



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Youth Council
November 19, 2020 @ 4:00 p.m.

Per Executive Order N-29-20, which allows local and state legislative bodies to hold meetings via teleconference and to make meetings accessible electronically, this regularly scheduled meeting will be held via WebEx.

Join Zoom Meeting

<https://us02web.zoom.us/j/84134901245?pwd=SVc2WnFxdUREN21TUkFpU3U4S2Zadz09>

Or Join By Phone

1 669 900 6833

Meeting ID: 841 3490 1245

Passcode: 515141

**The public may participate in the meeting
as otherwise permitted under the Brown Act.**

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.

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 21, 2020, Youth Council Meeting Minutes	Konczal	Yes	Approve	5
2.	Fresno Regional Workforce Development Board Outstanding Achievement Awards	Escareno	Yes	Information	10
3.	Youth Services Delivery and COVID-19	Stogbauer	Yes	Information	11
4.	Workforce Innovation and Opportunity Act Young Adult Work Experience Expenditure Report	Stogbauer	Yes	Recommend to Accept	12
5.	Fourth Quarter Local Performance Results Report for Program Year 2019-2020	Stogbauer	Yes	Recommend to Accept	13
6.	First Quarter Local Performance Results Report for Program Year 2020-2021	Stogbauer	Yes	Recommend to Accept	20
7.	Fourth Quarter Young Adult Satisfaction Report for Program Year 2019-2020	DeWitt	Yes	Recommend to Accept	27

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 #
8.	Young Adult Program Exit Survey Update	DeWitt	Yes	Information	29
9.	First Quarter Young Adult Satisfaction Report for Program Year 2020-2021	DeWitt	Yes	Recommend to Accept	31
10.	Fourth Quarter Providers of Services' Monitoring Report for Program Year 2019-2020	DeWitt	Yes	Recommend to Accept	33
11.	First Quarter Providers of Services' Monitoring Report for Program Year 2020-2021	DeWitt	Yes	Recommend to Accept	35
12.	Fourth Quarter Providers of Services' Customer Complaint Report for Program Year 2019-2020	DeWitt	Yes	Recommend to Accept	37
13.	First Quarter Provider of Services' Customer Complaint Report for Program Year 2020-2021	DeWitt	Yes	Recommend to Accept	38
14.	Fourth Quarter Youth Demographics Reports for Program Year 2019-2020	Giles	Yes	Information	39
15.	First Quarter Youth Demographics Reports for Program Year 2020-2021	Giles	Yes	Information	45
16.	Agenda Items for February 18, 2021, Meeting	Konczal	No	Discussion	--
17.	Meeting Feedback	Konczal	No	Discussion	--

**Fresno Regional Workforce Development Board
Youth Council
2020 Attendance Roster**

	2/22/2020	5/21/2020	Cancelled 8/20/2020	11/19/2020
Barnes	P	P	XX	
Bauer	A	P	XX	
Blunt	--	P	XX	
Chambers	A	P	XX	
Martindale	P	P	XX	
Montalbano*	P	P	XX	
Sotiropulos	P	P	XX	
Tutunjian	P	P	XX	
Vasquez	P	A	XX	
Vuicich	P	P	XX	
Watson	A	P	XX	

* = Chairperson

P = Present

A = Absent

-- = Not a Ratified Member at Time of Meeting

XX = Meeting Cancelled

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD
2021 MEETING SCHEDULE

	Executive Committee 4:00 p.m.	FAWIC Board 4:00 p.m.	Adult Council 4:00 p.m.	Business & Industry Committee 4:00 p.m.	Workforce Development Board 4:00 p.m.	Youth Council 4:00 p.m.
JAN	1/20	1/20	1/28			
FEB				2/03		2/18
MAR					3/03	
APR	4/21	4/21	4/22			
MAY				5/05		5/20
JUN					6/02	
JUL	7/21	7/21	7/22			
AUG				8/04		8/19
SEP					9/01	
OCT	10/20	10/20	10/28			
NOV				11/03		11/18
DEC					12/01	

The FAWIC Board meets immediately after the Executive Committee.

Meetings will be held at the following Fresno locations:

Adult Council, Youth Council – Manchester Workforce Connection, 3302 N. Blackstone Avenue
 Business & Industry Committee – FRWDB Business Services Center, 7475 N. Palm, #105
 Workforce Development Board – 2035 Tulare Street, 2nd Floor Sequoia Room
 FAWIC, Executive Committee – FRWDB Administrative Office, 2125 Kern Street, #208

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	1
MEETING DATE:	November 19, 2020
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, 2020, Youth Council Meeting Minutes

RECOMMENDATION:

Approve the attached minutes of the May 21, 2020, Youth Council meeting.

ATTACHMENT:

May 21, 2020, Youth Council Meeting Minutes



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Special Youth Council Meeting
May 21, 2020

SUMMARY MINUTES

The meeting was called to order at 4:07 p.m.

ROLL CALL: PRESENT -	Lacy Barnes, Paul Bauer, Edgar Blunt, Brian Chambers, Katherine Martindale, Dennis Montalbano, Vasili Sotiropulos, Michelle Tutunjian, Valerie Vuicich, and Rick Watson
ABSENT -	Ricardo Vasquez
AGENDA CHANGES:	None
ABSTENTIONS/RECUSALS/ DISCLOSURES OF POTENTIAL CONFLICTS OF INTEREST:	Councilmember Tutunjian – Item 4
CHAIR/STAFF REPORT:	None
PUBLIC COMMENTS:	None

Item Description/Action Taken

1. February 20, 2020, Youth Council Meeting Minutes

Blake Konczal, Executive Director, Fresno Regional Workforce Development Board (FRWDB), presented the February 20, 2020, Youth Council (Council) meeting minutes for correction and/or approval.

BARNES/MARTINDALE – APPROVED THE FEBRUARY 20, 2020, YOUTH COUNCIL MEETING MINUTES. VOTE: YES – 10, NO - 0 (UNANIMOUS)

2. Fresno Regional Workforce Development Board Outstanding Achievement Awards

Nuvia Varela, Adult/Youth Program Manager, Fresno Regional Workforce Development (FRWDB), reported that the FRWDB Outstanding Achievement Award for the Fourth Quarter had been awarded to Miguel Hernandez. Mr. Hernandez is employed by Bitwise. Ms. Varela indicated that a video presentation highlighting Mr. Hernandez’s journey to employment through Workforce Connection could be viewed on YouTube, and that the link to that video could be found on the agenda item.

This was an information item.

3. Workforce Innovation and Opportunity Act Youth Funding Recommendations for Program Year 220-2021

Mr. Konczal reported that the State of California Employment Development Department released the Workforce Innovation and Opportunity Act (WIOA) formula allocations for Program Year (PY) 2020-2021. The FRWDB received a 16.39% increase over the allocations received in PY 2019-2020. Approval of this item would allocate \$8,726,047 of WIOA Youth funds, including carryover, as outlined in the agenda item.

Councilmember Martindale asked if there was a chance that, due to the current economic downturn, the federal government may modify this amount. Mr. Konczal stated that the federal government reserves the right at any time to take back the funding, but that he did not know when that had ever happened.

MARTINDALE/BAUER – RECOMMENDED THAT THE FRWDB APPROVE THE WORKFORCE INNOVATION AND OPPORTUNITY ACT YOUTH FUNDING RECOMMENDATIONS FOR PY 2020-2021. VOTE: YES – 10, NO - 0 (UNANIMOUS)

4. Year-Round Youth Offender Services Request for Proposals Award Recommendation

Stephen DeWitt, Quality Systems Manager and Procurement Manager, FRWDB, presented the Year-Round Youth Offender Services Request for Proposals (RFP) Award Recommendation for the Council's recommendation to the FRWDB. Mr. DeWitt explained that the RFP was released on February 6, 2020, with a proposal submission deadline of March 6, 2020. As of the due date, only two (2) proposals were received. He explained that the FRWDB Procurement Policy states that three (3) proposals are required to be received to be deemed a competitive procurement. FRWDB staff conducted a Phase I rating and both proposals met the minimum points as required in the RFP. The proposals were forwarded to a rating team for the Phase II rating. Both proposals received over 70 points and the rating team recommended that a sole-source contract be awarded to the bidder with the highest number of points, which was ResCare Workforce Services.

MARTINDALE/BARNES – RECOMMENDED THAT THE FRWDB APPROVE THE YEAR-ROUND YOUTH OFFENDER SERVICES REQUEST FOR PROPOSALS AWARD RECOMMENDATION. VOTE: YES – 9, NO – 0, RESCUSALS - 1 (UNANIMOUS)

5. Third Quarter Workforce Innovation and Opportunity Act Youth Participant Work Experience Report for Program Year 2019-2020

Phyllis Stogbauer, Deputy Director of Program Services, FRWDB, presented the Third Quarter WIOA Youth Participant Work Experience Report for PY 2019-2020 for the Council's recommendation to the FRWDB. She noted that due to the COVID-19 shutdown, there had been a decrease in Work Experiences, but that based on expenditures, staff had no concerns with spending the funds by June 30, 2021.

VUICICH/BAUER – RECOMMENDED THAT THE FRWDB ACCEPT THE THIRD QUARTER WIOA YOUTH PARTICIPANT WORK EXPERIENCE REPORT FOR PY 2019-2020. VOTE: YES – 10, NO – 0 (UNANIMOUS)

6. Third Quarter Local Performance Results Report for Program Year 2019-2020

Ms. Stogbauer presented the Third Quarter Local Performance Results for PY 2019-2020 for the Council's recommendation to the FRWDB. Ms. Stogbauer reviewed the charts and indicated that all Providers were right at or exceeding their numbers, except West Hills. FRWDB staff is working with them to do more outreach in order to help them meet their goals. She stated that FRWDB staff expects to see a decline in the total number served due to the COVID issue, but that they will be monitoring that and will report out actual numbers next quarter.

The Council had no questions or comments regarding the report.

TUTUNJIAN/MARTINDALE – RECOMMENDED THAT THE FRWDB ACCEPT THE THIRD QUARTER LOCAL PERFORMANCE RESULTS REPORT FOR PY 2019-2020. VOTE: YES – 10, NO – 0 (UNANIMOUS)

7. Third Quarter Young Adult Satisfaction Report for Program Year 2019-2020

Mr. DeWitt presented the Third Quarter Youth Satisfaction Reports for PY 2019-2020 for the Council's recommendation to the FRWDB. Mr. DeWitt indicated that the response rates were a little low during this report period, but based on the comments received, the Young Adults were very appreciative of the services they received and the support staff.

VUICICH/BAUER – RECOMMENDED THAT THE FRWDB ACCEPT THE THIRD QUARTER YOUNG ADULT SATISFACTION REPORTS FOR PY 2019-2020. VOTE: YES – 10, NO – 0 (UNANIMOUS)

8. Third Quarter Providers of Services' Monitoring Report for Program Year 2019-2020

Mr. DeWitt presented the Third Quarter Providers of Services' Monitoring Report for PY 2019-2020 for the Council's recommendation to the FRWDB. Mr. DeWitt reported that there was one (1) finding that was closed satisfactorily.

BARNES/CHAMBERS – RECOMMENDED THAT THE FRWDB ACCEPT THE THIRD QUARTER PROVIDERS OF SERVICES' MONITORING REPORT FOR PY 2019-2020. VOTE: YES – 10, NO – 0 (UNANIMOUS).

9. Third Quarter Youth Customer Complaint Report for Program Year 2019-2020

Mr. DeWitt presented the Third Quarter Youth Customer Complaint Report for PY 2019-2020 for the Council's recommendation to the FRWDB. Mr. DeWitt reported that no youth program complaints were received during the third quarter.

BARNES/CHAMBERS – RECOMMENDED THAT THE FRWDB ACCEPT THE THIRD QUARTER YOUTH CUSTOMER COMPLAINT REPORT FOR PY 2019-2020. VOTE: YES – 10, NO - 0 (UNANIMOUS).

10. Third Quarter Youth Demographics Reports for Program Year 2019-2020

Tim Giles, Deputy Director of Information Systems, FRWDB, presented the Third Quarter Youth Demographics Reports for PY 2019-2020. Mr. Giles stated that the report had been revised to include prior year data side-by-side to the current year's data, as requested at the February 2020, Council meeting.

Mr. Giles explained that the demographics reports were representative of the clients who enroll in the Young Adult program and that this information was gathered at the time of registration. He directed the Council's attention to the Ethnicity report. He noted that under WIOA, the feds changed the way they collect data, especially related to people of Hispanic origin, who do not have a "Hispanic origin" option, so they do not respond. The Council had no comments or questions about the Demographics Report.

Chair Montalbano asked about the Youth Public Assistance graph, noting that in almost all categories, the percentages were lower than the previous year. He inquired whether this could be attributed to the economy since the pandemic started. Mr. Giles indicated that since this information was gathered at registration, the lower percentages were not necessarily due to the economy, but it could have been due to recruitment efforts. Chair Montalbano stated that he liked having the previous year's information included on the report to get a sense of trends.

This was an information item.

11. Agenda Items for August 20, 2020, Meeting

There were no items suggested for the August 20, 2020, Youth Council meeting.

Pao Houa Lee with The Fresno Center referenced the Youth Barriers graph on page 29 of the agenda and stated that the percentages were high in the Basic Literacy Skills Deficient category and asked what were some steps that FRWDB had taken to resolve that issue. Mr. Konczal and Ms. Stogbauer explained that youth with these types of barriers are offered both math and English remediation when a deficiency is identified. Mr. Konczal indicated that FRWDB staff could run a report to show the pre and post assessment levels of individuals who were put into remediation.

Director Barnes, referencing the Young Adult Satisfaction Report, observed that 52% of respondents were neutral when asked if they felt the Youth Program helped them improve in the areas of reading and math. Mr. DeWitt responded that responses on the Satisfaction Report are not generally high, but usually neutral. He also stated that responses to the survey are subjective. Mr. Konczal indicated that FRWDB staff would find out if the youth understand the question and if not, possibly re-write the question for the survey.

12. Meeting Feedback

None.

