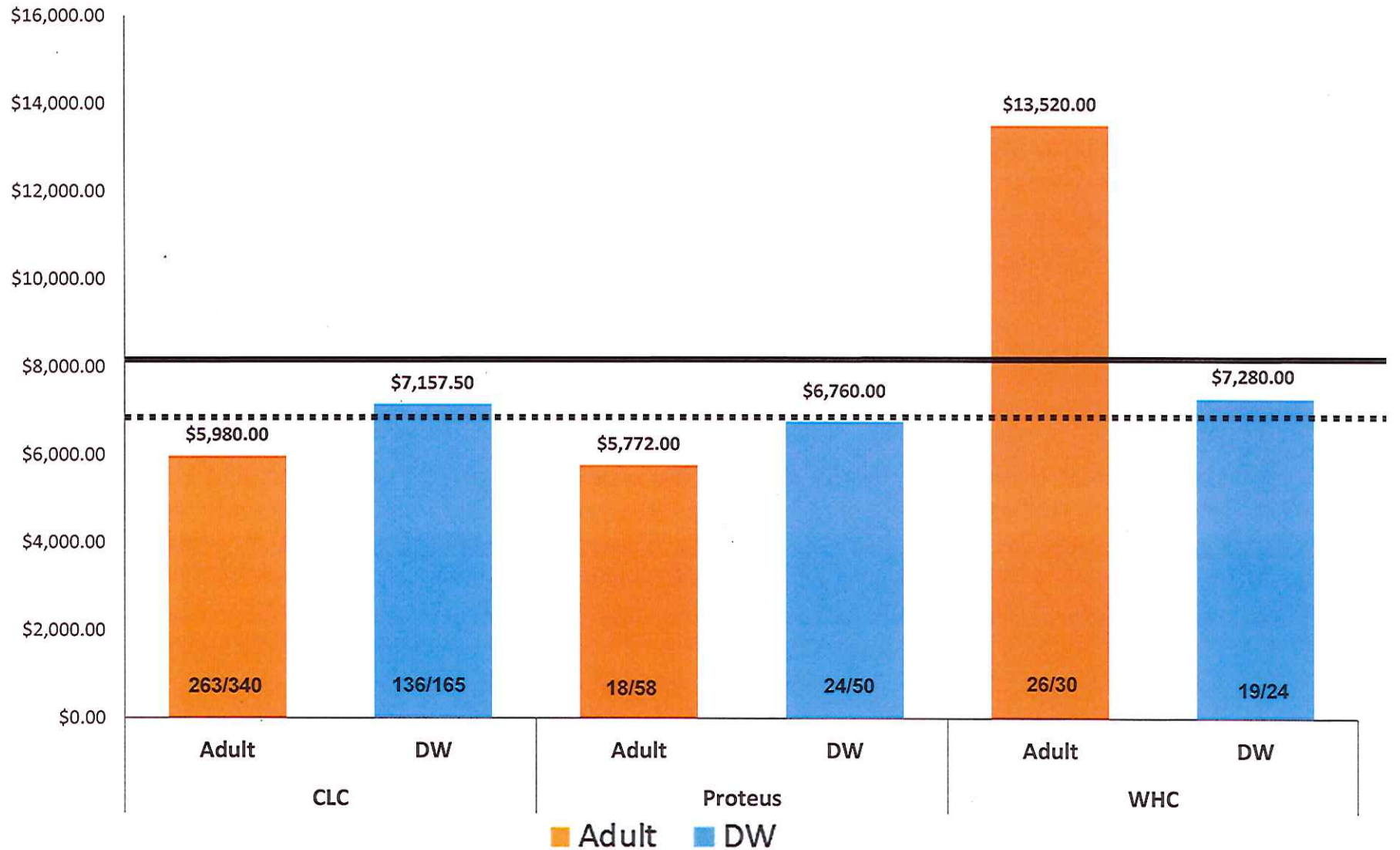
Certificate of Attainment Goal 66%

Adult/DW Credential Rate



Placement Median Wage Earnings

Goals
 DW- \$ 8,225
 Adult \$6,923



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

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|---------------|---------------------|
| AGENDA ITEM: | 10 |
| MEETING DATE: | January 24, 2019 |
| ACTION: | RECOMMEND TO ACCEPT |

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

TO: Adult Council
FROM: Phyllis Stogbauer, Deputy Director of Program Services
SUBJECT: First Quarter Local Performance Results Reports for Program Year 2018-2019

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.: Dislocated Worker (DW) enrollments are below plan due to lack of DW enrolling in the WIOA Title I Services. Provider staff has increased their outreach efforts towards DWs.

WHCCD: DW enrollments are below plan due to lack of DWs enrolling into WIOA Services. Provider staff has increased their outreach efforts towards DWs.

Adult/ DW Expenditures:

CLC: Expenditures are slightly below plan caused by unanticipated staff savings due to the hiring process. The Provider had vacant positions that have now been filled. Expenditures will be aligned by next quarter. FRWDB staff has no concerns.

Proteus, Inc.: Expenditures are below plan caused by unanticipated staff savings due to the hiring process. FRWDB staff has no concerns.

WHCCD: Expenditures are slightly below plan caused by unanticipated staff savings due to the hiring process. Provider has vacant positions and anticipates filling all vacancies by the end of third quarter. FRWDB staff has no concerns.

Adult/DW Placements:

CLC: Staff has no concerns.

Proteus, Inc.: Staff has no concerns.

WHCCD: Staff has no concerns.

Credential Rate:

CLC: Provider is below goal due to several participants experienced unforeseen health/personal issues that caused them to drop from training and not attaining their goal. Provider will continue to support and encourage Participants throughout their training process. Provider staff will continue to examine and address barriers that may affect their training and emphasize the commitment and seriousness regarding training opportunities throughout the scholarship process and thereafter.

Proteus, Inc.: Provider is slightly below goal due to one (1) person not attaining goal because of personal family issues. Provider will continue to work with participants to continue to achieve their goals.

WHCCD: Staff has no concerns.

Adult/DW Median Wage:

CLC: Staff has no concerns.

Proteus, Inc.: Staff has no concerns.

WHCCD: Staff has no concerns.

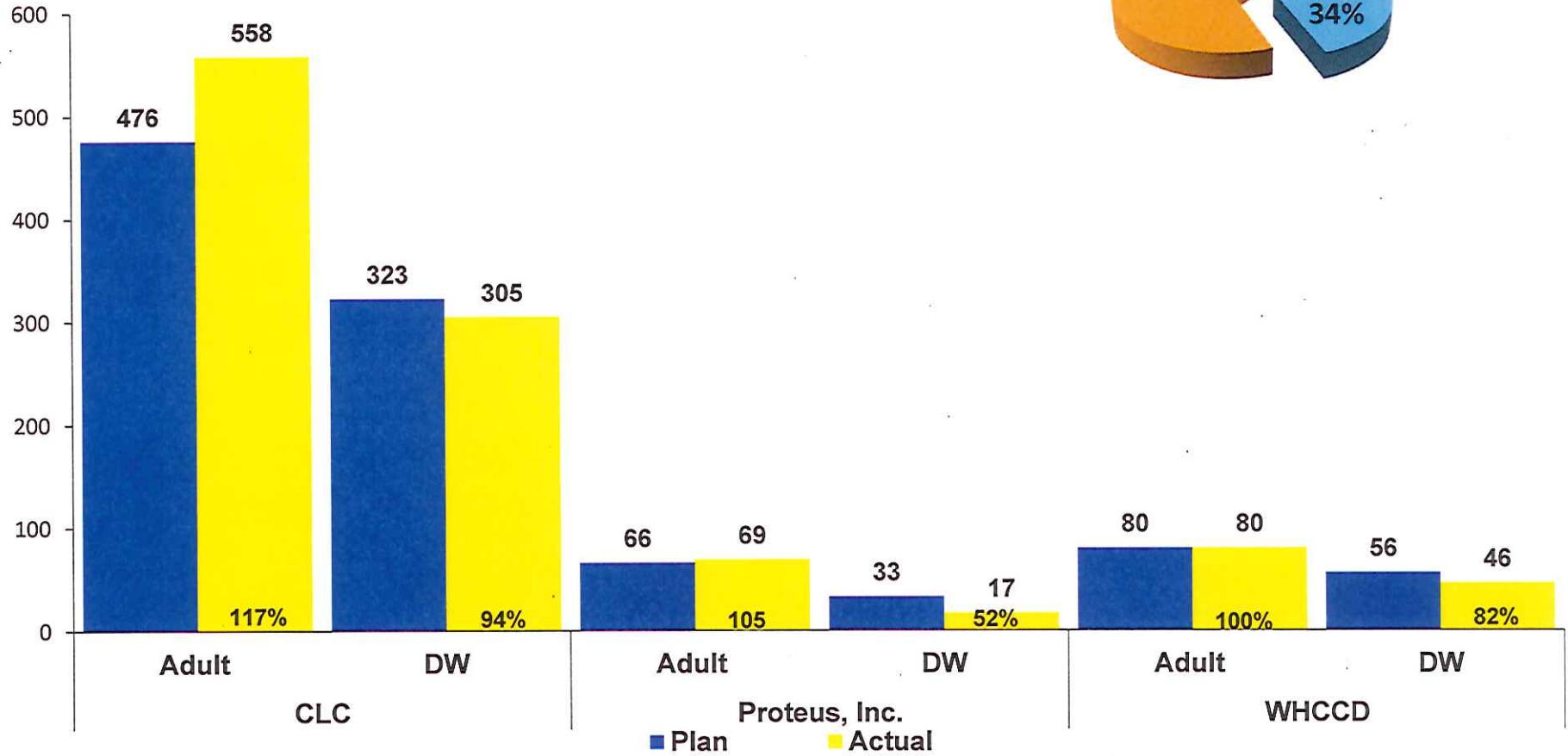
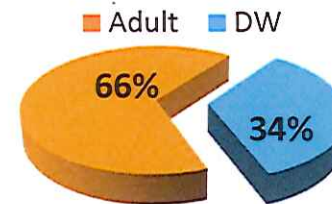
ATTACHMENT:

Adult and Dislocated Worker Program Providers of Services Local Performance Results Reports for the First Quarter of Program Year 2018-2019

Adult/DW Served

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

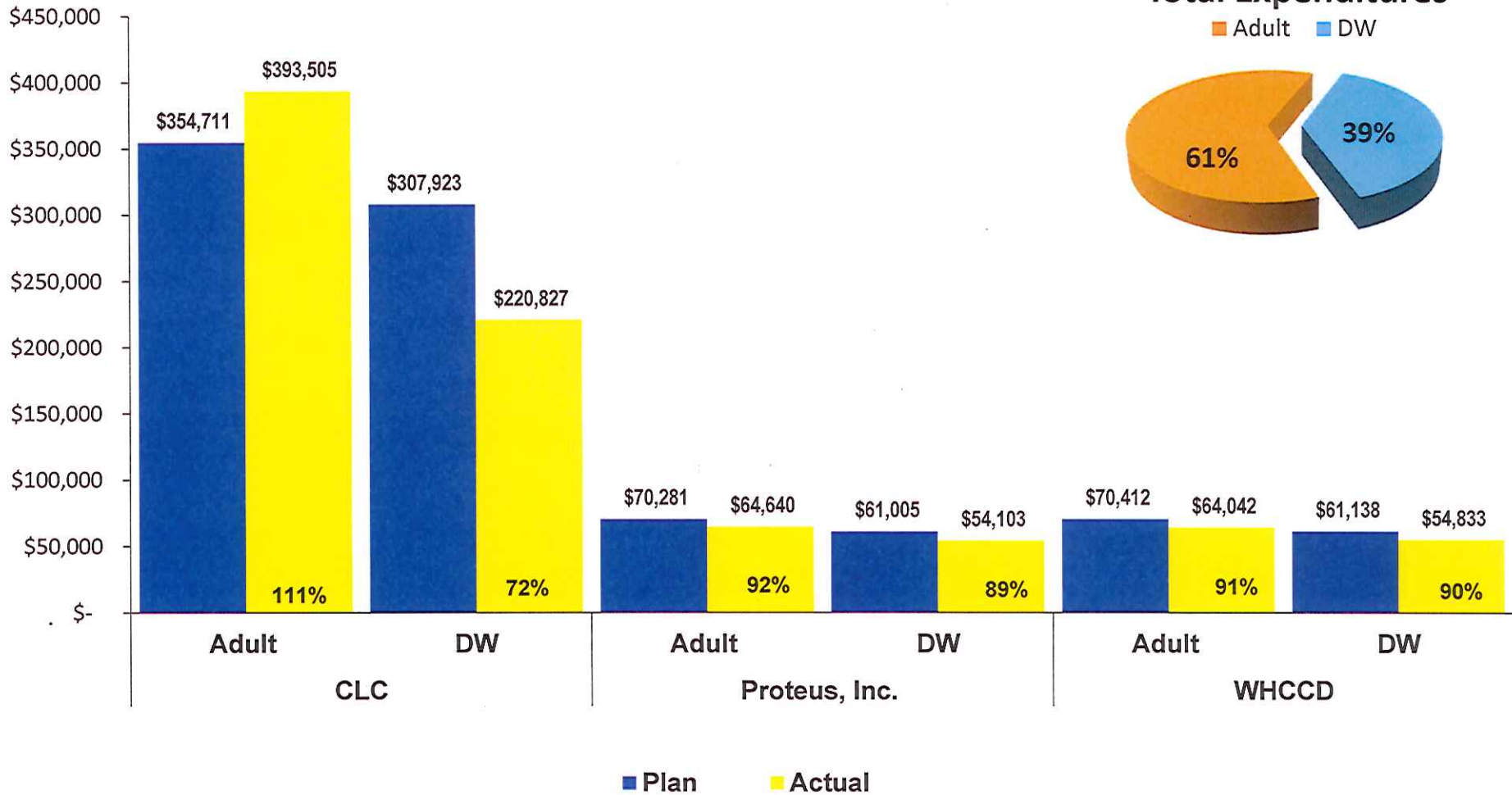
Total Served- 1075



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

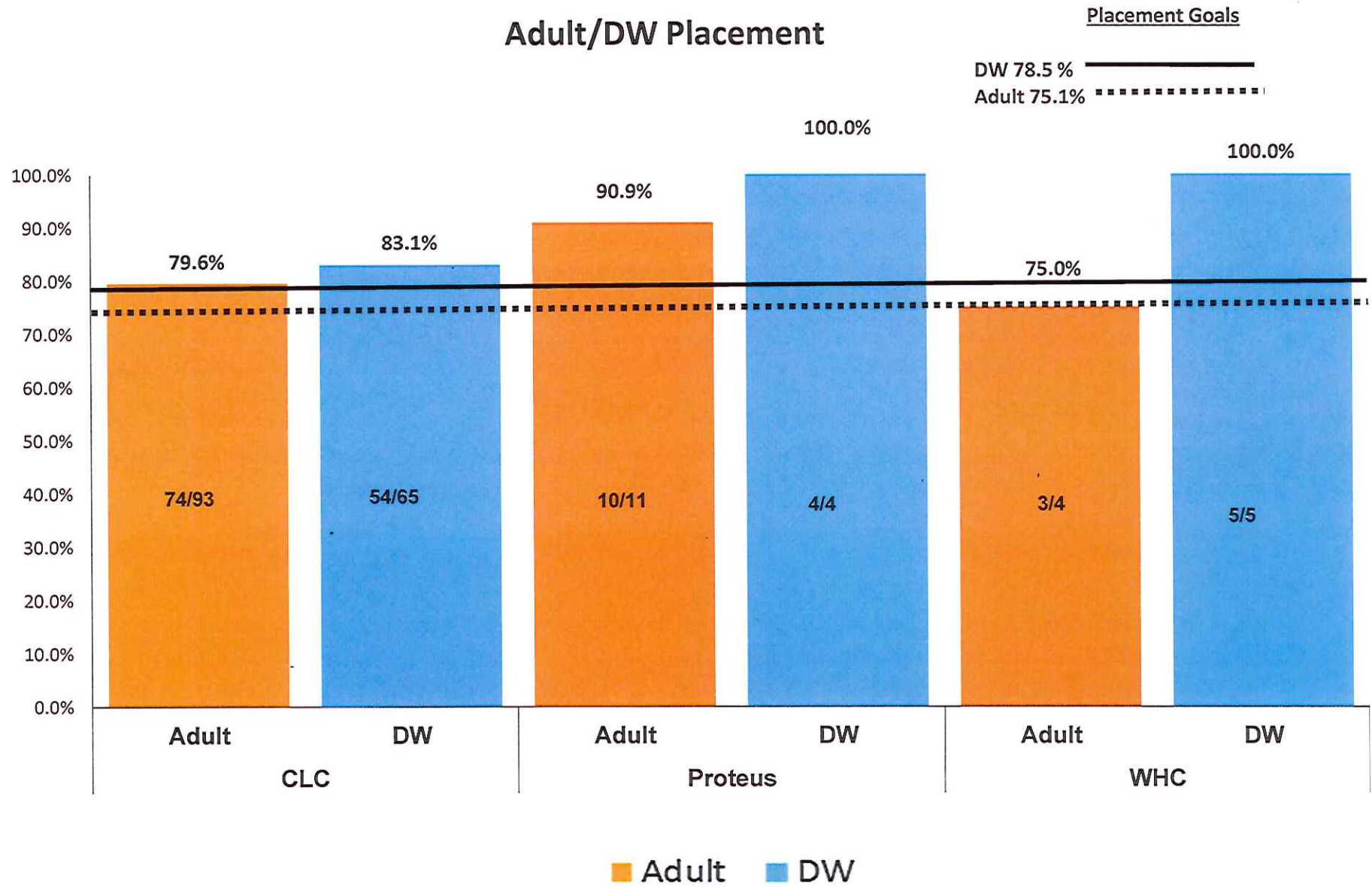
ATTACHMENT

Adult/ DW Expenditures



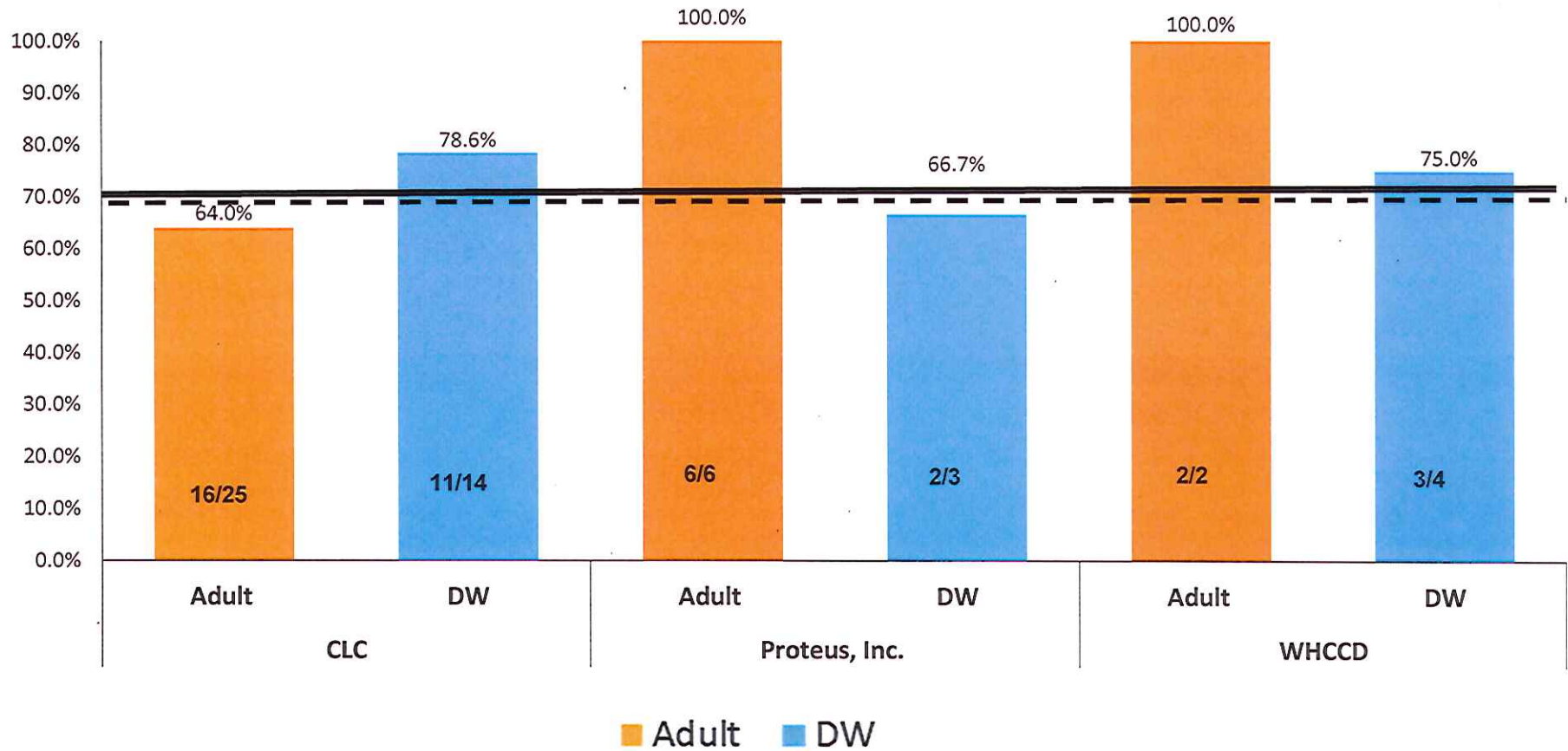
Note: Adult/DW Expenditures goal is 95% to 100%.

Adult/DW Placement



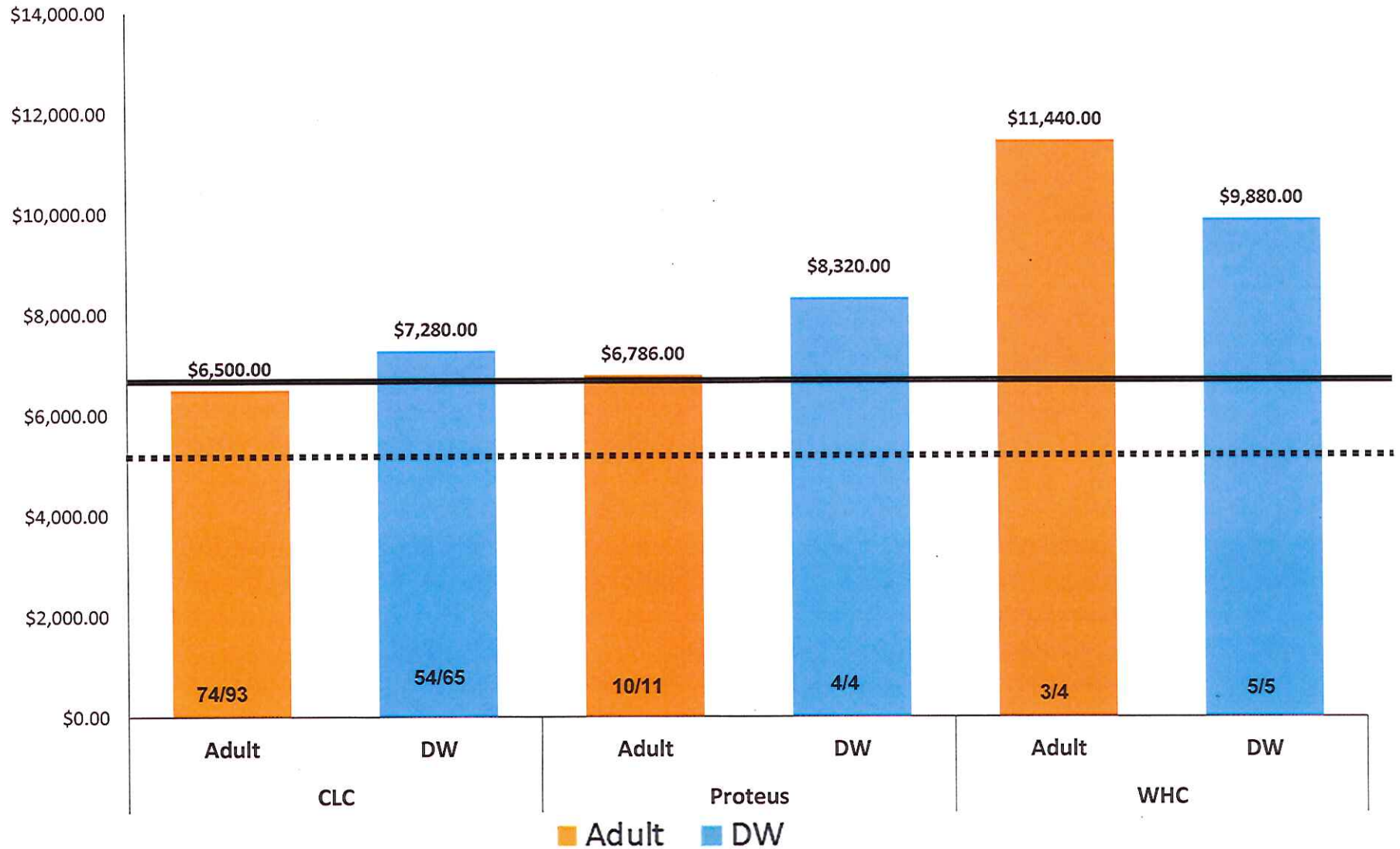
Certificate of Attainment Goal
 DW 70%
 Adult 68.3%

Adult/DW Credential Rate



Placement Median Wage Earnings

Goals
 DW \$ 6,900
 Adult \$5,400



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

| | |
|---------------|------------------------|
| AGENDA ITEM: | 11 |
| MEETING DATE: | January 24, 2019 |
| 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

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|---------------|------------------------|
| AGENDA ITEM: | 12 |
| MEETING DATE: | January 24, 2019 |
| 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 and Second Quarters 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 and Second Quarters 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 and Second Quarters Adult Monitoring Report for Program Year 2018-2019

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

Program Monitoring:

Programmatic monitoring of the following sub-recipients was completed during the first and second 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 |
| Central Labor Council Partnership PY 17-18, 18-19 – ELL Grant | 213-800 | Desk Review No Issues |
| West Hills Community College District PY 17-18, 18-19 – ELL Grant | 250-800 | Desk Review No Issues |
| Proteus, Inc. PY 17-18, 18-19 – ELL Grant | 243-800 | Desk Review No Issues |

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

| 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 during the first and second quarter:

| Sub-Recipient | Contract # (s) | Results |
|---|--|--------------------|
| Central Labor Council Partnership PY 17-18 Fiscal Closeout | 213, 560-EPA, 213 Prop 39, 213-CASSELL, 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 |

| | | |
|--|----------|--------------------|
| Fresno Madera Tulare Kings Building Trades Committee Prop 39 Closeout | 692-816A | No Findings |
| West Hills Community College District PY 17-18 Fiscal Closeout | 250, 589 | No Findings |

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

| Sub-Recipient | Contract # (s) |
|---|-----------------------|
| Mother Lode JTO PY 17-18 Fiscal Closeout | 630 |
| Rios Co. Prop 39 and Slingshot, PY 17-18 Fiscal Closeout | 627 |

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

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|---------------|------------------------|
| AGENDA ITEM: | 13 |
| MEETING DATE: | January 24, 2019 |
| 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

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|---------------|------------------------|
| AGENDA ITEM: | 14 |
| MEETING DATE: | January 24, 2019 |
| 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 and Second Quarters 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 and Second Quarters 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 and Second Quarters of Program Year 2018-2019.

Adult/Dislocated Worker Customer Complaint Report

First and Second 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 | Complainant has been enrolled, completed assessment remediation, career research and is scheduled for Training Scholarship Panel 1/23/19; will close at this time. | In-Process |
| 12/13/18 | Clovis Adult Education | Harassment by staff and students | Under Investigation | In-Process |

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

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|---------------|------------------------|
| AGENDA ITEM: | 15 |
| MEETING DATE: | January 24, 2019 |
| 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:

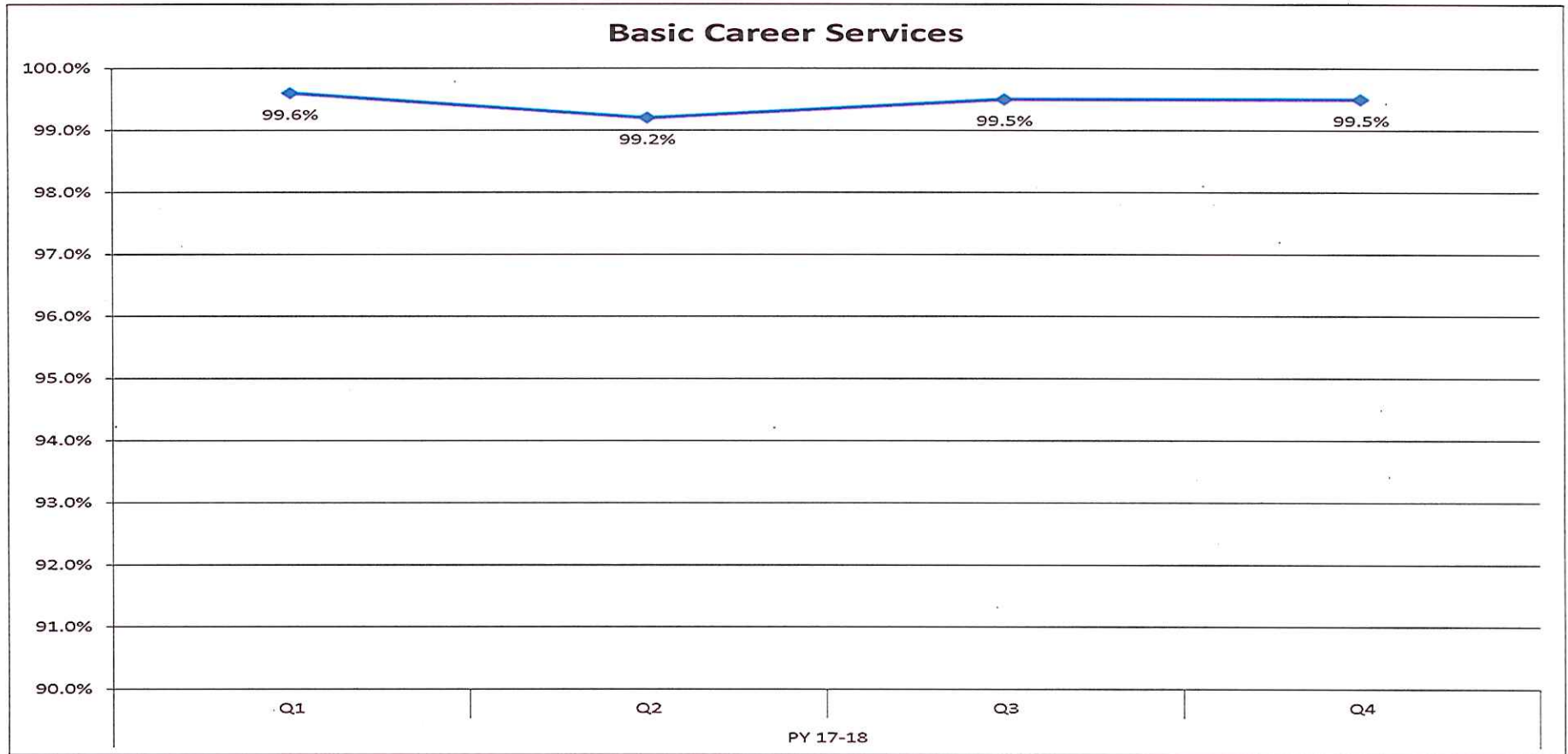
The FRWDB Joint Powers Agreement states, in part, that FRWDB staff shall fulfill administrative responsibilities as set forth in the Workforce Innovation and Opportunity Act (WIOA), including the administering of programs as described in the WIOA, as well as developing budgets and administrative plans. 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

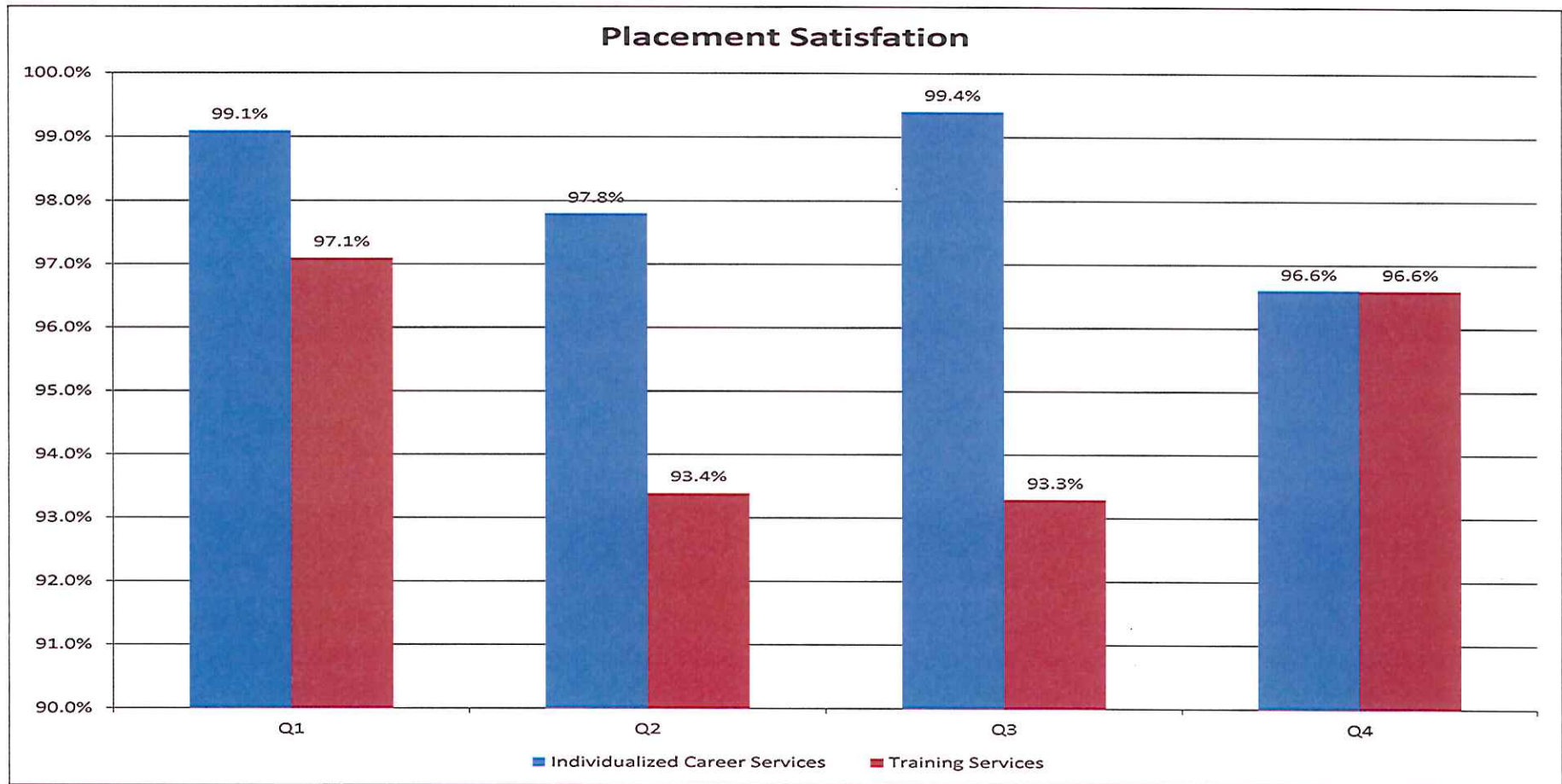


Staff Notes:

| | 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.



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: | January 24, 2019 |
| 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 and Second Quarters Job Seeker Customer Satisfaction Report for Program Year 2018-2019

RECOMMENDATION:

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

REASON FOR RECOMMENDATION:

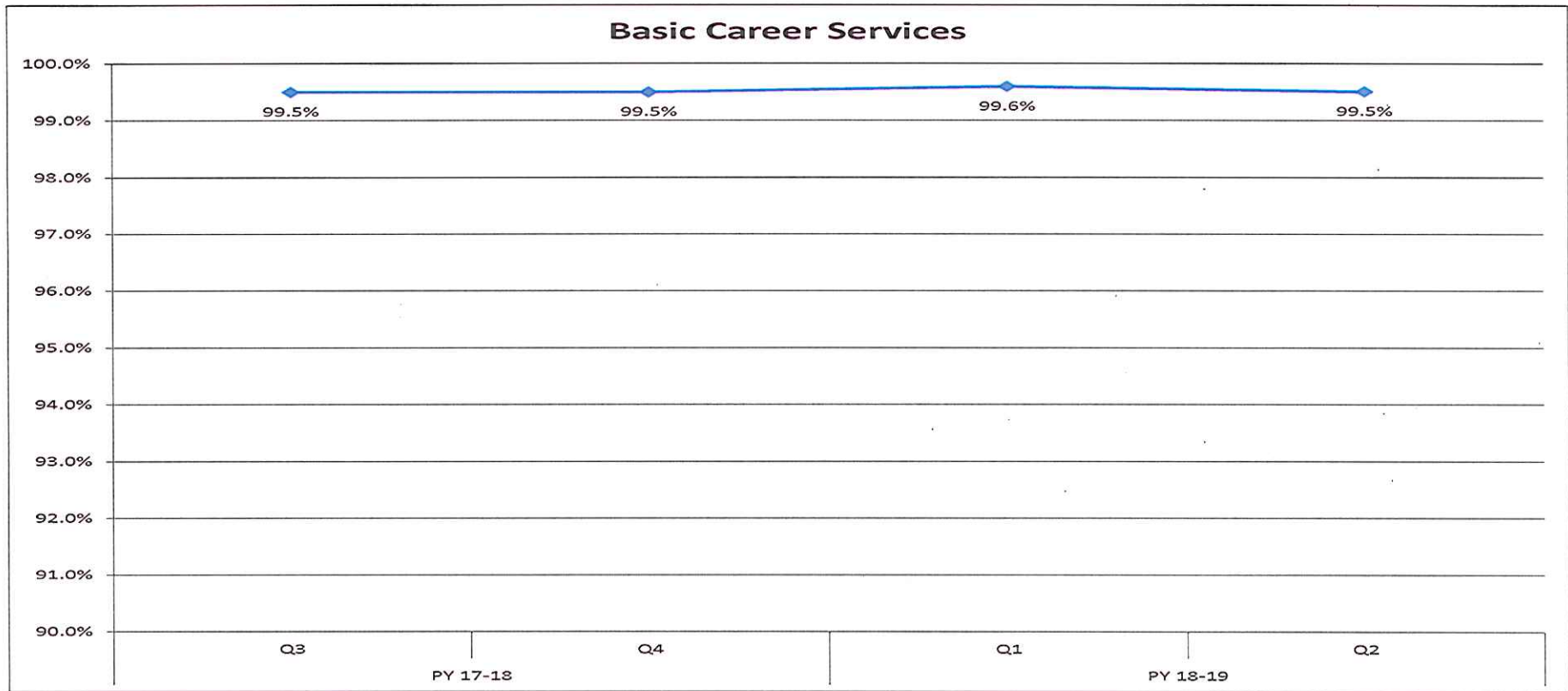
The FRWDB Joint Powers Agreement states, in part, that FRWDB staff shall fulfill administrative responsibilities as set forth in the Workforce Innovation and Opportunity Act (WIOA), including the administering of programs as described in the WIOA, as well as developing budgets and administrative plans. 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 and Second Quarters of PY 2018-2019

