



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Youth Council
November 21, 2019 @ 4:00 p.m.

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

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

PLEASE TURN OFF CELL PHONES OR PUT ON VIBRATE

ROLL CALL

AGENDA CHANGES: REMOVAL OF ITEMS OR EMERGENCY ADDITIONS

ABSTENTIONS/RECUSALS/DISCLOSURES OF POTENTIAL CONFLICTS OF INTEREST

CHAIR/STAFF REPORT

PUBLIC COMMENTS

Item	Description	Presenter	Enclosure	Action	Page #
1.	May 21, 2019, Special Youth Council Meeting Minutes	Konczal	Yes	Approve	4
2.	Fresno Regional Workforce Development Board Outstanding Achievement Awards	Stogbauer	Yes	Information	8
3.	Fourth Quarter Local Performance Results Report for Program Year 2018-2019	Stogbauer	Yes	Recommend to Accept	9
4.	First Quarter Local Performance Results Report for Program Year 2019-2020	Stogbauer	Yes	Recommend to Accept	14
5.	Fourth Quarter Youth Satisfaction Report for Program Year 2018-2019	DeWitt	Yes	Recommend to Accept	19
6.	First Quarter Youth Satisfaction Report for Program Year 2019-2020	DeWitt	Yes	Recommend to Accept	21
7.	Fourth Quarter Providers of Services' Monitoring Report for Program Year 2018-2019	DeWitt	Yes	Recommend to Accept	23
8.	First Quarter Providers of Services' Monitoring Report for Program Year 2019-2020	DeWitt	Yes	Recommend to Accept	25
9.	Fourth Quarter Providers of Services' Customer Complaint Report for Program Year 2018-2019	DeWitt	Yes	Recommend to Accept	27

ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

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10.	First Quarter Providers of Services' Customer Complaint Report for Program Year 2019-2020	DeWitt	Yes	Recommend to Accept	28
11.	Fourth Quarter Youth Demographics Reports for Program Year 2018-2019	Giles	Yes	Information	29
12.	First Quarter Youth Demographics Reports for Program Year 2019-2020	Giles	Yes	Information	34
13.	Agenda Items for February 20, 2020, Meeting	Konczal	No	Discussion	--
14.	Meeting Feedback	Konczal	No	Discussion	--

**Fresno Regional Workforce Development Board
Youth Council
2019 Attendance Roster**

	2/21/2019	5/16/2019	Special Meeting 5/21/2019	8/15/2019	11/21/2019
Barnes	P	XX	A	XX	
Bauer	P	XX	P	XX	
Chambers	P	XX	P	XX	
Holland	A	XX	--	XX	
Martindale	P	XX	P	XX	
Montalbano*	P	XX	P	XX	
Sotiropulos	P	XX	P	XX	
Tutunjian	P	XX	P	XX	
Vasquez	--	XX	P	XX	
Vuicich	A	XX	P	XX	
Watson	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:	November 21, 2019
ACTION:	APPROVE

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

TO: Youth Council
FROM: Blake Konczal, Executive Director
SUBJECT: May 21, 2019, Special Youth Council Meeting Minutes

RECOMMENDATION:

Approve the attached minutes of the May 21, 2019, Special Youth Council meeting.

ATTACHMENT:

May 21, 2019, Special Youth Council Meeting Minutes



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Special Youth Council Meeting
May 21, 2019

SUMMARY MINUTES

The meeting was called to order at 4:17 p.m.

ROLL CALL: PRESENT -	Paul Bauer, Brian Chambers, Katherine Martindale, Dennis Montalbano, Vasili Sotiropulos, Michelle Tutunjian, Ricardo Vasquez, Valerie Vuicich, and Rick Watson
ABSENT -	Lacy Barnes
AGENDA CHANGES:	None
ABSTENTIONS/RECUSALS/ DISCLOSURES OF POTENTIAL CONFLICTS OF INTEREST:	None
CHAIR/STAFF REPORT:	None
PUBLIC COMMENTS:	None

Item Description/Action Taken

1. February 21, 2019, Youth Council Meeting Minutes

Blake Konczal, Executive Director, Fresno Regional Workforce Development Board (FRWDB), presented the February 21, 2019, meeting minutes for correction and/or approval.

MARTINDALE/WATSON – APPROVED THE FEBRUARY 21, 2019, YOUTH COUNCIL MEETING MINUTES (UNANIMOUS).

2. Fresno Regional Workforce Development Board Outstanding Achievement Awards

Nuvia Varela, Adult/Youth Program Manager, FRWDB, presented a short video clip showcasing that the Outstanding Achievement Award for the Fourth Quarter of Program Year (PY) 2017-2018 was awarded to Maria Sanchez.

Ms. Sanchez currently works at Fresno Economic Opportunities Commission (FEOC) as an Office Assistant. Alexandria Walton, Academic Career Advisor, FEOC, nominated Ms. Sanchez for her strong work ethic.

This was an information item.

3. Workforce Innovation and Opportunity Act Youth Funding Recommendations for Program Year 2019-2020

Mr. Konczal reported that the State of California Employment Development Department released the Workforce Innovation and Opportunity Act (WIOA) formula allocations for PY 2019-2020. The FRWDB received an overall 35.23% increase when compared to the allocations received in PY 2018-2019. Approval of the item will allocate \$8,230,929 of WIOA Youth funds, which will be allocated to FRWDB operations, sub-contracts and participant pools. Also, \$183,877 will be allocated to carryover for PY 2019-2020.

BAUER/MARTINDALE – RECOMMENDED THAT THE FRWDB APPROVE THE WORKFORCE INNOVATION AND OPPORTUNITY ACT YOUTH FUNDING RECOMMENDATIONS FOR PY 2019-2020. (UNANIMOUS)

4. Third Quarter Local Performance Results Report for Program Year 2018-2019

Ms. Varela presented the Third Quarter Local Performance Results for PY 2018-2019 for the Council's recommendation to the FRWDB. Ms. Varela reviewed the Youth Served, Youth Expenditures, Youth Placement, and Certificate of Attainment graphs. Ms. Varela stated that West Hills Community College District (WHCCD) continues to have staffing vacancies which affects the enrollments.

Chair Montalbano asked why there continued to be staffing problems at WHCCD. Ms. Varela responded that the hiring process for WHCCD can take up to 60-90 days to complete.

VUICICH/WATSON – RECOMMENDED THAT THE FRWDB ACCEPT THE THIRD QUARTER LOCAL PERFORMANCE RESULTS REPORT FOR PY 2018-2019. (UNANIMOUS)

5. Third Quarter Youth Satisfaction Report for Program Year 2018-2019

Stephen DeWitt, Quality Systems Manager, FRWDB, presented the Third Quarter Youth Satisfaction Reports for PY 2018-2019 for the Council's recommendation to the FRWDB. Mr. DeWitt indicated that the surveys showed a 100% response rate.

VUICICH/MARTINDALE – RECOMMENDED THAT THE FRWDB ACCEPT THE THIRD QUARTER YOUTH SATISFACTION REPORTS FOR PY 2018-2019. (UNANIMOUS)

6. Third Quarter Providers of Services' Monitoring Report for Program Year 2018-2019

Mr. DeWitt presented the Third Quarter Providers of Services' Monitoring Report for PY 2018-2019 for the Council's recommendation to the FRWDB. Mr. DeWitt stated that the compliance unit was able to formally close findings for FEOC for PY 2016-2017 and PY 2017-2018 after validating the effectiveness of their implemented corrective action plans

Mr. DeWitt noted that the transition to CalJOBS continues to be a challenge with data entered into wrong fields, and case notes not being uploaded correctly. Mr. DeWitt explained that FRWDB staff updated key processes for the adult/youth programs at the beginning of PY 2018-2019 to better adjust to CalJOBS.

TUTUNJIAN/VASQUEZ – RECOMMENDED THAT THE FRWDB ACCEPT THE THIRD QUARTER PROVIDERS OF SERVICES' MONITORING REPORT FOR PY 2018-2019. (UNANIMOUS).

7. Third Quarter Providers of Services' Customer Complaint Report for Program Year 2018-2019

Mr. DeWitt presented the Third Quarter Youth Customer Complaint Report for PY 2018-2019 for the Council's recommendation to the FRWDB. Mr. DeWitt reported that no youth program complaints were received during the third quarter.

MARTINDALE/WATSON – RECOMMENDED THAT THE FRWDB ACCEPT THE THIRD QUARTER YOUTH CUSTOMER COMPLAINT REPORT FOR PY 2018-2019 (UNANIMOUS).

8. Third Quarter Youth Demographics Reports for Program Year 2018-2019

Tim Giles, Deputy Director of Information Systems, FRWDB, presented the Third Quarter Youth Demographics Reports for PY 2018-2019. Mr. Giles explained that the report was broken down by enrollments based on gender, age, ethnicity and barriers to employment.

Council Member Tutunjian asked if there were any trends with the youth assessing FRWDB services that are transgender, and how that is captured in the reports.

Mr. Giles explained that the application is always self-identification so anyone enrolling into the program chooses how they identify themselves.

This was an information item.

9. **Agenda Items for August 15, 2019, Meeting**

None.

10. **Meeting Feedback**

Mr. Konczal made a correction that Brian Chambers is now a FRWDB Director and not a Council Member.

The meeting was adjourned at 4:58 p.m.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	2
MEETING DATE:	November 21, 2019
ACTION:	INFORMATION

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

TO: Youth Council
FROM: Phyllis Stogbauer, Deputy Director of Program Services
SUBJECT: Fresno Regional Workforce Development Board Outstanding Achievement Awards

INFORMATION:

The Fresno Regional Workforce Development Board Outstanding Achievement Award for the Second Quarter of Program Year 2019-2020 has been awarded to Matthew Zuniga.

A video presentation will be provided at the meeting.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	3
MEETING DATE:	November 21, 2019
ACTION:	RECOMMEND TO ACCEPT

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

TO: Youth Council
FROM: Phyllis Stogbauer, Deputy Director of Program Services
SUBJECT: Fourth Quarter Local Performance Results Report for Program Year 2018-2019

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the attached Youth Program Providers of Services Local Performance Results Report for the Fourth Quarter of 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 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.

Performance issues for each provider are provided below:

FEOC: Provider met performance goals for In-School Youth (ISY)/Out of School Youth (OSY) numbers served, ISY/OSY Placements, and ISY/OSY Credential Rate. The ISY/OSY expenditures were below plan.

ResCare: Provider met performance goals for ISY/OSY numbers served, ISY/OSY Placements, and ISY/OSY Credential Rate. The ISY/OSY expenditures were below plan.