The meeting was adjourned at 5:00 p.m.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	2
MEETING DATE:	November 19, 2020
ACTION:	INFORMATION

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

TO: Youth Council
FROM: Ana Escareno/Youth Program Coordinator
SUBJECT: Fresno Regional Workforce Development Board Outstanding Achievement Awards

INFORMATION:

The Fresno Regional Workforce Development Board Outstanding Achievement Award for the First Quarter of Program Year 2020-2021 has been awarded to Saul Godinez and the Second Quarter has been awarded to Clifton Young. The video presentation can be viewed on YouTube: <https://youtu.be/SsXf9jLq4aI>

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	3
MEETING DATE:	November 19, 2020
ACTION:	INFORMATION

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

TO: Youth Council
FROM: Phyllis Stogbauer, Senior Deputy Director
SUBJECT: Youth Services Delivery and COVID-19

INFORMATION:

Fresno Regional Workforce Development Board staff will provide an update on delivery of youth services under COVID-19.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	4
MEETING DATE:	November 19, 2020
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, Senior Deputy Director

SUBJECT: Workforce Innovation and Opportunity Act Young Adult Work Experience Expenditure Report

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Workforce Innovation and Opportunity Act (WIOA) Young Adult Work Experience Expenditure Report.

REASON FOR RECOMMENDATION:

The WIOA places a priority on providing youth with occupational learning opportunities through work experience. These work experiences include: paid work experience, pre-apprenticeship programs, job shadowing, and on-the-job training activities. Beginning July 1, 2015, local boards were required to begin implementing new Work Experience requirements, which included a mandated minimum expenditure requirement of 20%.

The WIOA formula funding has a two (2) year life cycle, and local areas are mandated to fully expend the required Work Experience funding by June 30th of the last program year. The total Work Experience allocation for PY 2018 – 2019 was \$997,704.54 and was required to be fully expended by June 30, 2020, but was fully expended by December 2019.

The total Work Experience allocation for PY 2019 - 2020 was 1,106.526, which is required to be fully expended by June 30, 2021. The total expenditures through June 30, 2020 were \$978.090.62, and are reflected in the table below by Provider of Service.

Work Experience Expenditure Report			
Provider	Total Allocated Funds	YTD Expenditures June 30, 2020	Percent of Total Expended Funds
FCEOC	\$342,935.00	\$378,235.63	110%
Equus Workforce Solutions	\$444,431.00	\$467,430.14	105%
Proteus, Inc.	\$192,047.00	\$82,356.75	43%
WHCCD	\$127,113.00	\$50,068.10	39%
Total	\$1,106,526	\$978,090.62	88%

Staff has no concerns spending all funds allocated to PY 2019-2020 by June 30, 2021.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	5
MEETING DATE:	November 19, 2020
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, Senior Deputy Director
SUBJECT: Fourth 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 Fourth 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 the following areas: In-School Youth (ISY)/Out of School Youth (OSY) numbers served, ISY expenditures, ISY/OSY placements, and IS/OSY certificate of attainment. Provider did not meet performance goals for OSY expenditures. The Median Wage baseline was exceeded.

ResCare: Provider met performance goals for the following areas: ISY/OSY numbers served, OSY expenditures, ISY/OSY placements, and ISY/OSY certificate of attainment. Provider did not meet performance goals for ISY expenditures. The Median Wage baseline was exceeded.

Proteus, Inc.: Provider met performance goals for the following areas: ISY/OSY numbers served, ISY/OSY expenditures, ISY/OSY placements, and ISY/OSY certificate of attainment. The Median Wage baseline was exceeded.

WHCCD: Provider met performance goals for ISY Placements. Provider did not meet performance goals for the following areas: ISY/OSY numbers served, ISY/OSY expenditures, OSY placement, and ISY/OSY certificate of attainment. The Median Wage baseline was exceeded.

Youth Offender Services (ResCare): Provider met performance goals for the following areas: ISY/OSY numbers served, ISY expenditures, ISY/OSY placements, and ISY/OSY certificate of attainment. Provider did not meet performance for OSY expenditures. The Median Wage baseline was exceeded.

Note: Median Wage for PY 2019-2020 was under negotiation and the proposed base line was \$2,817.00.

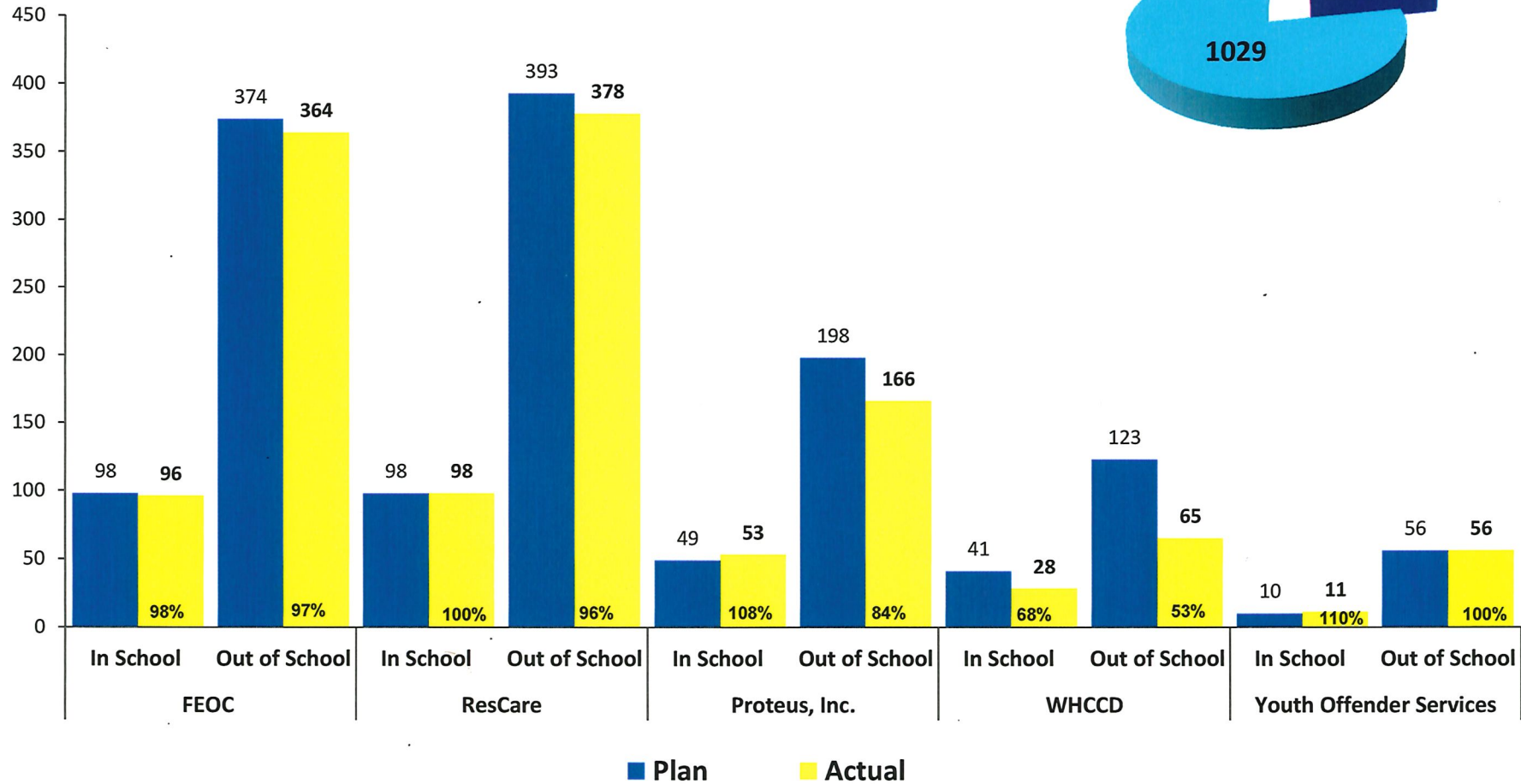
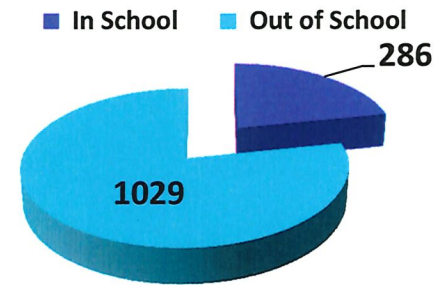
ATTACHMENT:

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

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

Youth Served

Total Served- 1315

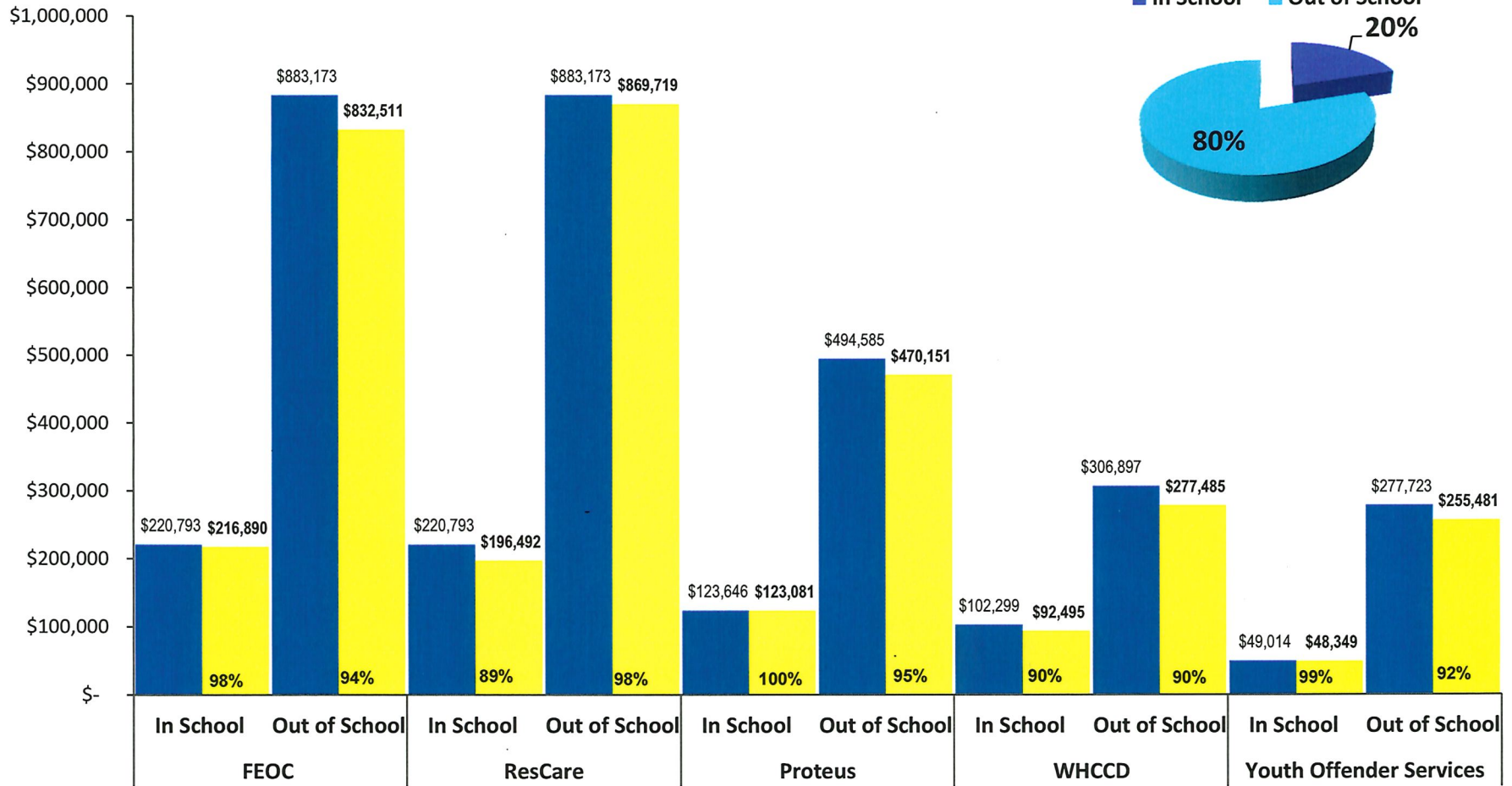
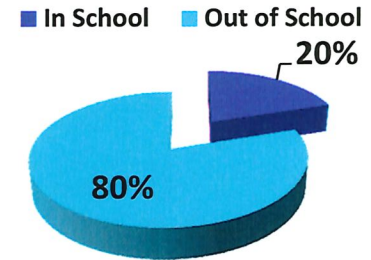