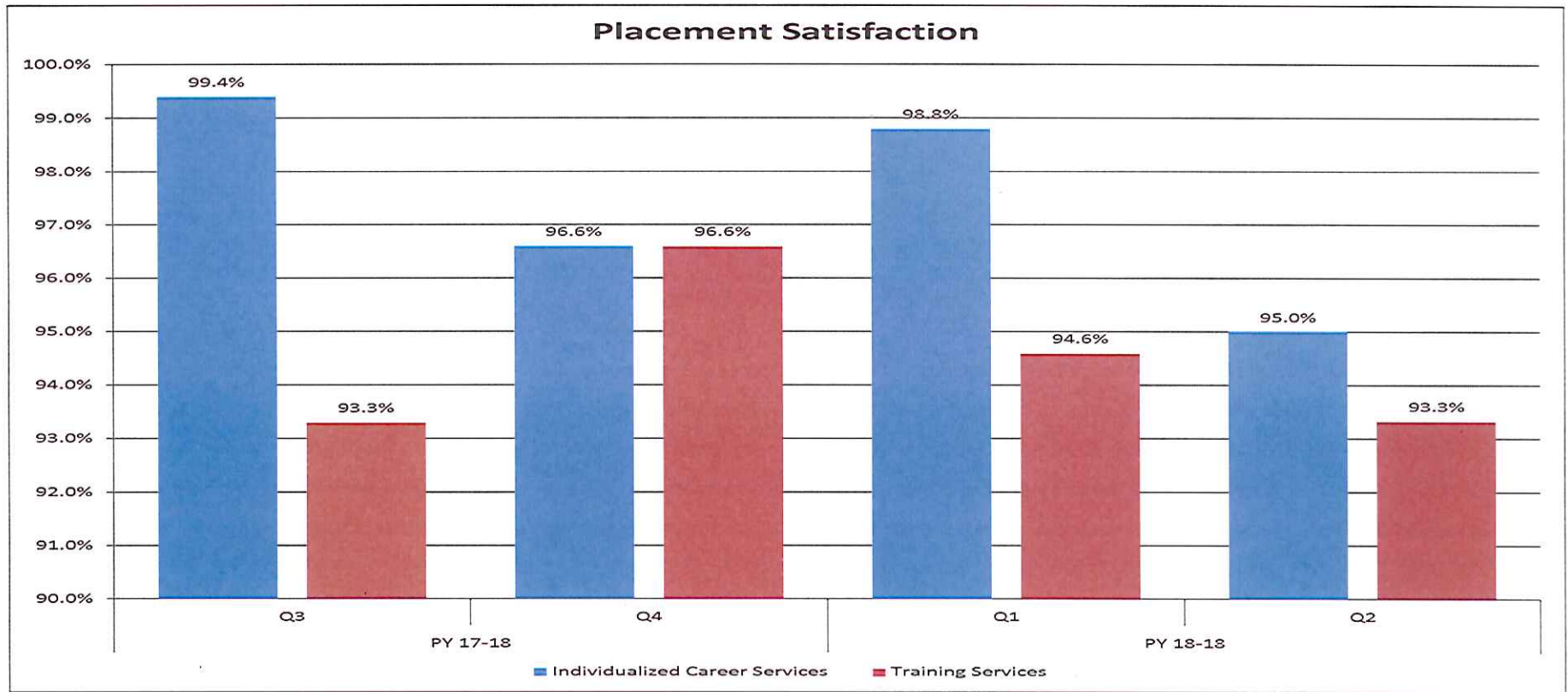


Staff Notes:

| | PY 17-18 | | PY 18-19 | |
|-----------------------------|----------|-------|----------|-------|
| | Q3 | Q4 | Q1 | Q2 |
| Surveys Received | 660 | 737 | 753 | 624 |
| Number of Users | 6,693 | 6,138 | 8,190 | 7,339 |
| Survey Response Rate | 9.9% | 12.0% | 9.2% | 8.5% |

Sample of User Comments:

The program is very helpful; thanks for the help and information; offer more assistance for people with limited computer skills; job listings on computer are outdated; would like to see more job postings, full/part time, displayed; professional setting, great services; the Orientation was very informative; suggest have a Q & A session after the orientation, rather than taking questions during the presentation; 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; have an option to do one on one concerning specific services, rather than a group orientation; too much information, break it into separate topics/offering; I will definitely benefit from the program; great resources and staff; I'm glad I found this place; staff very courteous and knowledgeable; I have never been in such awe of an agency, WFC and their partner staff are the most amazing people; the orientation was inspiring; looking forward to working with you more; didn't know about dress code, staff made me feel out of place.



Staff Notes:

| | PY 17-18 | | | | PY 18-19 | | | |
|---------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| | Q3 | | Q4 | | Q1 | | Q2 | |
| | Non-Training | Training | Non-Training | Training | Non-Training | Training | Non-Training | Training |
| Surveys Received by Type | 70 | 36 | 37 | 34 | 59 | 44 | 48 | 43 |
| Clients Closed & Placed by Type | 98 | 40 | 44 | 36 | 96 | 54 | 62 | 52 |
| Survey Response Rate | 71.4% | 90.0% | 84.1% | 94.4% | 61.4% | 81.5% | 77.4% | 82.7% |

Participant Feedback:

Individualized Career Services: I secured employment on my own; the assessments did not help identify career; I already knew what I wanted to do; very helpful, go rehired after attending three (3) workshop sessions; sometimes didn't feel welcome when coming in for scheduled appointments; became employed before completing initial workshops; process takes too long.

Training Services: The assessments were degrading; took higher paying job in industry not related to training, I'm happy with my decision and may use new skills in the future; secured employment in field (retail) not related to training (welding); secured employment before receiving job leads; trained as communications tech, secured employment in warehouse work, which is a better fit for me; secured non-training related employment (pre-apprenticeship), but the soft skills I acquired helped me secure that employment; it takes too long to get into training.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

| | |
|---------------|------------------|
| AGENDA ITEM: | 17 |
| MEETING DATE: | January 24, 2019 |
| 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: First Quarter Adult and Dislocated Worker Demographics Report for Program Year 2018-2019

INFORMATION:

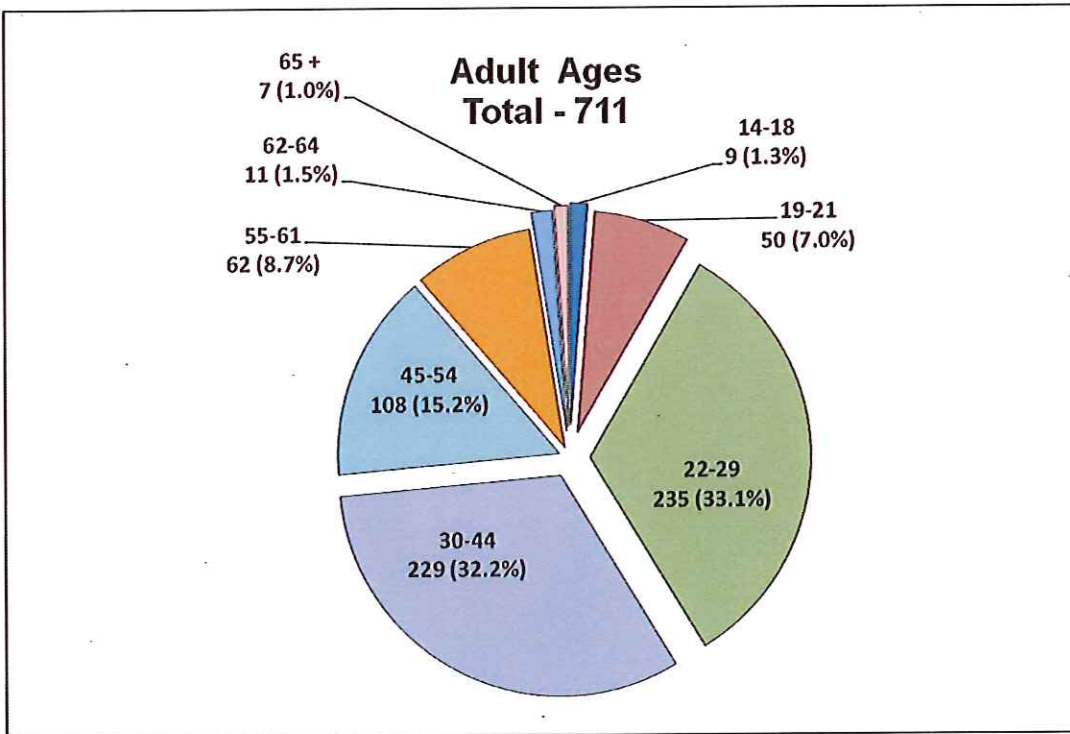
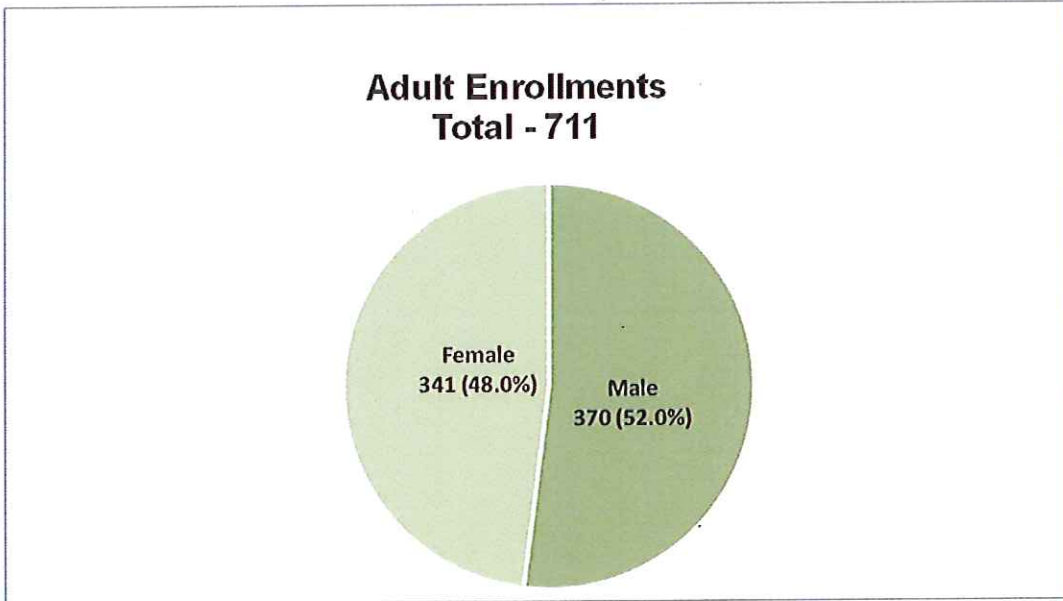
Per the Adult Council's direction, Fresno Regional Workforce Development Board (FRWDB) staff provides cumulative quarterly reports of various demographics for the FRWDB's Adult and Dislocated Worker enrollments. Attached is the demographics report for the First Quarter of Program Year 2018-2019.