Proteus, Inc.: Provider met performance goals for ISY/OSY numbers served, ISY/OSY expenditures, ISY/OSY Placements, and ISY/OSY Credential Rate.

WHCCD: Provider met performance goals for OSY Credential Rates. ISY/OSY numbers served, ISY/OSY expenditures, ISY/OSY Placements, and ISY Credential Rate were below plan.

Youth Offender Services (ResCare): Provider met performance goals for ISY/OSY numbers served, ISY/OSY Placements, and ISY/OSY Credential Rate. The ISY/OSY expenditures were below plan.

Each Provider will present a performance report at the meeting.

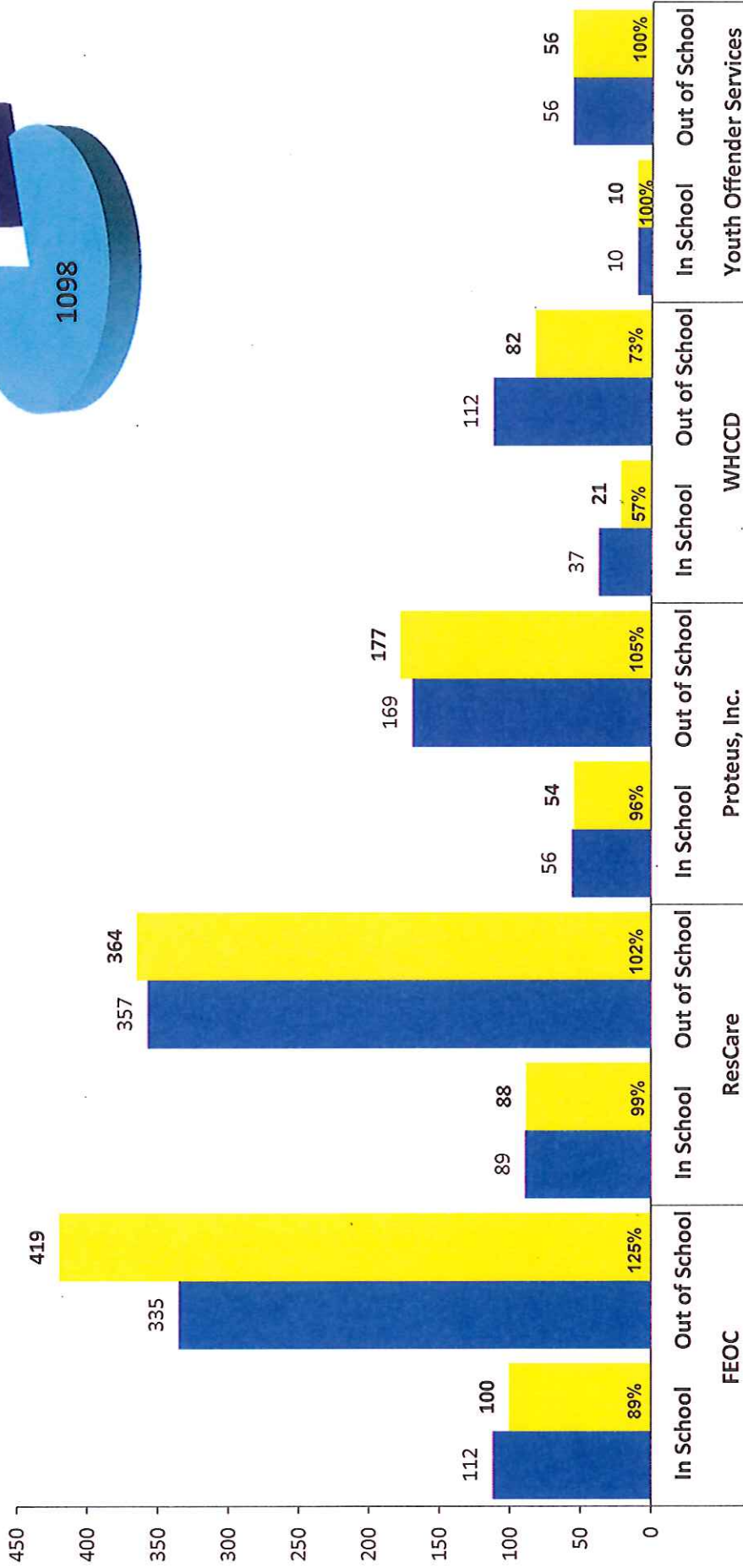
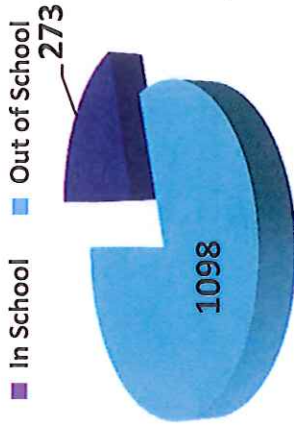
ATTACHMENT:

Young Adult Services Providers of Services Local Performance Results Report for the Fourth Quarter of Program Year 2018-2019

Youth Served

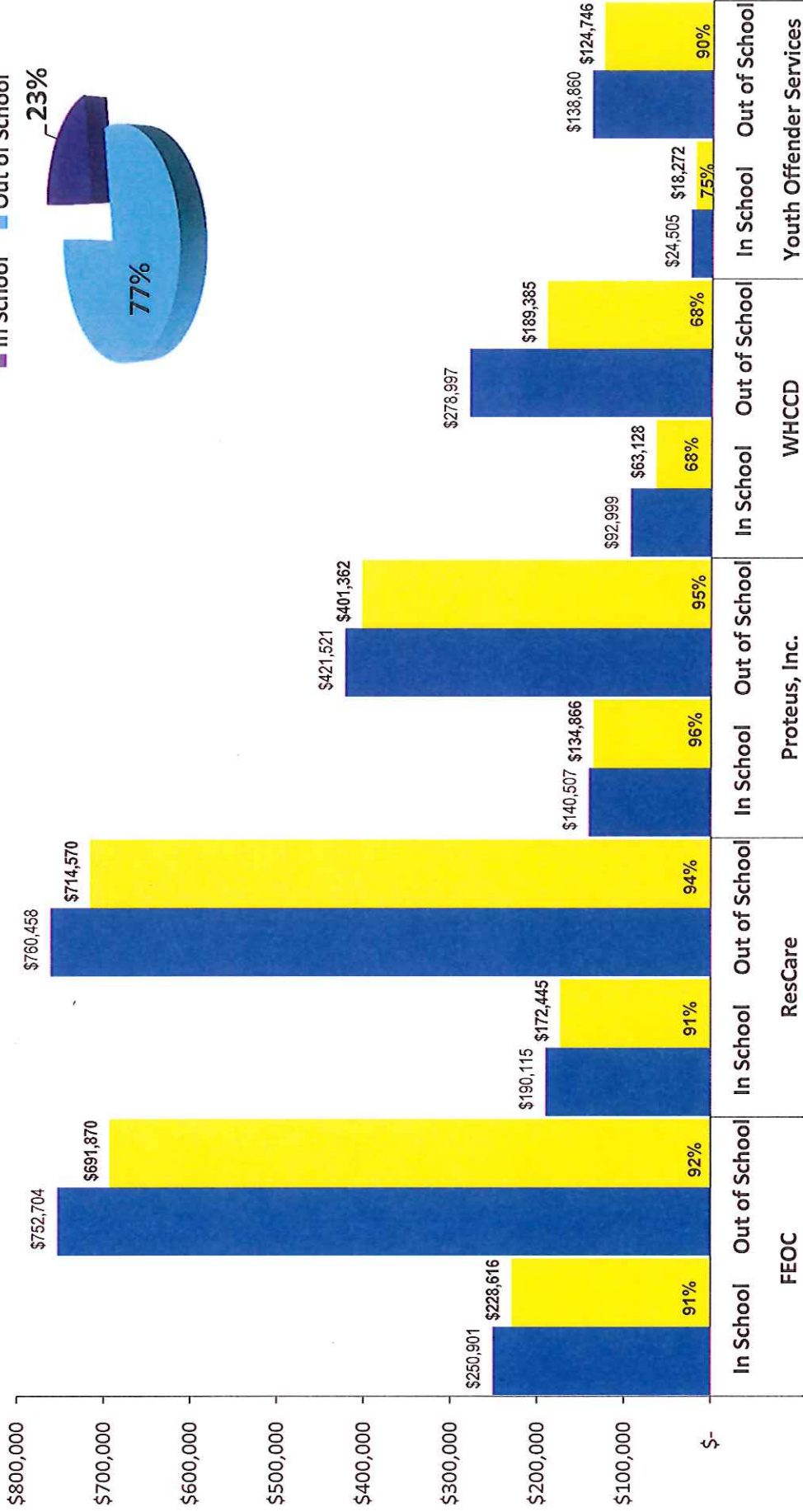
FEOC - Fresno Economic Opportunities Commission
 ResCare - ResCare Workforce Services
 Proteus - Proteus, Inc.
 WHCCD - West Hills Community College District

