

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Adult Council  
October 22, 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 conference call and can be accessed as follows:**

**Use the information below to join this meeting:**

**Join Zoom Meeting**  
<https://us02web.zoom.us/j/85048345720>

**or Call In: 1-669-900-6833**

**Meeting ID: 850 4834 5720**

**The public may participate in the meeting as otherwise permitted under the Brown Act by calling into the number above.**

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**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.

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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, Special Adult Council Meeting Minutes	Konczal	Yes	Approve	5
2.	Fresno Regional Workforce Development Board Outstanding Achievement Awards	Varela	Yes	Information	11
3.	WIOA One-Stop Operator and Adult and Dislocated Worker Services Request for Proposals	Konczal	Yes	Recommend to Approve	12
4.	Department of Health and Human Services - Administration for Children and Families Fatherhood Grant Funding Allocation	Stogbauer	Yes	Recommend to Approve	13
5.	Workforce Innovation and Opportunity Act Adult and Dislocated Worker Carryover Funding Recommendations for Program Year 2020-2021	Stogbauer	Yes	Recommend to Approve	15
6.	Fourth Quarter Workforce Innovation and Opportunity Act Adult Participant Training Report for Program Year 2019-2020	Stogbauer	Yes	Recommend to Accept	16

## 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 #
7.	Fourth Quarter Local Performance Results Reports for Program Year 2019-2020	Stogbauer	Yes	Recommend to Accept	18
8.	First Quarter Local Performance Results Reports for Program Year 2020-2021	Stogbauer	Yes	Recommend to Accept	24
9.	Fourth Quarter Providers of Services' Monitoring Report for Program Year 2019-2020	DeWitt	Yes	Recommend to Accept	30
10.	First Quarter Providers of Services' Monitoring Report for Program Year 2020-2021	DeWitt	Yes	Recommend to Accept	32
11.	Fourth Quarter Providers of Services' Customer Complaint Report for Program Year 2019-2020	DeWitt	Yes	Recommend to Accept	34
12.	First Quarter Providers of Services' Customer Complaint Report for Program Year 2020-2021	DeWitt	No	Recommend to Accept	36
13.	Fourth Quarter Job Seeker Customer Satisfaction Report for Program Year 2019-2020	DeWitt	Yes	Recommend to Accept	37
14.	First Quarter Job Seeker Customer Satisfaction Report for Program Year 2020-2021	DeWitt	Yes	Recommend to Accept	40
15.	Fourth Quarter Adult and Dislocated Worker Demographics Report for Program Year 2019-2020	Giles	Yes	Information	43
16.	First Quarter Adult and Dislocated Worker Demographics Report for Program Year 2020-2021	Giles	Yes	Information	50
17.	America's Job Centers of California Usage Report	Giles	Yes	Information	57
18.	Agenda Items for January 28, 2021, Meeting	Konczal	No	Discussion	--
19.	Meeting Feedback	Konczal	No	Discussion	--

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

	<b>1/23/20</b>	<b>Canceled 4/23/20</b>	<b>Special 5/21/20</b>	<b>7/23/20</b>	<b>10/22/20</b>
Bumatay	XX	XX	P	XX	
Daniel	XX	XX	P	XX	
Hensley*	XX	XX	P	--	--
Mercer	XX	XX	P	XX	
Olivares	XX	XX	P	XX	
Riojas	--	--	--	XX	
Rivinius	XX	XX	P	XX	
Van Horn	XX	XX	P	XX	
Watkins	XX	XX	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**

	<b>Executive Committee</b> 4:00 p.m.	<b>FAWIC Board</b> 4:00 p.m.	<b>Adult Council</b> 4:00 p.m.	<b>Business &amp; Industry Committee</b> 4:00 p.m.	<b>Workforce Development Board</b> 4:00 p.m.	<b>Youth Council</b> 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, 2<sup>nd</sup> Floor Sequoia Room

FAWIC, Executive Committee – FRWDB Administrative Office, 2125 Kern Street, #208



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	1
MEETING DATE:	October 22, 2020
ACTION:	APPROVE

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**TO:** Adult Council

**FROM:** Blake Konczal, Executive Director

**SUBJECT:** May 21, 2020, Special Adult Council Meeting Minutes

**INFORMATION:**

Approve the minutes of the May 21, 2020, Special Adult Council Meeting Minutes.

**ATTACHMENT:**

May 21, 2020, Special Adult Council Meeting Minutes

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

**Special Adult Council Meeting  
May 21, 2020**

## SUMMARY MINUTES

The meeting was called to order at 2:31 p.m. and was held via WebEx

ROLL CALL: PRESENT -	Raine Bumatay, David Daniel, Jeff Hensley, David Mercer (arrived at 2:34 p.m.), Joe Olivares, Elizabeth Rivinius, Stuart VanHorn (arrived at 2:40 p.m.) and Sherri Watkins
ABSENT -	None
AGENDA CHANGES:	None
ABSTENTIONS/RECUSALS/ DISCLOSURES OF POTENTIAL CONFLICTS OF INTEREST:	David Mercer – Item 5
CHAIR/STAFF REPORT:	None
PUBLIC COMMENTS:	None

<b>Item</b>	<b><u>Description/Action Taken</u></b>
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<b>1.</b>	<b><u>October 24, 2019, Adult Council Meeting Minutes</u></b>
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Chair Hensley presented the October 24, 2019, Adult Council (Council) meeting minutes for correction and/or approval.

**BUMATAY/OLIVARES – APPROVED THE OCTOBER 24, 2019, ADULT COUNCIL MEETING MINUTES. VOTE: YES – 7, NO – 0 (UNANIMOUS)**

Director Mercer arrived (2:34 p.m.)

<b>2.</b>	<b><u>Fresno Regional Workforce Development Board Outstanding Achievement Award</u></b>
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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 Ruben Macias. Mr. Macias is employed by Central Valley Gutters. Ms. Varela stated that a video presentation highlighting Mr. Macias' 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.

Director Van Horn arrived (2:40 p.m.)

3. **Workforce Innovation and Opportunity Act Adult and Dislocated Worker Funding Recommendation for Program Year 2020-2021**

Blake Konczal, Executive Director, FRWDB, stated that the California Employment Development Department (EDD) released the Workforce Innovation and Opportunity Act (WIOA) formula allocations for Program Year (PY) 2020-2021. The FRWDB received an increase of eight percent (8%) compared to the allocations received for PY 2019-2020. He also reported that the projected carryover of WIOA funds reflects a 15% increase compared to the last carryover cycle.

Mr. Konczal reviewed the funding allocations as outlined in the agenda item and stated that approval of this item would allocate \$16,748,243 of WIOA Adult and Dislocated Worker funds, and would allocate \$1,294,392 to carryover for PY 2021-2022.

**WATKINS/OLIVARES – RECOMMENDED THAT THE FRWDB APPROVE THE WORKFORCE INNOVATION OPPORTUNITY ACT ADULT AND DISLOCATED WORKER FUNDING RECOMMENDATION FOR PROGRAM YEAR 2020-2021. VOTE: YES – 8, NO – 0 (UNANIMOUS)**

4. **California Department of Forestry and Fire Protection Central Valley Forestry Corps Project Funding**

Phyllis Stogbauer, Deputy Director of Program Services, FRWDB, presented for the Council's recommendation to the FRWDB, the allocation of \$1,675,125.92, which was awarded by the California Department of Forestry and Fire Protection for the Central Valley Forestry Corps program. Ms. Stogbauer explained that the FRWDB will act as fiscal agent on this grant, and will partner with the Reedley Community College, Fresno Economic Opportunities Commission Local Conservation Corps, and the Associated California Loggers to develop the program and train forestry techs to help address tree mortality in California's forests. This grant will run through June 1, 2022. The funding allocation was detailed in the agenda item, and included administrative and program oversight, training, equipment purchases, case management, and paid work experiences.

**MERCER/OLIVARES – RECOMMENDED THAT THE FRWDB APPROVE THE CALIFORNIA DEPARTMENT OF FORESTRY AND FIRE PROTECTION CENTRAL VALLEY FORESTRY CORPS PROJECT FUNDING. VOTE: YES – 8, NO - 0 (UNANIMOUS)**

5. **Third Quarter Workforce Innovation and Opportunity Act Adult Participant Training Report for Program Year 2019-2020**

Ms. Stogbauer presented the Third Quarter of PY 2019-2020 WIOA Adult Participant Training Report for the Council's recommendation to the FRWDB. She reminded the Council that the FRWDB is mandated by the state to expend 30% of its funding on training. As of the Third Quarter, the FRWDB is on track to meet the 30% requirement.

Chair Hensley indicated that there appeared to be a discrepancy between the urban and rural areas in the cost per enrollee and cost per completion. Ms. Stogbauer indicated that FRWDB staff would look into that question and will report back to the Chair.

**OLIVARES/WATKINS – RECOMMENDED THAT THE FRWDB ACCEPT THE THIRD QUARTER WIOA ADULT PARTICIPANT TRAINING REPORT FOR PY 2019-2020. VOTE: YES – 7, NO – 0, ABSTENTION - 1 (UNANIMOUS)**

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

Ms. Stogbauer presented the Third Quarter Local Performance Results Report for PY 2019-2020, for the Council's recommendation to the FRWDB. Ms. Stogbauer reviewed the reports, which reflected the numbers served, expenditures, placement and credential rates, and median wage earnings at placement for Adult and Dislocated Worker clients, by Provider. Ms. Stogbauer reviewed each report and spoke to the areas in which a particular Provider had not met their goal. The Council had no questions about the reports.

**OLIVARES/VANHORN – RECOMMENDED THAT THE FRWDB ACCEPT THE THIRD QUARTER LOCAL PERFORMANCE RESULTS REPORTS FOR PROGRAM YEAR 2019-2020. VOTE: YES – 8, NO - 0 (UNANIMOUS)**

**7. Second and Third Quarters Providers of Services' Monitoring Report for Program Year 2019-2020**

Stephen DeWitt, Quality Systems Manager, FRWDB, presented the Second and Third Quarters Providers of Services' Monitoring Report for PY 2019-2020, for recommendation to the FRWDB. Mr. DeWitt reported for programmatic monitoring over these quarters, Proteus, Inc. had a total of three (3) findings. One (1) finding had been closed and two (2) had been conditionally closed. He noted that for PY 2018-2019 fiscal closeout monitoring, there had been no findings, and that the annual review for the current PY had no findings.

**VAN HORN/OLIVARES – RECOMMENDED THAT THE FRWDB ACCEPT THE SECOND AND THIRD QUARTERS PROVIDERS OF SERVICES' MONITORING REPORT FOR PROGRAM YEAR 2019-2020. VOTE: YES – 8, NO - 0 (UNANIMOUS)**

**8. Second and Third Quarters Providers of Services' Customer Complaint Report for Program Year 2019-2020**

Mr. DeWitt presented for the Council's recommendation to the FRWDB, the Second and Third Quarters Providers of Services' Customer Complaint Report for PY 2019-2020. Mr. DeWitt stated during the Second Quarter, no complaints were received, but during the Third Quarter, there were two (2) complaints received. One (1) of the complaints was for a denied waiver for cosmetology training and that complaint had been closed. The other complaint was related to training and was being reviewed and the results will be reported at the next meeting. The Council had no questions about the Customer Complaint Reports.

**VAN HORN/MERCER – RECOMMENDED THAT THE FRWDB ACCEPT THE SECOND AND THIRD QUARTERS PROVIDERS OF SERVICES' CUSTOMER COMPLAINT REPORT FOR PROGRAM YEAR 2019-2020. VOTE: YES – 8, NO - 0 (UNANIMOUS)**

**9. Second and Third Quarters Job Seeker Customer Satisfaction Report for Program Year 2019-2020**

Mr. DeWitt presented the Job Seeker Customer Satisfaction Report for the Second and Third Quarters of PY 2018-2019 for the Council's recommendation to the FRWDB. Mr. DeWitt noted that on the Basic Career Services report, the comments and scores were still positive, but that there was a decrease in the survey response rate, possibly due to the Shelter-in-Place orders that went into effect in March. On the Placement Satisfaction report, the response rate went up, but there were very few comments.

**MERCER/OLIVARES – RECOMMENDED THAT THE FRWDB ACCEPT THE SECOND AND THIRD QUARTERS JOB SEEKER SATISFACTION REPORT FOR PROGRAM YEAR 2019-2020. VOTE: YES – 8, NO - 0 (UNANIMOUS)**

**10. Program Year 2018-2019 Workforce Innovation and Opportunity Act Local Area Adult and Dislocated Worker Performance Results**

Tim Giles, Deputy Director of Information Systems, FRWDB, presented the PY 2018-2019 Adult and Dislocated Worker Performance Results report for the Council's recommendation to the FRWDB. Mr. Giles stated that the FRWDB exceeded its goals for all outcomes, except the Measurable Skills Gain, for which there was not yet a goal established.

**WATKINS/BUMATAY – RECOMMENDED THAT THE FRWDB ACCEPT THE PY 2018-2019 WIOA LOCAL AREA ADULT AND DISLOCATED WORKER PERFORMANCE RESULTS. VOTE: YES – 8, NO – 0 (UNANIMOUS)**

**11. Third Quarter Adult and Dislocated Worker Demographics Report for Program Year 2019-2020**

Mr. Giles presented the Third Quarter cumulative Adult and Dislocated Worker Demographics Report. Mr. Giles reviewed the reports and 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.

This was an information item.

**12. America's Job Center of California Usage Report**

Mr. Giles presented the America's Job Center of California (AJCC) Usage Report, which is a 13-month trend report that shows the client usage at the AJCC broken out by unique clients receiving AJCC services and then number of client visits to the AJCC by month.

Chair Hensley stated that it is always humbling to see the numbers that reflect how many people are in need and are trying to get help to do better.

This was an information item.

**13. Agenda Items for July 23, 2020, Meeting**

There were no items suggested for the July 23, 2020, Adult Council meeting.

**14. Meeting Feedback**

Chair Hensley asked Mr. Konczal to provide a brief report on the impact of COVID-19 on FRWDB staff and the AJCC. Mr. Konczal reported that the Manchester AJCC has not closed during the COVID-19 Shelter-in-Place, but has been allowing individuals to visit the site by appointment only and only for an hour. AJCC staff has been practicing social distancing and wearing masks, and extra steps have been taken to ensure the Resource Room is cleaned frequently to keep staff and clients safe. FRWDB staff have been



working remotely from home, with the exception of fiscal staff, who have been onsite several days a week to ensure checks are processed for clients and contractors.

Mr. Konczal noted that FRWDB staff has utilized social media and other online tools to conduct presentations and meetings during this time and anticipates that they will continue using these platforms even after returning to work in the office.

The meeting was adjourned at 3:34 p.m.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	2
MEETING DATE:	October 22, 2020
ACTION:	INFORMATION

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**TO:** Adult Council

**FROM:** Nuvia Varela, Adult/Youth Program Manager

**SUBJECT:** Fresno Regional Workforce Development Board Outstanding Achievement Awards

## **INFORMATION:**

The Fresno Regional Workforce Development Board's 2020 Adult Participant Outstanding Achievement Award for the First Quarter has been awarded to James Hanlon and the Second Quarter has been awarded to Eddie Murphy III. The video presentations can be viewed on YouTube: <https://youtu.be/qsqJibVJvlg>.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	3
MEETING DATE:	October 22, 2020
ACTION:	RECOMMEND TO 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:** Workforce Innovation and Opportunity Act One-Stop Operator and Adult and Dislocated Worker Services Request for Proposals Scope of Work for Program Year 2021-2022

## **RECOMMENDATION:**

Recommend that the Fresno Regional Workforce Development Board (FRWDB) authorize FRWDB staff to release the following Workforce Innovation and Opportunity Act (WIOA) draft Scope of Work (SOW) for public comment for Program Year July 1, 2021, through June 30, 2022, for the following: 1) Title I One-Stop Operator Services, and 2) Title I Adult Services and Dislocated Worker career services.

## **BACKGROUND:**

The WIOA states that per Public Law 113-128, Section 121(d)(2)(A):

- (A) The local board with the agreement of the Chief Elected Official for the local area: (i) shall designate or certify One-Stop Operators (OSO). The local Workforce Development Board must select the OSO through a competitive process at least once every four (4) years.
- (B) The local board shall identify eligible providers of WIOA career services in the local area by awarding contracts.

The Request for Proposals (RFP) for the current OSO/Adult and Dislocated Provider awarded contracts to Providers as both the designated OSO and also the Adult and Dislocated Worker career services provider for a maximum four (4) year contract period, which ends June 30, 2021.

Accordingly, FRWDB staff began drafting the SOW for the OSO (Attachment I) and the Adult and Dislocated Worker Career Services (Attachment II). The SOW outline proposes changes to the current service delivery model, which includes a standalone contract for the Title I OSO and the award of two (2) separate contracts for the Title I Adult and Dislocated Worker career services to provide services in Fresno County.

Under the local procurement process, the draft SOW must be released for public comment prior to finalizing the RFP for release.

Upon the completion of the public comment period, FRWDB staff will bring the draft SOW and all substantial comments received during the public comment period to the Adult Council for recommendation to the FRWDB for approval prior to the formal release of the RFP.

## **ATTACHMENTS:**

ATTACHMENT I: One-Stop Operator Scope of Work  
ATTACHMENT II: Adult and Dislocated Worker Scope of Work

## **One-Stop Operator Scope of Work**

### **A. Workforce Innovation and Opportunity Act Overview**

The Workforce Innovation and Opportunity Act (WIOA) seeks to deliver a broad array of integrated services to customers of the public workforce system, which include both individuals seeking jobs and skills training and employers seeking skilled workers.

The WIOA improves the public workforce system by more closely aligning it with regional economies, providing participant access to a seamless system of high-quality services through coordination of programs, services, and governance structures.

The WIOA builds closer ties among key workforce partners, business leaders, state and local Workforce Development Boards (WDBs), labor unions, community colleges, non-profit organizations, youth-serving organizations, and state and local officials—in striving for a more job-driven approach to training and skills development.

### **B. Program Goals**

The WIOA will help participants and workers access employment, education, training, and support services to succeed in the labor market and match employers with the skilled workers they need to compete in the global economy. The purposes of WIOA described in the statute include:

- Increasing access to and opportunities for the employment, education, training, and support services that individuals need, particularly those with barriers to employment.
- Supporting the alignment of workforce investment, education, and economic development systems, in support of a comprehensive, accessible, and high-quality workforce development system.
- Improving the quality and labor market relevance of workforce investment, education, and economic development efforts.
- Promoting improvement in the structure and delivery of services.
- Increasing the prosperity of workers and employers.
- Providing workforce development activities that increase employment, retention, and earnings of participants; that increase postsecondary credential attainment and, as a result, improve the quality of the workforce; reduce welfare dependency; increase economic self-sufficiency; meet skill requirements of employers; and enhance productivity and the competitiveness of our nation.

### **C. Service Delivery Area**

The successful bidder will be required to perform the roles and responsibilities of the One-Stop Operator (OSO) as defined in this Request for Proposals (RFP) for the following locations throughout Fresno County.

- Urban – Fresno One-Stop Comprehensive Site.

- East – Reedley and Selma One-Stop Satellites.
- West – Coalinga and Mendota One-Stop Satellites.

#### **D. One-Stop Delivery System**

The One-Stop delivery system provides universal access to career services to meet the diverse needs of adults and dislocated workers.