ATTACHMENTS:

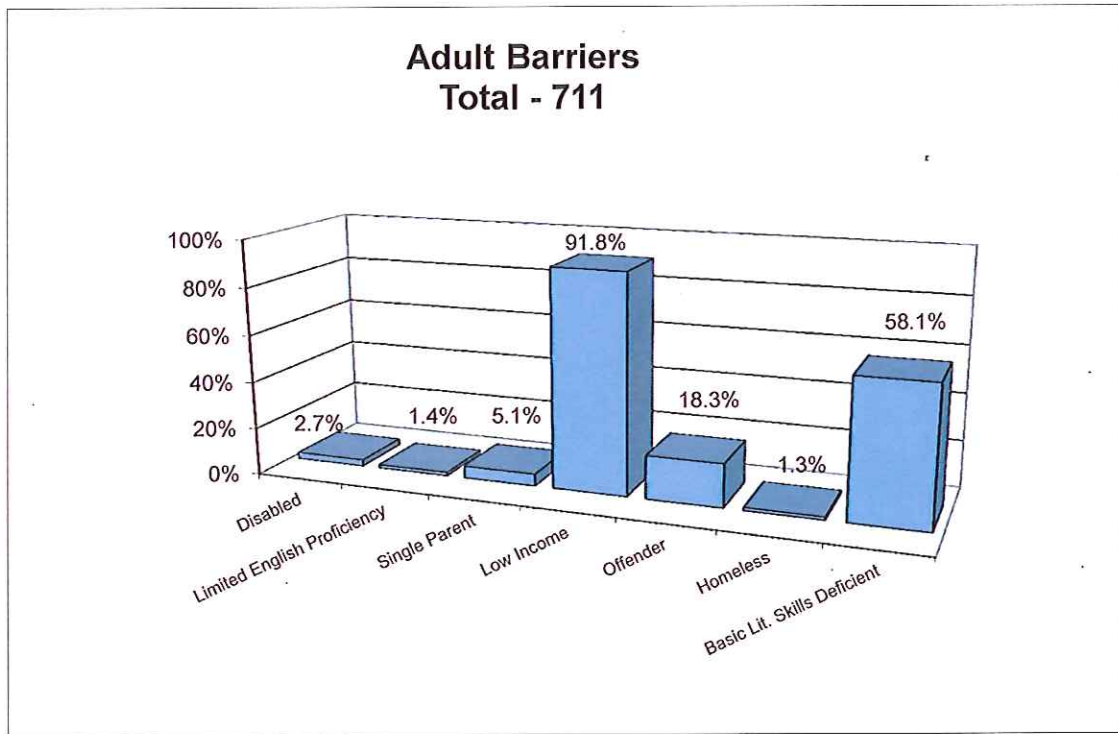
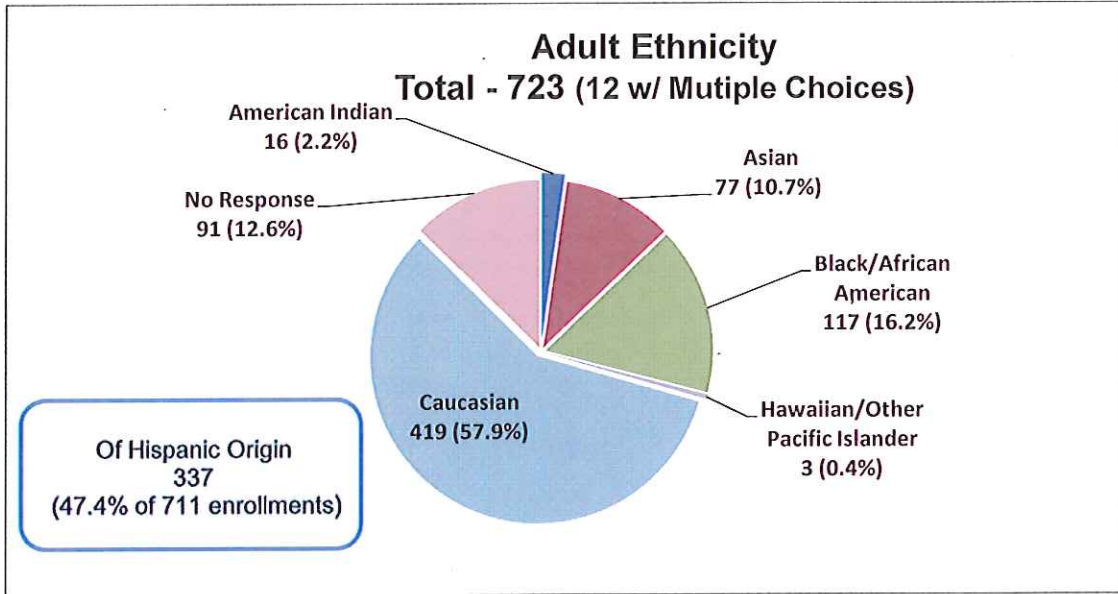
ATTACHMENT I: Adult Demographics First Quarter, Program Year 2018-2019
ATTACHMENT II: Dislocated Worker Demographics First Quarter, Program Year 2018-2019