Total Served- 1371



Note: Number served goal is 95%

Youth Expenditures

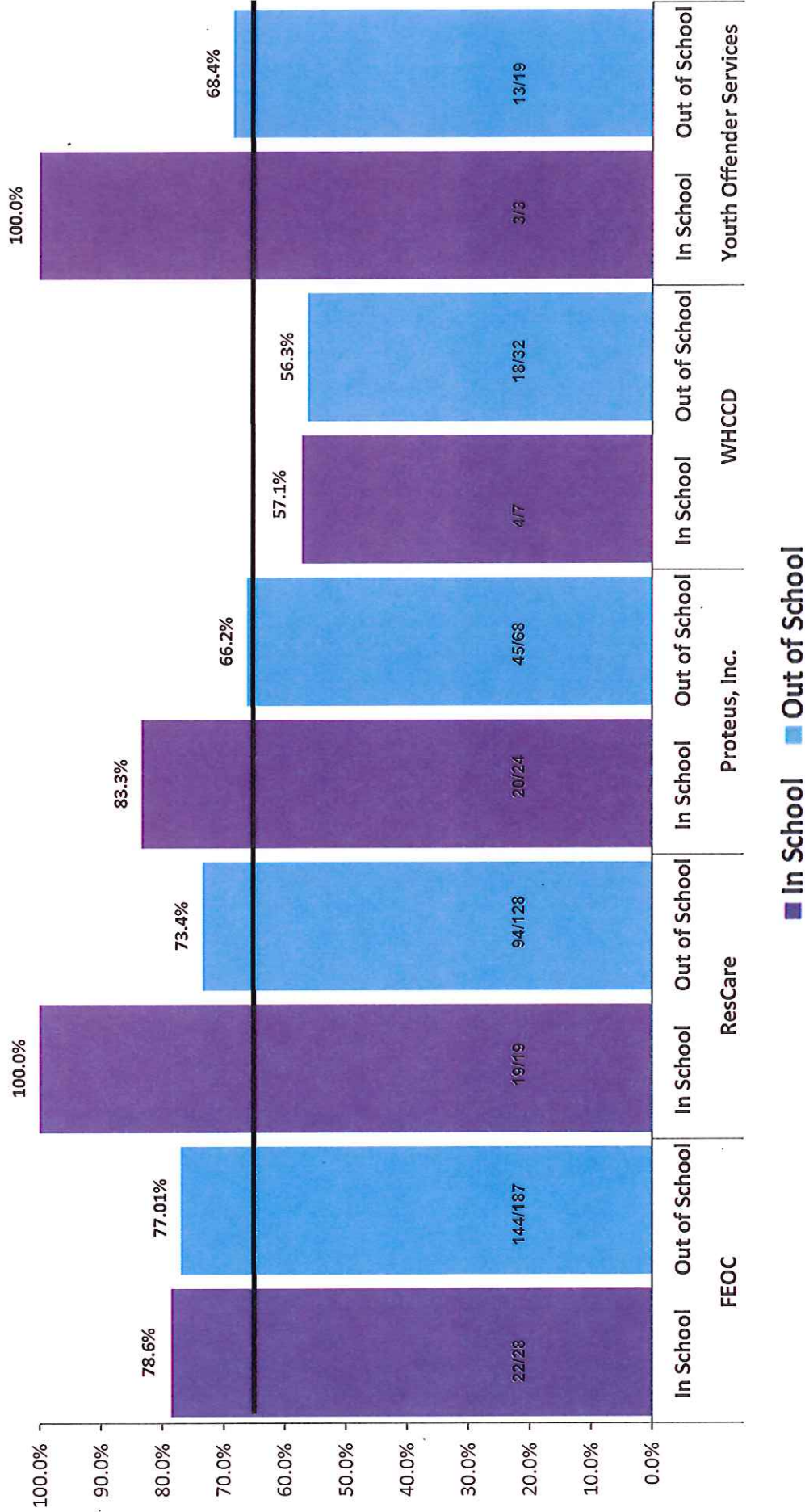


Note: WIOA mandates a minimum of 75% Out-of-School Expenditures and a maximum of 25% In-school Expenditures. The expenditures goal range is 95% to 100%.

Youth Placement in Employment or Education

Goals


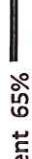
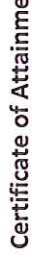
Placement 65.5%

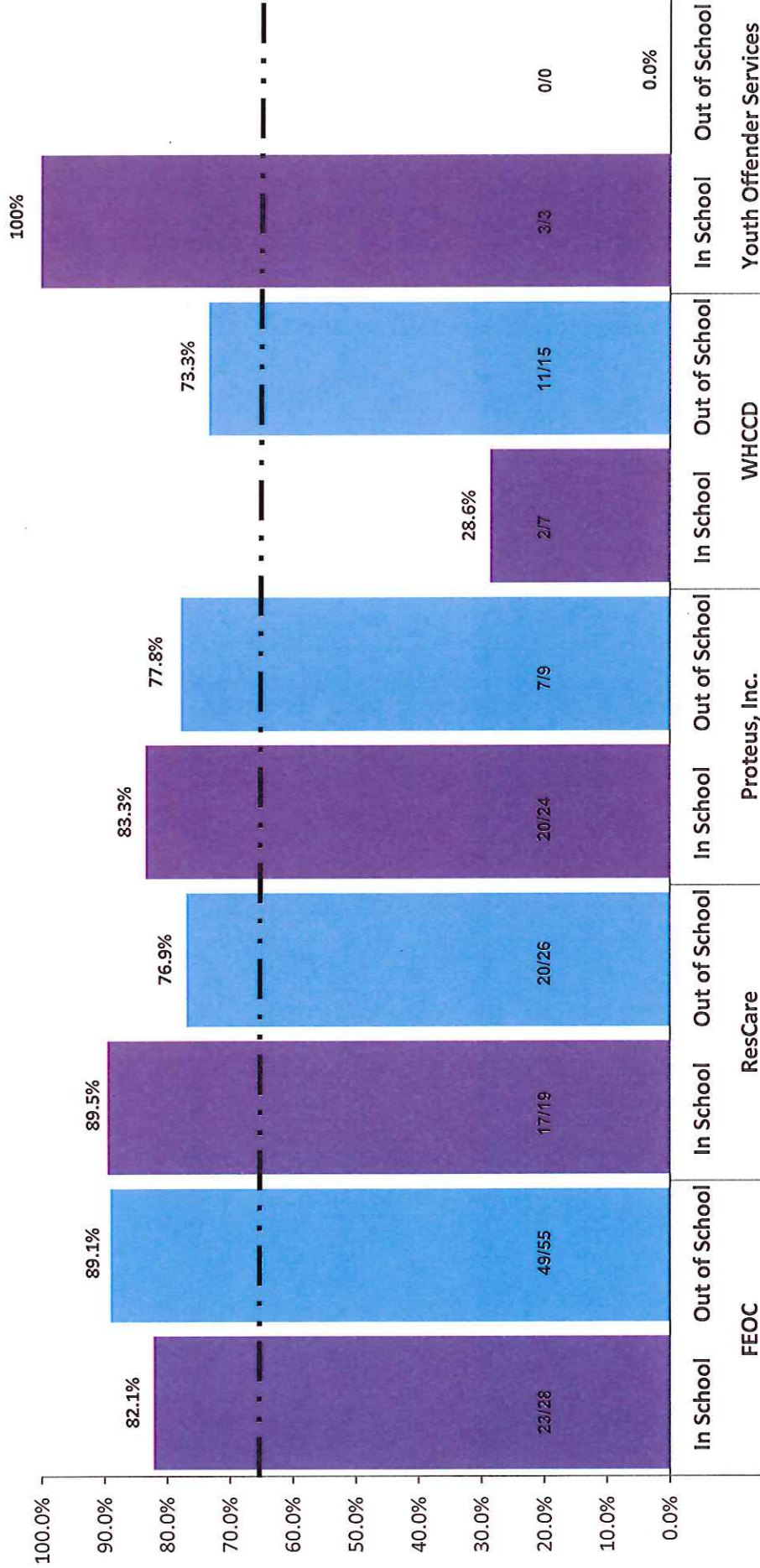


Youth

Certificate of Attainment

Goals

Certificate of Attainment 65%   



 In School  Out of School

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	4
MEETING DATE:	November 21, 2019
ACTION:	RECOMMEND TO ACCEPT

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

TO: Youth Council
FROM: Phyllis Stogbauer, Deputy Director of Program Services
SUBJECT: First Quarter Local Performance Results Report for Program Year 2019-2020

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the attached Youth Program Providers of Services Local Performance Results Report for the First Quarter of Program Year (PY) 2019-2020.

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 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.

Performance issues for each provider are provided below:

FEOC: Provider met performance goals for In-School Youth (ISY)/Out of School Youth (OSY) numbers served, ISY/OSY Placements, and ISY/OSY Credential Rate. The ISY/OSY expenditures were below plan.

ResCare: Provider met performance goals for ISY/OSY numbers served, ISY/OSY Placements, and ISY/OSY Credential Rate. The ISY/OSY expenditures were below plan.

Proteus, Inc.: Provider met performance goals for ISY/OSY numbers served, ISY/OSY Placements, and ISY/OSY Credential Rate. The ISY/OSY expenditures were below plan.

WHCCD: Provider met performance goals for ISY/OSY Placements. ISY/OSY numbers served, ISY/OSY expenditures and ISY/OSY Credential Rates were below plan.

Youth Offender Services (ResCare): Provider met performance goals for ISY/OSY numbers served, ISY/OSY Placements, and ISY/OSY Credential Rate. The ISY/OSY expenditures were below plan.

Each Provider will present a performance report at the meeting.

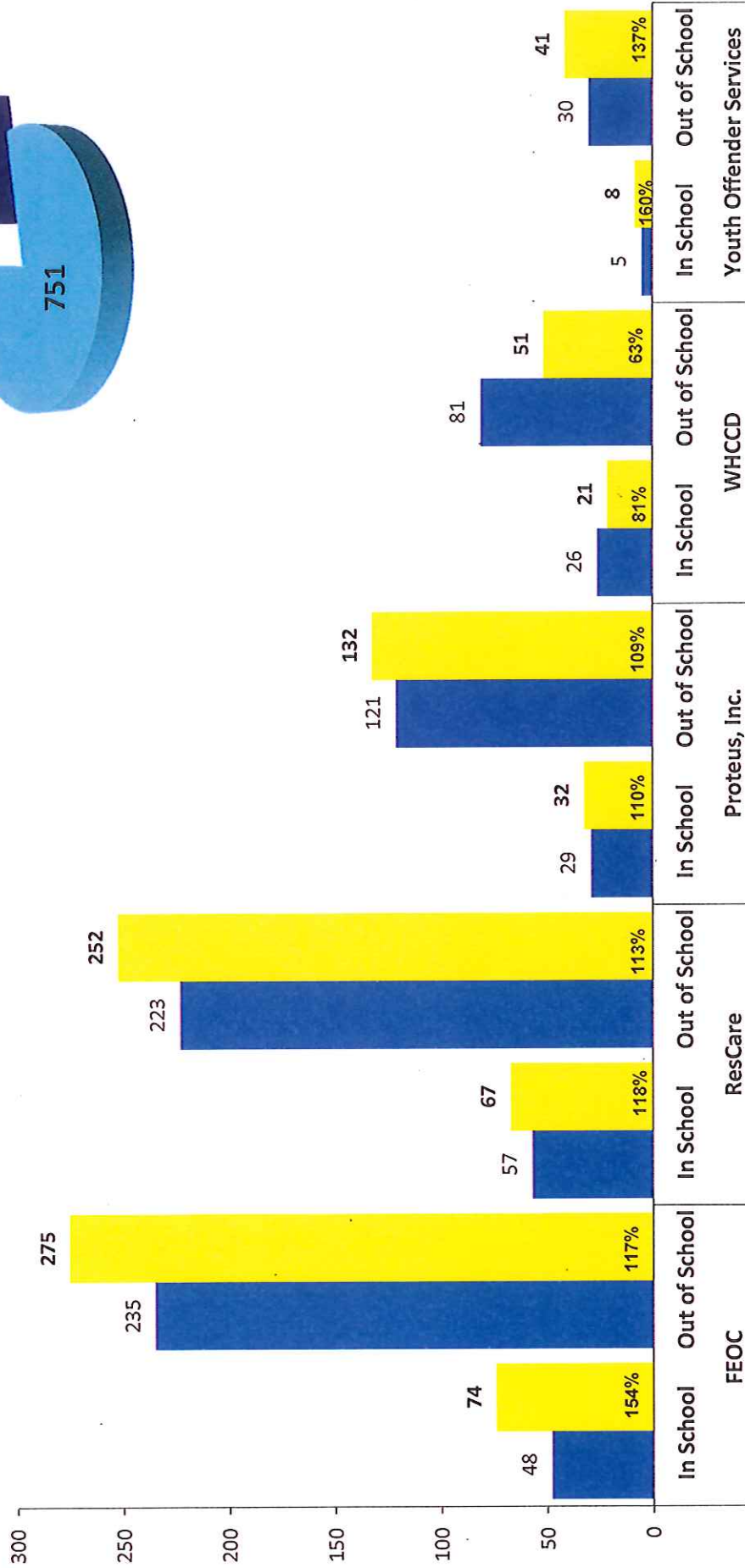
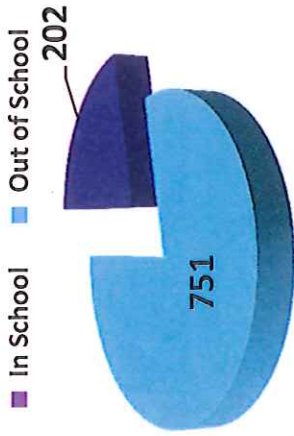
ATTACHMENT:

Young Adult Services Providers of Services Local Performance Results Report for the First Quarter of Program Year 2019-2020

Youth Served

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

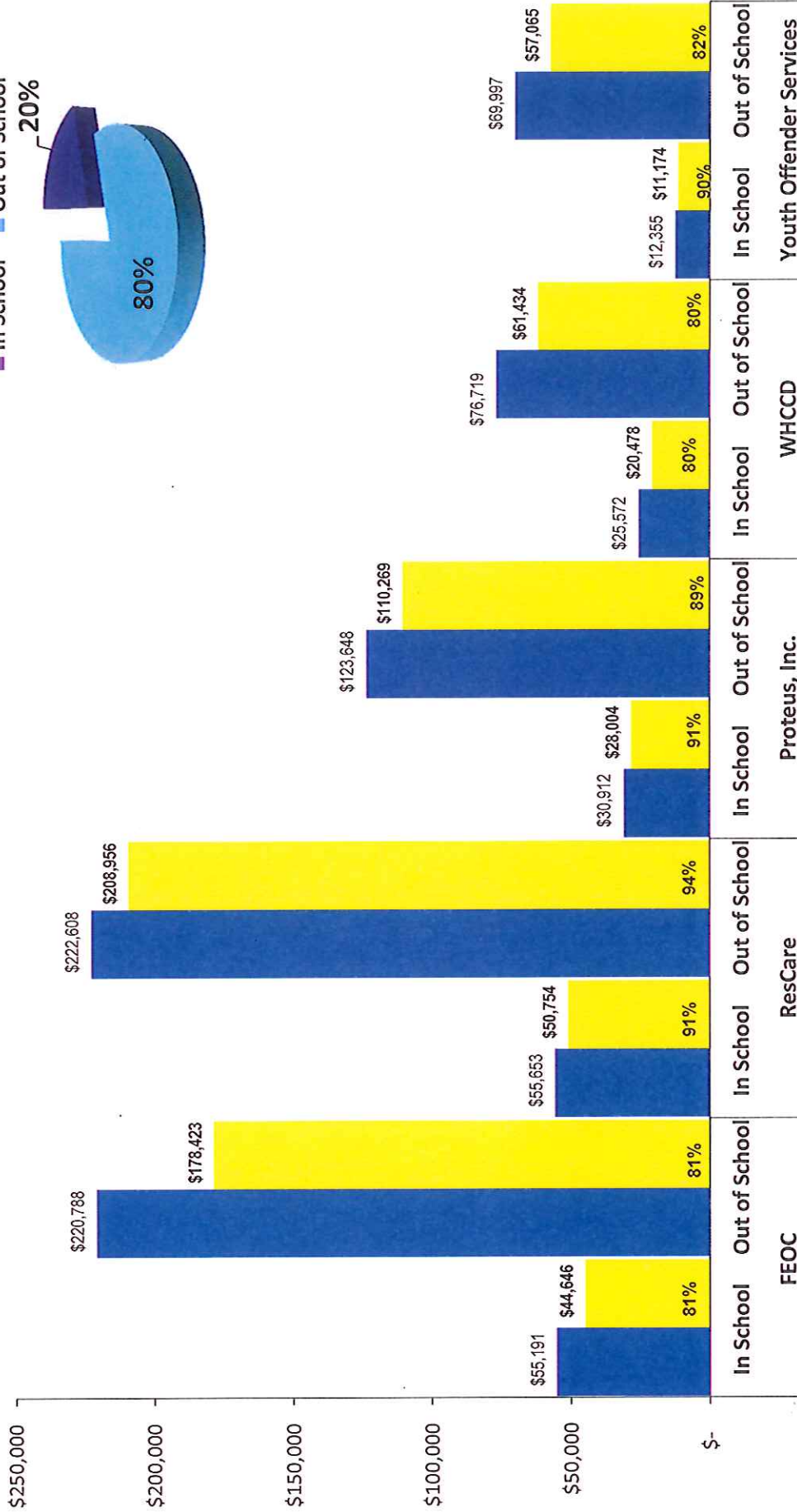
Total Served- 953



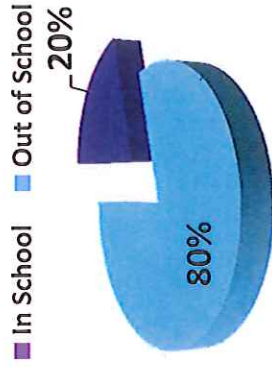
■ Plan ■ Actual

Note: Number served goal is 95%

Youth Expenditures



Total Expenditures

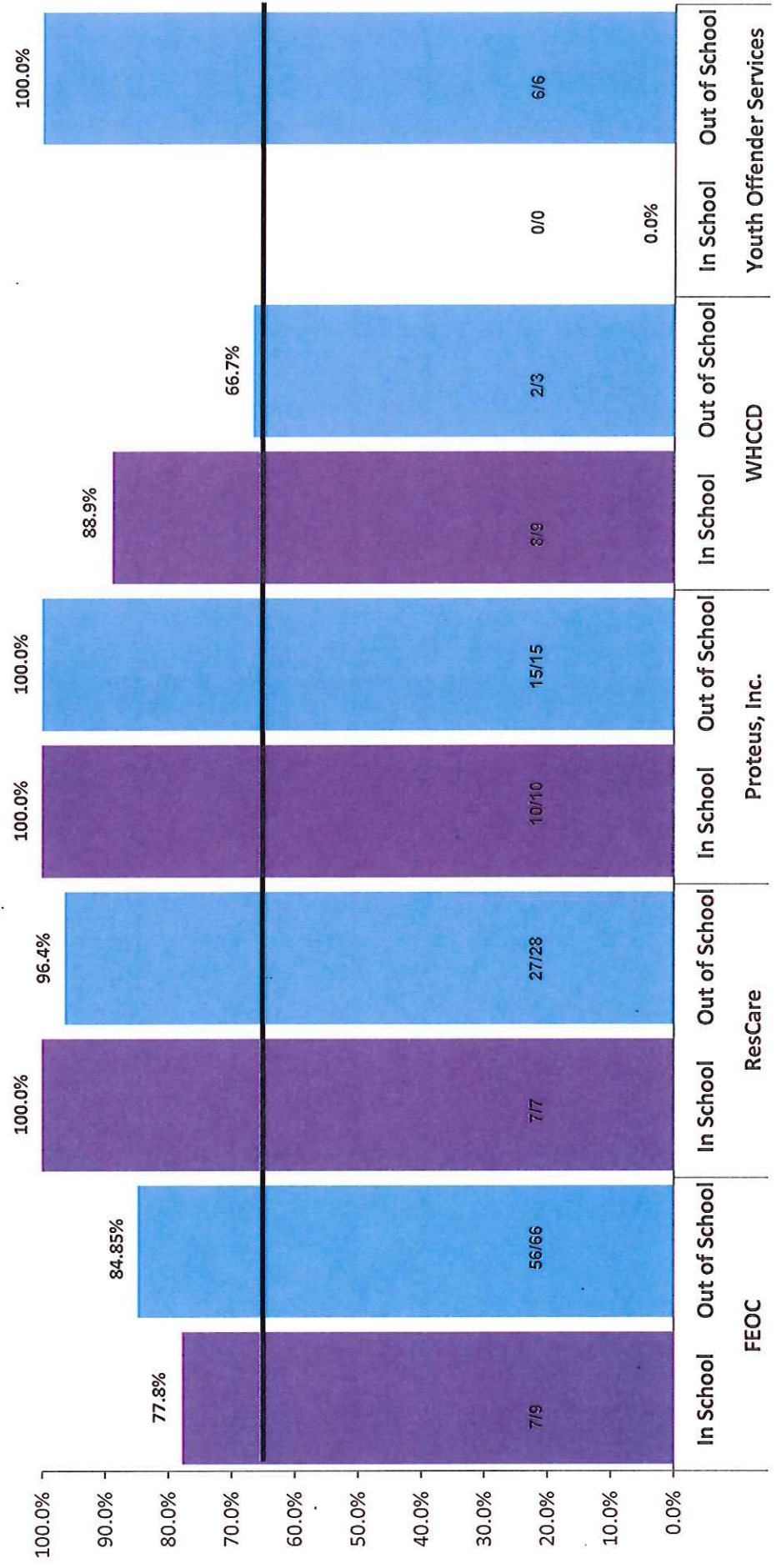


Note: WIOA mandates a minimum of 75% Out-of-School Expenditures and a maximum of 25% In-school Expenditures. The expenditures goal range is 95% to 100%.