Career and training services, tailored to the individual needs of participants, form the backbone of the One-Stop delivery system. While some participants may only need self-service or other Basic Career Services such as job listings, labor market information, labor exchange services or information about other services, some participants will need services that are more comprehensive and tailored to their individual career needs. These services may include comprehensive skills assessments, career planning, and development of an Individual Employment Plan that outlines the needs and goals of successful employment.

The WIOA provides individuals receiving services in One-Stop centers (Workforce Connection (WFC)) the opportunity to receive the service needed to help him/her meet his/her employment and career goals. The WIOA clarifies that an individual does not need to follow a fixed sequence of services that may not be necessary to meet his/her needs. Under WIOA, career services are classified into two (2) categories: Basic Career Services and Individualized Career Services. This grouping is not designed to create barriers to training, but rather identifies the importance that these two (2) types of career services can have in helping individuals obtain employment.

#### **E. One-Stop Contract Coordinator Roles and Responsibilities**

20 CFR §678.600 requires Local Boards to enter into an agreement with a One-Stop Operator (OSO) and specifies the operator's locally defined role.

It is important to note that there are certain restrictions the Fresno Regional Workforce Development Board (FRWDB) must adhere to when defining the OSO Role (20 CFR § 678.620(b)(1). Within the defined roles and responsibilities, the OSO may not perform any of the following:

- Convene system stakeholders to assist in the development of the local plan.
- Prepare and submit local plans
- Be responsible for oversight of itself
- Manage or significantly participate in the competitive selection process for OSO.
- Select or terminate OSOs, Adult and Dislocated Worker Career Services or Youth Services providers.
- Negotiate local performance accountability measures.
- Develop and submit budget for activities of the Local Board in the Local Area.

The OSO may not serve in any other capacity within the One-Stop service delivery system (e.g. WIOA Provider of Services or Local Board Support).



The OSO will be responsible for coordinating the service delivery, responsibilities and contributions of required WIOA partners as agreed upon in the FRWDB WIOA Partner Memorandum of Understanding (MOU). Information on the MOUs will be provided upon request.

The FRWDB is seeking a OSO that will provide the following:

- Coordinating the service delivery of required One-Stop Partners and service providers (20 CFR § 678.620) in accordance with the America's Job Centers of California Partner MOUs.
  - Convene meetings to support implementation of the FRWDB's MOUs between WIOA One-Stop Partners.
  - Coordinate with the One-Stop Partners to develop agendas and facilitate meetings.
  - Convene monthly site council meetings to ensure service coordination.
  - Convene quarterly system-level Partner meetings.
  - Convene other Partner meetings required to support MOU implementation.
  - Implement policies established by the FRWDB, and
  - Complete all other duties that may be necessary to fulfill the requirements of 20 CFR § 678.620 and maintain compliance as a One-Stop Operator.
- Assist FRWDB staff in meeting continuous improvement goals outlined in the One-Stop certification, such as:
  - Develop and implement a process to survey Partners' satisfaction with WFC and the overall system, along with the value they believe WFC provides their program and customers.
  - Establish and maintain a structured annual training and professional development staff training schedule for One-Stop staff.
- Ensure the implementation of partner responsibilities and contributions agreed upon in the FRWDB's MOUs.
- Be willing to coordinate with other WDBs and operators for regional planning purposes as directed by FRWDB staff.
- Coordinate with Partners in program design, implementation, and capacity building/staff development.

#### **F. One-Stop Operator Minimum Qualifications**

- Possesses a strong business acumen and professional presence.
- Full knowledge of the WIOA.
- Knowledge of Fresno County that include demographic, economic, and social factors.
- Ability to work with various demographics throughout Fresno County.
- Demonstrated experiences in facilitation of distinct groups whose goals and objective may be similar but do not directly align.
- Proven mediation of negotiation experience.
- Possess the technical competence, management expertise, professional staff capacity, administrative and fiscal capacity, and demonstrated fiduciary responsibility to accomplish the objectives and scope of work outlined in this RFP.

Additionally, entities must satisfy the following criteria to be considered eligible respondents to this RFP:

- Must operate in accordance with Federal, State and local law.
- Must be currently eligible to do business within Fresno County and the State of California.
- Must be comply with 20 CFR 678.600(e), which sets expectations that the OSO:
  - Disclose any potential conflicts of interest arising from its relationships with training and other services providers;
  - Not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term career and training services; and
  - Comply with Federal regulation and procurement policies relating to the calculation and use of profits, including 20 CFR (b)683.295, the Uniform Guidance at 2 CFR part 200, and other applicable regulations and policies.

## **G. Budget**

For the purpose of responding to this RFP, bidders should develop a line-item budget showing all expected costs associated with delivering the proposed services.

When developing the budget for your proposal, the cost for the following items should not be included:

1. Staffing costs for Management Information System, the Employment Development Department CalJOBS System, the I-Train Common Case Management System and Network Support for co-location at the One-Stops.
2. Facilities costs or staffing dollars for facilities management for One-Stop locations, and
3. Cost of equipment, e.g. computers, copies and printers.

## **H. Fiscal Compliance**

Organizations submitting proposals must be able to provide the fiscal services necessary to support the delivery of all requested services. Contractors shall be responsible for implementing procedures and internal financial controls governing the management and utilization of contracted funds. The procedures and financial controls must be established in accordance with Generally Accepted Accounting Principles.

Contractors must maintain separate accounting records for all funds expended under the contract to ensure compliance with all federal and state laws and to ensure that the funds have not been unlawfully spent. All expenditures must be allowable, allocable, necessary and reasonable for proper and efficient operation of the program under the appropriate funding source.

Contractors must be able to respond effectively to changes in fund availability and ensure that all accounting records are available upon request for examination, audit and determination of compliance.

#### **I. Performance and Accountability**

Bidders must exhibit desired qualifications, including the experience, demonstrated track record, and current capacity to:

- Align service models with FRWDB goals and strategies.
- Work effectively with WIOA mandated partners and other entities key to addressing the workforce needs of Fresno County.
- Manage Partner MOUs to achieve objectives.
- Proactively manage contract performance and develop action plans to address any issues that could affect program outcomes during the performance of the contract.
- Maintain appropriate and auditable records.
- In the case of a collaborative proposal, manage and demonstrate results as the lead in a collaborative service delivery model.

#### **J. General Responsibilities**

The bidder must:

1. Concomitantly ensure that the FRWDB, the County of Fresno and the City of Fresno will be in compliance with their contract with the State of California.
2. Contract with the FRWDB and comply with all terms and conditions of that agreement for the delivery of services.
3. Work under the direction of, and in cooperation with, FRWDB staff.
4. Educate the larger One-Stop partner group as to the primacy of the FRWDB in all policy-making decisions for WIOA funded activities in Fresno County.
5. Assist in the integration of One-Stop governance structures under the FRWDB umbrella.
6. Under the direction of FRWDB staff, ensure that the OSO contract is fully staffed with qualified individuals.

#### **K. Proposal Mandates**

Bidders must describe how their internal processes will ensure compliance with all local policies and procedures.

Requested program services and their minimum requirements have been defined in the preceding sections. These outlined programs are the only services being requested at this

time. Should unsolicited activities be received, they will be rejected at the discretion of the FRWDB.

Contract performance will be evaluated monthly by FRWDB staff, and reported to the Adult Council and FRWDB each quarter. **Providers of Services will be required to meet minimum performance goals outlined in OD #17-13 in order to be considered in contract compliance.**

The Contractor must ensure that all required program and/or financial reports are submitted to the FRWDB by the due date.

The FRWDB will require collaborations and linkages for the following reasons:

1. WIOA mandates a One-Stop service delivery system. This system incorporates a site where all WIOA services, mandated partners, and mandated non-duplication of services are available.
2. Collaboration and linkages will enhance communication and cooperation among the various agencies that provide overlapping and/or complimentary services. These partnerships encourage personnel from various organizations to work together to provide expanded opportunities for our participants.
3. Each organization is unique and excels in certain aspects of service provision. Combining the strengths of all partners will ultimately lead to better overall programs.
4. Collaborations and linkages can help minimize the effects of decreased funding availability and generate the possibility of greater sustainability in program services.
5. For purposes of this RFP the following definitions apply:
  - a. Collaboration means a temporary alliance of groups or organizations that come together to work jointly on a specific endeavor. Collaboration is strengthened by a formal written agreement, which delineates the responsibilities of each group, organization, or entity.
  - b. Linkage means any mechanism that connects or ties services together. This linkage enhances overall services to the participant.

## **Adult and Dislocated Worker Scope of Work**

### **A. Solicitation Overview**

It is the intent of this Request for Proposals (RFP) to solicit proposals from qualified contractors to provide innovative Workforce Innovation and Opportunity Act (WIOA) Adult workforce services on behalf of the Fresno Regional Workforce Development Board (FRWDB).

The FRWDB seeks proposals from experienced organizations with the intent to select a single contractor to provide Title I WIOA Adult Career Services and a single contractor to provide Title I WIOA Dislocated Worker Career Services, in Fresno County. Each contractor will be responsible for providing services in the FRWDB service delivery area.

### **B. Service Delivery Area**

Each contractor will be required to provide Basic Career Services, Individualized Career Services and Training Services in each of the following One-Stop service centers located throughout Fresno County.

- Urban – Fresno One-Stop Comprehensive Site
- East – Reedley and Selma One-Stop Satellites
- West – Coalinga and Mendota One-Stop Satellites

In addition to providing services at each of the One-Stop locations, bidders must demonstrate how they will utilize non-traditional service delivery models such as virtual services (e.g., orientation, eligibility and workshops), low cost or no cost co-location(s) at community sites and facilities or mobile services, to provide a comprehensive array of services to universal and registered participants throughout the Service Delivery Area (SDA) they are proposing to serve.

Bidders must demonstrate how staff will work effectively with the FRWDB's One-Stop Operator, WIOA mandated partners, Community Based Organizations and educational facilities to ensure better utilization of WIOA resources, leveraging non-WIOA resources, and service deliverables throughout Fresno County.

### **C. One-Stop Delivery System**

The One-Stop delivery system provides universal access to career services to meet the diverse needs of adults and dislocated workers.

Career and training services, tailored to the individual needs of participants, form the backbone of the One-Stop delivery system. While some participants may only need self-service or other Basic Career Services such as job listings, labor market information, labor exchange services or information about other services,



some participants will need services that are more comprehensive and tailored to their individual career needs. These services may include comprehensive skills assessments, career planning, and development of an Individual Employment Plan that outlines the needs and goals of successful employment.

To create innovative workforce development strategies for participants, the FRWDB has developed an innovative sector focus strategy based on the following high-demand industries within Fresno County:

- Healthcare
- Construction / Trades
- Manufacturing / Water Technology
- Government
- Logistics / Distribution
- Information Technology across multiple industry occupations

This sector focus strategy incorporates the following concrete steps:

- Develop sector-focused staff training
- Identify and utilize specialized assessments
- Allocate training resources
- Identify qualified training providers

#### **D. Adult Eligibility Criteria**

##### **1. Eligibility for Title I WIOA Adult Program:**

Adults must meet the following eligibility criteria for WIOA Individualized Career and Training Services:

- a. Fresno County resident, or employed by a Fresno County employer,
- b. Age 18 or older,
- c. U.S. citizen or otherwise legally entitled to work in the U.S., and
- d. Selective Service Registration (males 18 or older and born on or after January, 1960.
- e. Meet one (1) or more Priority of Services criteria listed in Section G.

Contractors are required to have a FRWDB approved procedure that ensures that all prospective WIOA participants are first screened for Dislocated Worker eligibility and enrolled accordingly, prior to being enrolled as an Adult.

## **E. Dislocated Worker Eligibility Criteria**

1. Eligibility for Title I WIOA Dislocated Worker Program:
  - a. Fresno County resident or was dislocated from employment within Fresno County,
  - b. Age 18 and older, and:
  - c. Has been terminated or laid off, or has received a notice of termination or layoff from employment, is eligible for or has exhausted entitlement to unemployment compensation, and is unlikely to return to a previous industry or occupation;
  - d. Has been terminated or laid off, or has received notice of termination or layoff from employment as a result of any permanent closure of, or significant layoff at a plant, facility, or enterprise; or
  - e. Is employed at a facility at which the employer has made a general announcement that such facility will close in 180 days; or
  - f. Was self-employed; or
  - g. Is a displaced homemaker; or
  - h. Is the spouse of a member of the Armed Forces on active duty (as defined in Section 101(d)(1) of title 10, United States Code), and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or is the spouse of a member of the Armed Forces on active duty and who meets the criteria of the displaced homemaker definition; or
  - i. Is a dislocated member of the Armed Forces (service members who are transitioning to the civilian workforce, are within 12 months of separating or 24 months of retirement, expect to be discharged with other than a dishonorable discharge, and are unlikely to return to a previous industry or occupation) as defined in TEGl 22-04: "Serving Military Service Members. For this category the DD214 or separation orders may document both the layoff and UI eligible; or
  - j. Recently separated veterans who are within 48 months of discharge (other than dishonorable) or release from active military, naval, or air service. For this category, the DD214 may document both the layoff and UI eligible.

## **F. Priority of Service**

WIOA mandates Priority of Services for Individualized Career Services and Training Services for Adult participants must be given to: (OD#11-15, Rev C1)

1. Public assistance recipients and/or
2. Low-income individuals and/or
3. Individuals who are basic skills deficient.

Veterans and eligible spouses who meet the WIOA eligibility criteria must receive Priority for Services provided in compliance with the Jobs for Veterans Act (Public Law 107-288)/(20 Code of Federal Regulations (CFR) 1010).

#### **G. Populations to be Served**

The Fresno County workforce system must quickly and effectively facilitate a strategy for diverse job seekers to enter, re-enter or advance in the labor market in a manner that maximizes their full economic potential. This includes:

1. Individuals with barriers to employment who require intensive job readiness and occupational skills training.
2. Skilled and semi-skilled individuals who require moderate job readiness and moderate to intensive occupational skills training.
3. Experienced and/or skilled individuals who require minimum job readiness and/or skills training but require job search assistance and connections to viable employment opportunities.

Bidders must design their services to provide all job seekers with appropriate resources in order to assist them in successfully connecting to employment, including services to eligible individuals over 18 years old who are confronted by employment barriers in sustainable employment. As some barriers are easier to address than others, they may range from minor to significant challenges.

#### **H. Allowable Activities**

Services being solicited under this RFP are Basic and Individualized Career Services (Joint WIOA Final Rule 20 CFR §678.430), Training, and follow-up services. These services are intended to prepare participants to successfully complete post-secondary education and/or enter a career in an approved cluster/sector, and improve long-term employment outcomes for individuals accessing services.

Bidders seeking funds under this RFP must demonstrate that the proposed Basic and Individualized Career Services, Training, and follow-up services will align, coordinate, integrate and support the FRWDB One-Stop delivery system. Proposed services must support skills development, the attainment of industry-

recognized and stackable credentials and must prioritize career pathways in high-demand sectors.

Bidders must demonstrate their ability to recruit and identify eligible participants, and provide them with services necessary for entry into career pathways in high-demand or high-growth industry sectors in Fresno County. In addition, bidders must demonstrate their ability to provide follow-up services for 12 months after a participant's entry into unsubsidized employment, which is critical to ensuring long term employment success.

The following defines the locally required activities and responsibilities:

1. Manage the Resource Room and provide and/or manage Basic Career Services outlined in section I.
2. Collaborate with core partners to align service offerings available to individuals throughout Fresno County to ensure a seamless delivery system.
3. Conduct outreach and recruitment to adequately inform individuals, community groups and partners of the services available through the One-Stop system. Outreach and recruitment shall also be conducted in order to attract a sufficient number of individuals who are in need of the services provided and who meet the requirements to receive such services.
  - a. Participate, in cooperation with FRWDB, in targeted outreach efforts to recruit qualified candidates for local employers in need of workers. Bidders must institute a targeted outreach strategy to identify participants who may be viable candidates for internal (preferred) job postings who are not current participants, and may or may not be registered in WIOA.
  - b. Collaborate with educational institutions to recruit recent graduates and students nearing completion of approved training programs for job placement services.
  - c. Outreach and recruitment methods may include formal advertising, use of reciprocal agreements with other agencies, flyers, brochures, word-of-mouth or other methods of program information dissemination. Bidders must ensure that outreach and recruitment is conducted within communities where potentially eligible participants reside and through ongoing, coordinated efforts with other community-based organizations.

**Note: All marketing activities, materials, and publications must be approved by FRWDB.**

4. Oversee and document the referral of participants from Basic Career Services into WIOA registered services. The first duty of the contractor is to ensure that a given One-Stop site will meet its WIOA contractual performance

numbers as they pertain to enrollments, placements, wage at placement, and retention.

5. Manage the Self-Reliance Teams (SRT) (OD #38-08) to conduct program eligibility. The SRT is a consortium of contractor staff and One-Stop partner staff that meet with a universal participant in need of additional services to determine whether WIOA is the most appropriate service for the interested individual. It may be that WIOA services are not compatible with the individual's needs and, therefore, not the appropriate option. The SRT will review the skill levels and supportive service needs and will make the most appropriate One-Stop system referral. All direct referrals will be made and documented by the SRT.
6. Provide qualified staff to manage and oversee the WIOA service delivery process, including the following provision of Basic Career Services, Individualized Career Services, and Training Services, in accordance with the regulations and requirements of WIOA, state, and local policies and directives. Copies of all applicable policies and directives are available on the FRWDB website at: <https://frwdb.net/policies/>.
7. Although WIOA distinguishes levels of service, this distinction is not intended to imply that there is a sequence of services. These services can be provided in any order. Career services under this model provide contractors with the flexibility to tailor services to meet the needs of the individual while still allowing for tracking of outcomes for reporting purposes.

#### **I. Basic Career Services**

Bidders must ensure that the following Basic Career Services be made available to all individuals seeking services offered by the One-Stop delivery system, and include the following:

1. **Program Eligibility** - Determinations of whether the individual is eligible to receive assistance from the Adult or Dislocated Worker programs.
2. **Outreach, Intake, and Orientation** - Orientations to disseminate information on the services available through the One-Stop delivery system.
3. **Sector-Based Orientations** – Under the direction of the Business Services Center (BSC), conduct outreach and schedule individuals for sector-based orientations. Sector-based orientations will be scheduled and facilitated by BSC staff and will highlight various occupations in demand sectors. Sector-based orientations will focus on such topics as wages, minimum hiring requirements, the application process,
4. **Initial Assessment** - The assessment of skill levels (including literacy, numeracy, and English language proficiency), and supportive service needs.



5. **Partner Referrals** - Referrals to, and coordination of activities with, other programs and services, including programs and services within the One-Stop delivery system and other workforce development programs.
6. **Labor Market Information** - Workforce and labor market employment statistics information relating to local, regional, and national labor market areas, including the following:
  - a. Job vacancy listings and the job skills necessary to obtain them.
  - b. Information on local in-demand occupations and the earnings, skill requirements, and opportunities for advancement that accompany them.
7. **Training Provider Performance and Cost Information** - Information on performance and program cost of eligible providers of training services, adult education, career and technical education activities at the postsecondary level, career and technical education activities available to school dropouts, and vocational rehabilitation services.
8. **Local Performance** - Information regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the one-stop delivery system in the local area.
9. **Supportive Services Information** - Information on, and referral to, supportive services or assistance, including the following:
  - a. Child care, child support, medical or child health assistance under title XIX or XXI of the Social Security Act.
  - b. Benefits under the supplemental nutrition assistance program established under the Food and Nutrition Act of 2008.
  - c. Assistance through the earned income tax credit under section 32 of the Internal Revenue Code of 1986.
  - d. Assistance under a state program for temporary assistance for needy families funded under part A of title IV of the Social Security Act, and
  - e. Other supportive services and transportation available in the local area.
10. **Unemployment Insurance Information Assistance** - Information and assistance regarding filing claims for unemployment compensation.
11. **Financial Aid Information** - Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under WIOA.