Adult Demographics First Quarter, Program Year 2018-2019

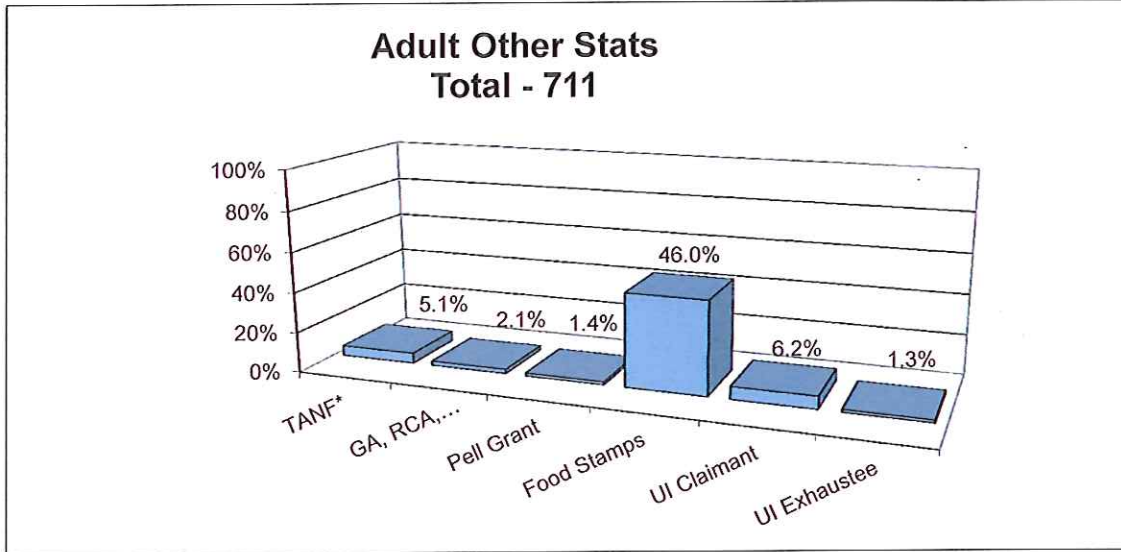


Adult Demographics First Quarter, Program Year 2018-2019

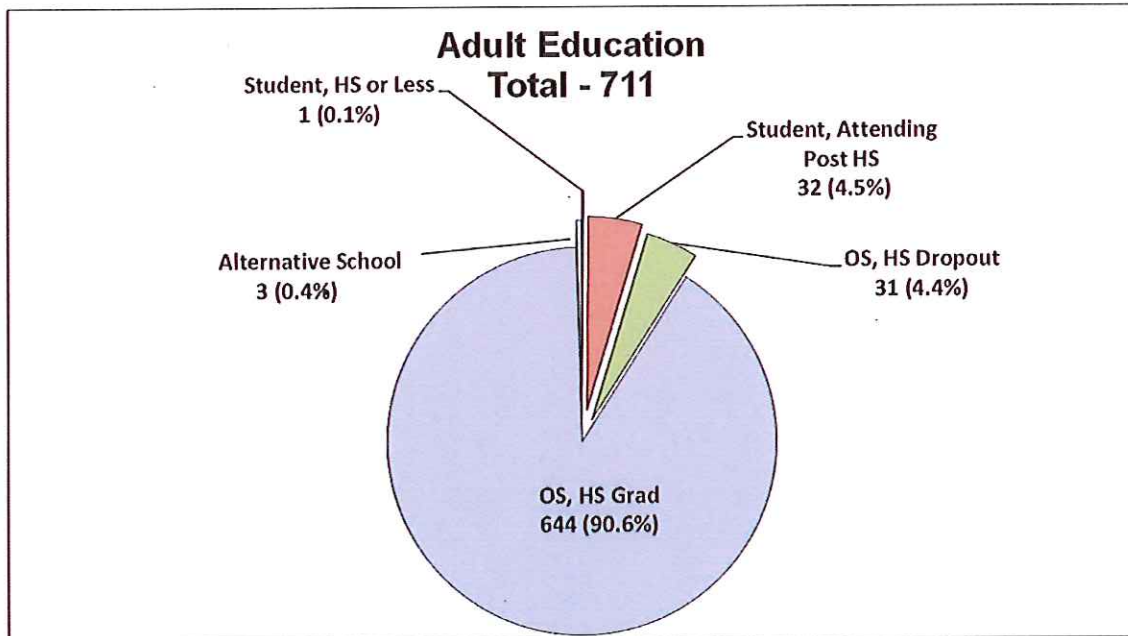


Adult Demographics

First Quarter, Program Year 2018-2019

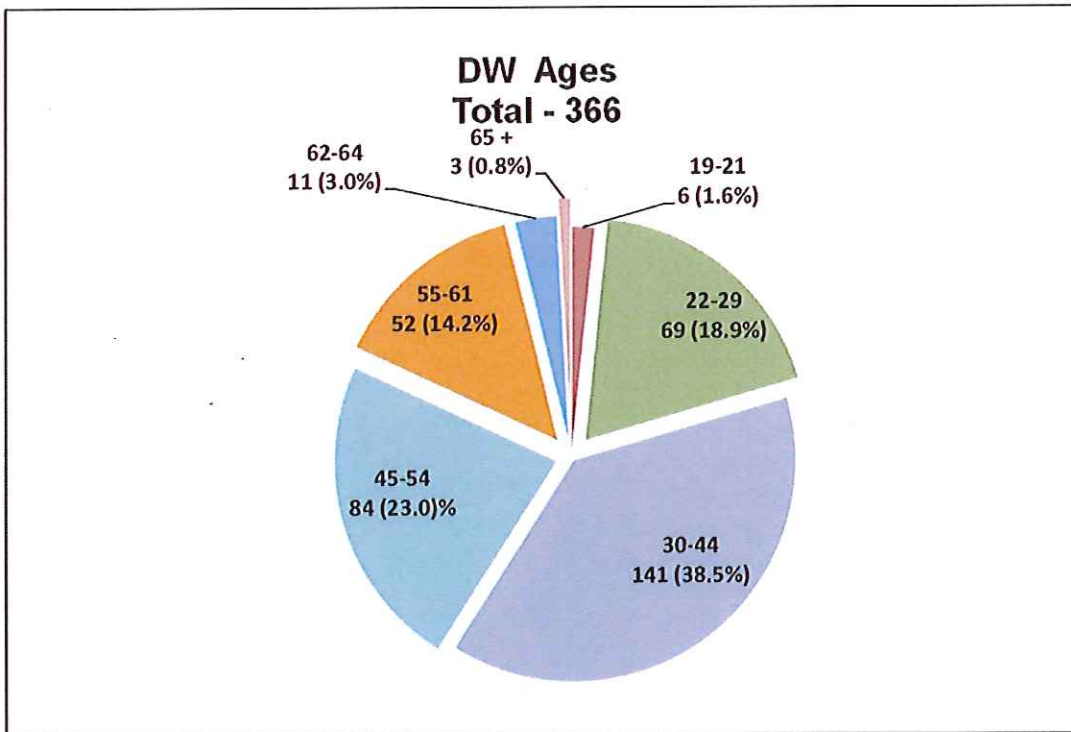
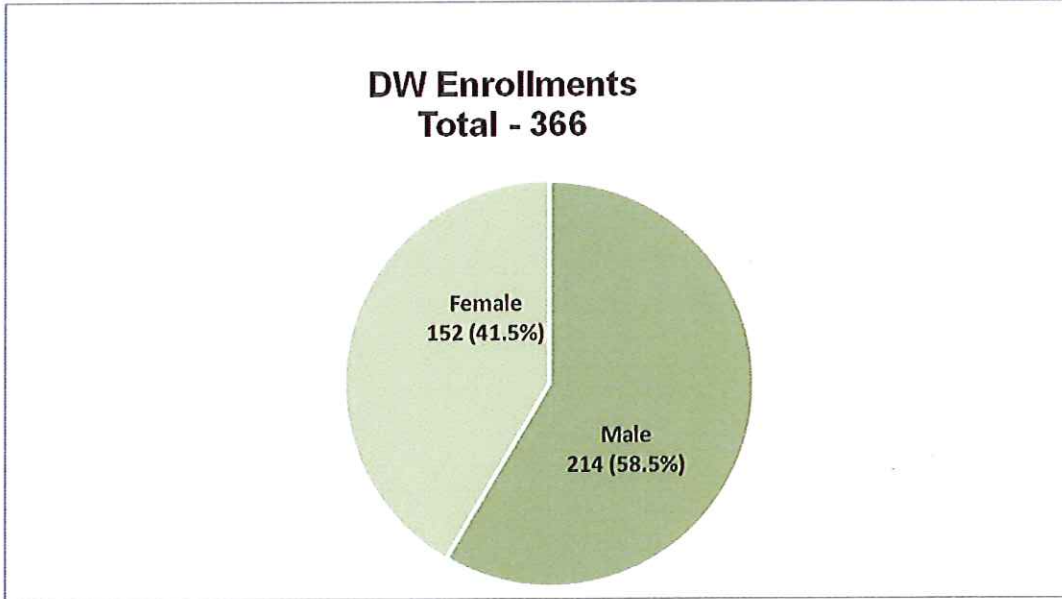


TANF - Temporary Assistance for Needy Families
 GA - General Assistance, RCA - Refugee Cash Assistance, SSI - Supplemental Security Income
 UI - Unemployment Insurance

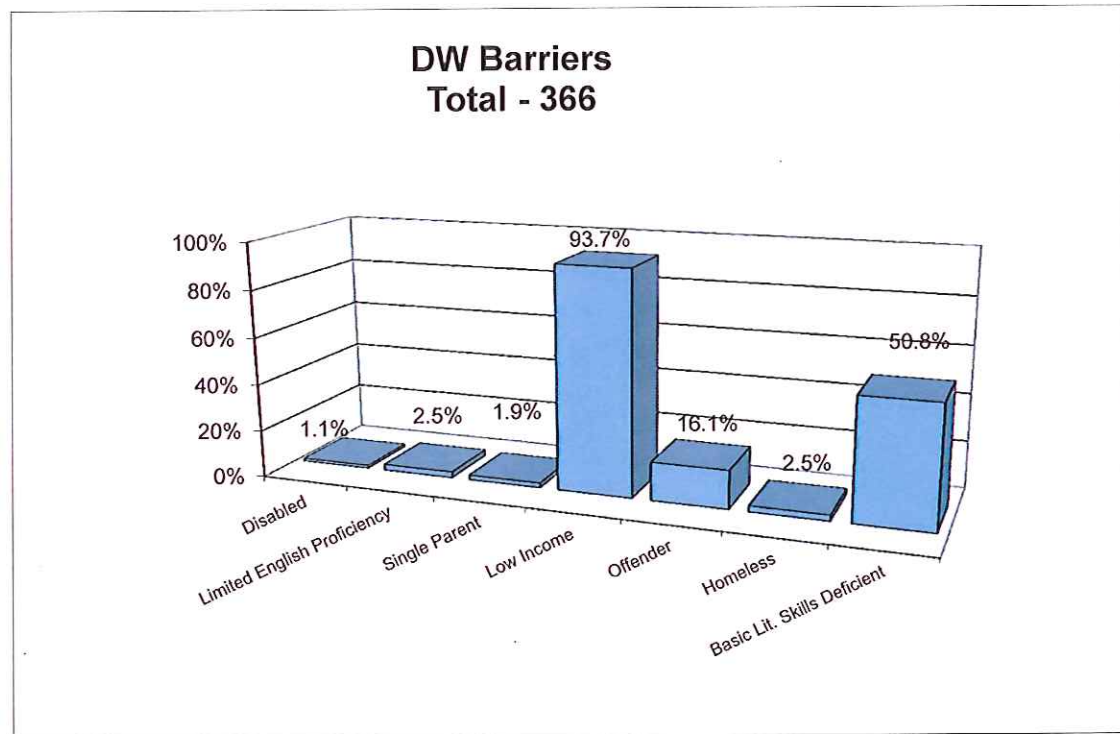
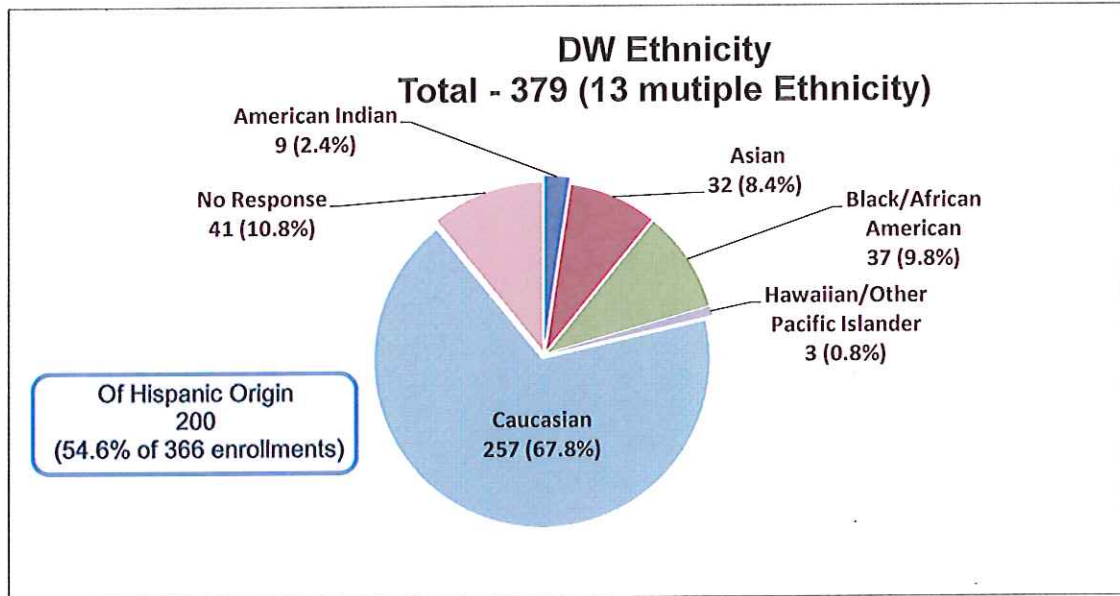