Note: Number served goal is 95%

ATTACHMENT

Youth Expenditures

Total Expenditures



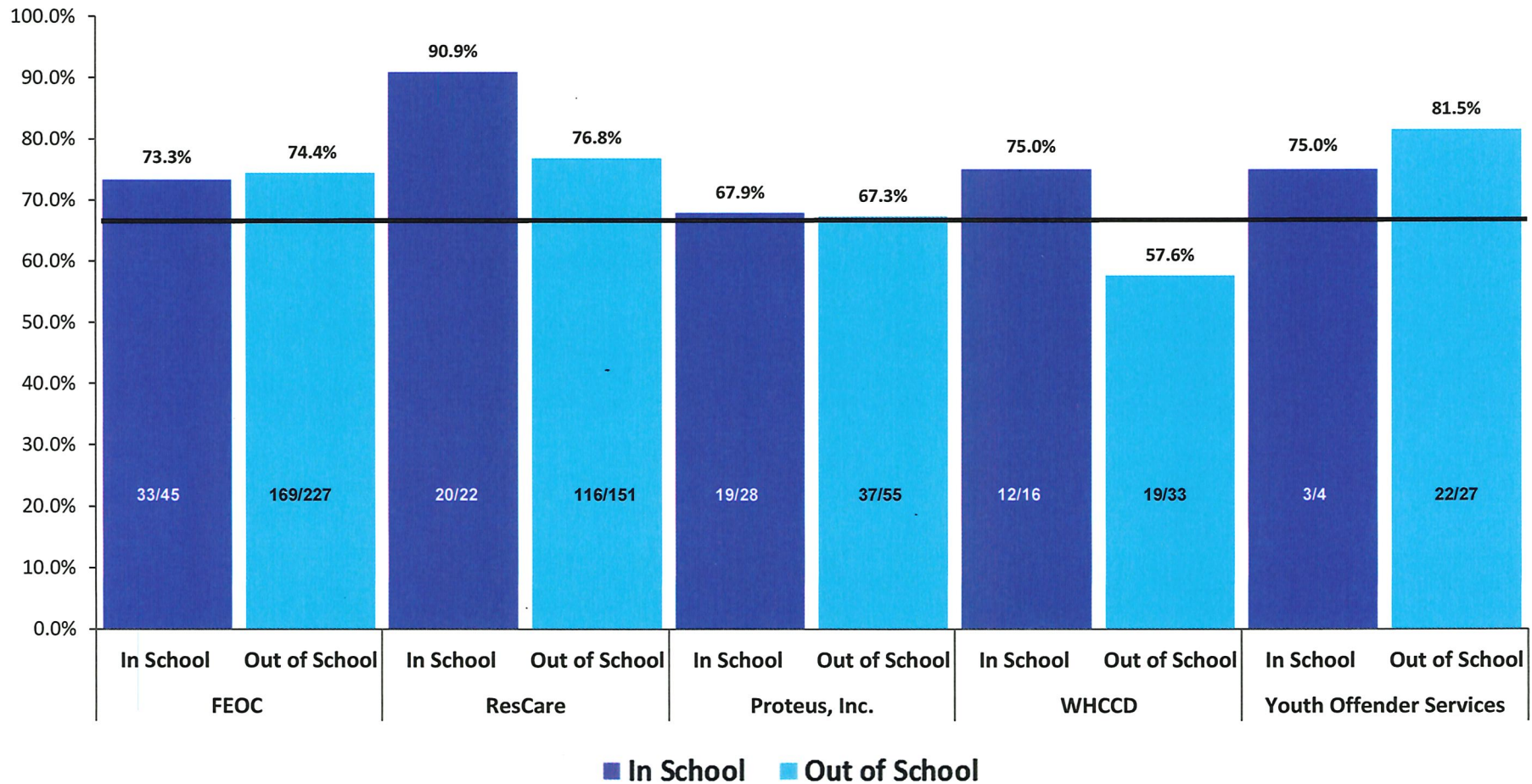
Note: WIOA mandates a minimum of 75% Out-of-School Expenditures and a maximum of 25% In-school Expenditures. The expenditures goal range is 95% to 100%.

■ Plan ■ Actual

Youth Placement in Employment or Education

Goals

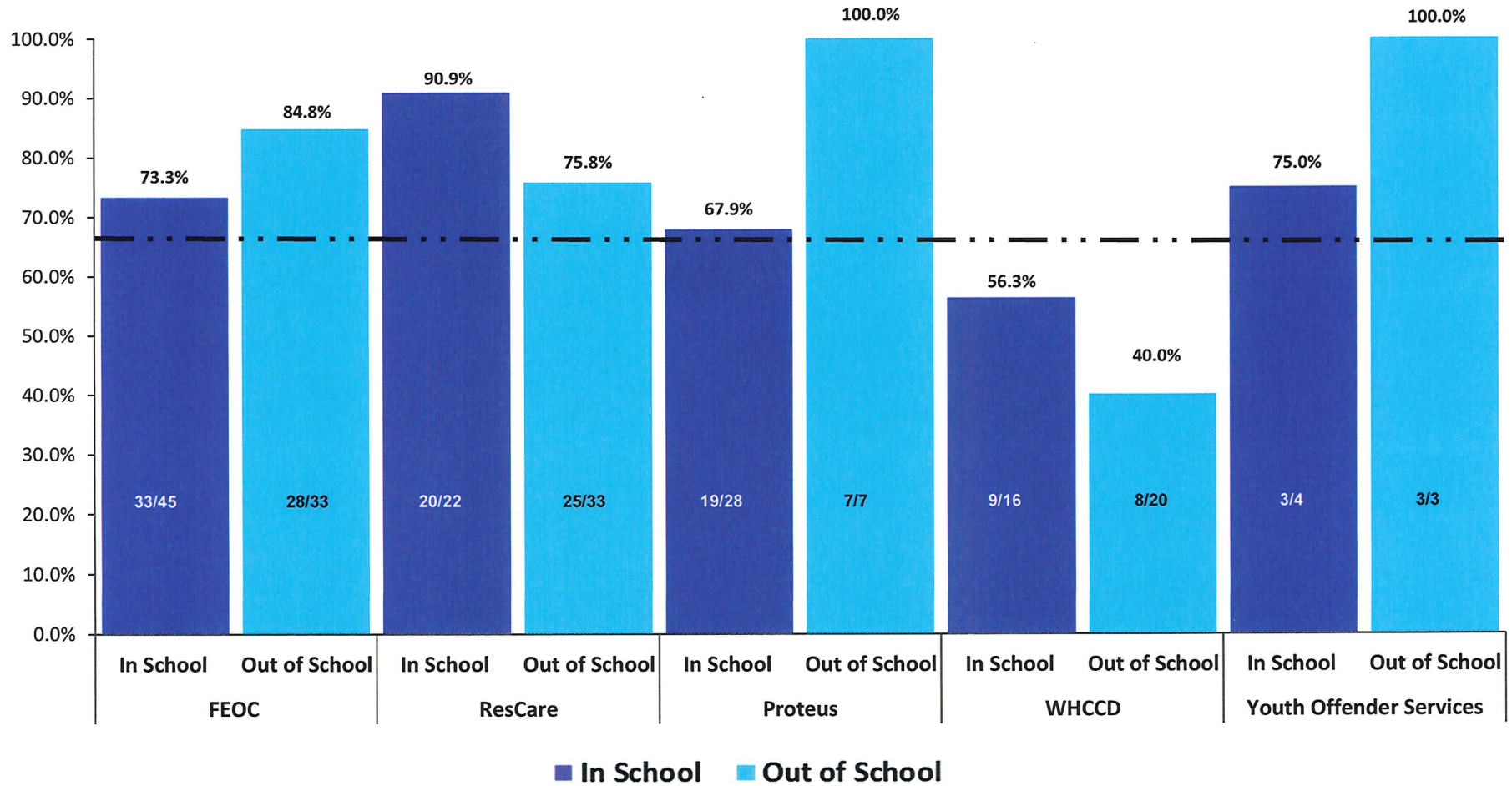
Placement 65.5%



Youth Certificate of Attainment

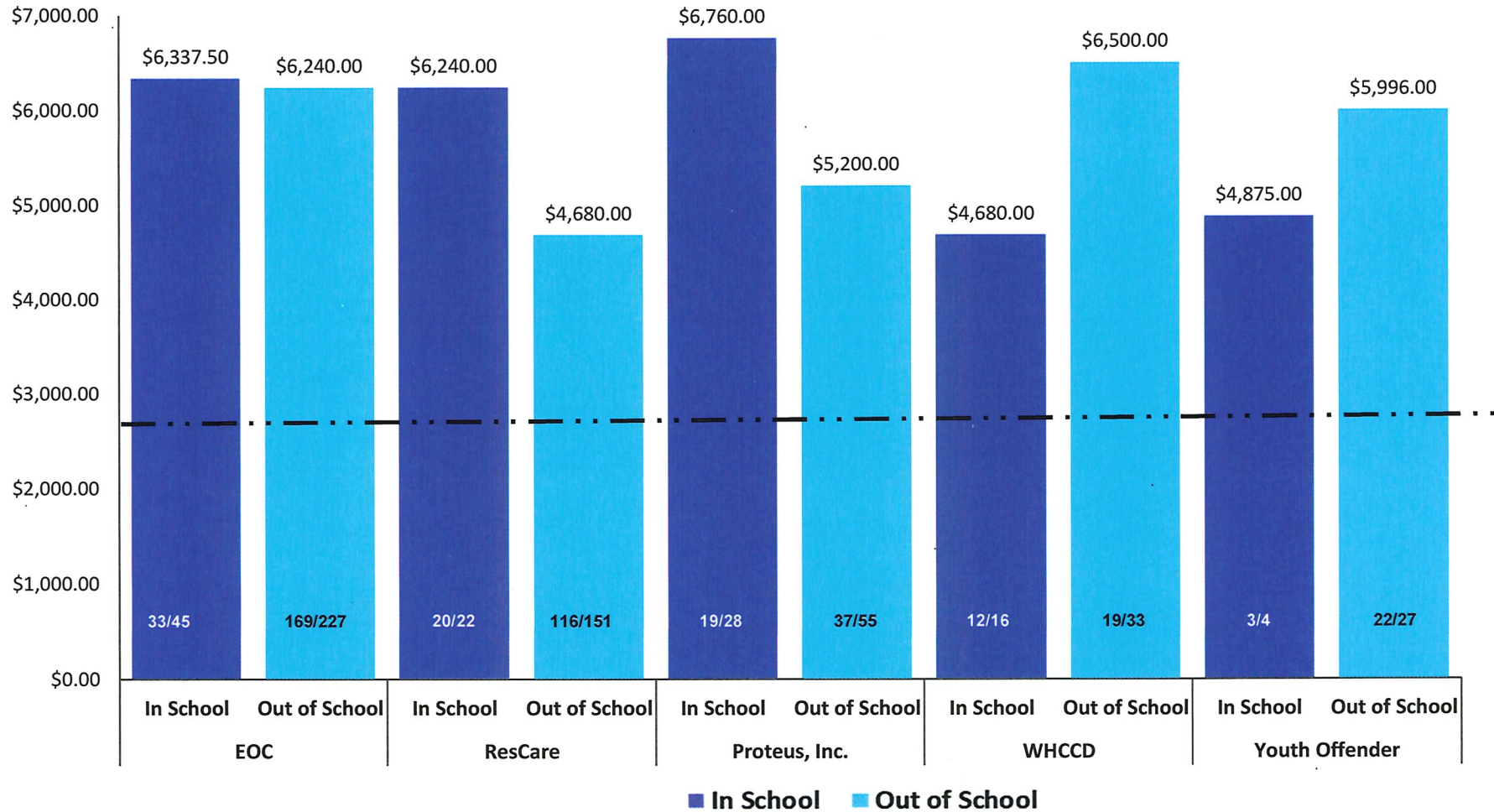
Goals

Certificate of Attainment 65% 



Youth Median Wage

Baseline
Median Wage \$ 2,817 — . . . — .



Note: The proposed Base Line for PY 2019-2020 is \$2,817.00.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	6
MEETING DATE:	November 19, 2020
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, Senior Deputy Director
SUBJECT: First Quarter Local Performance Results Report for Program Year 2020-2021

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) 2020-2021.

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 the following areas: In-School Youth (ISY)/Out of School Youth (OSY) numbers served, ISY/OSY expenditures, ISY/OSY placements, and ISY/OSY certificate of attainment. The Median Wage was exceeded.

Equus Workforce Solutions: Provider met performance goals for the following areas: ISY/OSY numbers served, ISY expenditures, ISY/OSY placements, and ISY/OSY certificate of attainment. Provider did not meet performance goals for OSY expenditures. The Median Wage was exceeded.

Proteus, Inc.: Provider met performance goals for the following areas: ISY/OSY numbers served, ISY/OSY placements, ISY/OSY certificate of attainment, and OSY median wage. Provider did not meet performance goals for ISY/OSY expenditures and median wage for ISY.

WHCCD: Provider met performance goals for OSY Placements and OSY certificate of attainment. Provider did not meet performance goals for the following areas: ISY/OSY numbers served, ISY/OSY expenditures, ISY placement, and ISY certificate of attainment. The Median Wage was exceeded.

Youth Offender Services (Equus Workforce Solutions): Provider met performance goals for the following areas: ISY/OSY numbers served, ISY expenditures, ISY/OSY placements, and ISY certificate of attainment. Provider did not meet performance goals for the following areas: OSY expenditures and OSY certificate of attainment. The Median Wage was exceeded.

Note: Median Wage for PY 2020-2021 is \$3,700.