Youth Placement in Employment or Education

Goals

Placement 65.5%

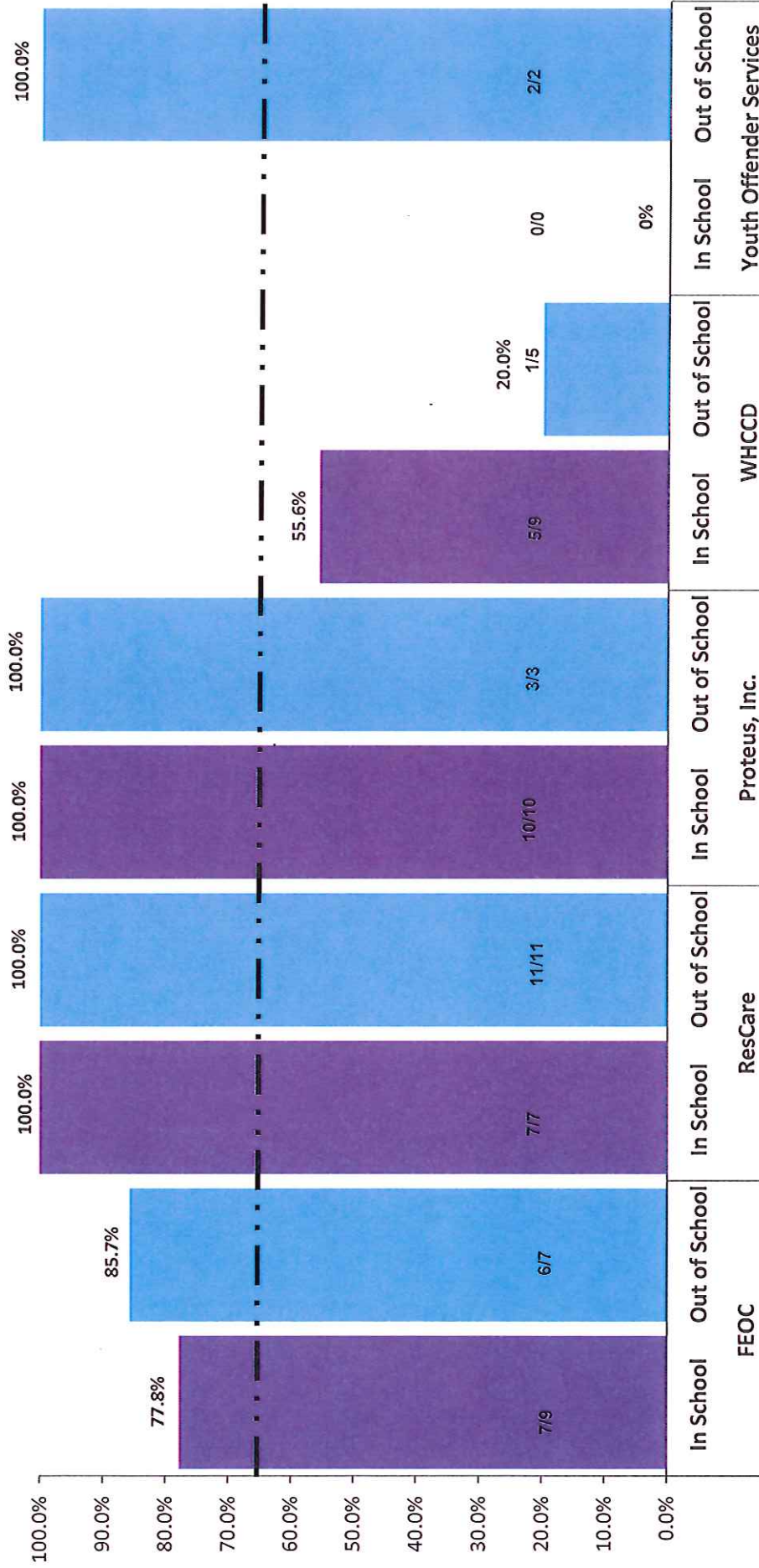


■ In School ■ Out of School

Youth Certificate of Attainment

Goals

Certificate of Attainment 65%



■ In School ■ Out of School

**FRESNO REGIONAL
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	5
MEETING DATE:	November 21, 2019
ACTION:	RECOMMEND TO ACCEPT

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

TO: Youth Council
FROM: Stephen DeWitt, Quality Systems Manager
SUBJECT: Fourth Quarter Youth Satisfaction Report for Program Year 2018-2019

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Fourth Quarter Youth Program 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 plans. Additional administrative responsibilities 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.

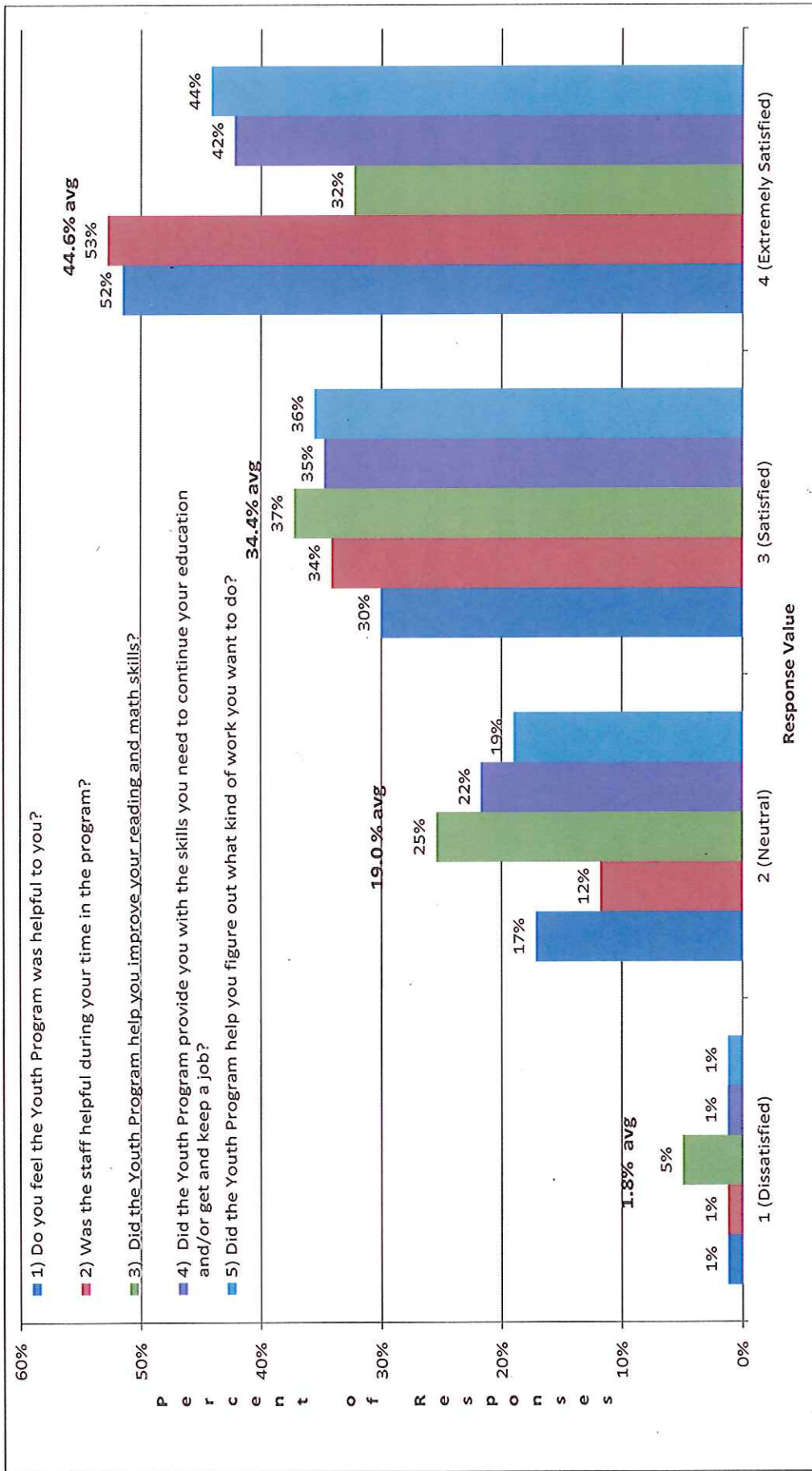
As part of this responsibility, FRWDB staff has implemented the Youth Program Satisfaction process and data collection system. The FRWDB's sub-contracted providers of services submit their data to staff on a monthly basis. The data is aggregated, analyzed and reviewed on a quarterly basis and reported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

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

ATTACHMENT:

Youth Program Satisfaction Report for the Fourth Quarter of PY 2018-2019

Fourth Quarter Youth Customer Satisfaction Report for Program Year 2018 – 2019



Surveys Received	163
Participants Closed	167
Survey Response Rate	97.6%

Participant Comments:

I received the encouragement needed to start working; I appreciate being told that I only need to receive 1 yes; the job I started was perfect fit; I just wish there was an easier way to get a job; don't change anything, I love every aspect of the program; thank you to the staff for support for continuing school and getting employment; very thankful for the support to get my diploma and securing employment.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	6
MEETING DATE:	November 21, 2019
ACTION:	RECOMMEND TO ACCEPT

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

TO: Youth Council
FROM: Stephen DeWitt, Quality Systems Manager
SUBJECT: First Quarter Youth Satisfaction Report for Program Year 2019-2020

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the First Quarter Youth Program Satisfaction Report for Program Year (PY) 2019-2020.

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 plans. Additional administrative responsibilities 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.