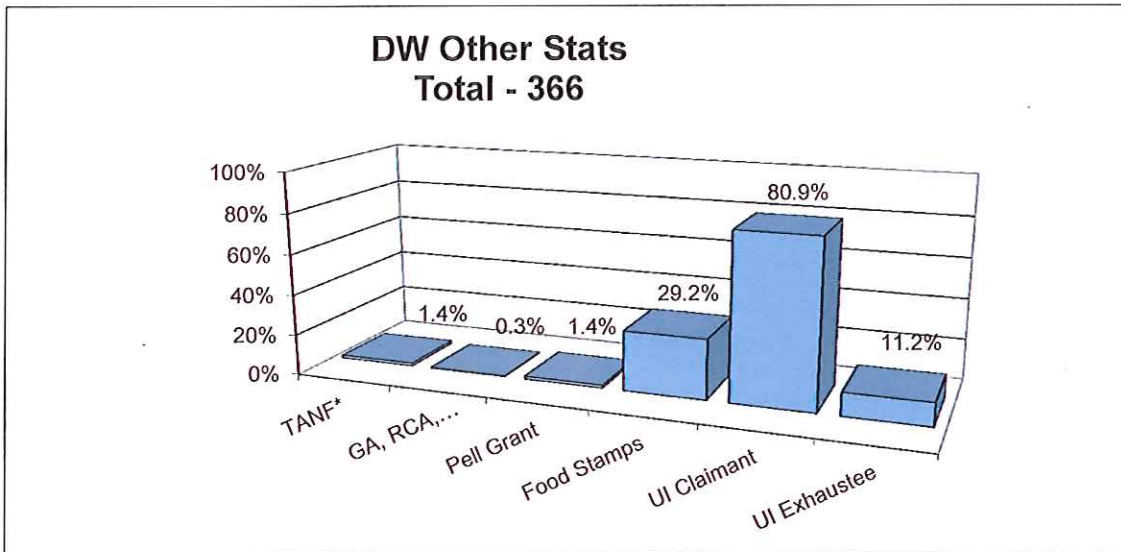
DW Demographics



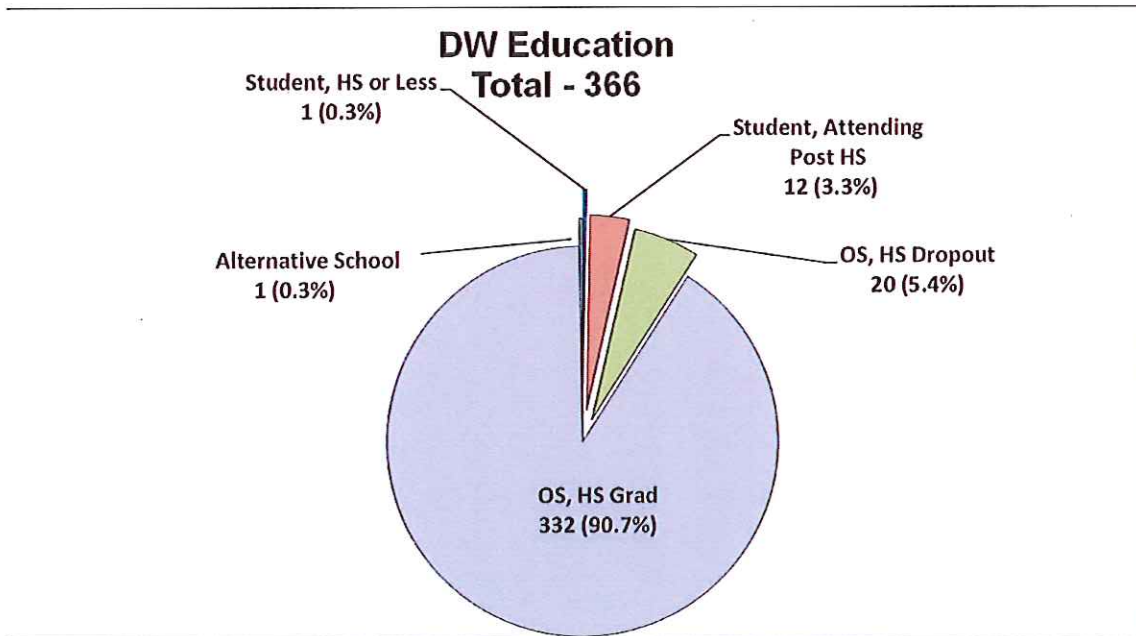
DW Demographics



DW Demographics



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



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

| | |
|---------------|------------------|
| AGENDA ITEM: | 18 |
| MEETING DATE: | January 24, 2019 |
| 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: America's Job Centers of California Usage Report

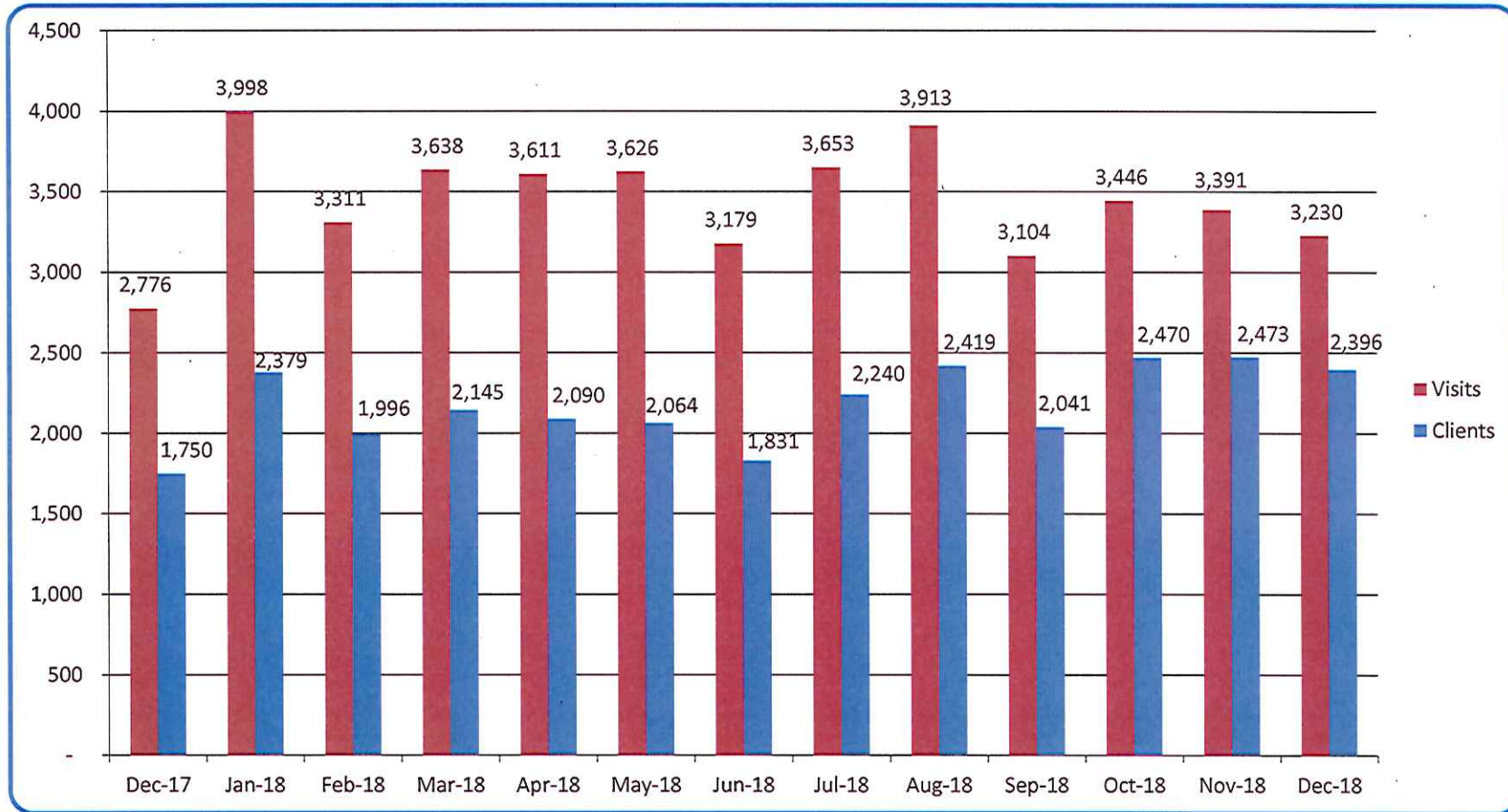
INFORMATION:

The Adult Council requested that Fresno Regional Workforce Development Board staff provide periodic reports of client usage at the One-Stop Centers America's Job Centers of California (AJCCs).

ATTACHMENT:

AJCC Client and Visit Thirteen Month Trend Report

AJCC Clients and Visits Trend Report December 2018



Clients are unique clients receiving AJCC services each period. Clients may be duplicated across periods.

Visits are clients visiting AJCCs. Can be multiple visits for each client per month.