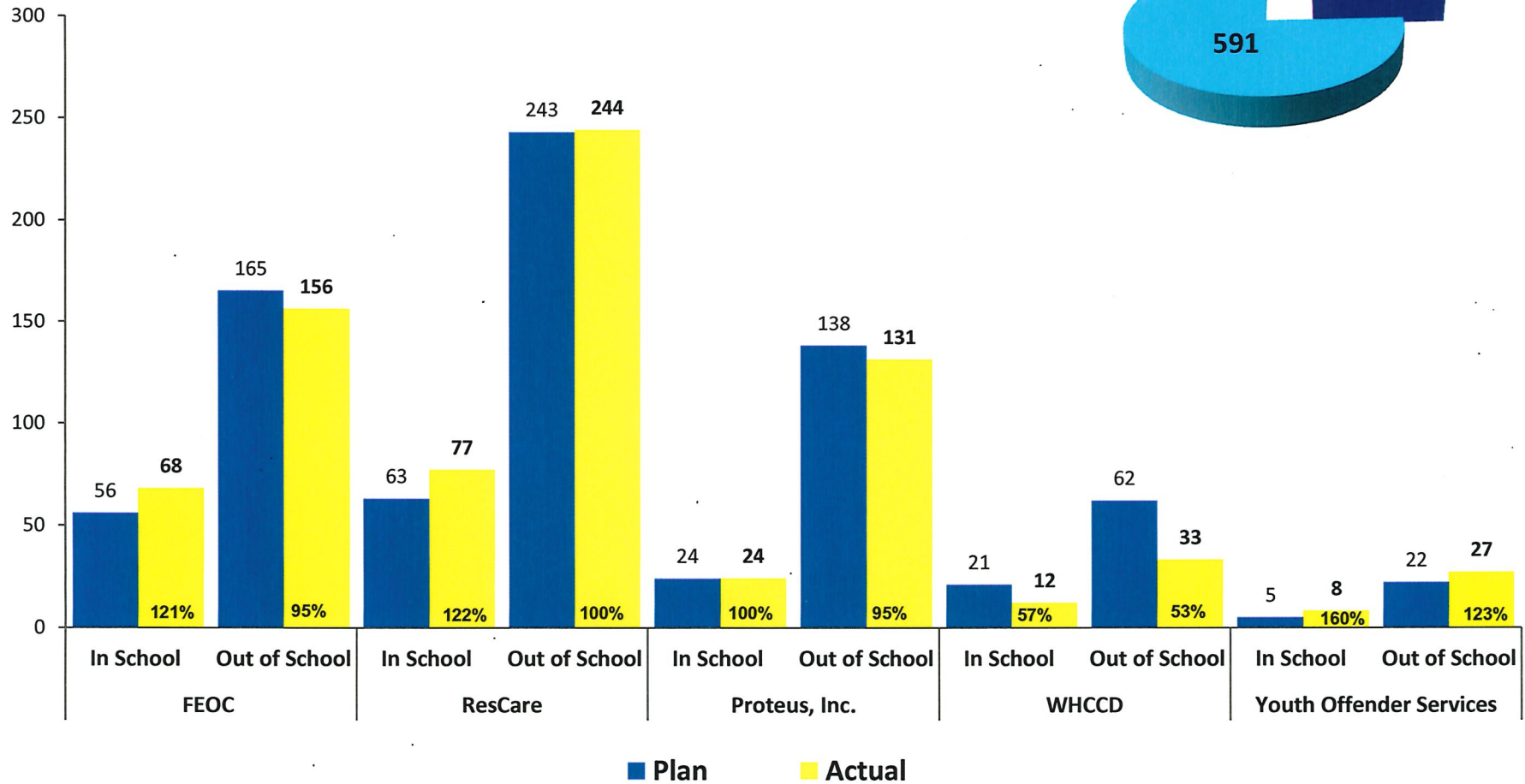
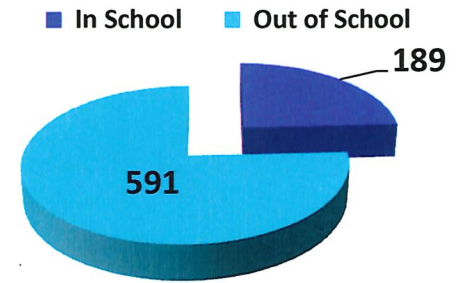
ATTACHMENT:

Young Adult Services Providers of Services Local Performance Results Report for the First Quarter of Program Year 2020-2021

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

Youth Served

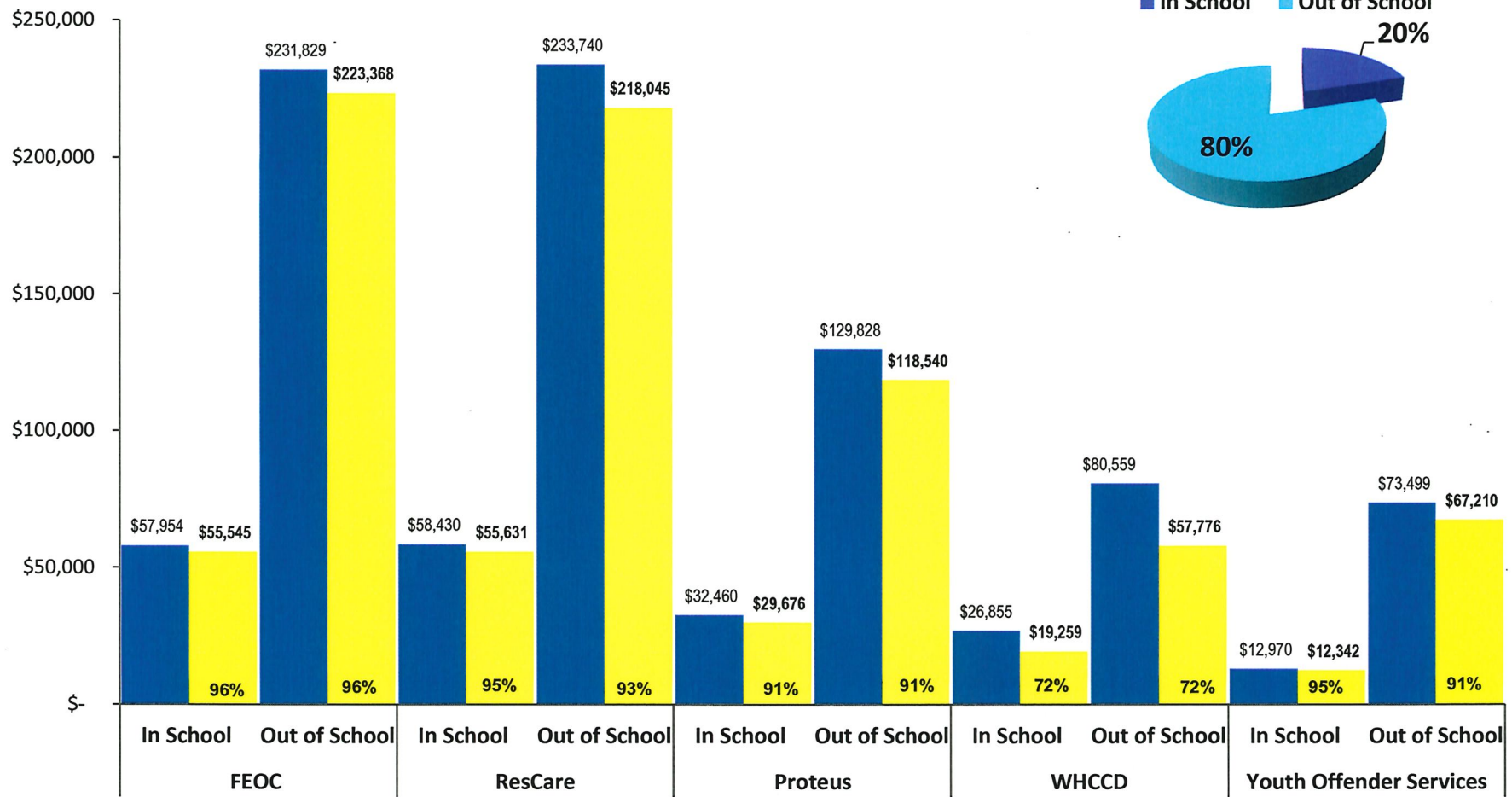
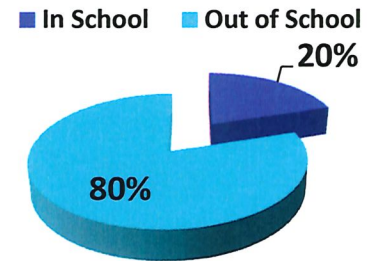
Total Served- 780



Note: Number served goal is 95%

Youth Expenditures

Total Expenditures



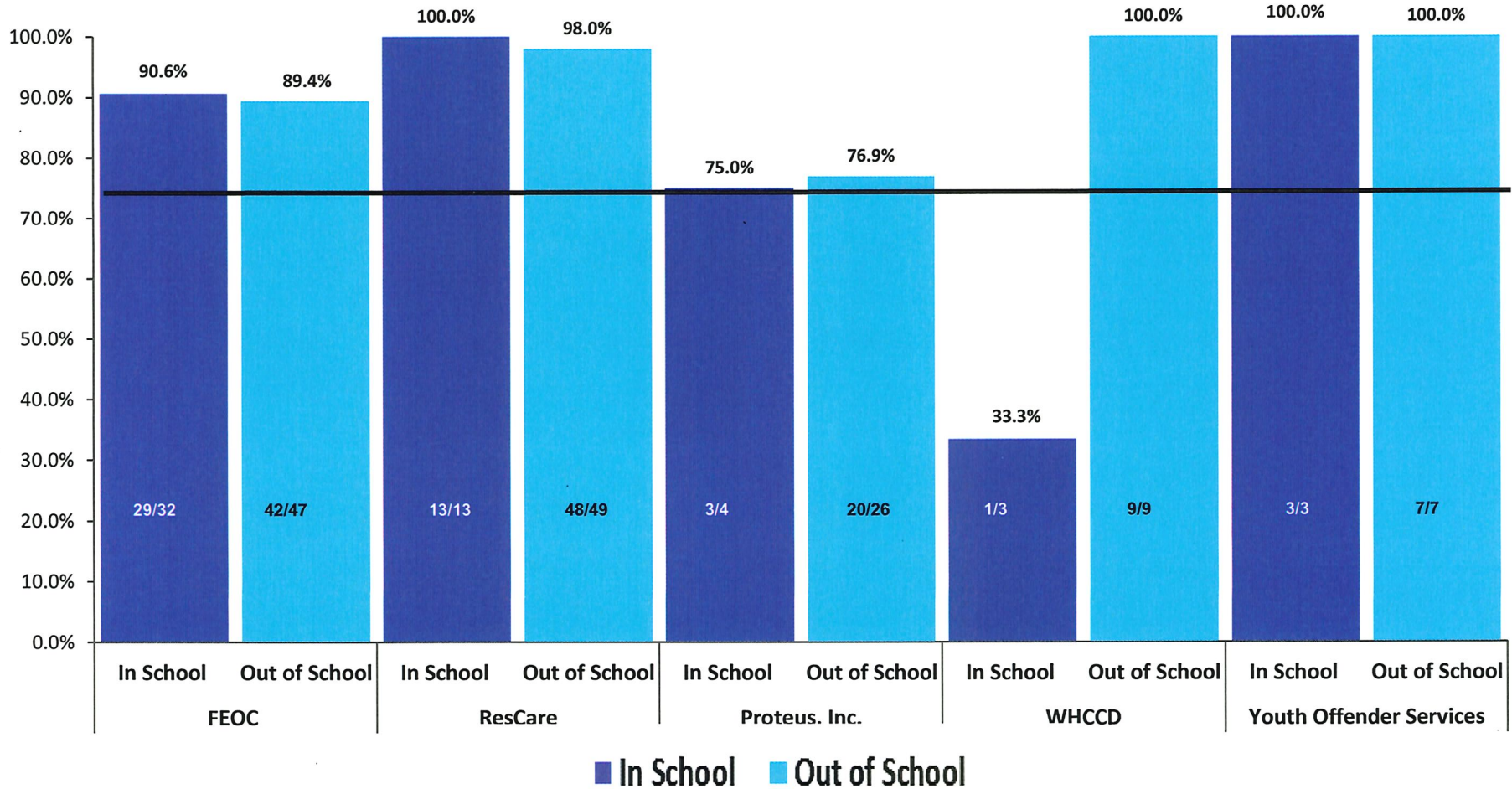
Note: WIOA mandates a minimum of 75% Out-of-School Expenditures and a maximum of 25% In-school Expenditures. The expenditures goal range is 95% to 100%.