## **J. Intake and Enrollment Activities**

1. **Intake** - Eligibility documentation gathering and certification of eligibility. It is the contractors' responsibility to ensure that all documents needed to substantiate WIOA eligibility are gathered (OD #03-15). It is at this point that the applicant is registered. Enrollment cannot occur until the applicant has met the WIOA eligibility criteria and has been officially certified as WIOA eligible.
2. **Enrollment** - If it has been determined that an individual is WIOA eligible and would benefit from Individualized Career and/or Training Services, the individual should be enrolled into the WIOA system. The individual becomes enrolled into the FRWDB WIOA programs at the time he or she is determined eligible. At this point the individual becomes a registered participant.

ENROLLMENT INTO THE PROGRAM BEGINS AT INTAKE. THE REGISTERED PARTICIPANT WILL BE SUBJECT TO PERFORMANCE CRITERIA.

## **K. Individualized Career Services**

Individualized Career Services (enrolled services) as outlined in the local WIOA Adult Service Flow outlined in OD#12-15. These services are subject to priority of service, and consist of the following:

1. Mandated two-week Job Ready Workshop
2. Comprehensive and specialized assessments of the skill levels and service needs of Adults and Dislocated Workers, which include the following:
  - WorkKeys – Job Skills Assessments
    - Applied Math
    - Locating Information
    - Reading for Information
  - O\*Net™ Career Exploration Tools
    - Ability Profiler
    - Interest Profiler
    - Work Importance Locator / Profiler
3. Development of an Objective Assessment/Individual Employment Plan: An in-depth interview and evaluation to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals; includes providing information on eligible providers of training services and career pathways to attain career objectives.
4. Group counseling.
5. Individual counseling.

6. Career coaching: The expectation is that all participants will have the opportunity to make an informed career choice. Staff must follow the direction outlined in OD 18-12 Rev C, to assist the participant in conducting in-depth career exploration.
7. Short-term pre-vocational services, including development of learning skills, digital literacy skills, online job search skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.
8. Internships and work experiences linked to careers.
9. Workforce preparation activities.
10. Financial literacy services.
11. Supportive services, including transportation, childcare, uniforms and tools required for employment and out-of-area job search assistance and relocation assistance.
12. English language acquisition and integrated education and training programs.
13. Referrals to vocational training services

Bidders must identify the strategy they will utilize to a wide variety of registered participants with various levels of employment experience, educational backgrounds, and other individual needs.

#### **L. Training Services**

Training services may be offered to registered participants upon completion of orientation and assessments, and in the event that they are unlikely to obtain or retain self-sufficient employment. Training Services shall be made available to persons who meet the eligibility requirements for WIOA and successfully complete any locally-defined prerequisites. Movement to Training Services must be documented and justified in case notes, detailing the method(s) used to determine the need for Training Services. Training Services are subject to priority of service, and consist of the following:

1. Occupational skills training, including training for non-traditional employment.
2. Programs that combine workplace training with related instruction, which may include cooperative education programs.
3. Training programs operated by the private sector.
4. Skill upgrading and retraining.
5. Entrepreneurial training.

6. Transitional Jobs / Work Experience
7. Job readiness training provided in combination with another training service.
8. Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with another training service.

The State of California mandates FRWDB allocate and expend a minimum of 30% of Adult and Dislocated Worker funding on Training Services to eligible participants. Bidders must outline training programs that they intend to offer and how they will ensure that registered participants are enrolled in appropriate occupational skills training and work-based training services. Bidders must address how they will ensure the FRWDB meets the state mandated training expenditure rate.

Training programs must focus on in-demand industry sectors or occupations in Fresno County. A wide variety of occupational skills training programs will be provided through Individual Training Accounts from an approved FRWDB Eligible Training Provider. The list of approved training providers is available at <https://www.it-frs.net/v2/pub/JobSeeker/ProviderList.aspx>.

#### **M. Job Ready Preparation Assistance**

Contractors will be responsible for providing qualified staff to facilitate Job Readiness preparation assistance to equip individuals with foundational skills and effective workplace and classroom survival skills, attitudes and behaviors.

Contractor staff should motivate individuals to address their identified employment barriers. Services must be relevant and customized to the learning needs of the individual, and be delivered in a culturally competent and culturally sensitive manner. All services must follow the FRWDB approved Job Ready Preparation process and include the following:

1. Facilitate the following FRWDB approved workshops and skill development remediation services:
  - a. Job Readiness Workshop
  - b. Soft Skills Development
  - c. Resume Development
  - d. Interview Preparation Workshop
2. Work directly with each of their assigned participants to verify and understand the participant's skills and career goals.
3. Identify training needs and refer participants to appropriate training activity(ies).

4. Provide information and assistance regarding job search strategies, resume development and interviewing techniques, including individual and small group counseling and coaching.
5. Verify skills listed on resume prior to referring to job placement services.
6. Provide job search assistance using online platforms such as, CalJOBS, Indeed, and Monster, for participants in need of temporary stop gap employment while they are completing the job ready process and/or training activities.
7. Conduct evaluation interviews with participants to verify that the participant is job ready and meets the work readiness requirements and expectations for their chosen career path and specific job opportunities.
8. Conduct ongoing job readiness evaluations to identify areas needing improvement, such as soft skills and/or technical skills, and facilitate enrollment into additional services as needed to upgrade job ready skills.
9. Work with participants and employers to identify and develop appropriate Transitional Job opportunities for high-demand jobs in locally defined industry sectors.
10. In coordination with BSC staff, refer qualified job ready individuals to career and hiring fairs.
11. In coordination with BSC staff, facilitate matching of qualified job ready participants with available employment opportunities.
12. Maintain Job Ready Talent Bank.

#### **N. Job Placement / Employment Services**

Under the direction of the FRWDB Business Services Center (BSC) and in coordination with BSC staff, contractor staff will facilitate job placement services for qualified job ready participants as follows:

1. Referral of qualified, prescreened job ready participants to available employment opportunities. BSC staff shall conduct final prescreening of all referrals and make final determination of submission of candidates for all employment opportunities. Employers shall have full control as to which candidates receive an interview and/or offers of employment.
2. Work with participants to prepare for interviews, including verifying and updating resumes as needed.
3. Conduct post interview follow-up with participants and BSC staff.

4. In the event a participant is interviewed but not offered employment, contractor staff must determine areas needing improvement (interview skills, or technical skills) and work with the participant to upgrade skills as needed.
5. Verify employment for all job placements and commence the closure process.
6. Identify job ready participants for On-the-Job Training and Customize Training opportunities.

All employer and employment information must be entered into the I-Train Employer Profile.

#### **O. Post Closure Process**

Post closure begins once all activities have been closed and a closure form has been completed. Contractor staff must maintain contact with the participant for 90 days after the date of the closure form to ensure the participant does not need any additional WIOA services. The Post Closure Process is defined in OD #04-15.

#### **P. Follow-up Process**

Closely tracking follow-up services can contribute to more successful long-term outcomes for WIOA registered participants and allow for the ongoing data collection that is required to measure performance for the Adult and Dislocated Worker programs.

Contractors must complete follow-up for a period of 12 months from the date of closure as outlined in OD #05-15.

Identification of multiple family/friend contact information and frequent contact with registered participants is required to increase access to these individuals during the 12-month follow-up period. (OD #05-15)

#### **Q. Performance and Accountability**

Bidders must exhibit desired qualifications, including the experience, demonstrated track record, and current capacity to:

1. Align service models with FRWDB goals and strategies.
2. Deliver workforce services for Adults that lead to credential attainment and employment.
3. Deliver high quality services resulting in high customer satisfaction.

4. Work effectively with registered participants and business in their SDA, and in particular with the priority populations identified in this RFP.
5. Work effectively with WIOA mandated partners and other key entities to address the workforce needs of Fresno County.
6. Manage contacts to achieve objectives and meet or exceed WIOA and local performance standards.
7. Conduct self-monitoring for contract performance and regulatory compliance.
8. Proactively manage contract performance and develop action plans to address any issues that could affect program outcomes during the performance of the contract.
9. Maintain appropriate and auditable records.
10. In the case of a collaborative proposal, manage and demonstrate results as the lead in a collaborative service delivery model.

In addition, the performance of successful responders to this RFP will be measured against the mandated WIOA goals, objectives and performance measures.

Below are the performance outcomes for WIOA Adult and Dislocated Worker:

1. Entered Employment Rate Second Quarter – The number of participants who are employed in the Second quarter after closure.
2. Entered Employment Rate Fourth Quarter – The number of participants who are employed in the Fourth quarter after closure.
3. Median Earnings Second quarter after closure.
4. Credential Attainment within four (4) quarters after closure.

The percentage rates for each of the outcomes are established by the State and FRWDB's Board of Directors. Specific levels of outcomes and performance that will be deemed as successful will be identified and discussed during the contract negotiations that precede the final contract awards.

Bidders must be able to demonstrate its ability to monitor these outcomes by utilizing FRWDB reporting and analysis tools and services. Contractors will be expected to meet or exceed negotiated levels of performance.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	4
MEETING DATE:	October 22, 2020
ACTION:	RECOMMEND TO APPROVE

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

**TO:** Adult Council

**FROM:** Phyllis Stogbauer, Senior Deputy Director

**SUBJECT:** Department of Health and Human Services - Administration for Children and Families  
Fatherhood Grant Funding Allocation

## **RECOMMENDATION:**

Recommend that the Fresno Regional Workforce Development Board (FRWDB) approve \$749,999 in award allocations under the Department of Health and Human Services - Administration for Children and Families (HHS) Fatherhood grant for the initial funding period of September 30, 2020, to September 29, 2021, as outlined below.

## **REASON FOR RECOMMENDATION:**

The FRWDB, in partnership with ResCare Workforce Services Inc., Marjorie Mason Center, the Fresno Council on Child Abuse and Midwest Evaluation and Research, was awarded a grant through the HHS on October 6, 2020, in the amount of \$749,999. The project will serve a total of 450 fathers, ages 18 and older, who have children ages 24 and younger and reside in communities with high rates of poverty in Fresno County. The FRWDB will serve 50 in year one (1), and 100 annually in years two (2) through five (5).

The project will provide education and services to fathers to address the trauma of growing up in poverty and will re-shape their views of themselves and their relationships, thereby enabling them to be attentive, responsible parents. Resultantly, fathers will gain the skills needed to have healthy relationships with their children, partner/co-parent, work and their community. FRWDB staff is requesting that the Adult Council recommend approval of funding allocations as approved in the grant.

An extensive menu of education, training, services and supports will be available to fathers participating in the project. Core services will focus on healthy marriage, responsible parenting and economic stability education and services. The following services will be provided under the project: a primary workshop focused on fatherhood skills using the National Fatherhood Initiative's evidenced-based/evidence-informed curricula, 24/7 Dad; job readiness services, including career exploration and planning; job-driven employment services, including development of skills tied to demand jobs in local growth sectors; job placement assistance; intensive case management and service navigation; mentoring to support fathers in applying the knowledge and skills they acquire through the project; supplemental workshops focused on life skills, financial literacy and personal development; and referrals to a full array of support services utilizing both grant-funded and leveraged resources.

The initial period of funding is September 30, 2020, to September 29, 2021, with the option to receive awards for four (4) additional years through September 29, 2025. Staff is recommending the approval of funding awards for the initial funding period as follows:



FRWDB Operational/Program Oversight	257,629.00
ResCare Workforce Services - Direct Participant Services	317,000.00
Marjaree Mason Center - Staff Training	1,500.00
Midwest Evaluation and Research - Project Evaluation	56,250.00
Fresno Council on Child Abuse – Staff Training	120.00
Participant Pools - Incentive Payments/Supportive Services	<u>117,500.00</u>
<b>Total</b>	<b><u>749,999.00</u></b>

**FISCAL IMPACT:**

Approval of this item will allocate \$749,999 of HHS grant funding for the period of September 30, 2020, to September 29, 2021.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	5
MEETING DATE:	October 22, 2020
ACTION:	RECOMMEND TO APPROVE

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

**TO:** Adult Council

**FROM:** Phyllis Stogbauer, Senior Deputy Director

**SUBJECT:** Workforce Innovation and Opportunity Act Adult and Dislocated Worker Carryover Funding Recommendations for Program Year 2020-2021

## **RECOMMENDATION:**

Recommend that the Fresno Regional Workforce Development Board (FRWDB) approve the allocation of unobligated carryover funds in the amount of \$368,880 as outlined below.

## **REASON FOR RECOMMENDATION:**

The Employment Development Department, Workforce Services Division, released Workforce Innovation and Opportunity Act Adult (WIOA) formula allocations for Program Year (PY) 2020-2021 on May 14, 2020. The FRWDB received \$11,110,660, which was allocated by the FRWDB at the June 3, 2020, meeting.

The fiscal closeout for PY 2019-2020 has been finalized and the WIOA Adult and Dislocated Worker programs have a total of \$6,006,463 of carryover funds, which is an increase of \$368,880 from the initial estimated amount.

FRWDB staff recommends that the Adult Council approve the proposed unobligated carryover funds in the amount of \$368,880 as follows:

- \$154,501 increase for One-Stop/Facilities Sites Budgets for marketing and moving costs.
- \$21,500 increase for Employment Study costs.
- \$192,879 increase for Prior Plan Year Training Reserve.

## **FISCAL IMPACT:**

Approval of this item will allocate an additional \$368,880 of WIOA Adult program funds.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	6
MEETING DATE:	October 22, 2020
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, Senior Deputy Director

**SUBJECT:** Fourth Quarter Workforce Innovation and Opportunity Act Adult Participant Training Report for Program Year 2019-2020

## **RECOMMENDATION:**

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Fourth Quarter Workforce Innovation and Opportunity Act Adult (WIOA) Participant Training Report for Program Year (PY) 2019-2020.

## **REASON FOR RECOMMENDATION:**

In 2012, the State of California passed Senate Bill (SB) 734, which mandated local workforce boards to a training expenditure requirement of their WIOA Adult and Dislocated Worker formula fund allocations for workforce training services. These workforce training services include: Vocational Skills Training, Transitional Jobs (paid work experience) and On-the-Job Training activities. This initially required local boards to expend a minimum of 25% of funding beginning in PY 2012-2013 and increase the mandated expenditure requirement to 30% in PY 2016-2017.

The WIOA formula funding has a two (2) year life cycle, and local areas are mandated to fully expend the required training funding by June 30 of the last program year; therefore, the total training funds of \$2,945,336 allocated in PY 2018-2019 were required to be fully expended by June 30, 2020.

Final total expenditures as of June 30, 2020, was \$3,210,915.44, as outlined in the table below which exceeded the mandated 30% expenditure requirement.\*

Training Expenditure Report			
Provider	Total Available Funds for Two (2) Year Life Cycle	YTD Expenditures	Percent of Total Available Funds
CLC	\$3,595,749.99	\$2,561,250.21	71%
Proteus, Inc.	\$712,370.15	\$449,949.73	63%
WHCCD	\$714,081.86	\$119,609.48	17%
Special Projects	\$80,106.02	\$80,106.02	100%
<b>*Total</b>	<b>\$5,102,308.02</b>	<b>\$3,210,915.44</b>	<b>63%</b>

\*Totals do not include Incumbent Worker Training pools funds.

The following table provides year to date enrollment data for each of the workforce training services by provider:

<b>Training Enrollment Report</b>						
<b>Provider</b>	<b>Vocational Training</b>		<b>Transitional Jobs</b>		<b>On-the-Job Training</b>	
	<b>YTD Enrolled</b>	<b>Completion Rate</b>	<b>YTD Enrolled</b>	<b>Completions</b>	<b>YTD Enrolled</b>	<b>Completion Rate</b>
CLC	657	385/452	33	25/33	4	4/4
Proteus, Inc.	158	113/135	5	4/5	0	0
WHCCD	48	28/31	4	3/4	0	0

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	7
MEETING DATE:	October 22, 2020
ACTION:	RECOMMEND TO ACCEPT

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---

**TO:** Adult Council

**FROM:** Phyllis Stogbauer, Senior Deputy Director

**SUBJECT:** Fourth Quarter Local Performance Results Reports for Program Year 2019-2020

**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 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:

**CLC:** Provider met performance goals for Adult/Dislocated Worker (DW) number served, Adult expenditures, Adult/DW placements, Adult/DW credential rate, and Adult/DW median wage. Provider did not meet performance goals for DW expenditures.

**Proteus, Inc.:** Provider met performance goals for Adult number served, Adult/DW credential rate, and Adult/DW median wage. Provider did not meet performance goals for DW number served, Adult/DW expenditures, and Adult/DW placements.

**WHCCD:** Provider met performance goals for Adult/DW credential rate and Adult/DW median wage. Provider did not meet performance goals for Adult/DW number served, Adult/DW expenditures, and Adult/DW placement.

**ATTACHMENT:**

Adult and Dislocated Worker Program Providers of Services Local Performance Results Reports for the Fourth Quarter of Program Year 2019-2020

# Adult/DW Served

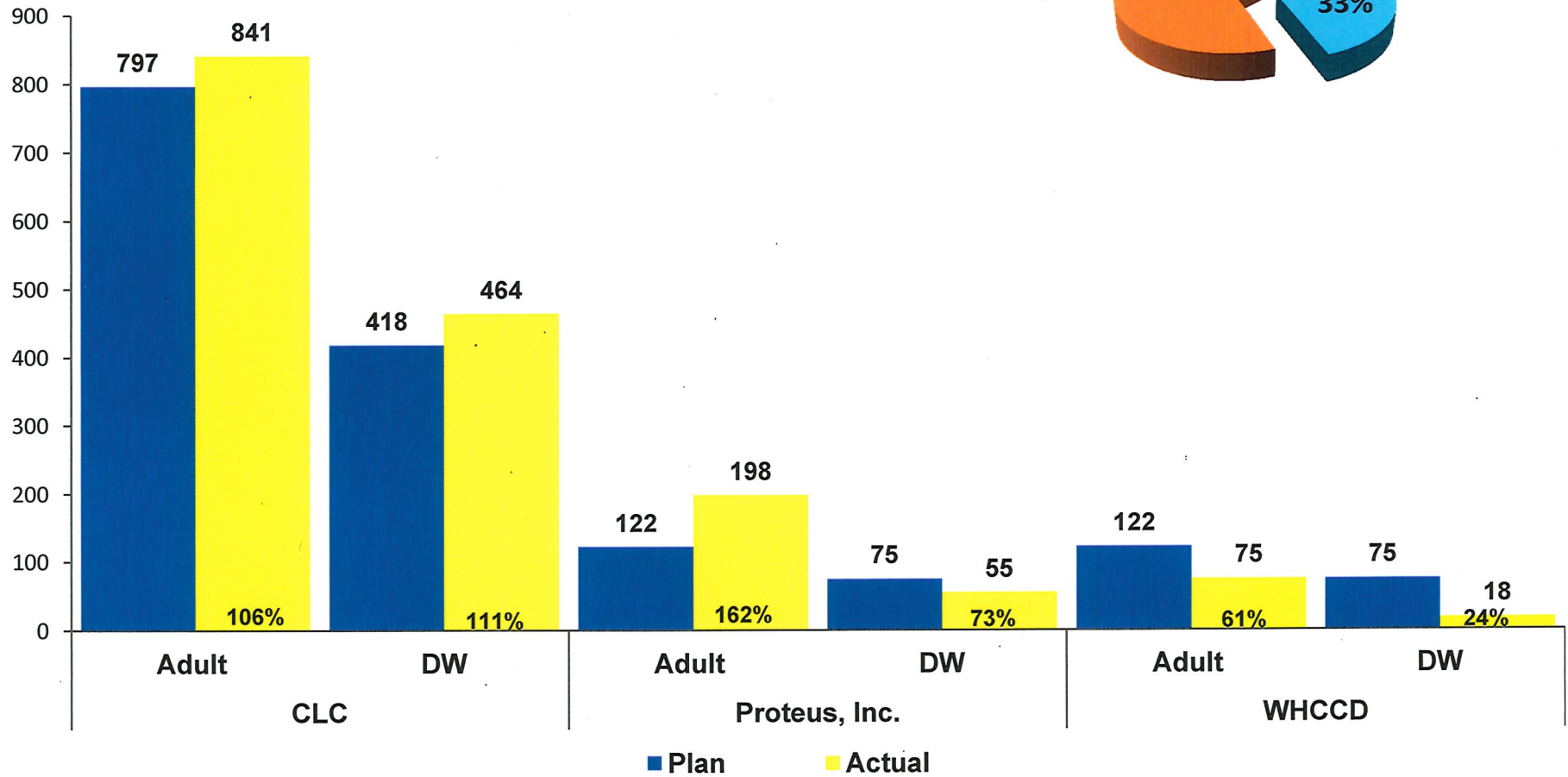
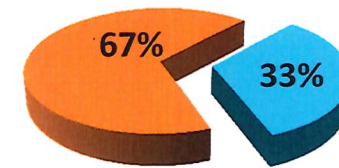
CLC- Central Labor Council

Proteus - Proteus, Inc.