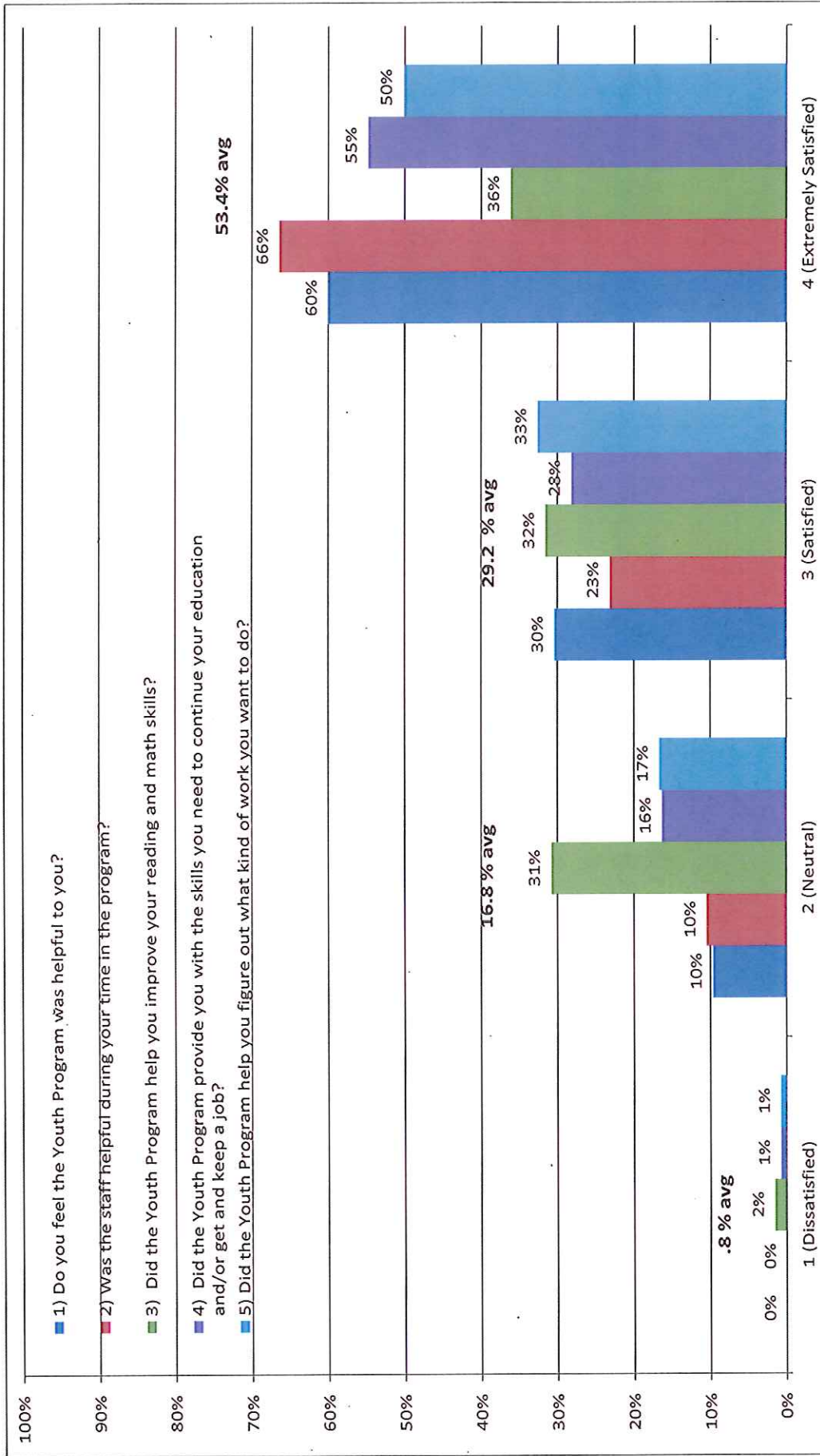
As part of this responsibility, FRWDB staff has implemented the Youth Program Satisfaction process and data collection system. The FRWDB's sub-contracted providers of services submit their data to staff on a monthly basis. The data is aggregated, analyzed and reviewed on a quarterly basis and reported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

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

ATTACHMENT:

Youth Program Satisfaction Report for the First Quarter of PY 2019-2020

First Quarter Youth Customer Satisfaction Report for Program Year 2019 – 2020



Surveys Received	130
Participants Closed	181
Survey Response Rate	71.2%

Participant Comments:

The program was very helpful and assisted me with school and finding employment; need a coffee machine; no changes needed; I am very thankful for the guidance and support, I received my diploma, became job ready and am now employed; very thankful for the services received; don't change a thing; tutorial takes too long; I enjoyed working with my counselor and the motivation and support I received.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	7
MEETING DATE:	November 21, 2019
ACTION:	RECOMMEND TO ACCEPT

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

TO: Youth Council
FROM: Stephen DeWitt, Quality Systems Manager
SUBJECT: Fourth 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 Fourth Quarter of 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. The attached is an overview of the Youth contracts that were monitored during the period of April 1, 2019, through June 30, 2019.

ATTACHMENT:

Youth Providers of Services' Monitoring Report Fourth Quarter, Program Year 2018-2019

**Youth Providers of Services Monitoring Report
Fourth Quarter, Program Year 2018-2019**

Program Monitoring:

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

Sub-Recipient	Contract #(s)	Results
West Hills Community College District PY 18-19	390	1) Use of obsolete form 2) Youth Assessment documentation issues. 3) Individual Service Plan issues. One (1) finding closed, Two (2) findings conditionally closed pending results from monthly follow-up reviews.
Fresno Economic Opportunities Commission PY 18-19	310	1) Selective Service documentation issues 2) Youth Work Based Learning documentation issues 3) Service Code Use issues 4) Use of obsolete form. Three (3) findings closed, One (1) finding conditionally closed, pending next annual review.
Proteus, Inc. PY 18-19	333	1) Use of obsolete form (Two (2) different forms) 2) Youth Work Based Learning documentation issues 3) Supportive Services documentation issues 4) Objective Assessment issues All Findings Closed

*Program monitoring of the following sub-recipients was in process at the end of the fourth quarter: **None***

Fiscal Monitoring:

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

Sub-Recipient	Contract #(s)	Results
Proteus, Inc. PY 18-19 Fiscal Annual Review	333	1) Missing Eligibility supporting documentation. Documentation subsequently provided; Finding closed.
West Hills Community College District PY 18-19 Fiscal Annual Review	390	1) Work Experience paperwork issues. All issues closed

*Fiscal monitoring of the following sub-recipients was in process at the end of the fourth quarter: **None***

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	8
MEETING DATE:	November 21, 2019
ACTION:	RECOMMEND TO ACCEPT

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

TO: Youth Council
FROM: Stephen DeWitt, Quality Systems Manager
SUBJECT: First Quarter Providers of Services' Monitoring Report for Program Year 2019-2020

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the following Providers of Services' Monitoring Report for the First Quarter of Program Year 2019-2020.

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. The attached is an overview of the Youth contracts that were monitored during the period of July 1, 2019, through September 30, 2019.

ATTACHMENT:

Youth Providers of Services' Monitoring Report First Quarter, Program Year 2019-2020

**Youth Providers of Services Monitoring Report
First Quarter, Program Year 2019-2020**

Program Monitoring:

Program monitoring of the following sub-recipients was completed during the first quarter: None

Program monitoring of the following sub-recipients was in process at the end of the first quarter:

Sub-Recipient	Contract #(s)
ResCare Workforce Services PY 19-20	320

Fiscal Monitoring:

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

Sub-Recipient	Contract #(s)	Results
ResCare Workforce Services PY 18-19 Fiscal Close Out	320, 324	No Findings
Fresno Economic Opportunities Commission PY 18-19 Fiscal Close Out	310	No Findings

Fiscal monitoring of the following sub-recipients was in process at the end of the first quarter:

Sub-Recipient	Contract #(s)
Proteus, Inc. PY 18-19 Fiscal Close Out	333

**FRESNO REGIONAL
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	9
MEETING DATE:	November 21, 2019
ACTION:	RECOMMEND TO ACCEPT

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

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

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the following Youth Customer Complaint Report for the Fourth Quarter of Program Year (PY) 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.

No Youth program complaints were received during the Fourth Quarter of PY 2018-2019.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	10
MEETING DATE:	November 21, 2019
ACTION:	RECOMMEND TO ACCEPT

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

TO: Youth Council
FROM: Stephen DeWitt, Quality Systems Manager
SUBJECT: First Quarter Providers of Services' Customer Complaint Report for Program Year 2019-2020

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the following Youth Customer Complaint Report for the First Quarter of Program Year (PY) 2019-2020.

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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 Youth program complaints were received during the First Quarter of PY 2019-2020.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	11
MEETING DATE:	November 21, 2019
ACTION:	INFORMATION

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

TO: Youth Council
FROM: Tim Giles, Deputy Director of Information Technology
SUBJECT: Fourth Quarter Youth Demographics Reports for Program Year 2018-2019

INFORMATION:

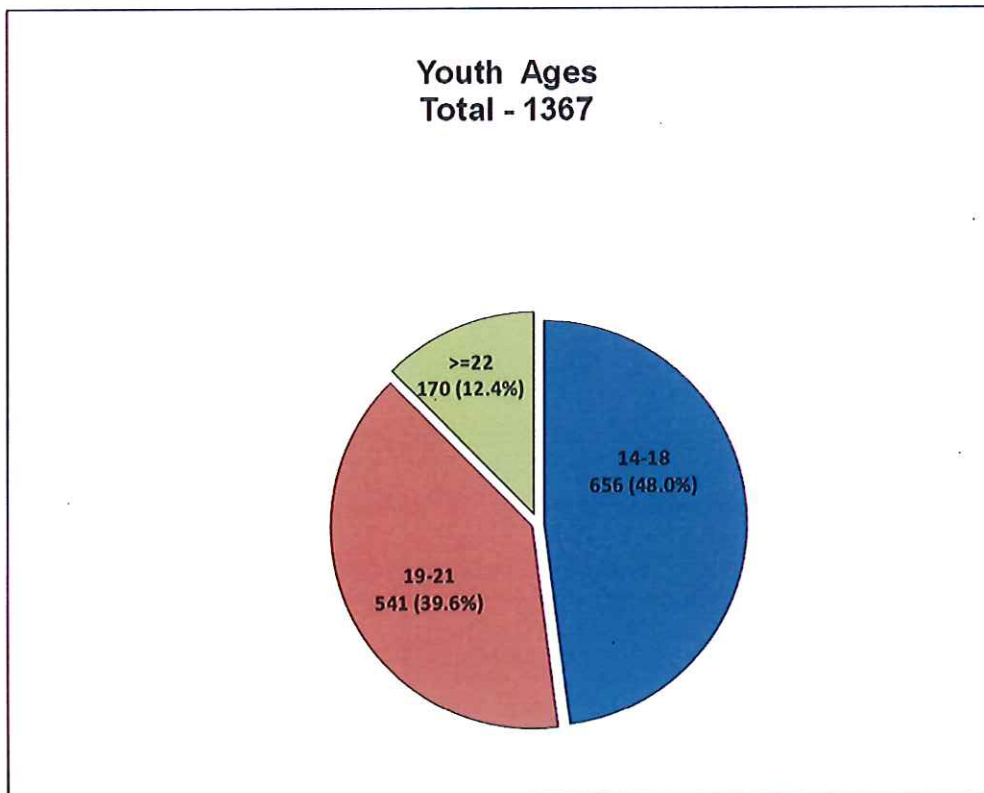
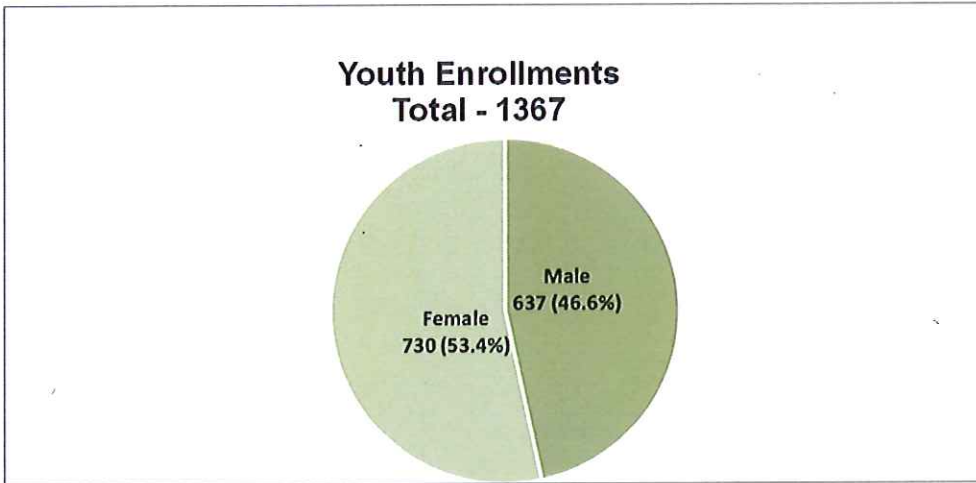
Per the Youth Council's direction, the Fresno Regional Workforce Development Board (FRWDB) staff provides cumulative quarterly reports of various demographics for the FRWDB's youth enrollments. Attached are the reports for the Fourth Quarter of Program Year 2018-2019.