■ Plan ■ Actual

Youth Placement in Employment or Education

Goals

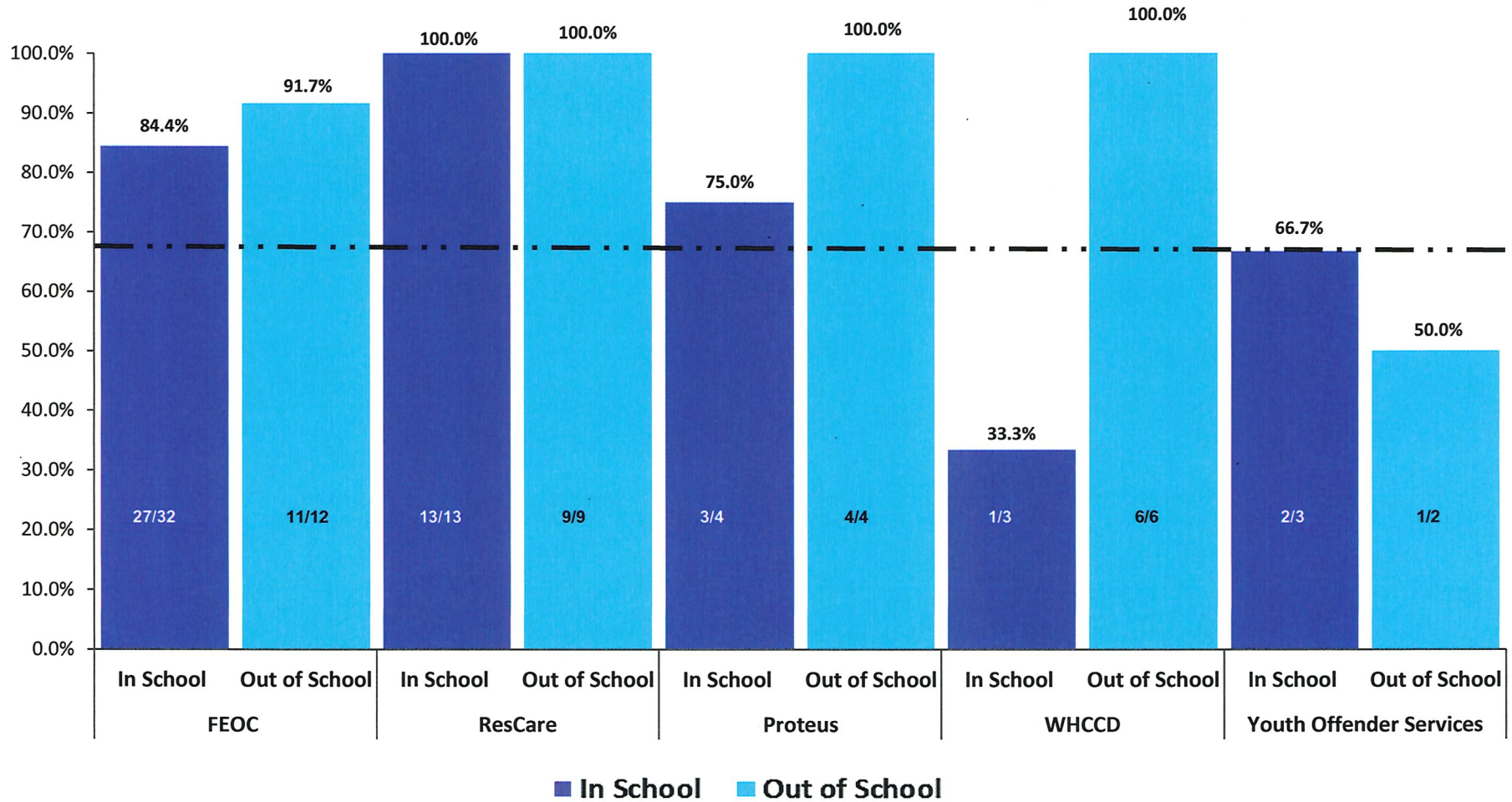
Placement 73.5%



Youth Certificate of Attainment

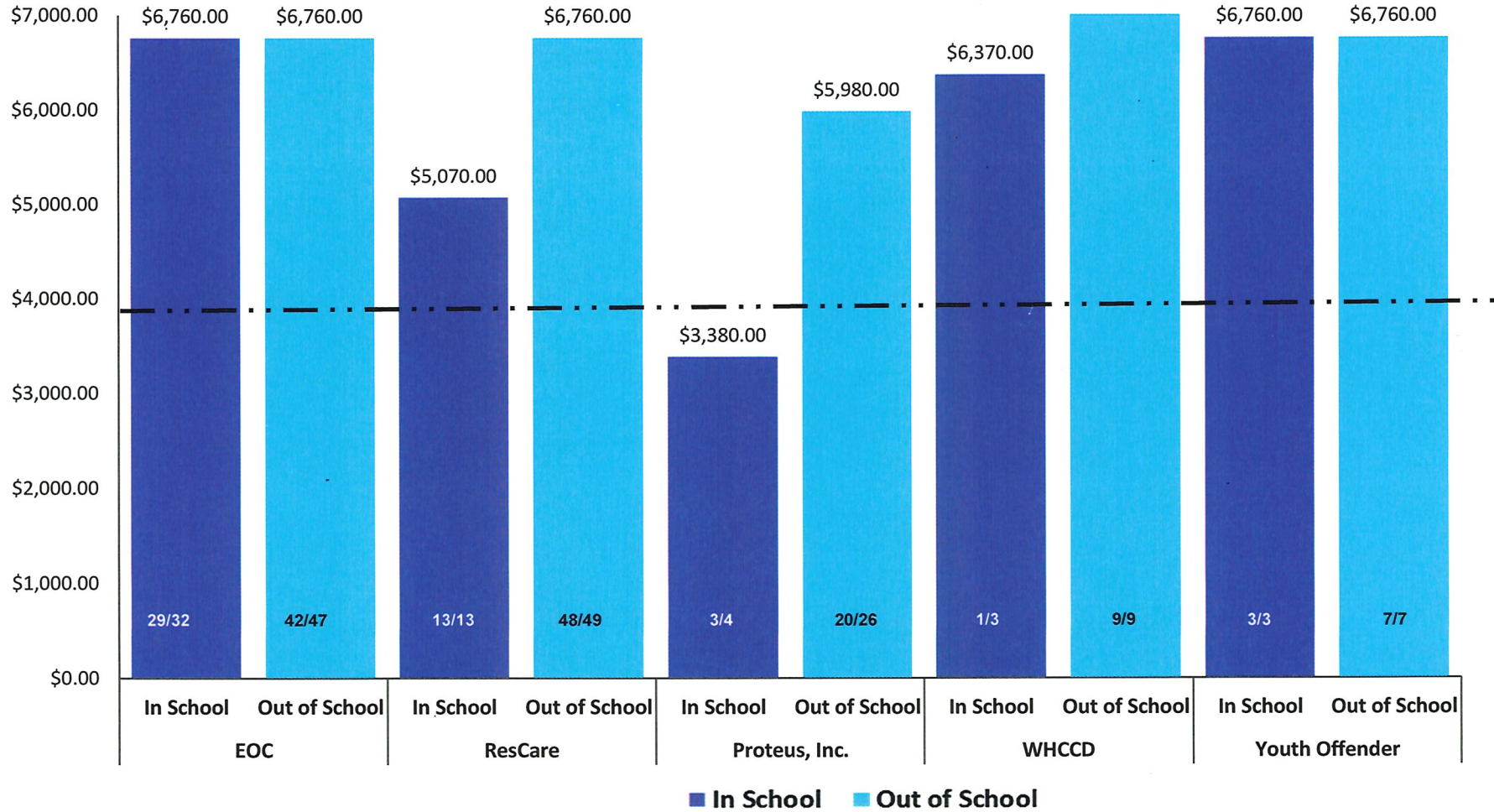
Goals

Certificate of Attainment 66.5% 



Youth Median Wage

Baseline
Median Wage \$ 3,700 — . . . — .



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	7
MEETING DATE:	November 19, 2020
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 and Procurement Manager
SUBJECT: Fourth Quarter Young Adult Satisfaction Report for Program Year 2019-2020

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Fourth Quarter Youth Adult 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.

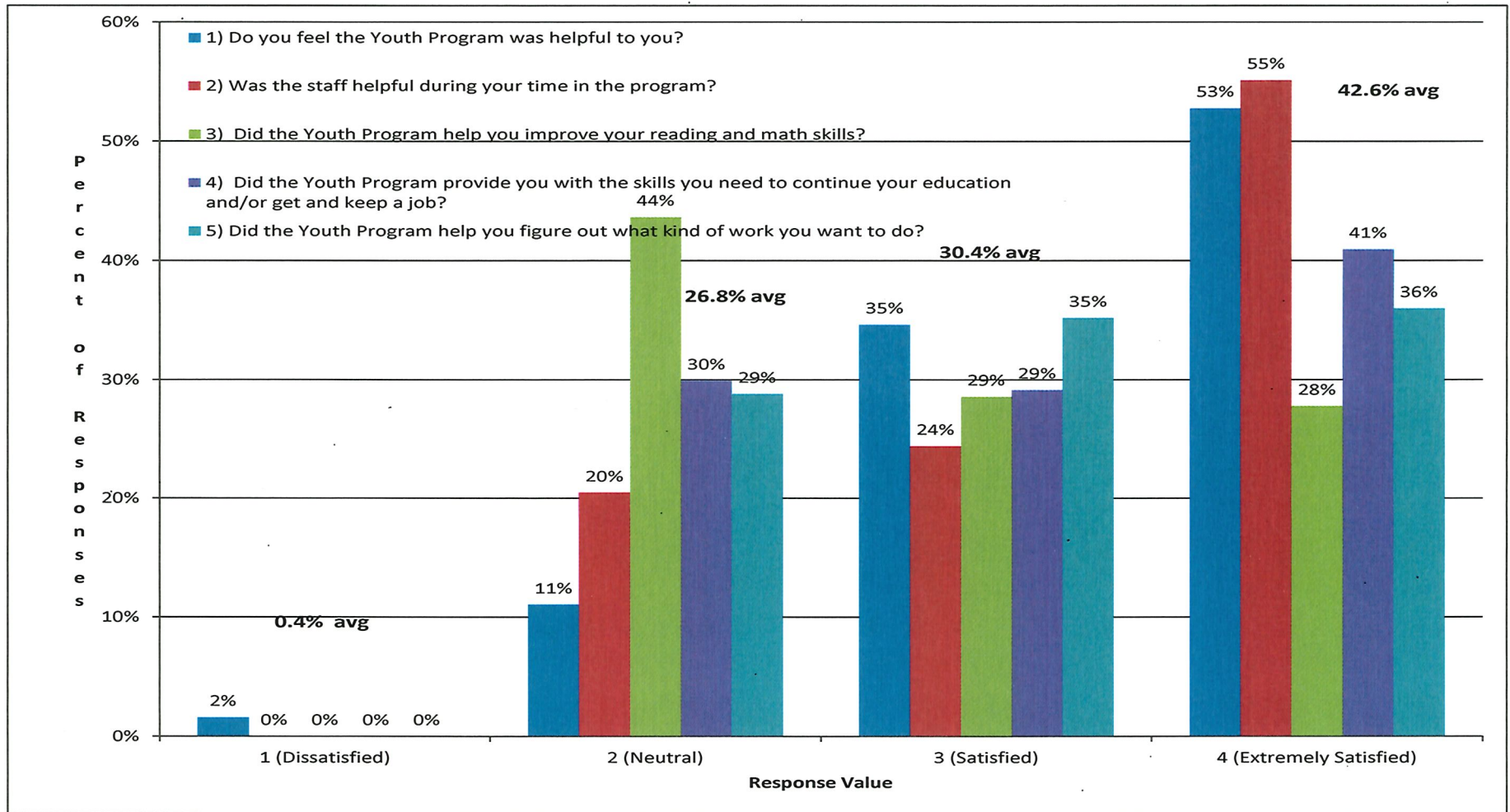
As part of this responsibility, FRWDB staff has implemented the Youth Adult Satisfaction process and data collection system. The FRWDB's sub-contracted providers of services submit their data to staff on a monthly basis. The data is aggregated, analyzed and reviewed on a quarterly basis and reported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

Fourth Quarter Young Adult Customer Satisfaction Report for Program Year 2019-2020

Fourth Quarter Young Adult Customer Satisfaction Report for Program Year 2019 – 2020



Surveys Received	119
Participants Closed	119
Survey Response Rate	100%

Participant Comments:

Staff nice and helpful; Process takes too long; The program is great; The Interview Workshop videos were very educational; Make us practice more on the mock interviews.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	8
MEETING DATE:	November 19, 2020
ACTION:	INFORMATION

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 and Procurement Manager
SUBJECT: Young Adult Program Exit Survey Update

INFORMATION:

At the Youth Council (Council) meeting on May 21, 2020, Director Barnes asked about the increasing "Neutral" rating as it applies to the question: "Did the Youth Program help you improve your reading and math skills?" After discussion by the Council, Fresno Regional Workforce Development Board (FRWDB) staff was directed to look into potential causes for this, including that the participants may not understand the question or the intent of the question.

Stephen DeWitt, Quality Systems Manager and Procurement Manager, reviewed the last three (3) years of data and confirmed the observation. Mr. DeWitt held a meeting with Young Adult Provider management and the FRWDB Young Adult Coordinator, Ana Escareno, to review the data and discuss possible causes and possible solutions.

It turns out the increasing number of "Neutral" selections for this question coincided with the implementation of the Workforce Innovation and Opportunity Act (WIOA).

As you recall, under the previous law, Workforce Investment Act, younger youth were the focus, where 75% of our enrollments had to be in this demographic. As implemented by the local area, the focus for Youth was on "Academic Excellence". This put an emphasis on assessment work and mandating a two (2) grade gain in reading and math, whether a youth was basics skills deficient or not, before moving through the program to career exploration and/or vocational training.

Under WIOA, the focus is on Youth (now known locally as Young Adults) who are between the ages of 18 and 24, where our enrollments must be at a minimum of 75%. As such, our emphasis is now on career exploration, job search, vocational training, and occupational learning opportunities through work experience. For Younger Youth, the focus remains on academics.

In collaboration between Providers and FRWDB staff, we revised the question to be more encompassing of all of the work we do with Young Adults, both from a career and academic perspective. The question now reads: "Did the assessments/tests help you identify your career or educational interests?"

Mr. DeWitt released the attached tool for implementation on July 1, 2020, as a pilot for the first quarter of the Program Year.

ATTACHMENT:

Young Adult Exit Survey Tool



YOUNG ADULT PROGRAM EXIT SURVEY

Thank you for being a participant in the Workforce Connection Young Adult Program. We are always looking for ways to continually improve our program and would like for you to complete our survey.

Please Use the Following Scale to Rate Our Services

1 2 3 4
Dissatisfied Neutral Satisfied Extremely Satisfied

SURVEY QUESTIONS	CIRCLE YOUR RESPONSE
1. Do you feel the Young Adult Program was helpful to you?	1 2 3 4
2. Was the staff helpful during your time in the program?	1 2 3 4
3. Did the assessments/tests help you identify your career or educational interests?	1 2 3 4
4. Did the Young Adult Program provide you with the skills you need to continue your education and/or get and keep a job?	1 2 3 4
5. Did the Young Adult Program help you figure out what kind of work you want to do?	1 2 3 4
6. What suggestions or ideas do you have for us to make this program better?	
<hr/> <hr/> <hr/> <hr/>	

If the survey was conducted by telephone:

Person conducting survey: _____

Date/Time of survey: _____

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	9
MEETING DATE:	November 19, 2020
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 and Procurement Manager
SUBJECT: First Quarter Young Adult Satisfaction Report for Program Year 2020-2021

RECOMMENDATION:

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the First Quarter Youth Program Satisfaction Report for Program Year (PY) 2020-2021.

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.