WHCCD -West Hills Community College District

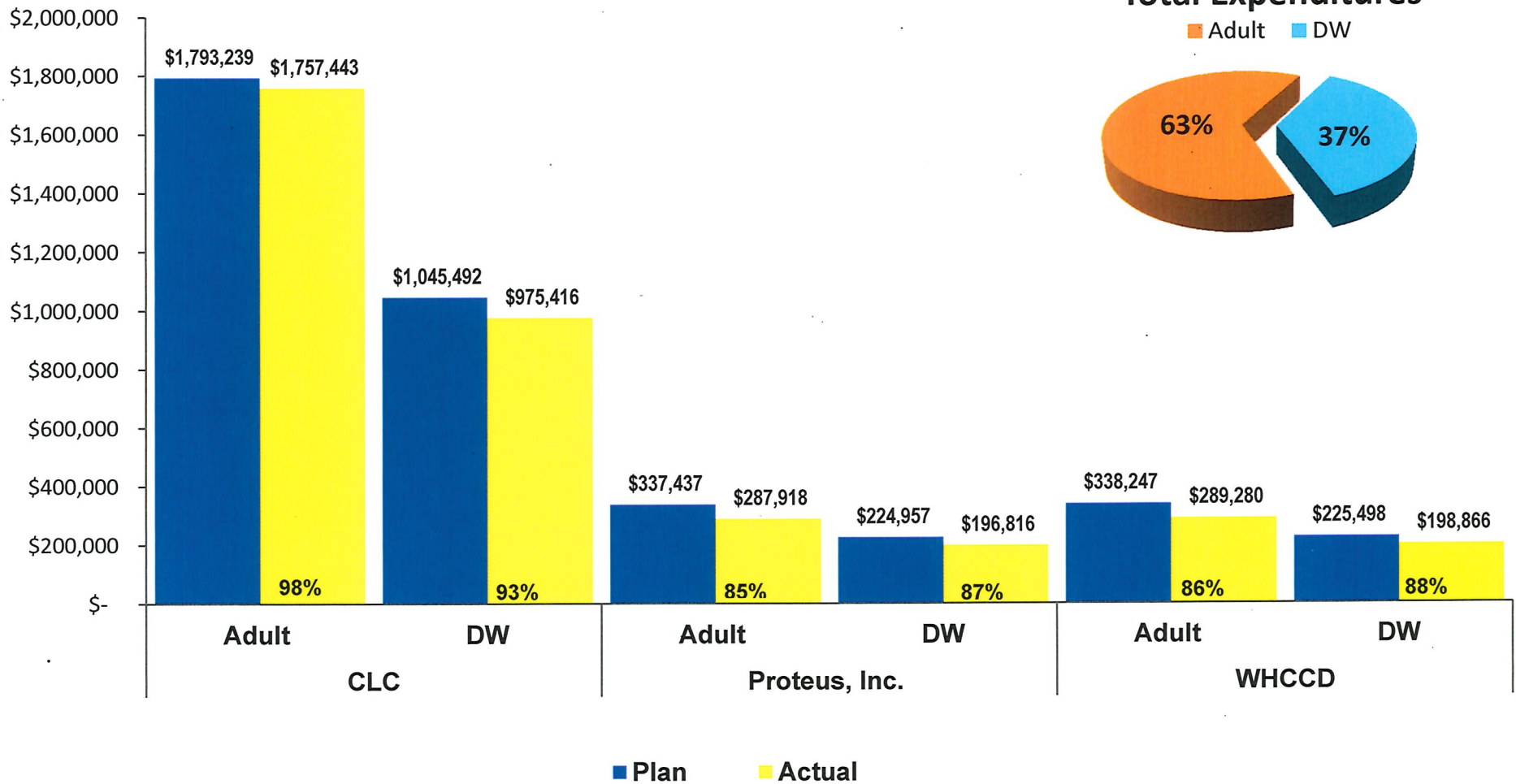
**Total Served- 1651**

Adult DW



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

## Adult/ DW Expenditures

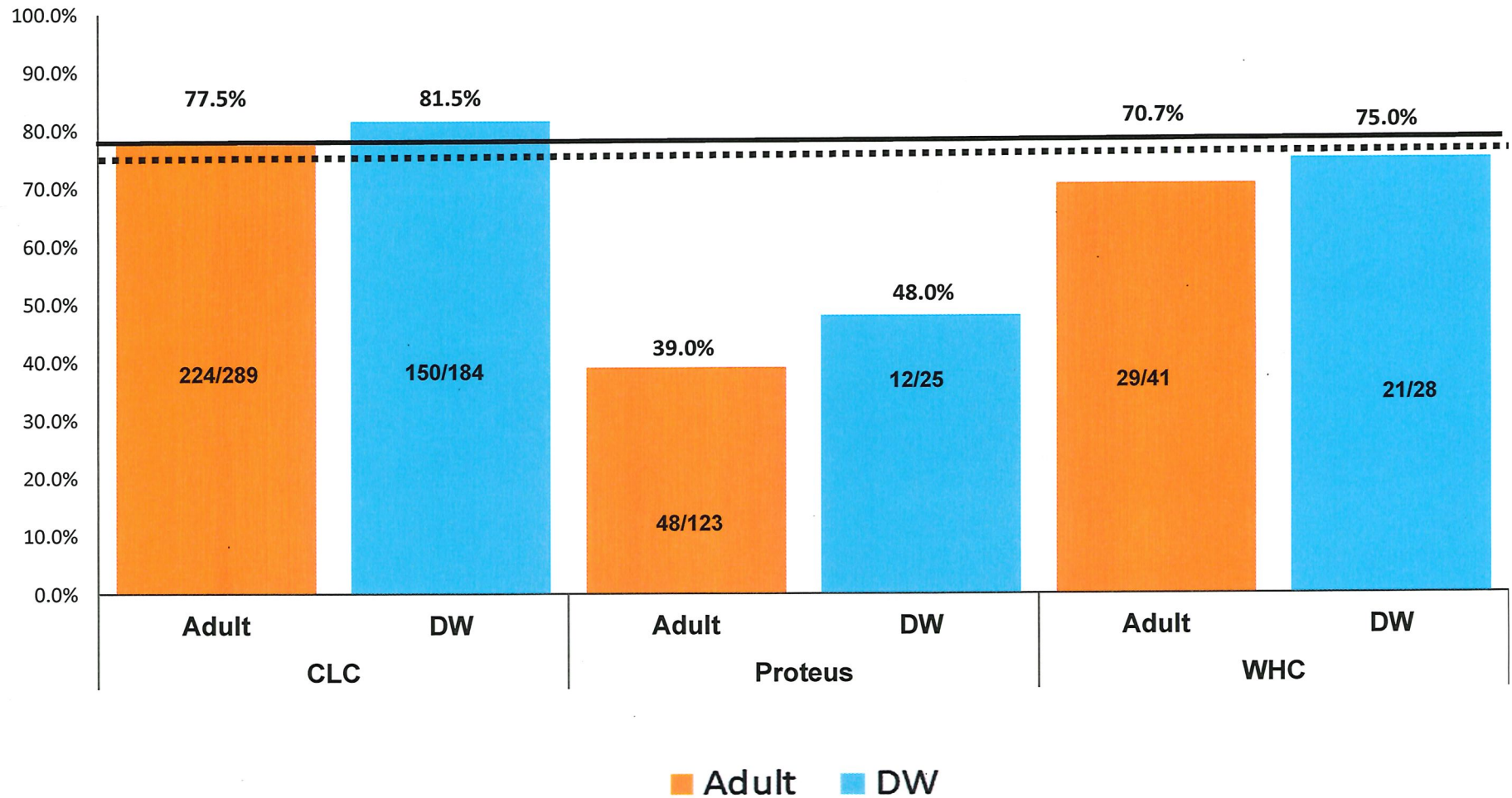


Note: Adult/DW Expenditures goal is 95% to 100%.

# Adult/DW Placement

## Placement Goals

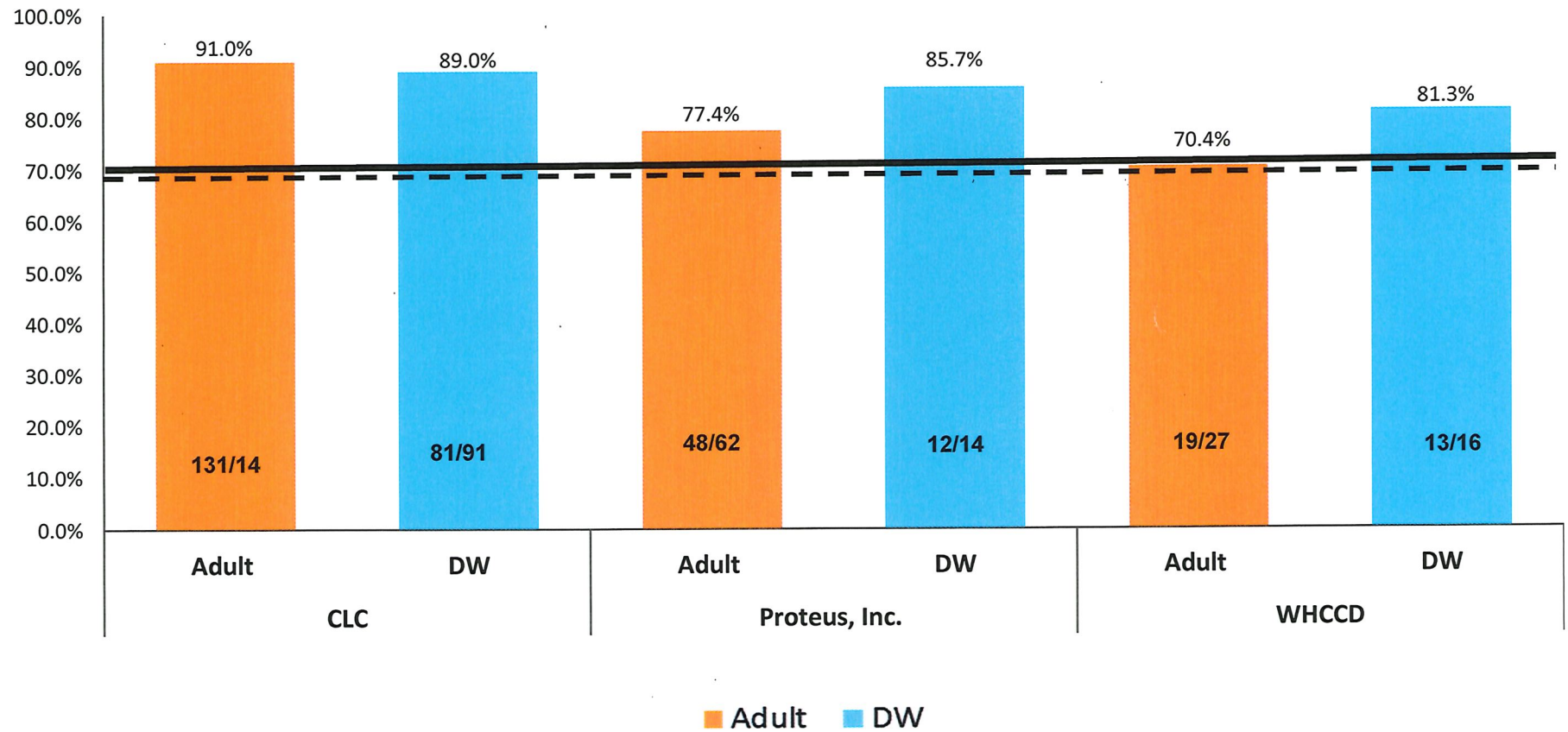
DW 78.5 %  
Adult 75.1 %





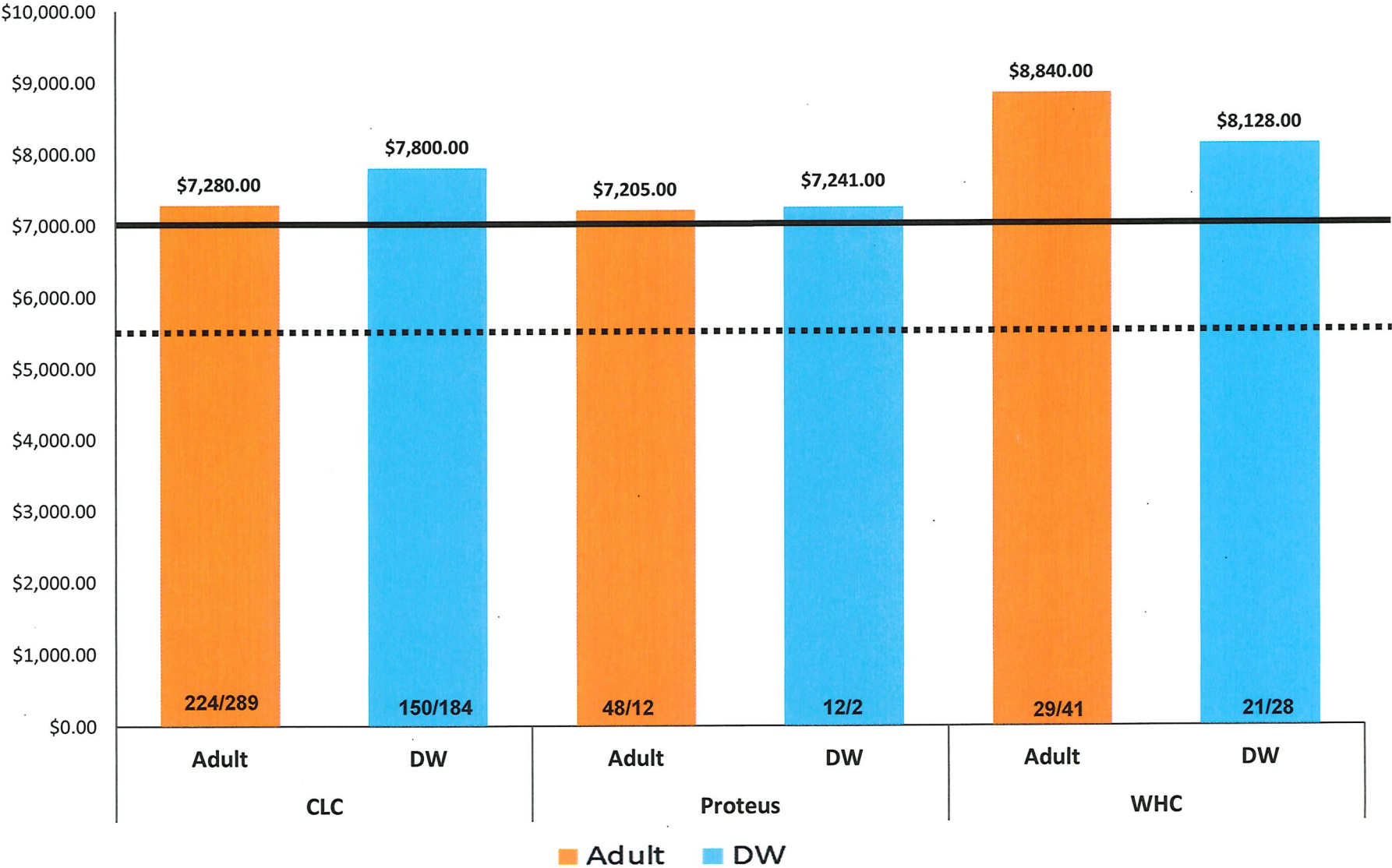
Certificate of Attainment Goal  
DW 70%   
Adult 68.3%

## Adult/DW Credential Rate



Placement Median Wage Earnings

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



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	8
MEETING DATE:	October 22, 2020
ACTION:	RECOMMEND TO ACCEPT

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---

**TO:** Adult Council

**FROM:** Phyllis Stogbauer, Senior Deputy Director

**SUBJECT:** First Quarter Local Performance Results Reports for Program Year 2020-2021

## **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 First Quarter of Program Year 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:

**CLC:** Provider met performance goals for Adult number served, Adult expenditures, Adult/Dislocated Worker (DW) placements, Adult/DW credential rate, and Adult/DW median wage. Provider did not meet performance goals for DW number served, and DW expenditures.

**Proteus, Inc.:** Provider met performance goals for Adult/DW number served, Adult placements, Adult/DW credential rate, and Adult/DW median wage. Provider did not meet performance goals for Adult/DW expenditures, and DW placements.

**WHCCD:** Provider met performance goals for Adult placement, Adult/DW credential rate and Adult/DW median wage. Provider did not meet performance goals for Adult/DW number served, Adult/DW expenditures, and DW placement.