ATTACHMENT:

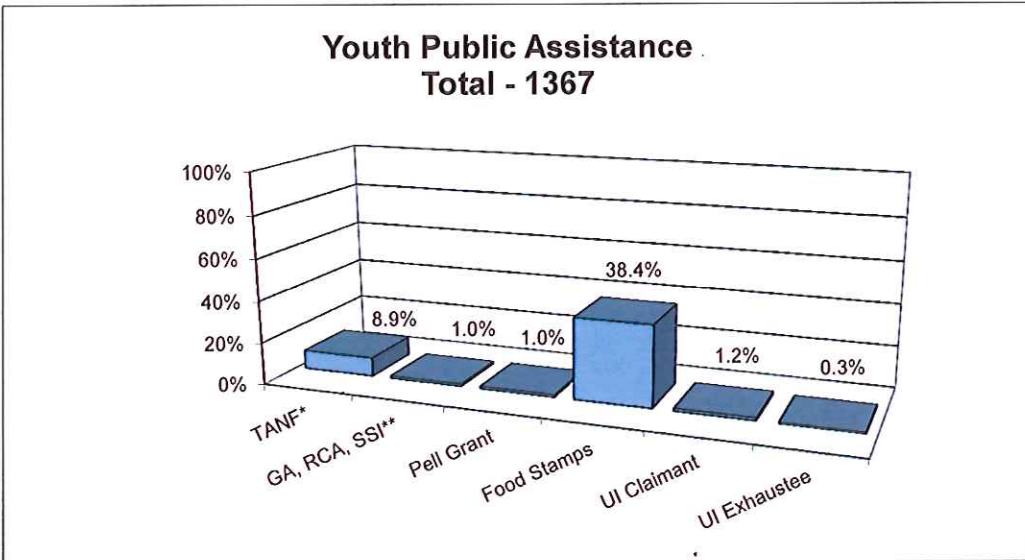
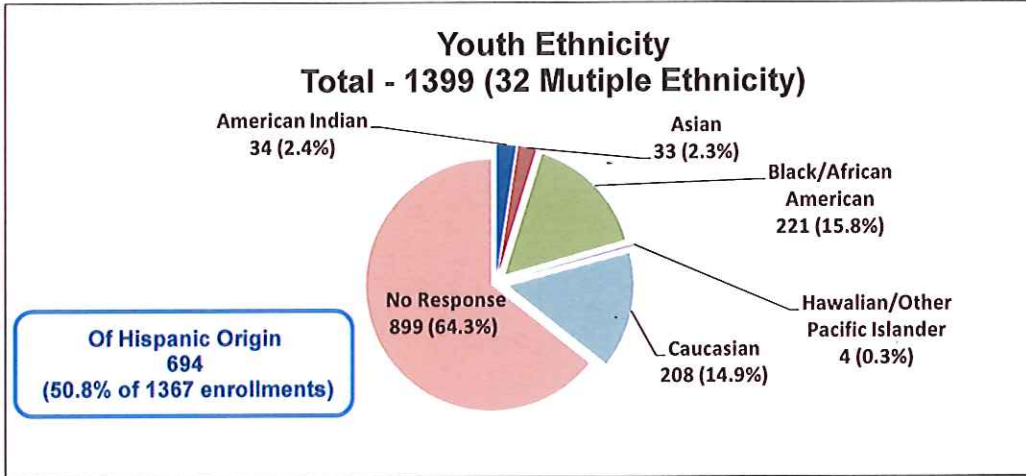
Youth Demographics Fourth Quarter, Program Year 2018-2019



Youth Demographics Fourth Quarter, Program Year 2018-2019



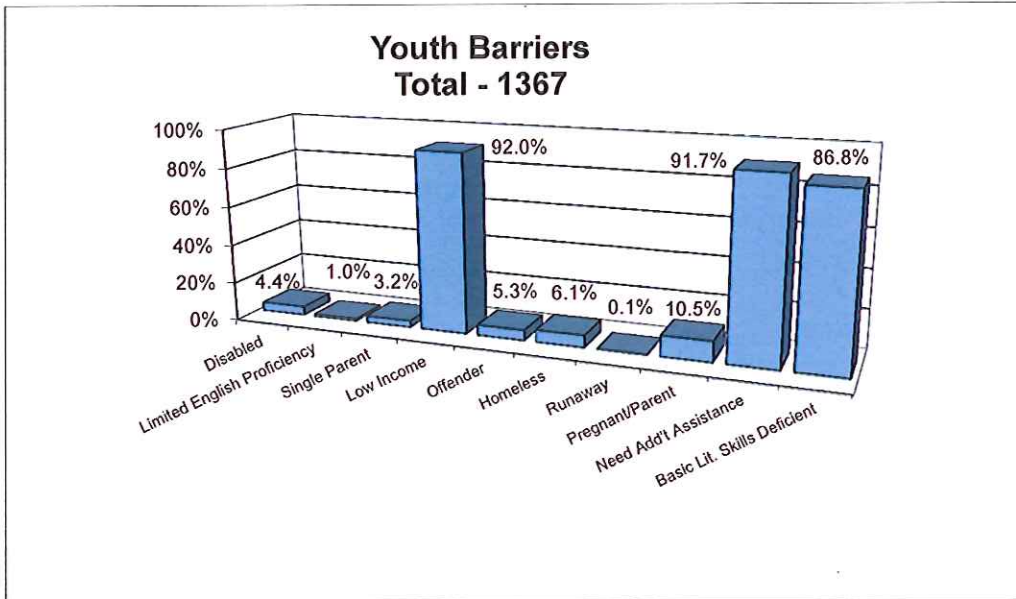
Youth Demographics Fourth Quarter, Program Year 2018-2019



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

UI - Unemployment Insurance

Youth Demographics Fourth Quarter, Program Year 2018-2019

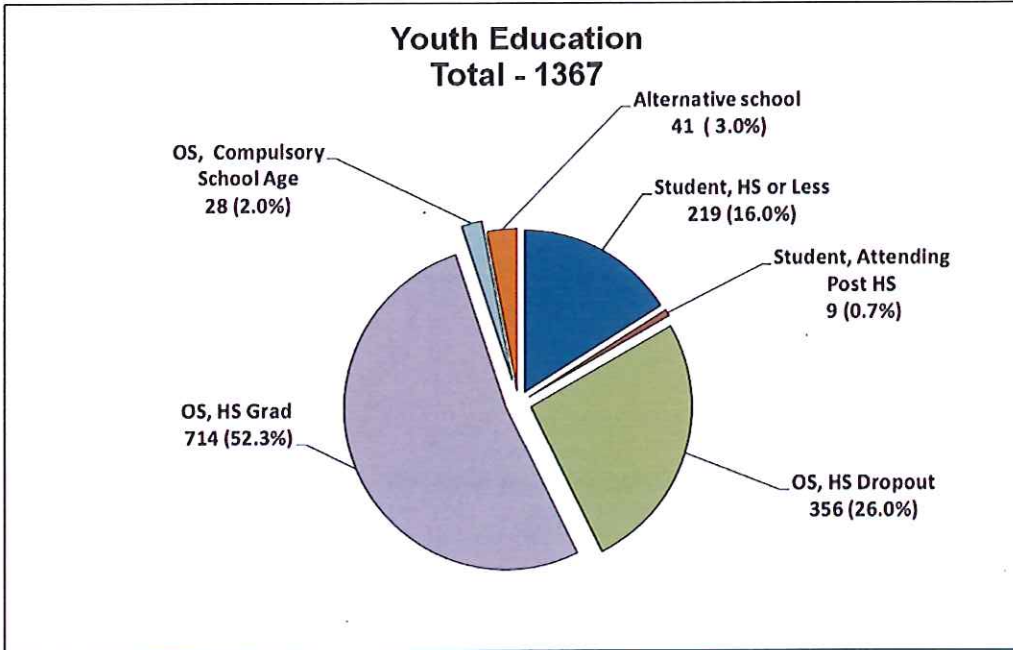


Additional Assistance Barriers

1. Is at risk of dropping out of school
2. Gang Involved
3. Has experienced recent traumatic events, is a victim of abuse, or resides in an abusive environment
4. Has completed a substance abuse program
5. Poor Employment History (Older Youth ONLY)
6. Family Barriers (any one of the following):
 - a. Has a family history of long term unemployment;
 - b. During the past two years, parents/guardians have been unable to find and maintain full time stable employment;
 - c. Has a family history of long-term public assistance
7. Resides in a non-traditional family setting (any one of the following):
 - a. Being raised in a single parent household, without access to the financial and parenting support of another adult in the home;
 - b. Being raised by a guardian, relative or non-parent responsible for youth's care;
 - c. Parent is currently in jail or in prison or has been in jail or in prison for six months of the past two years

Youth Demographics

Fourth Quarter, Program Year 2018-2019



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	12
MEETING DATE:	November 21, 2019
ACTION:	INFORMATION

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

TO: Youth Council
FROM: Tim Giles, Deputy Director of Information Technology
SUBJECT: First Quarter Youth Demographics Reports for Program Year 2019-2020

INFORMATION:

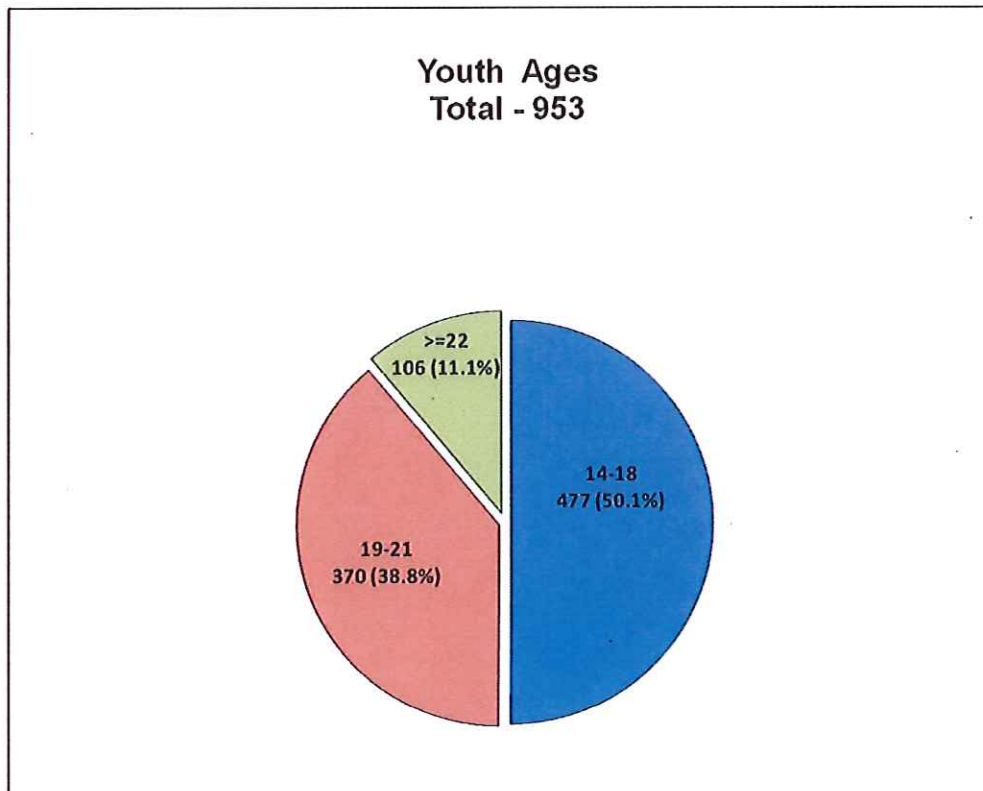
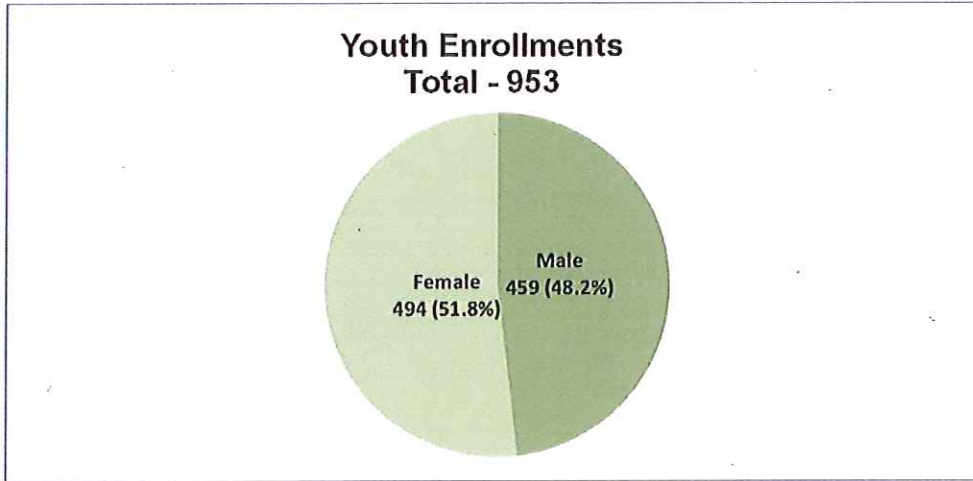
Per the Youth Council's direction, the Fresno Regional Workforce Development Board (FRWDB) staff provides cumulative quarterly reports of various demographics for the FRWDB's youth enrollments. Attached are the reports for the First Quarter of Program Year 2019-2020.

ATTACHMENT:

Youth Demographics First Quarter, Program Year 2019-2020

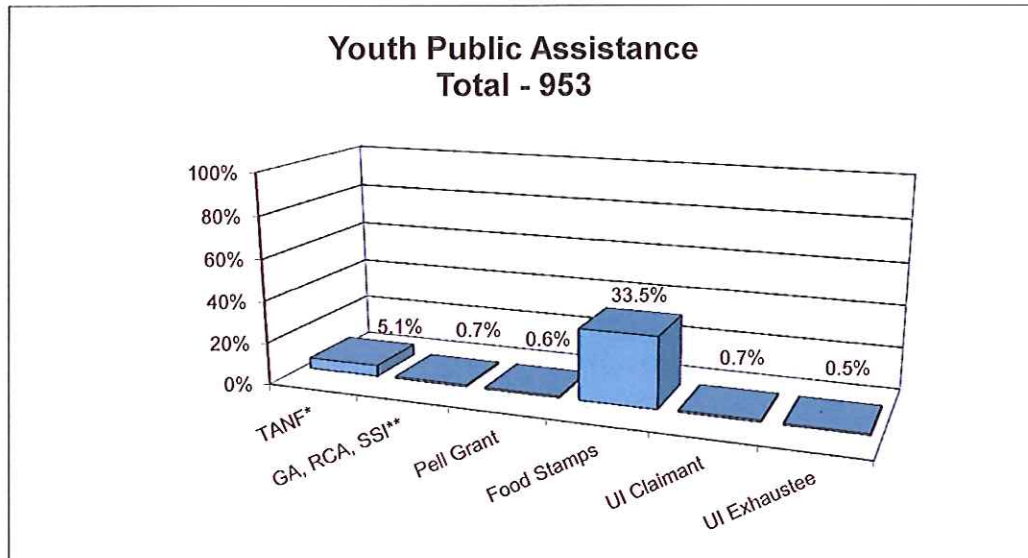
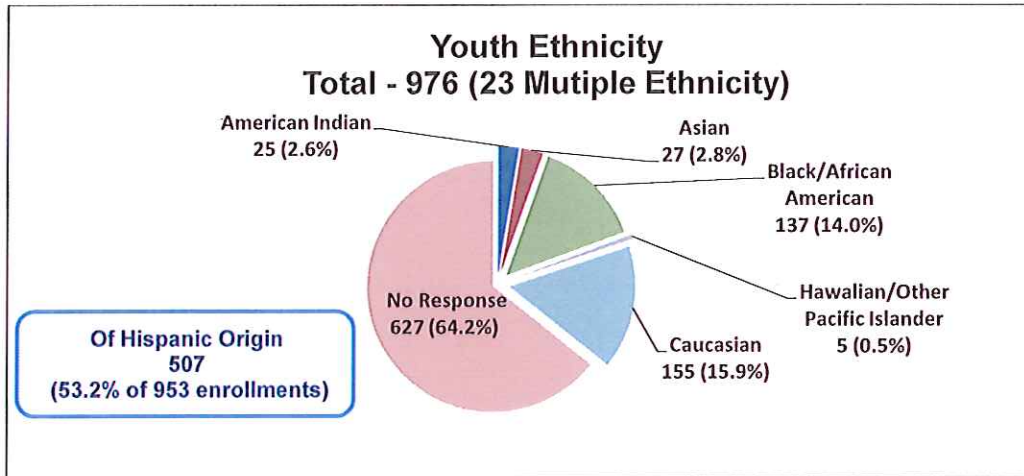


Youth Demographics First Quarter, Program Year 2019-2020



Youth Demographics

First Quarter, Program Year 2019-2020



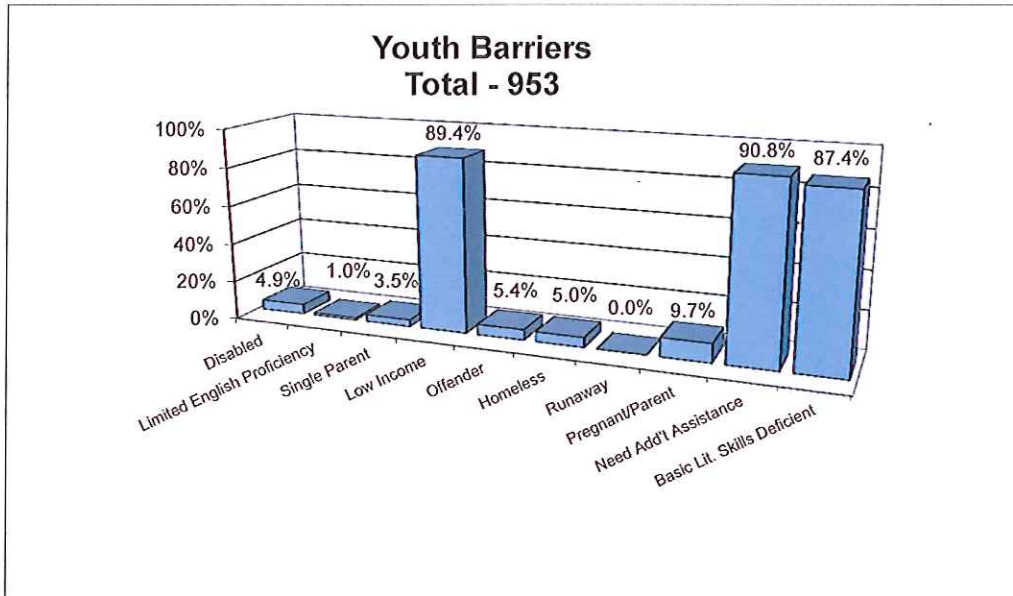
TANF - Temporary Assistance for Needy Families

GA - General Assistance, RCA - Refugee Cash Assistance, SSI - Supplemental Security Income

UI - Unemployment Insurance

Youth Demographics

First Quarter, Program Year 2019-2020



Additional Assistance Barriers

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3. Has experienced recent traumatic events, is a victim of abuse, or resides in an abusive environment
4. Has completed a substance abuse program
5. Poor Employment History (Older Youth ONLY)
6. Family Barriers (any one of the following):
 - a. Has a family history of long term unemployment;
 - b. During the past two years, parents/guardians have been unable to find and maintain full time stable employment;
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Youth Demographics

First Quarter, Program Year 2019-2020