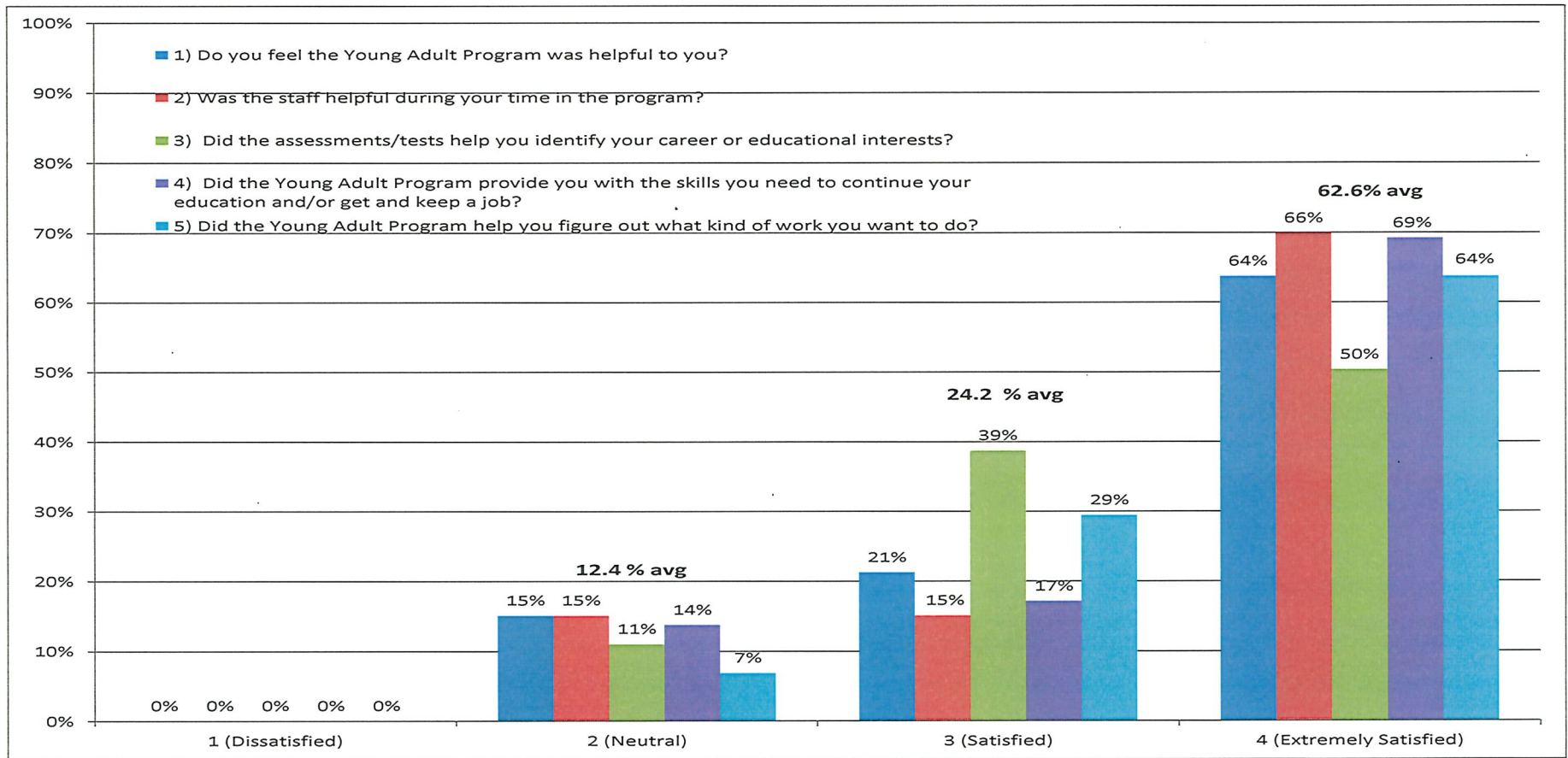
As part of this responsibility, FRWDB staff has implemented the Youth Program Satisfaction process and data collection system. The FRWDB's sub-contracted providers of services submit their data to staff on a monthly basis. The data is aggregated, analyzed and reviewed on a quarterly basis and reported 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 2020-2021

First Quarter Young Adult Customer Satisfaction Report for Program Year 2020-2021



Surveys Received	146
Participants Closed	206
Survey Response Rate	70.8%

Participant Comments:

.Thanks to the program and great staff, I became motivated and am now employed, got my HS diploma and plan to move on to college; my work experience employer kept me on while I went back to school and got my HS diploma; liked the ZOOM workshops; thank you for keeping me motivated when I went through hard times; increase the work experience hours; program is awesome; became employed as a Pharmacy Tech after completing training in that field; add a mentoring program to support those people who have self-confidence issues; landed a healthcare job at Clovis Community after completing her work experience; have a website that provides step by step instructions for how to become employed; got employed in the field I received training in (culinary arts); more social activities where people can get over their fear of interviewing and meeting new people; my work experience resulted in securing employment; the program helped me get through school and secure employment; an online version of the workshop should be available for refresher study when job searching on their own;

**FRESNO REGIONAL
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	10
MEETING DATE:	November 19, 2020
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 and Procurement Manager
SUBJECT: Fourth 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 Fourth 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 April 1, 2020, through June 30, 2020.

ATTACHMENT:

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

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

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 Program Year (PY) 2019-2020	390	1) Service Code Utilization issues 2) Career Track Process issues 3) Program Flow issues 4) Job Readiness Process issues 5) Participant Plan issues 6) Selective Service Issue Disallowed cost Findings 1 through 5 were conditionally closed; Disallowed Cost of \$57.94 was repaid after the final report was issued; 1 finding from PY 18-19 remains open, a 2 nd finding was closed. Provider remains on monthly file reviews for these issues.
Fresno Economic Opportunities Commission PY 2019-2020	310	1) Youth Work-based Learning Process issues 2) Eligibility issues 3) Selective Service Issue Disallowed cost Finding 1 conditionally closed pending monthly reviews; Findings 2 and 3 closed; Disallowed cost of \$34.14 was repaid prior to issuance of final report.

*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 2019-2020 Fiscal Annual	333	No Findings

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

Sub-Recipient	Contract #(s)
West Hills Community College District PY 2019-2020 Fiscal Annual	290

**FRESNO REGIONAL
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	11
MEETING DATE:	November 19, 2020
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 and Procurement Manager
SUBJECT: First Quarter Providers of Services' Monitoring Report for Program Year 2020-2021

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 2020-2021.

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, 2020, through September 30, 2020.

ATTACHMENT:

Youth Providers of Services' Monitoring Report First Quarter, Program Year 2020-2021

**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/Equus Program Year (PY) 2020-2021	320

Fiscal Monitoring:

*Fiscal monitoring of the following sub-recipients was completed during the first quarter: **NONE***

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

Sub-Recipient	Contract #(s)
West Hills Community College District PY 2019-2020 Fiscal Annual	290
Rescare/Equus PY 2019-2020 Fiscal Closeout	320, 324

**FRESNO REGIONAL
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	12
MEETING DATE:	November 19, 2020
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 and Procurement Manager
SUBJECT: Fourth 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 Fourth Quarter of Program Year (PY) 2019-2020.

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 2019-2020.

**FRESNO REGIONAL
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	13
MEETING DATE:	November 19, 2020
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 and Procurement Manager
SUBJECT: First Quarter Providers of Services' Customer Complaint Report for Program Year 2020-2021

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) 2020-2021.

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 First Quarter of PY 2020-2021.

**FRESNO REGIONAL
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	14
MEETING DATE:	November 19, 2020
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 2019-2020

INFORMATION:

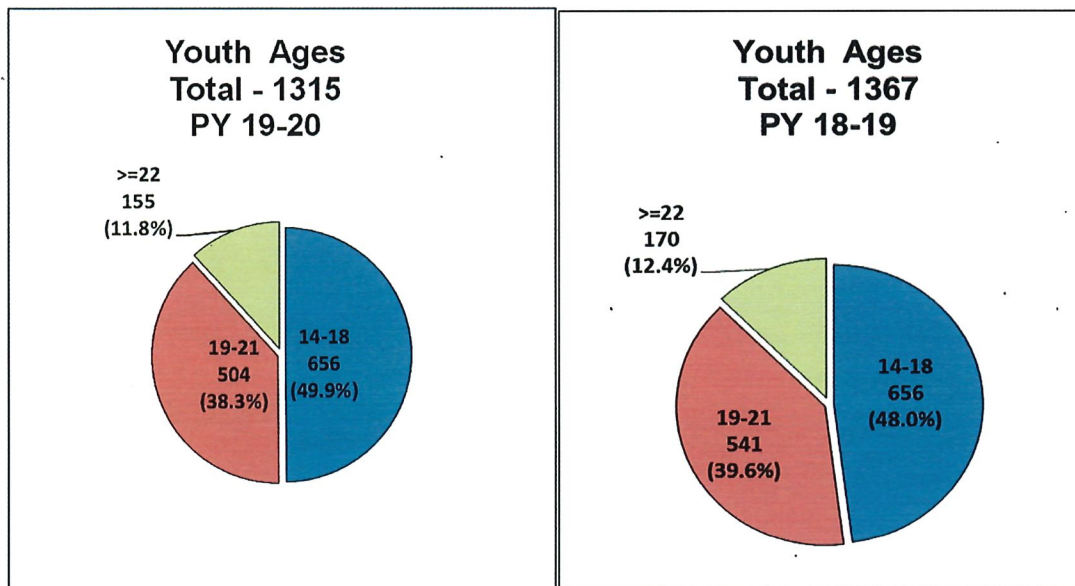
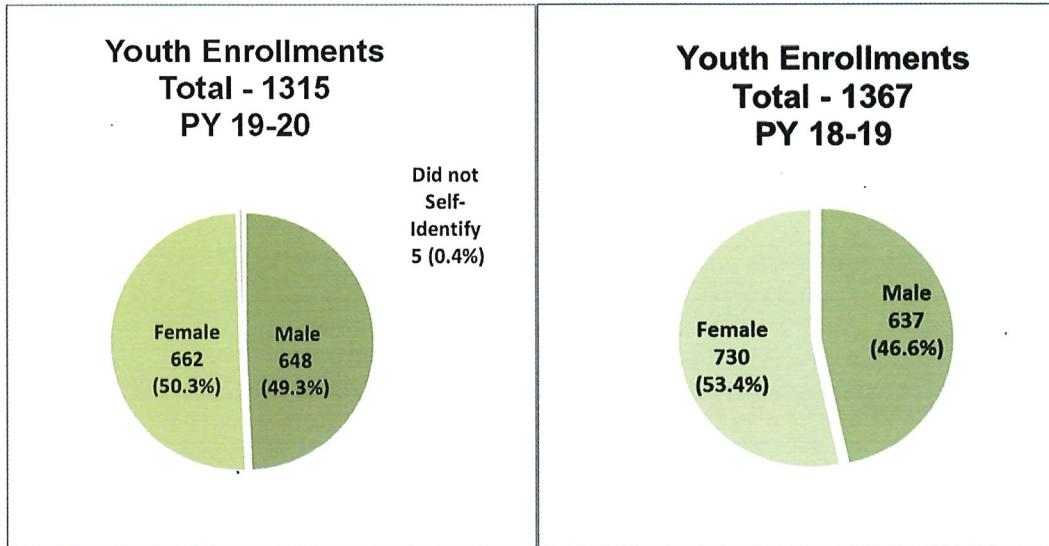
Per the Youth Council's direction, the Fresno Regional Workforce Development Board (FRWDB) staff provides cumulative quarterly reports of various demographics for the FRWDB's youth enrollments. Attached are the reports for the Fourth Quarter of Program Year 2019-2020.

ATTACHMENT:

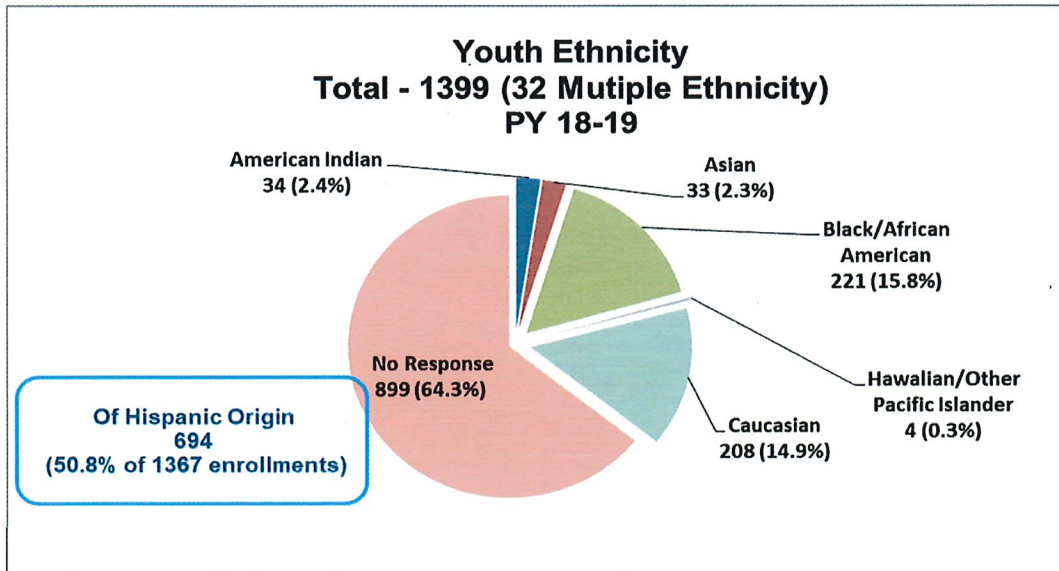
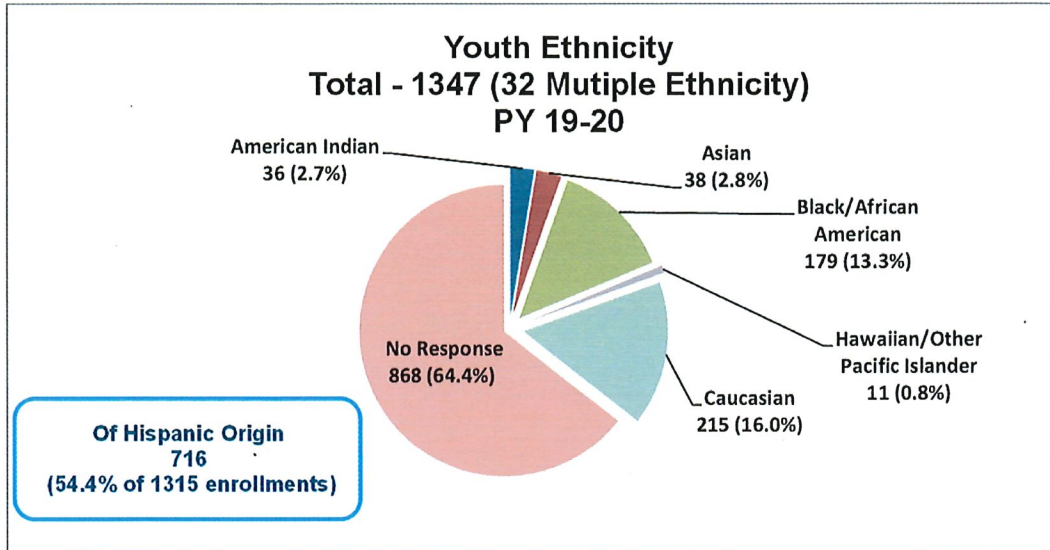
Youth Demographics Fourth Quarter, Program Year 2019-2020