## **ATTACHMENT:**

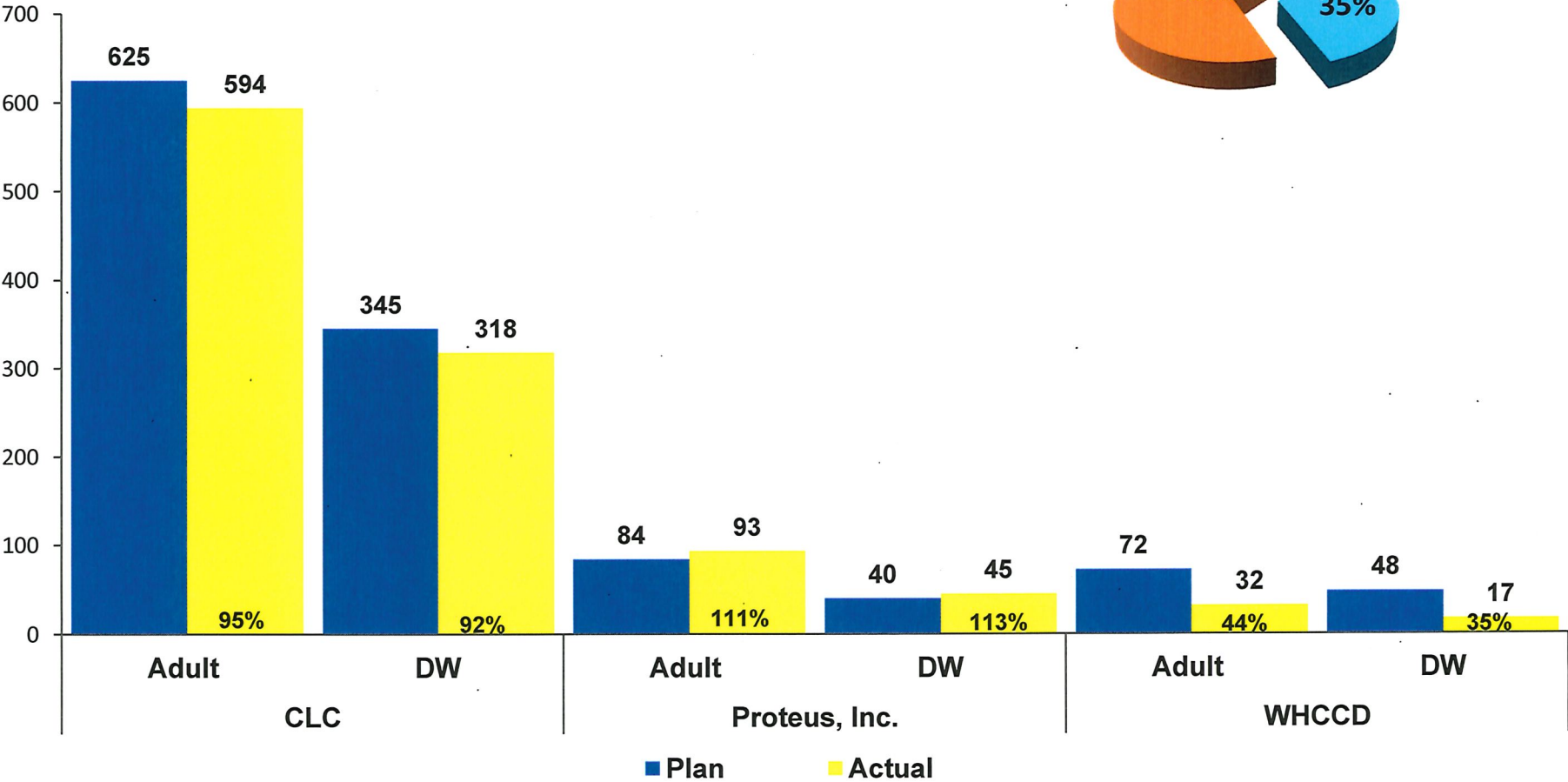
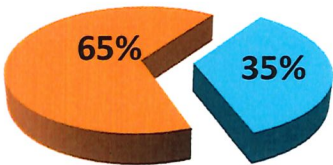
Adult and Dislocated Worker Program Providers of Services Local Performance Results Reports for the First Quarter of Program Year 2020-2021.

# Adult/DW Served

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

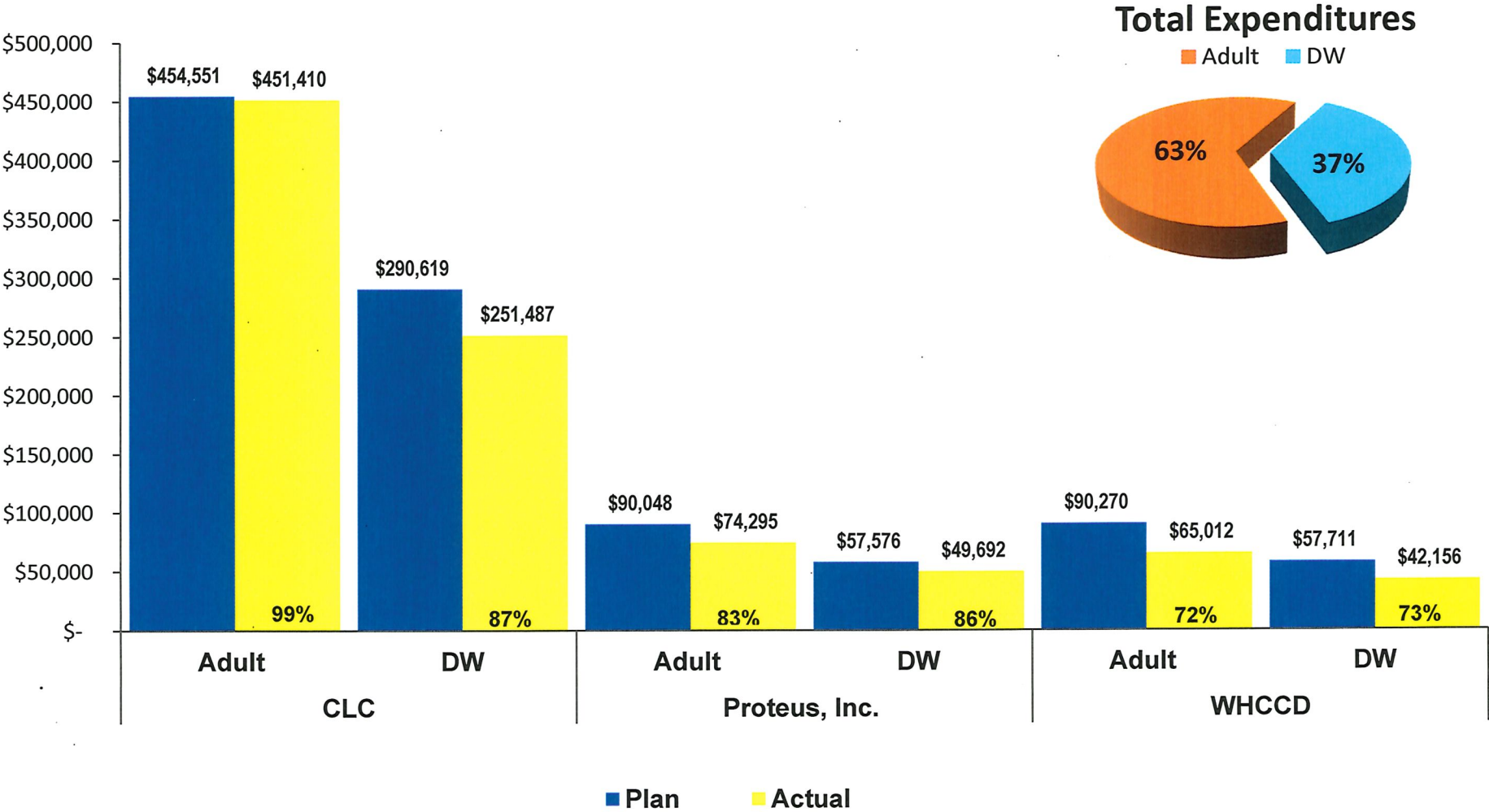
Total Served- 1099

Adult DW



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

Adult/ DW Expenditures



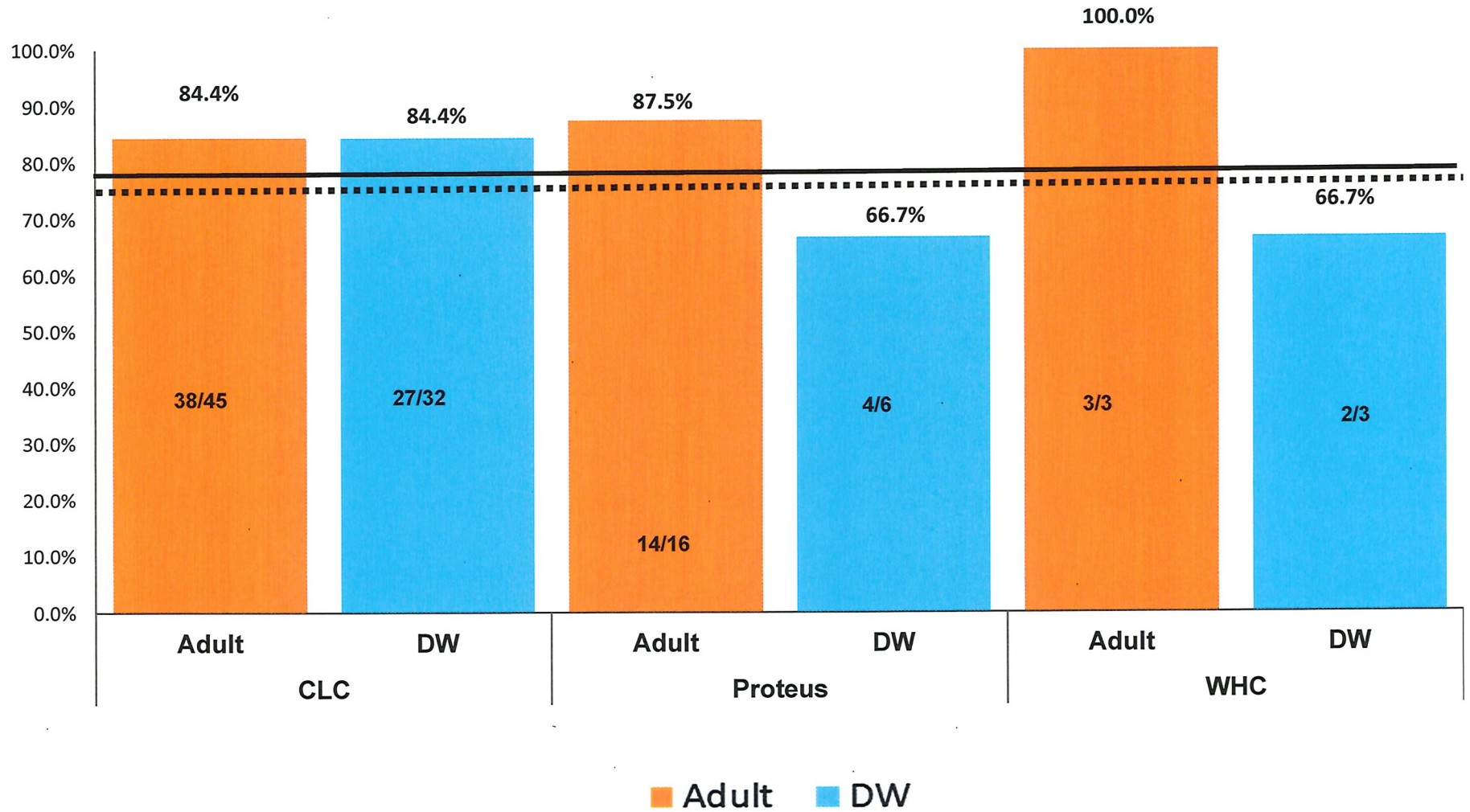
Note: Adult/DW Expenditures goal is 95% to 100%.



## Adult/DW Placement

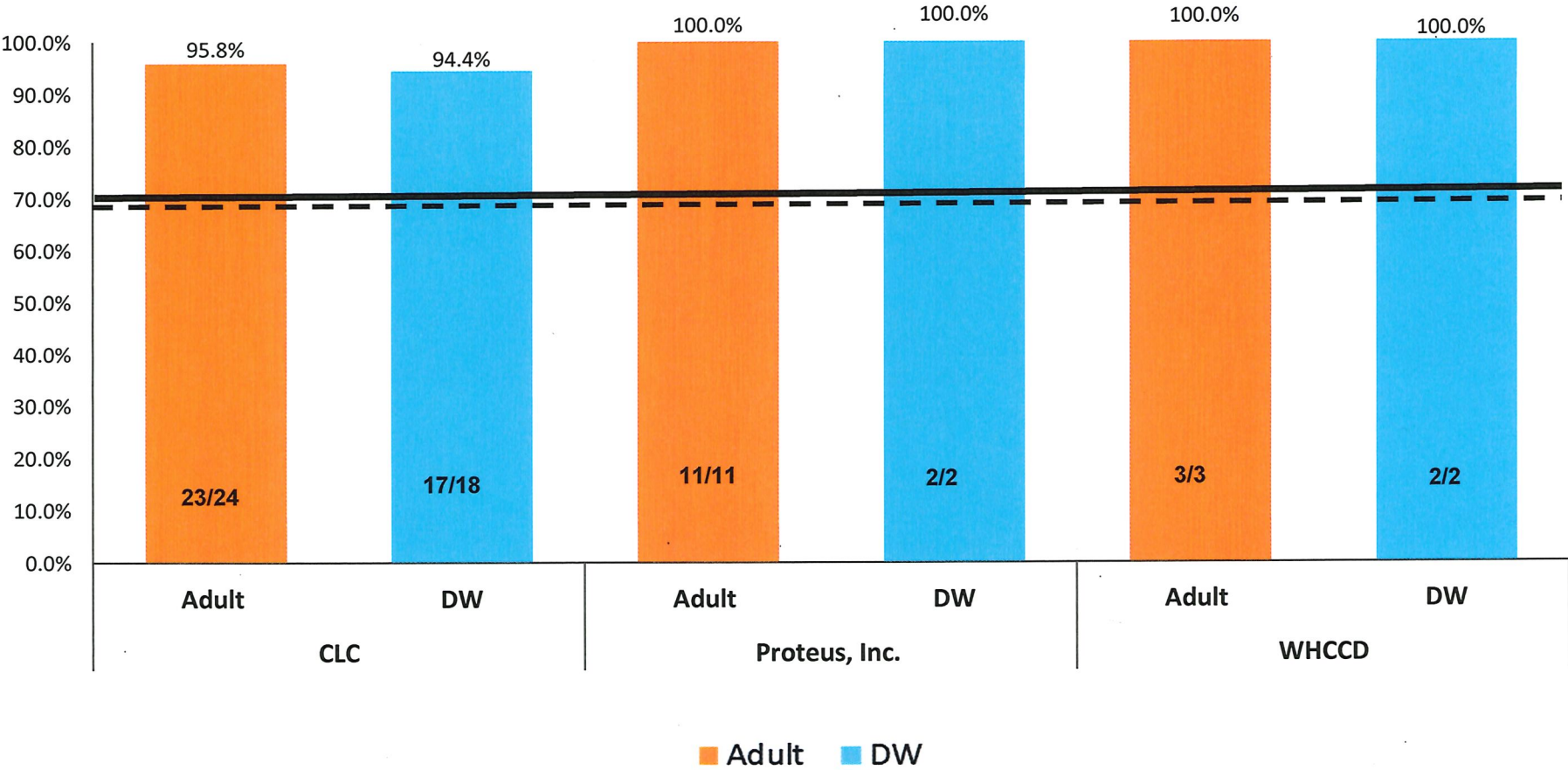
### Placement Goals

DW 78.5 %  
Adult 75.1%



Certificate of Attainment Goal  
DW 70% —————  
Adult 68.3 % - - - - -

Adult/DW Credential Rate

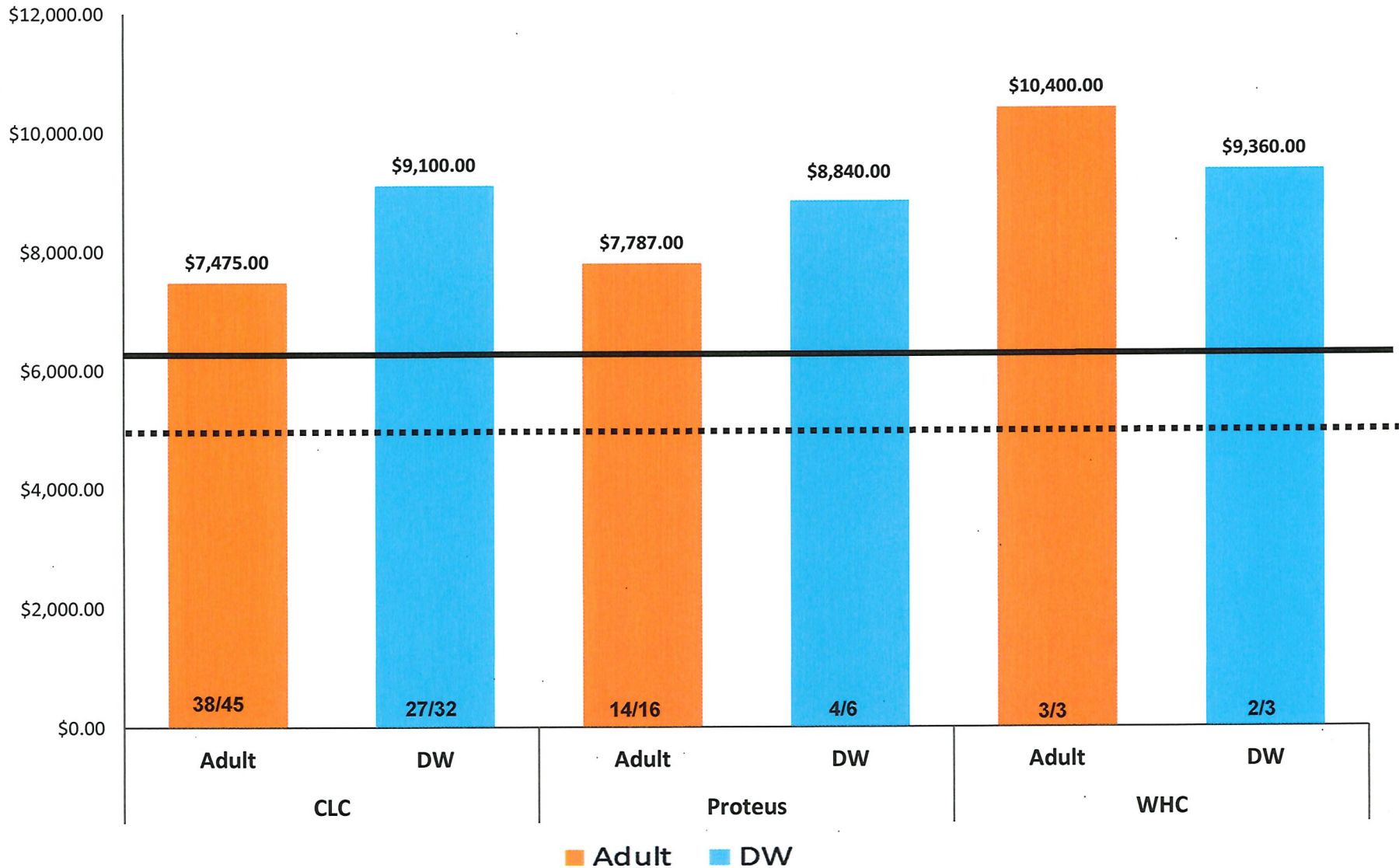


## Placement Median Wage Earnings

Goals

DW \$ 6,900

Adult \$5,400





# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	9
MEETING DATE:	October 22, 2020
ACTION:	RECOMMEND TO ACCEPT

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**TO:** Adult Council

**FROM:** Stephen DeWitt, Quality Systems 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.

**ATTACHMENT:**

Adult Provider of Services Monitoring Report – Fourth Quarter, Program Year 2019-2020

## Adult Provider of Services Monitoring Report Fourth Quarter, Program Year 2019-2020

### Program Monitoring:

*Programmatic 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	250	1) Eligibility Issues – <b>Closed</b> 2) Service Codes Issues – Conditionally Closed 3) Career Track Issues – <b>Closed</b> 4) Job Readiness Issues – Conditionally Closed 5) Skills Training Issues – <b>Closed</b> 6) Participant Plan Issues – Conditionally Closed  <b>Provider will remain on monthly process/file review.</b> <b>PY 2018-2019 and PY 2019-2020 reviews remain open.</b>
Proteus, Inc. PY 2019-2020		1) Service Codes Issues - <b>Closed</b> 2) Measurable Skills Gain – Conditionally Closed 3) Fundable Activities Issues – Conditionally Closed  <b>Provider will remain on monthly process/file review.</b> <b>PY 2018-2019 and PY 2019-2020 reviews remain open.</b>
Central Labor Council – Partnership PY 2019-2020	213, 0816, 1115, 1129	1) Measurable Skills Gain - <b>Closed</b>

*Programmatic monitoring of the following sub-recipients were in process as of 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	243	<b>No Findings</b>

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

Sub-Recipient	Contract # (s)
West Hills Community College District	250

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	10
MEETING DATE:	October 22, 2020
ACTION:	RECOMMEND TO ACCEPT

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---

**TO:** Adult Council

**FROM:** Stephen DeWitt, Quality Systems 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.

## **ATTACHMENT:**

Adult Provider of Services Monitoring Report – First Quarter, Program Year 2020-2021

## Adult Provider of Services Monitoring Report First Quarter, Program Year 2020-2021

### **Program Monitoring:**

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

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

<b>Sub-Recipient</b>	<b>Contract # (s)</b>
West Hills Community College District Program Year (PY) 2018-2019, PY 2019-2020	250
Proteus, Inc. PY 2018-2019, PY 2019-2020	243

### **Fiscal Monitoring:**

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

<b>Sub-Recipient</b>	<b>Contract # (s)</b>	<b>Results</b>
SER, Inc. PY 2019-2020 Fiscal Close-out	730	<b>No Findings</b>

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

<b>Sub-Recipient</b>	<b>Contract # (s)</b>
West Hills Community College District	250
Central Labor Council – Partnership PY 2019-2020 Fiscal Close-out	213, 08816, 1115

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	11
MEETING DATE:	October 22, 2020
ACTION:	RECOMMEND TO ACCEPT

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**TO:** Adult Council

**FROM:** Stephen DeWitt, Quality Systems 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 Adult and Dislocated Worker 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.

## **ATTACHMENT:**

Adult/Dislocated Worker Customer Complaint Report – Fourth Quarter, Program Year 2019-2020

**Adult/Dislocated Worker  
Customer Complaint Report**

**Fourth Quarter, Program Year 2019-2020**

<b>Date</b>	<b>Sub-Recipient</b>	<b>Summary of Customer Complaint</b>	<b>Action Taken</b>	<b>Date of Correction</b>
2019-2020	CLC, FRWDB	Requesting of FRWDB denied waiver request; third training	Request Approved; as the second training was stopped for special circumstances prior to the drop date	4/30/20

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	12
MEETING DATE:	October 22, 2020
ACTION:	RECOMMEND TO ACCEPT

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---

**TO:** Adult Council

**FROM:** Stephen DeWitt, Quality Systems 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 Adult and Dislocated Worker 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 complaints were received during the First Quarter of PY 2020-2021

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	13
MEETING DATE:	October 22, 2020
ACTION:	RECOMMEND TO ACCEPT

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**TO:** Adult Council

**FROM:** Stephen DeWitt, Quality Systems Manager

**SUBJECT:** Fourth Quarter Job Seeker Customer Satisfaction Report for Program Year 2019-2020

## **RECOMMENDATION:**

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Fourth Quarter Job Seeker Customer Satisfaction Reports 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 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.

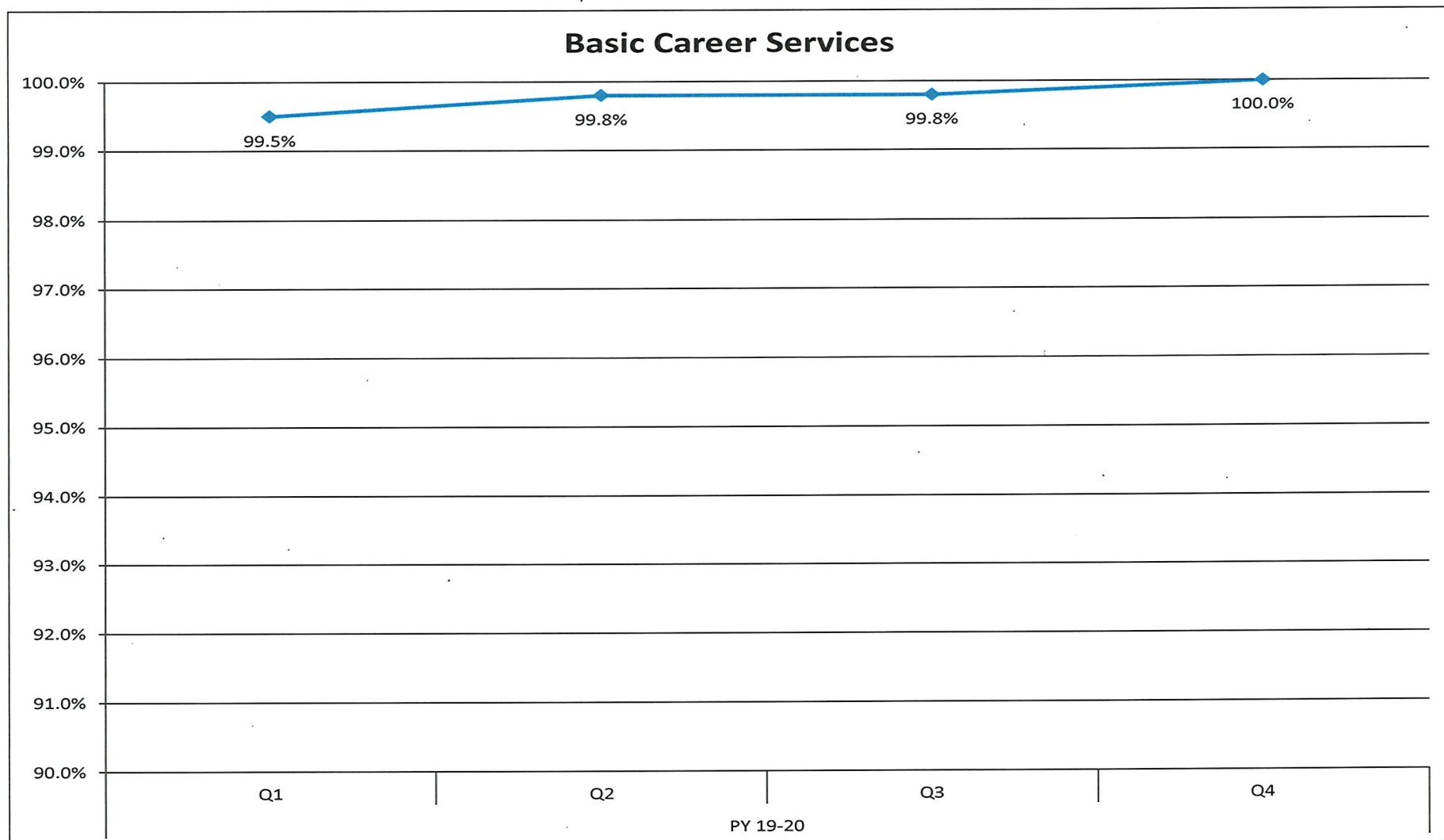
As part of this responsibility, FRWDB staff has implemented the Job Seeker Customer Satisfaction process and data collection system. The FRWDB's sub-contracted providers of services submit their data to staff on a monthly basis. The data is accumulated, analyzed and reviewed on a quarterly basis and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

## **ATTACHMENTS:**

ATTACHMENT I: Job Seeker Basic Career Services for the Fourth Quarter of PY 2019-2020  
ATTACHMENT II: Individual Career Services for the Fourth Quarter of PY 2019-2020



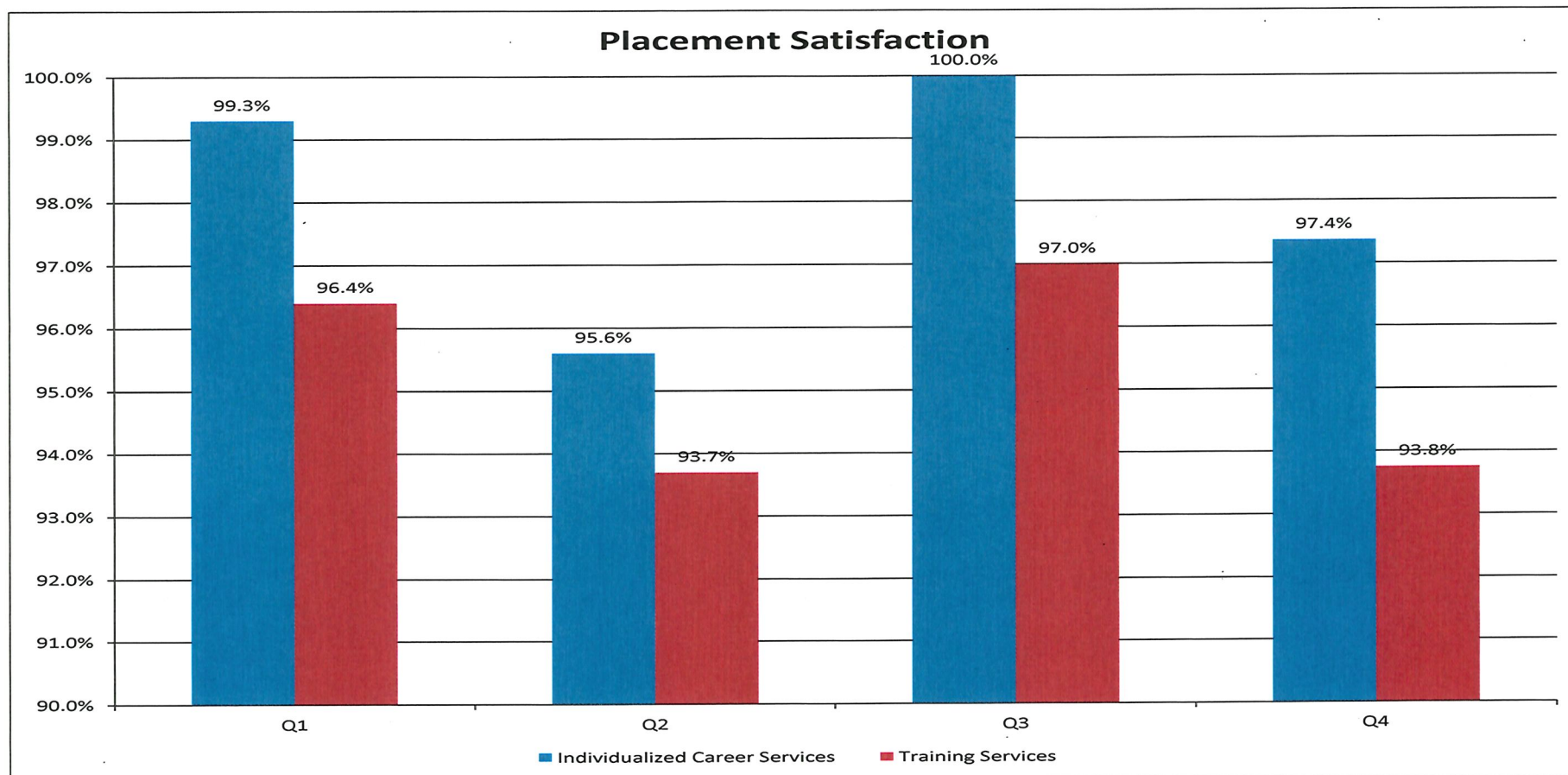


**Staff Notes:**

	Program Year 2019-2020			
	Q1	Q2	Q3	Q4
Surveys Received	757	738	636	31
Number of Users	5,046	7815	8302	2362
Survey Response Rate	15.0%	9.4%	7.7%	1.3%

**Sample of User Comments:**

Very helpful staff; Staff was a true asset to me.



#### Staff Notes:

	Program Year 2019-2020							
	Q1		Q2		Q3		Q4	
	Non-Training	Training	Non-Training	Training	Non-Training	Training	Non-Training	Training
Surveys Received by Type	28	52	41	44	41	75	41	63
Clients Closed & Placed by Type	34	66	53	59	47	97	45	115
Survey Response Rate	82.3%	78.8%	77.4%	74.6%	87.2%	77.3	91.1%	54.8

#### Participant Feedback:

**Individualized Career Services:** I found my job on my own; program has too many steps and requirements; assume staff and very helpful;

**Training Services:** secured employment (utility worker) before completing training (truck driving); assessments were of no use, already knew what I wanted to do; did not secure training related employment (employed as cook, trained as a truck driver); secured non-training related employment (employed in office administration (non-medical), trained in Medical Billing Office Administration); secured non-training related employment (employed as administration clerk, trained as security guard).

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	14
MEETING DATE:	October 22, 2020
ACTION:	RECOMMEND TO ACCEPT

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**TO:** Adult Council

**FROM:** Stephen DeWitt, Quality Systems Manager

**SUBJECT:** First Quarter Job Seeker Customer Satisfaction Report for Program Year 2020-2021

## **RECOMMENDATION:**

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the First Quarter Job Seeker Customer Satisfaction Reports for Program Year (PY) 2020-2021.

## **REASON FOR RECOMMENDATION:**

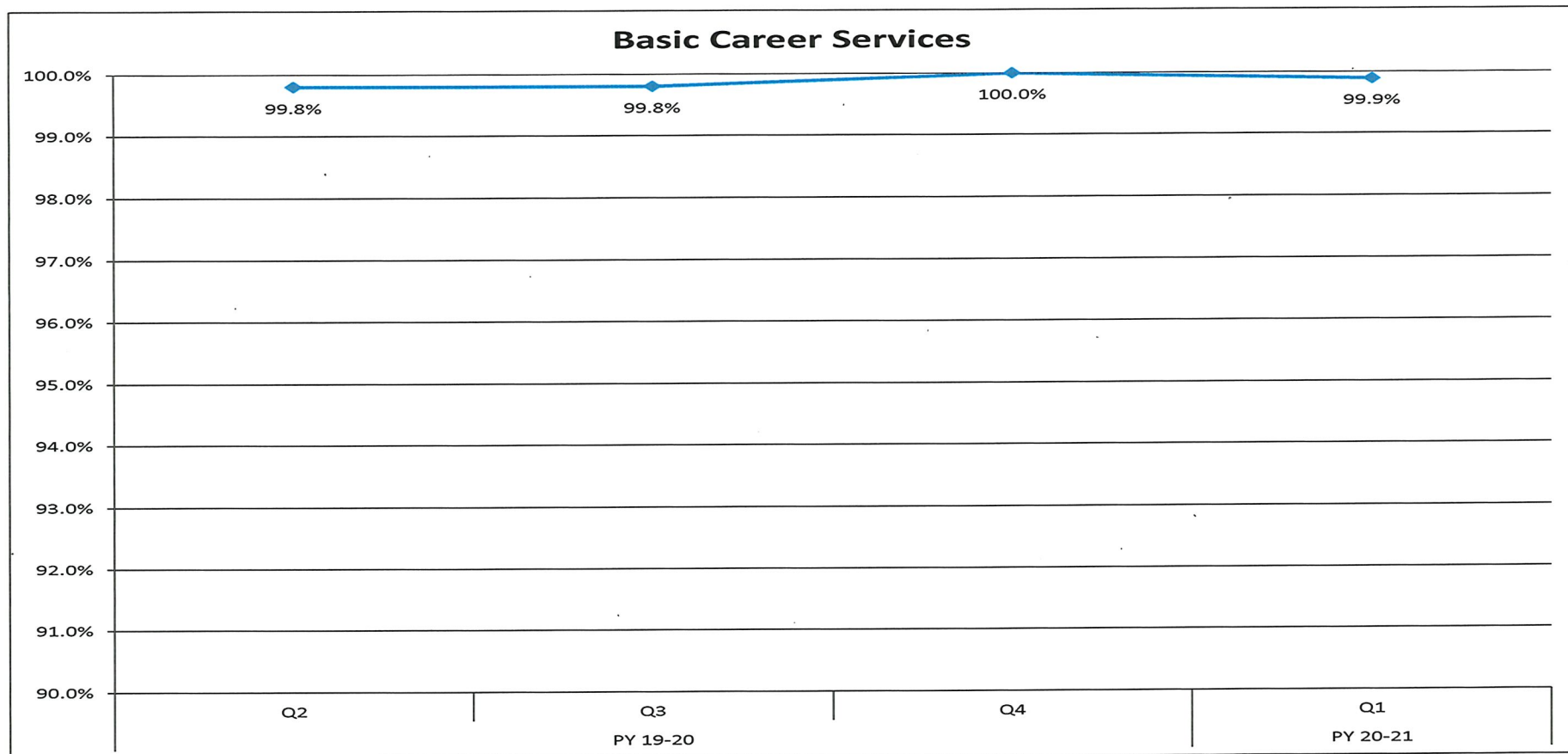
The FRWDB Joint Powers Agreement states, in part, that FRWDB staff shall fulfill administrative responsibilities as set forth in the Workforce Innovation and Opportunity Act (WIOA), including the administering of programs as described in the WIOA, as well as developing budgets plans. Additional administrative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

## **ATTACHMENTS:**

ATTACHMENT I: Job Seeker Basic Career Services for the First Quarter of PY 2020-2021  
ATTACHMENT II: Individual Career Services for the First Quarter of PY 2020-2021



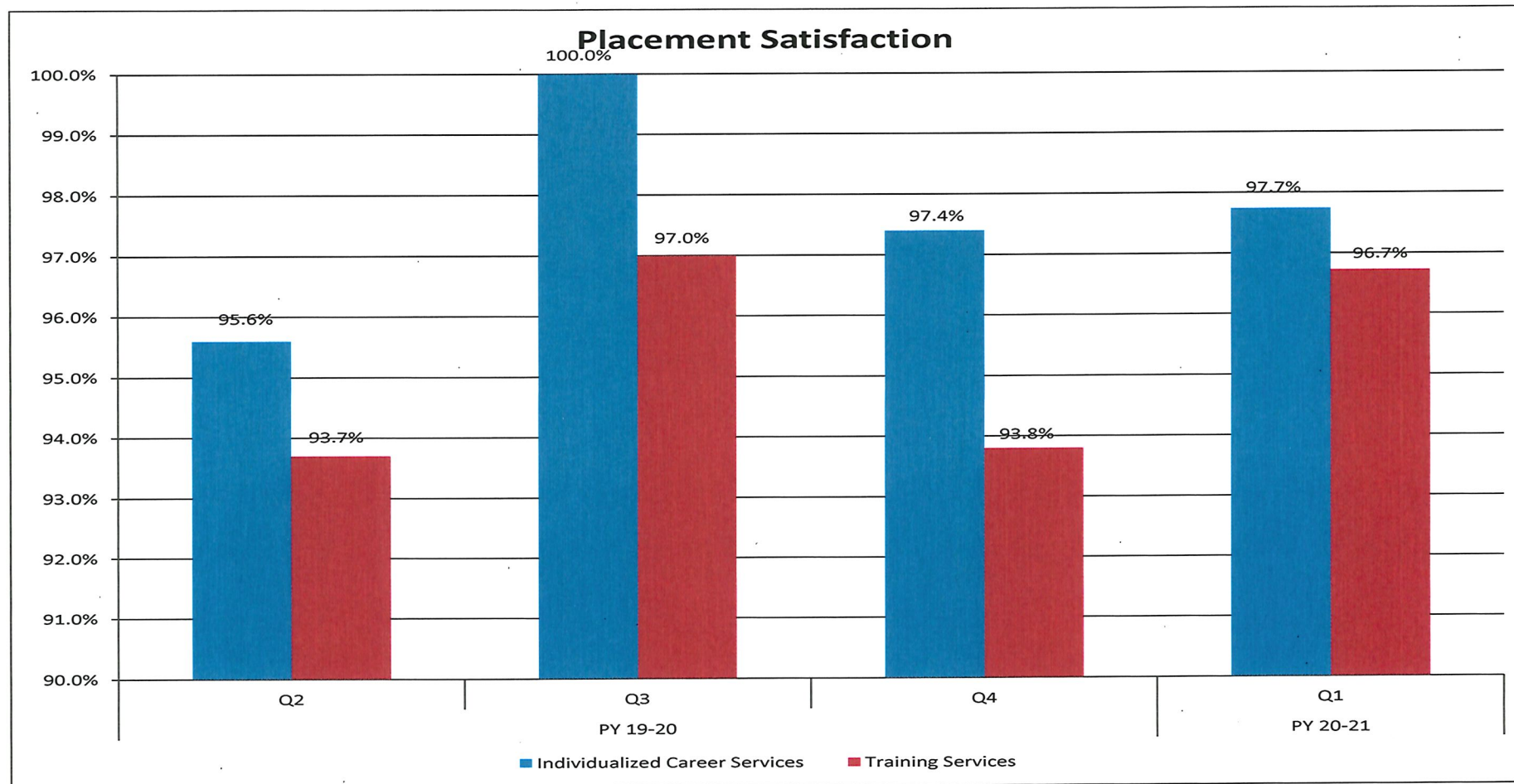
**Staff Notes:**

	Program Year 2019-2020			Program Year 2020-2021
	Q2	Q3	Q4	Q1
Surveys Received	738	636	31	163
Number of Users	7,815	8,302	2,362	2,077
Survey Response Rate	9.4%	7.7%	1.3%	7.8%

**Sample of User Comments:**

very patient and courteous staff; computer speed has improved 10-fold; staff attitude much improved; it would be nice to have staff walking around to help people rather than have to go ask for help; the staff assistance was awesome; I am amazed at how fresh and clean the facilities are; job well done; staff was extremely helpful with the computers and uploading documents; life- saving resource.