Youth Demographics Fourth Quarter, Program Year 2019-2020

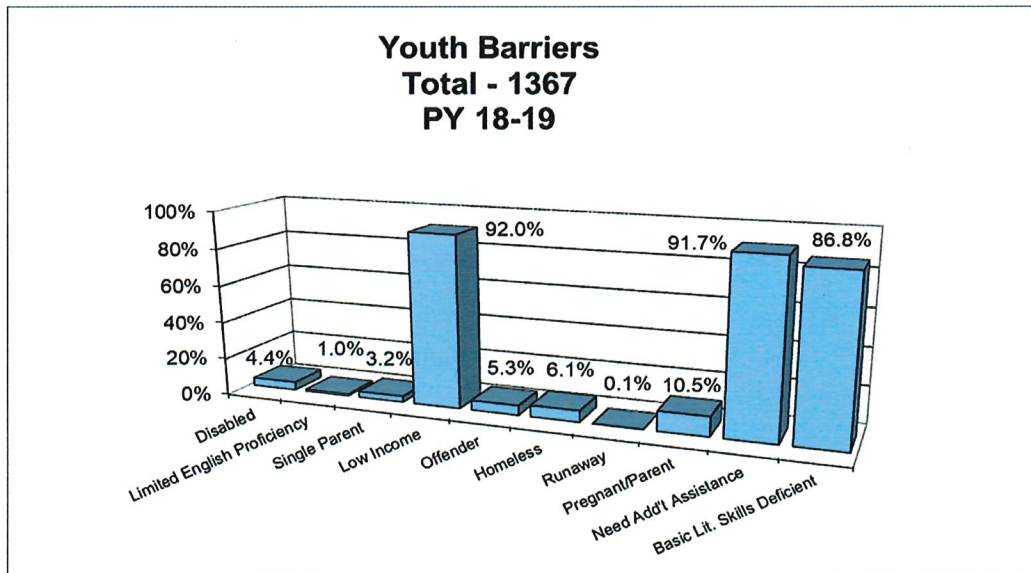
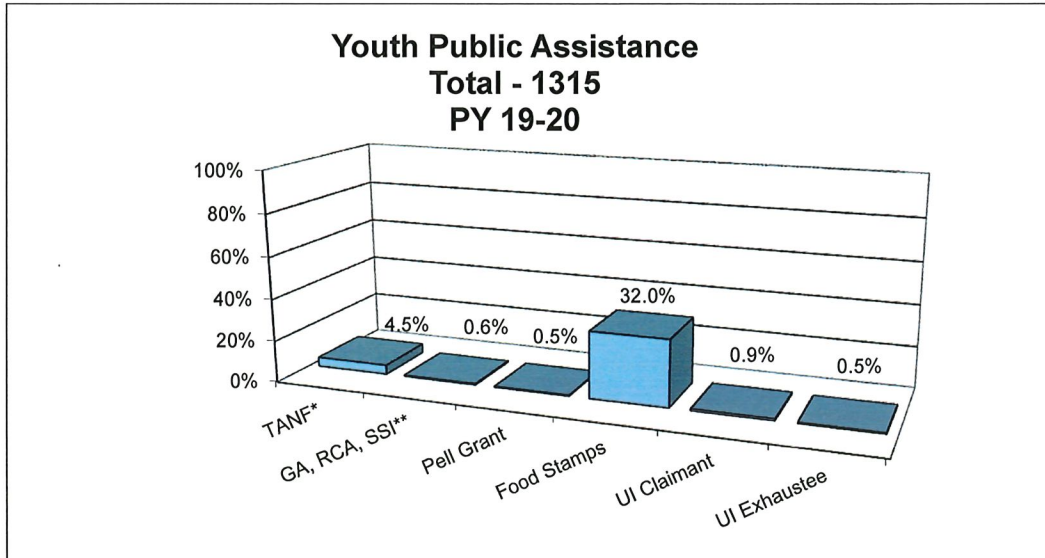


Youth Demographics Fourth Quarter, Program Year 2019-2020



Youth Demographics

Fourth Quarter, Program Year 2019-2020

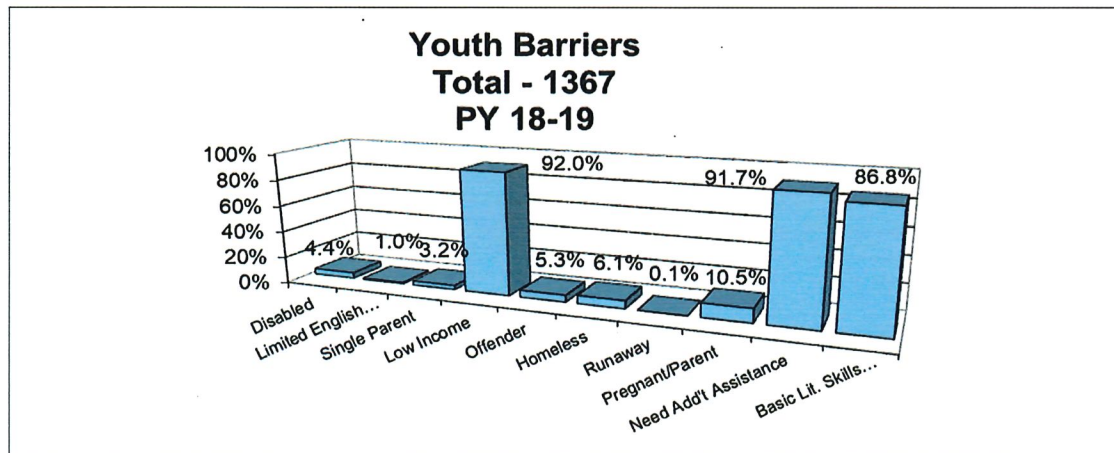
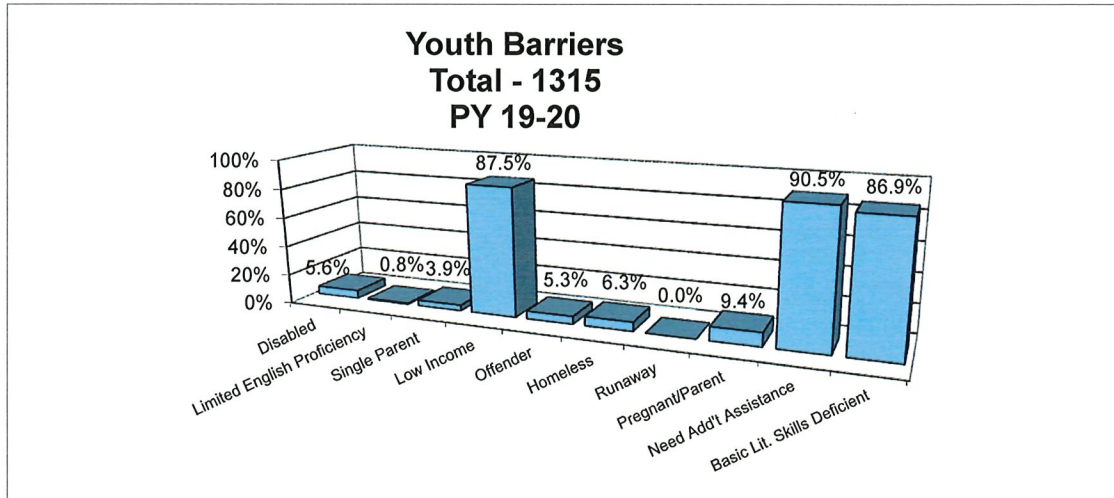


TANF - Temporary Assistance for Needy Families

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

UI - Unemployment Insurance

Youth Demographics Fourth Quarter, Program Year 2019-2020

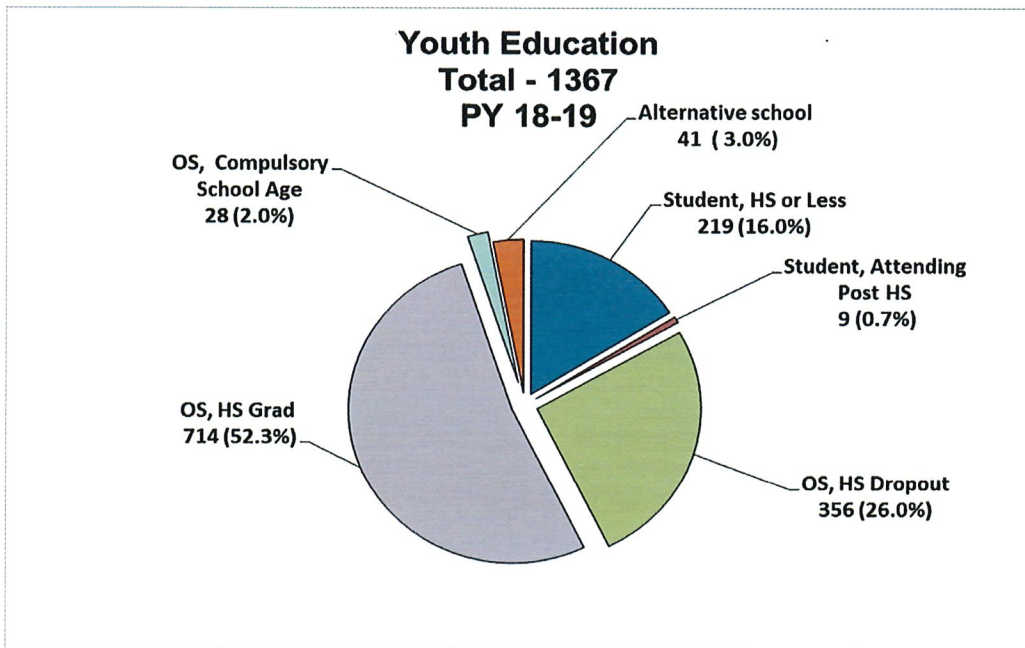
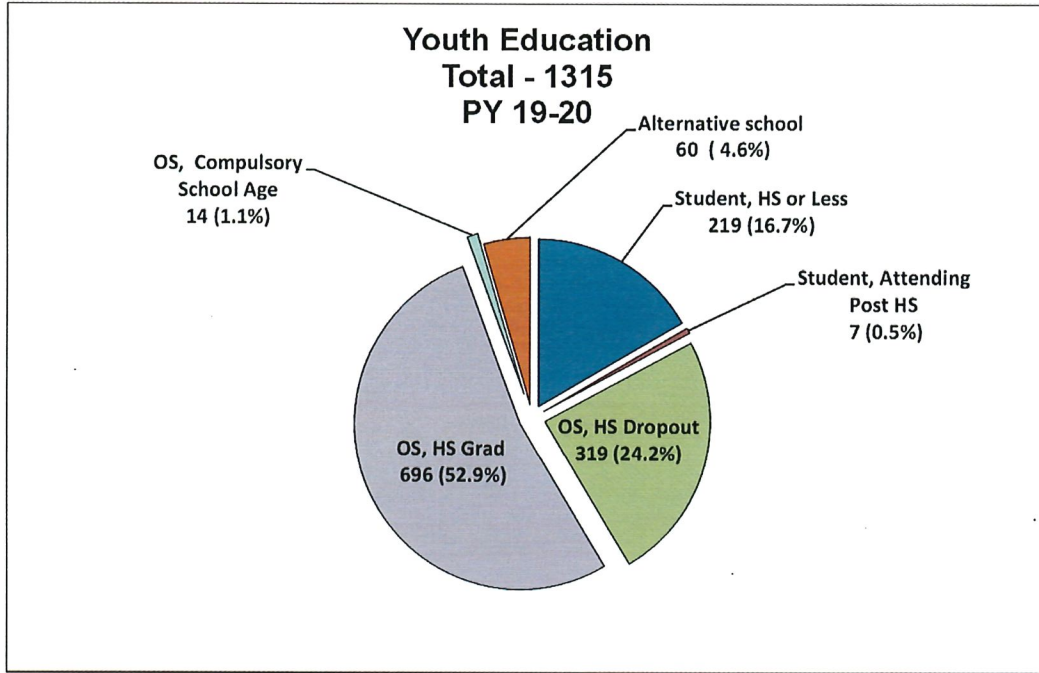


Additional Assistance Barriers

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 2019-2020



**FRESNO REGIONAL
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	15
MEETING DATE:	November 19, 2020
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 2020-2021

INFORMATION:

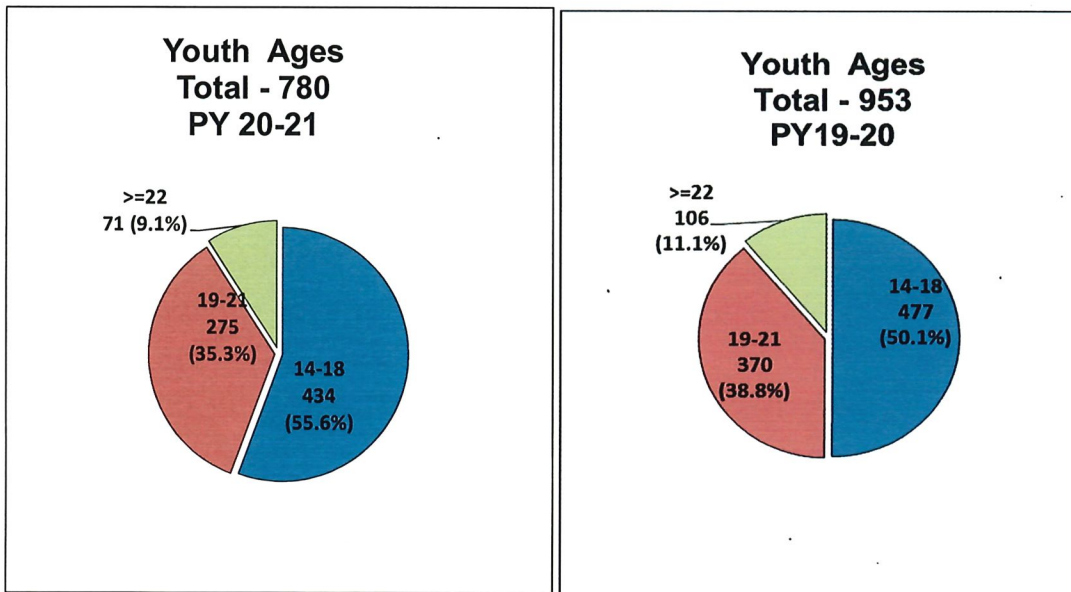
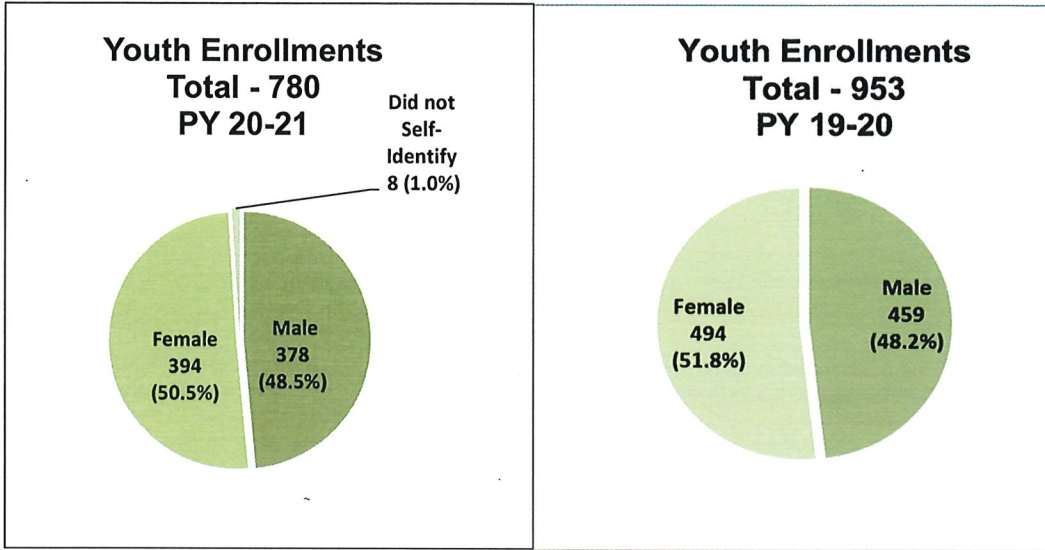
Per the Youth Council's direction, the Fresno Regional Workforce Development Board (FRWDB) staff provides cumulative quarterly reports of various demographics for the FRWDB's youth enrollments. Attached are the reports for the First Quarter of Program Year 2020-2021.

ATTACHMENT:

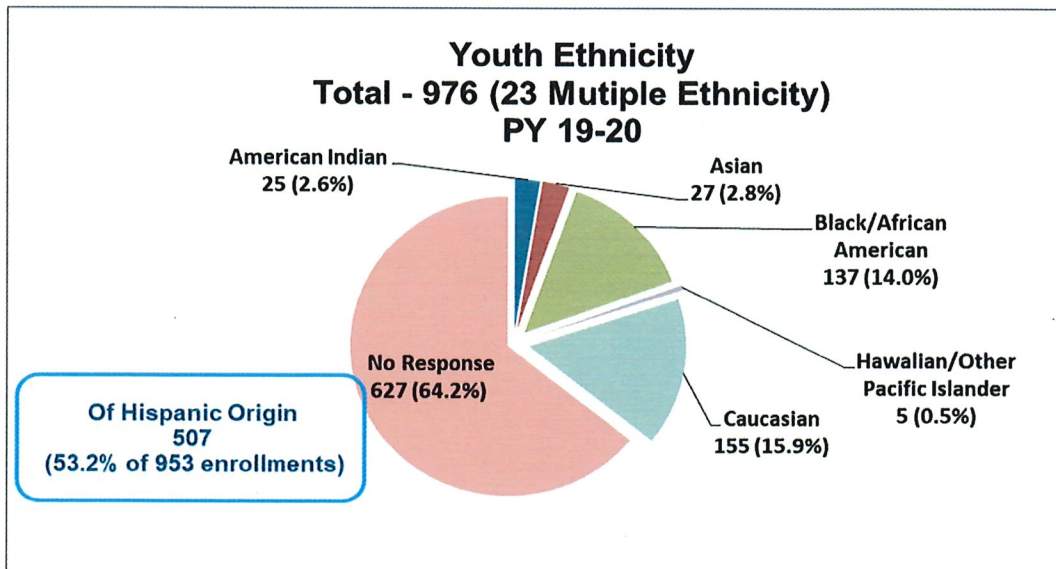
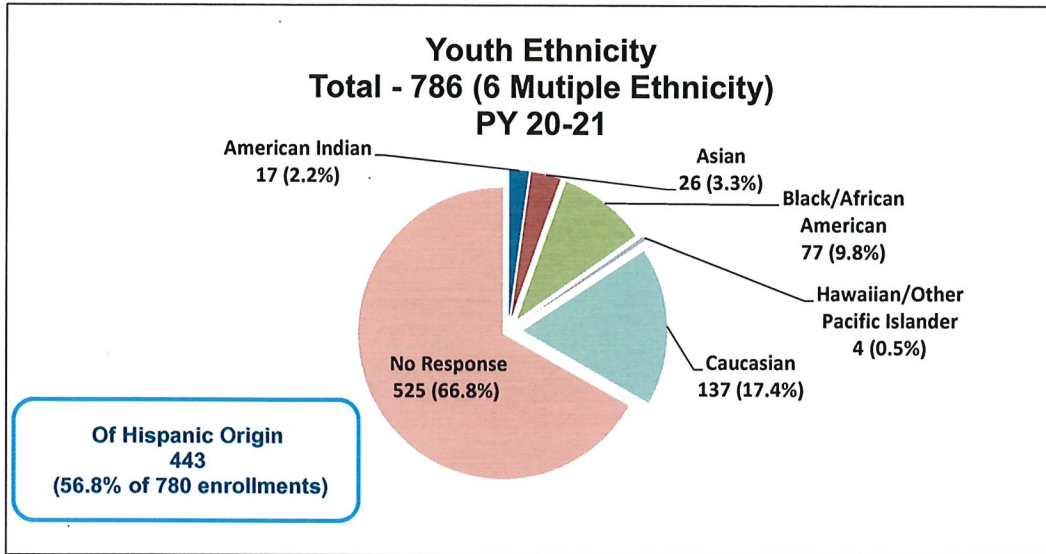
Youth Demographics First Quarter, Program Year 2020-2021



Youth Demographics First Quarter, Program Year 2020-2021

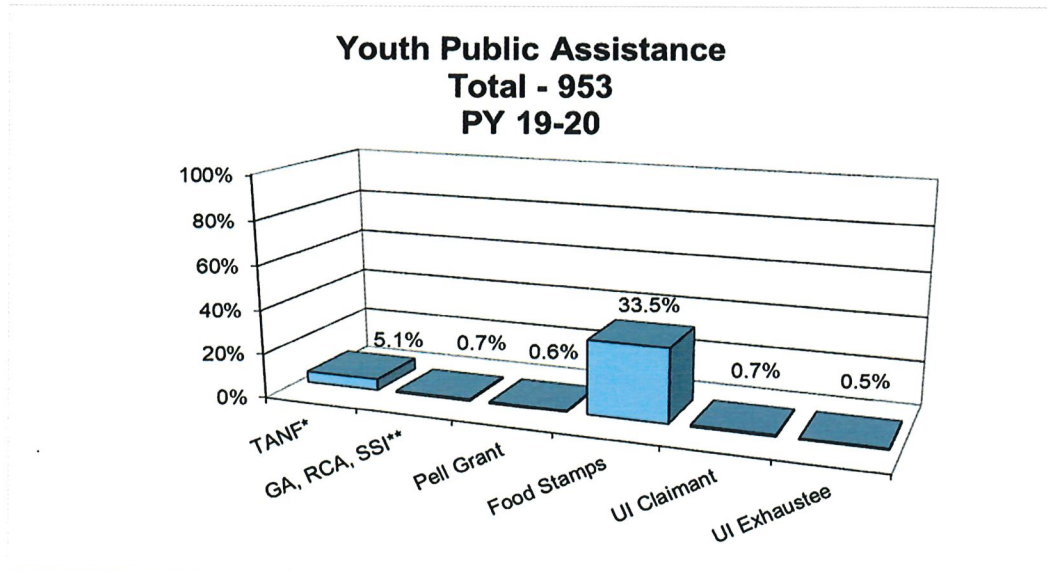
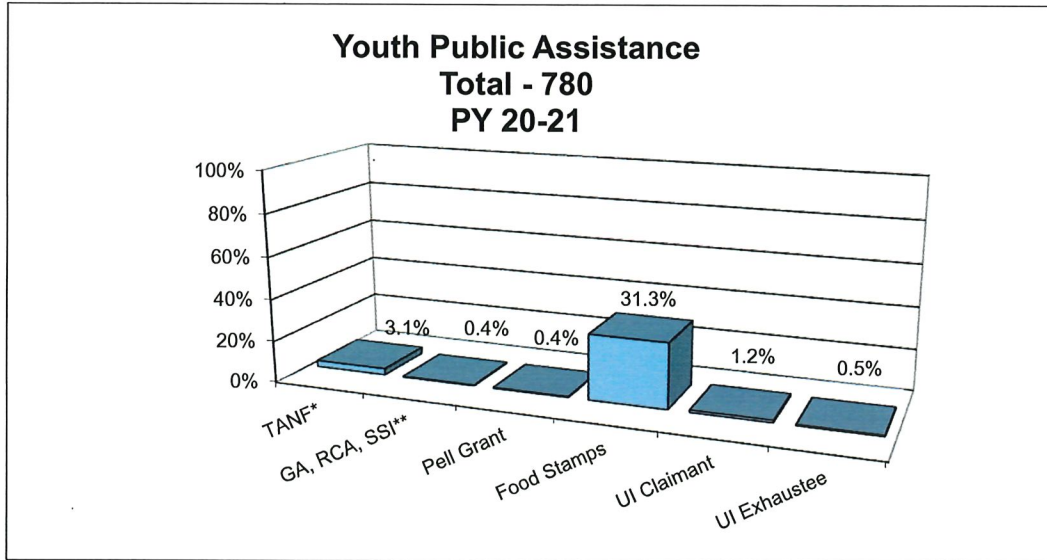


Youth Demographics First Quarter, Program Year 2020-2021



Youth Demographics

First Quarter, Program Year 2020-2021

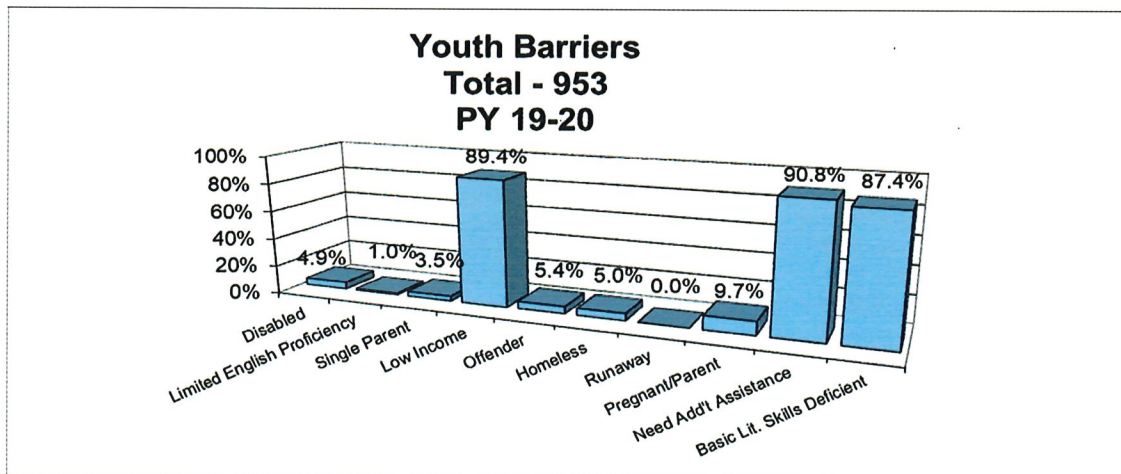
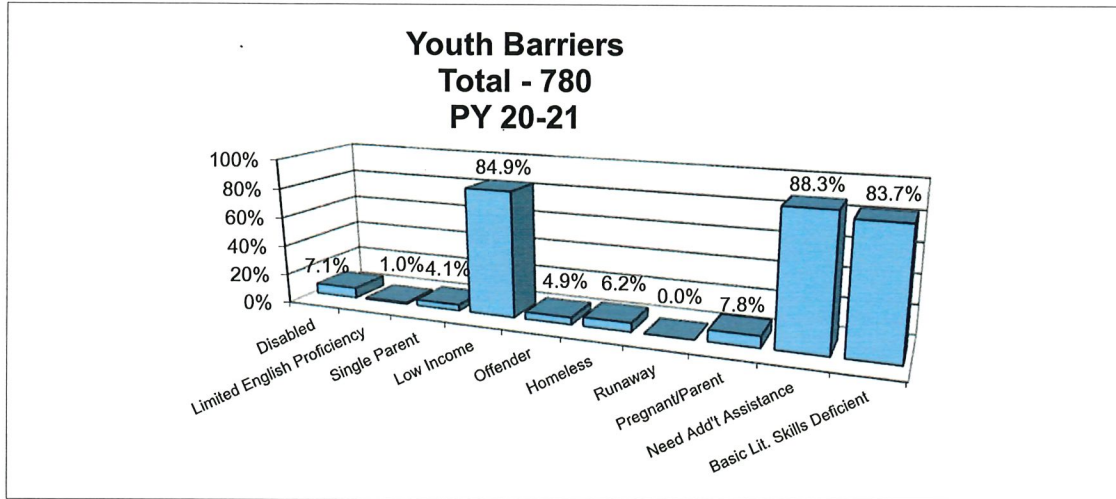


TANF - Temporary Assistance for Needy Families

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

UI - Unemployment Insurance

Youth Demographics First Quarter, Program Year 2020-2021



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 First Quarter, Program Year 2020-2021