#### Staff Notes:

	Program Year 2019-2020						Program Year 2020-2021	
	Q2		Q3		Q4		Q1	
	Non-Training	Training	Non-Training	Training	Non-Training	Training	Non-Training	Training
Surveys Received by Type	41	44	41	75	41	63	16	57
Clients Closed & Placed by Type	53	59	47	97	45	115	19	63
Survey Response Rate	77.4%	74.6%	87.2%	77.3%	91.1%	54.8%	84.2%	90.5%

#### Participant Feedback:

**Individualized Career Services:** assessments didn't really help, I secured employment on my own; I already knew what career I wanted.

**Training Services:** didn't get job in field of training due to pandemic; had to drop training due to CTB not extended; I already knew what I wanted as a career, employed in field of training; trained in waste water, but state put all license exams on hold due to COVID-19, secured other employment.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	15
MEETING DATE:	October 22, 2020
ACTION:	INFORMATION

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**TO:** Adult Council

**FROM:** Tim Giles, Deputy Director of Information Systems

**SUBJECT:** Fourth Quarter Adult and Dislocated Worker Demographics Report for Program Year 2019-2020

## **INFORMATION:**

Per the Adult Council's direction, Fresno Regional Workforce Development Board (FRWDB) staff provides cumulative quarterly reports of various demographics for the FRWDB's Adult and Dislocated Worker enrollments. Attached is the demographics report for the Fourth Quarter of Program Year 2019-2020.

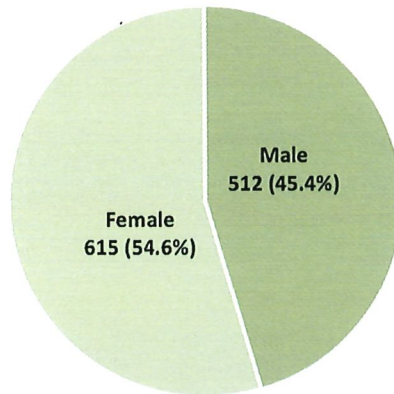
## **ATTACHMENTS:**

ATTACHMENT I: Adult Demographics Fourth Quarter, Program Year 2019-2020  
ATTACHMENT II: Dislocated Worker Demographics Fourth Quarter, Program Year 2019-2020

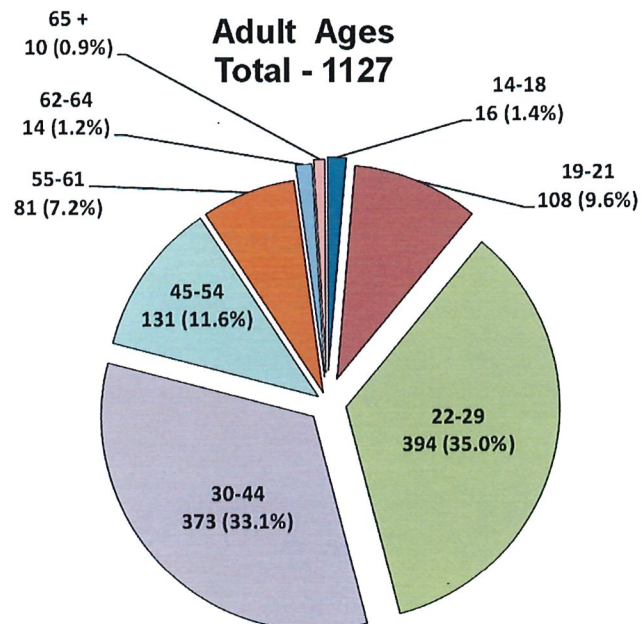


## Adult Demographics Fourth Quarter, Program Year 2019-2020

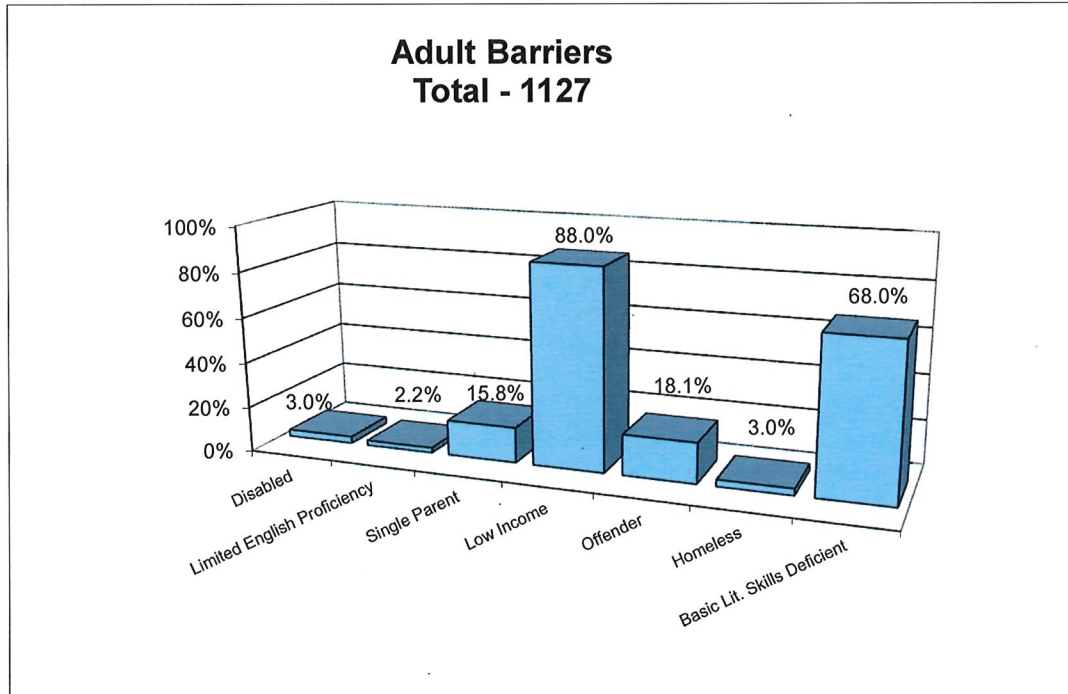
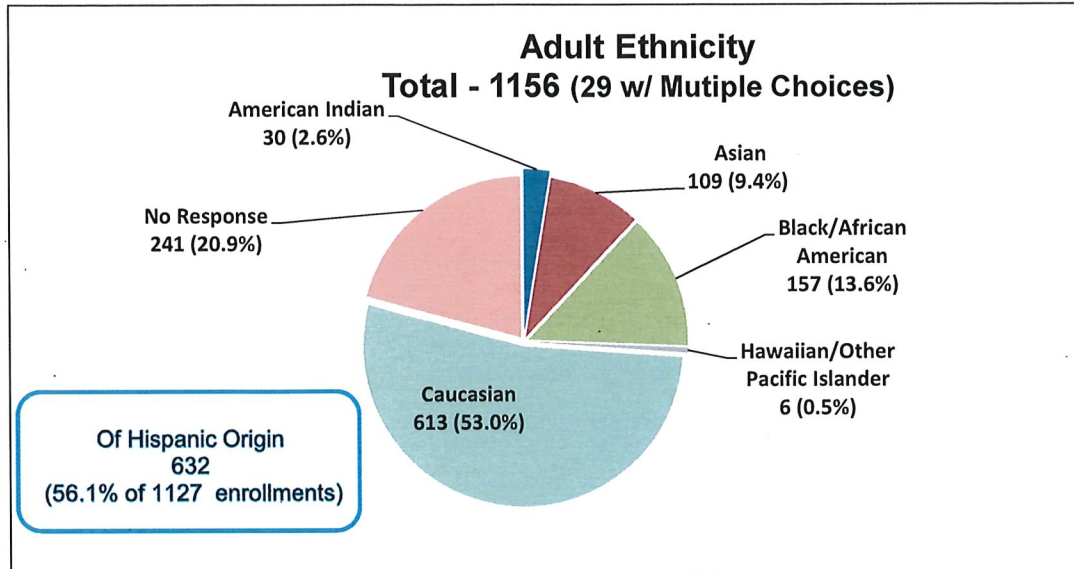
**Adult Enrollments  
Total - 1127**



**Adult Ages  
Total - 1127**

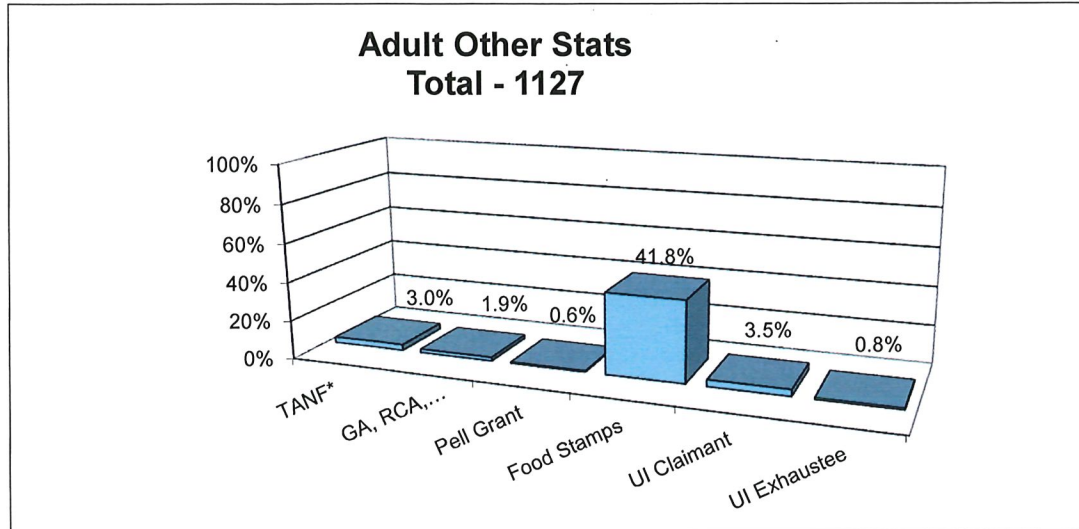


## Adult Demographics Fourth Quarter, Program Year 2019-2020

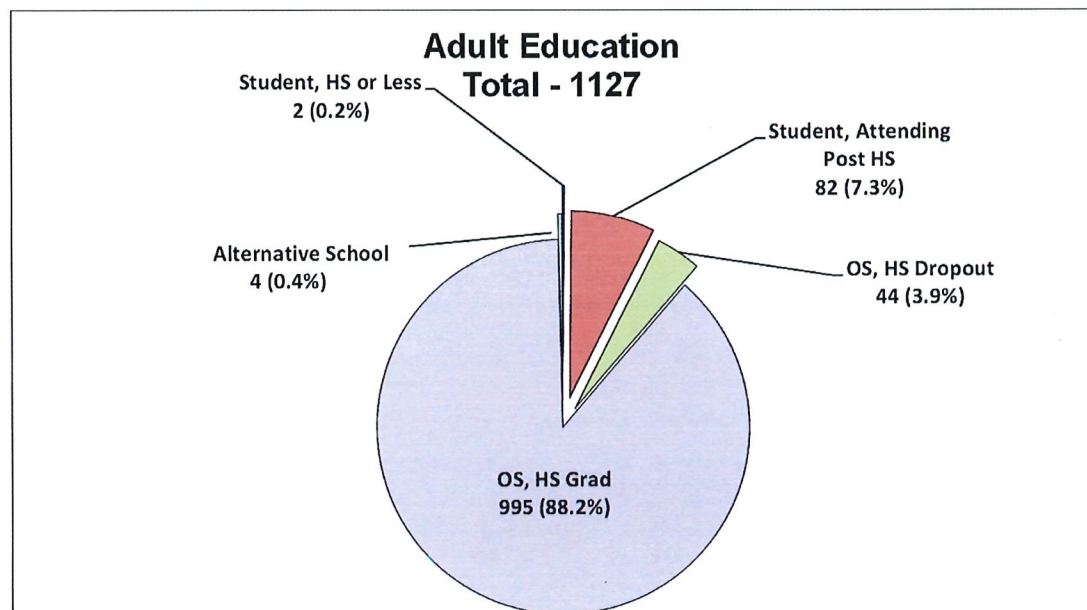




## Adult Demographics Fourth Quarter, Program Year 2019-2020



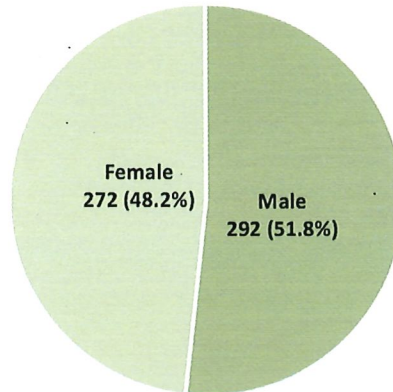
TANF - Temporary Assistance for Needy Families  
 GA - General Assistance, RCA - Refugee Cash Assistance, SSI - Supplemental Security Income  
 UI - Unemployment Insurance



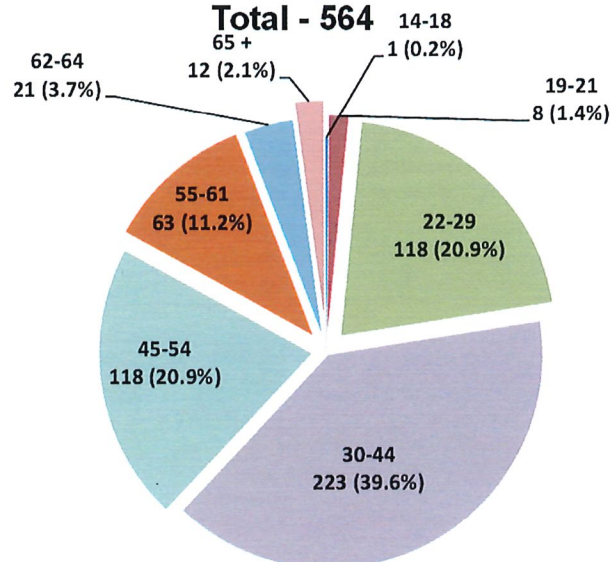


## Dislocated Worker Demographics Fourth Quarter, Program Year 2019-2020

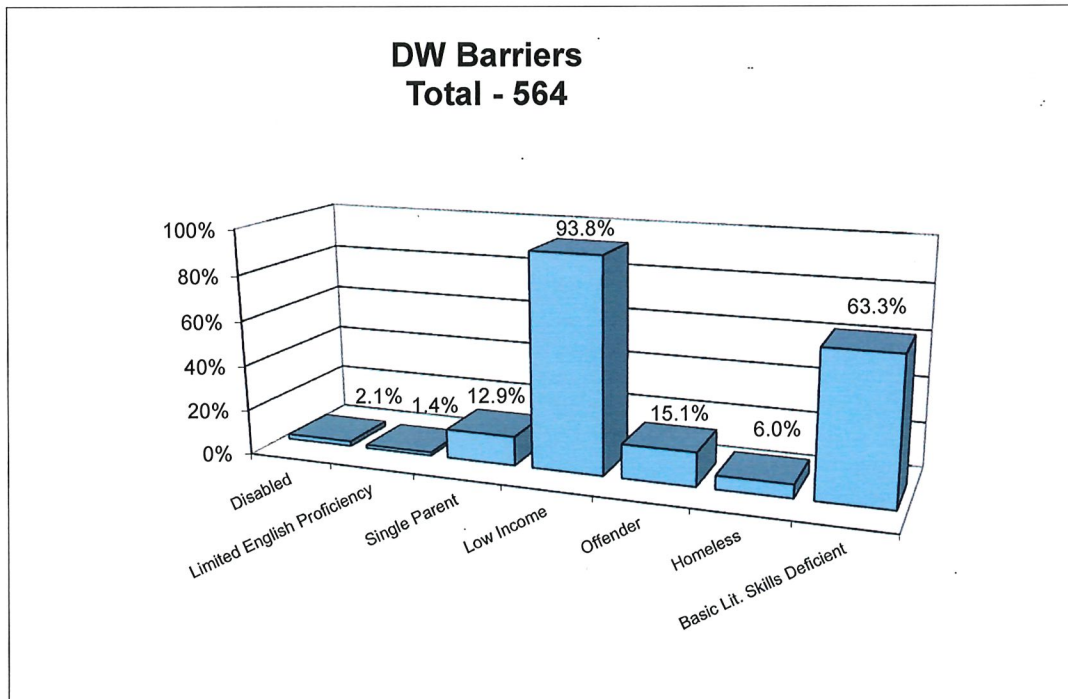
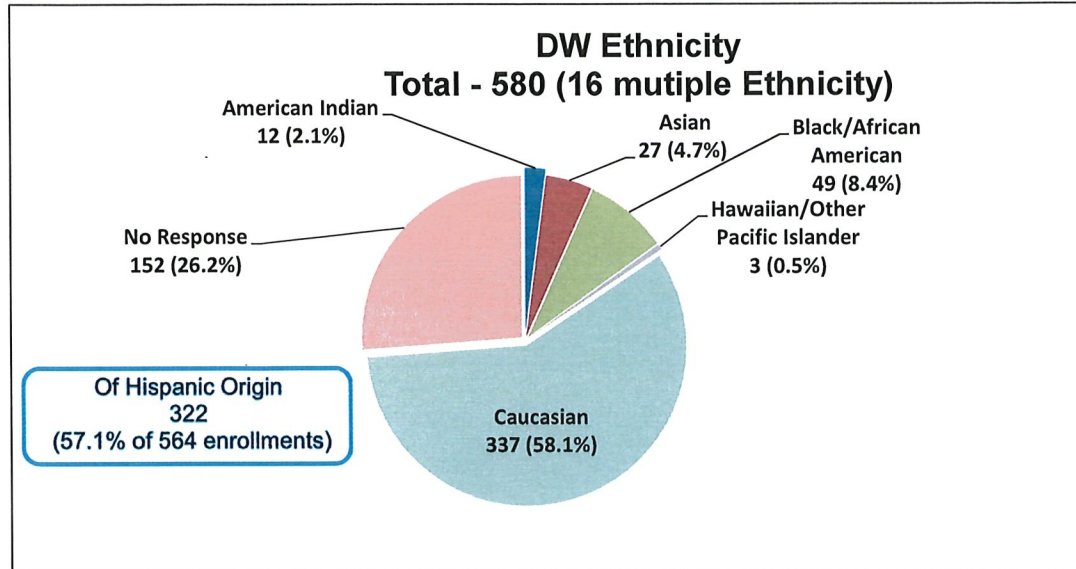
**DW Enrollments  
Total - 564**



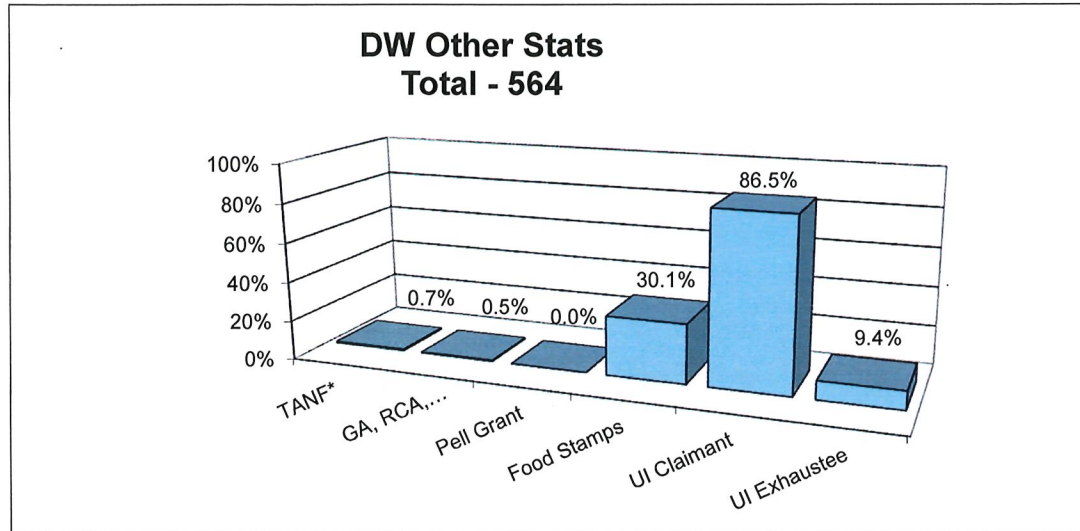
**DW Ages  
Total - 564**



## Dislocated Worker Demographics Fourth Quarter, Program Year 2019-2020



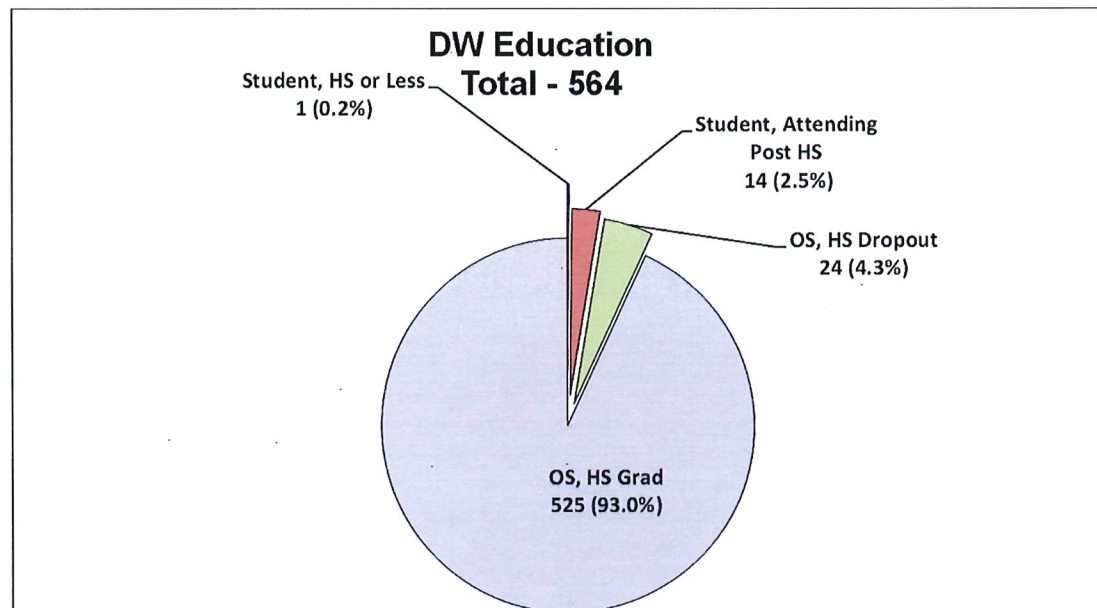
## Dislocated Worker Demographics Fourth Quarter, Program Year 2019-2020



TANF - Temporary Assistance for Needy Families

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

UI - Unemployment Insurance



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	16
MEETING DATE:	October 22, 2020
ACTION:	INFORMATION

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

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**TO:** Adult Council

**FROM:** Tim Giles, Deputy Director of Information Systems

**SUBJECT:** First Quarter Adult and Dislocated Worker Demographics Report for Program Year 2020-2021

## **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 2020-2021.

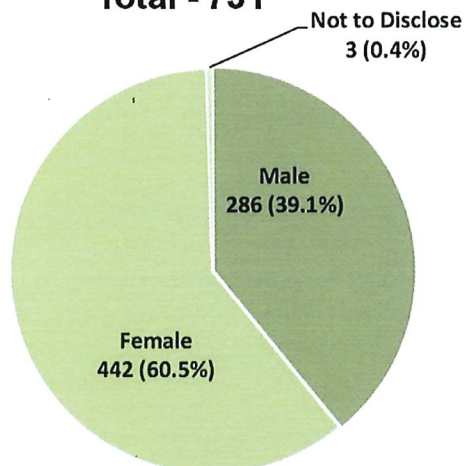
## **ATTACHMENTS:**

ATTACHMENT I: Adult Demographics First Quarter, Program Year 2020-2021  
ATTACHMENT II: Dislocated Worker Demographics First Quarter, Program Year 2020-2021

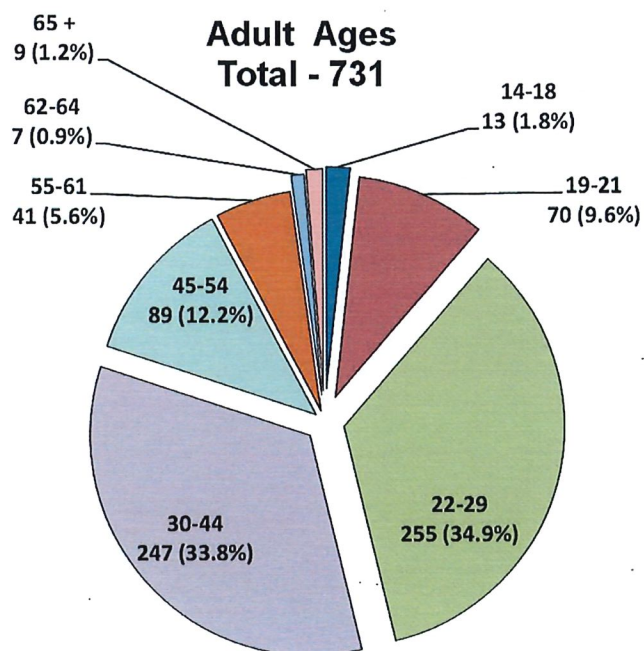


## Adult Demographics First Quarter, Program Year 2020-2021

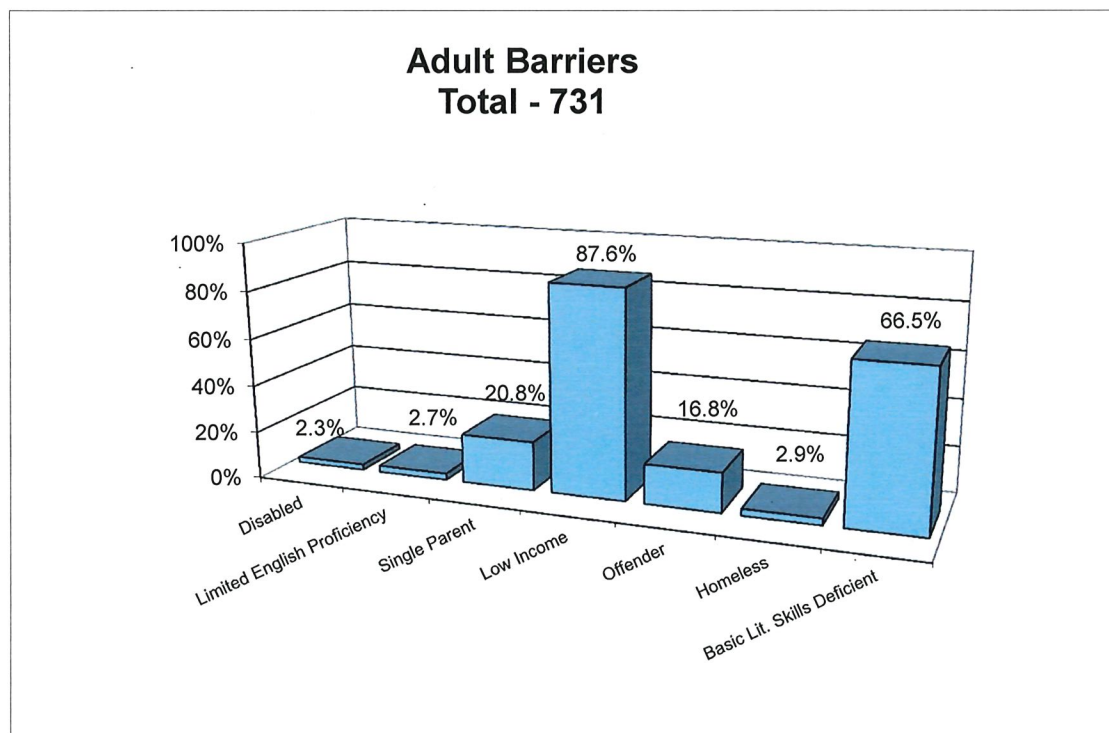
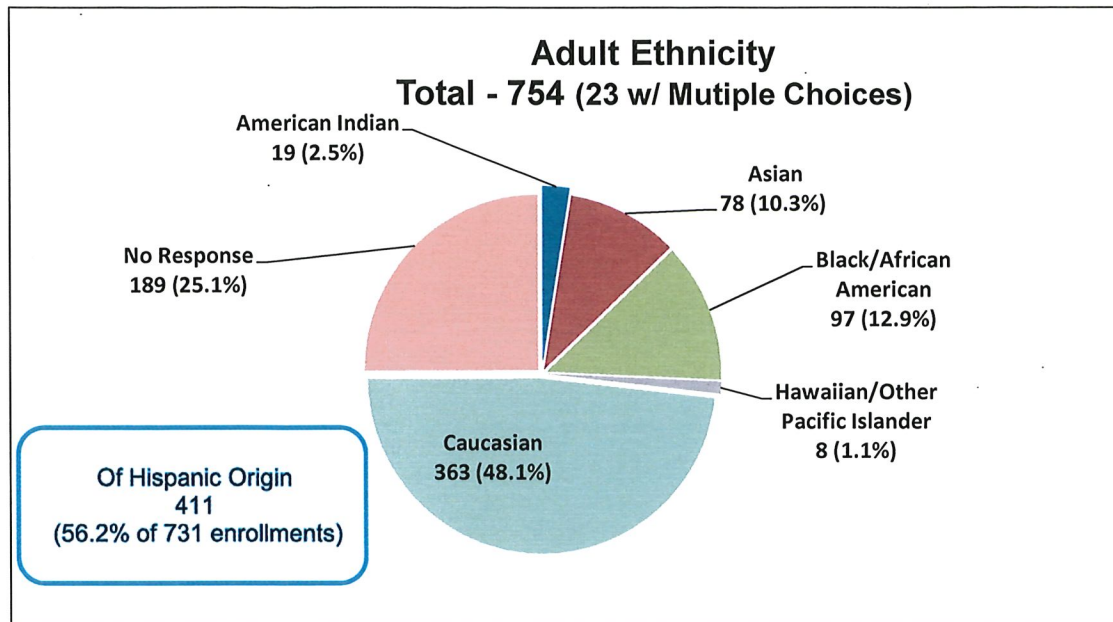
### Adult Enrollments Total - 731



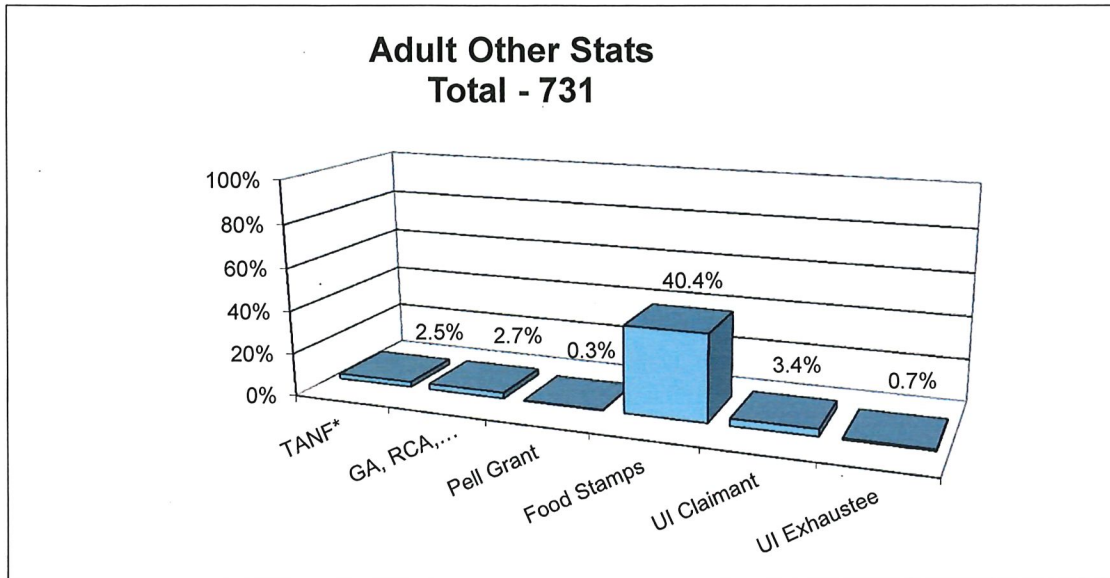
### Adult Ages Total - 731



## Adult Demographics First Quarter, Program Year 2020-2021



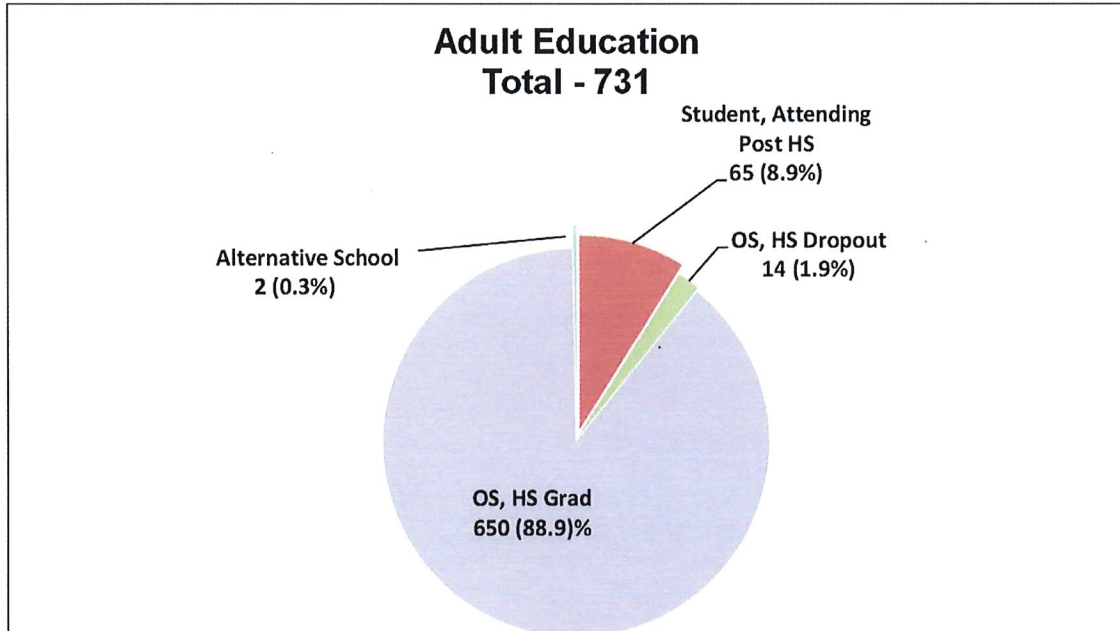
## Adult Demographics First Quarter, Program Year 2020-2021



TANF - Temporary Assistance for Needy Families

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

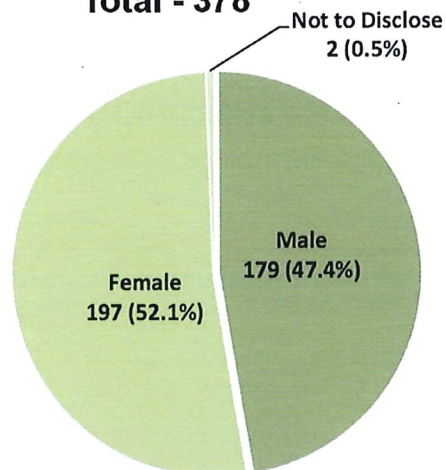
UI - Unemployment Insurance



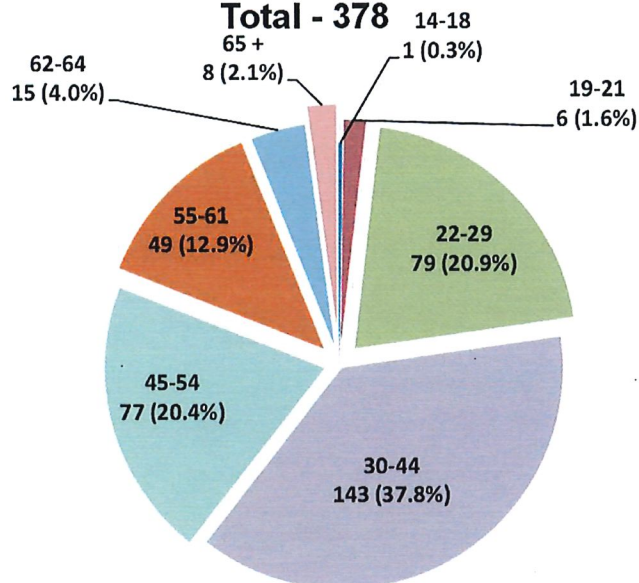


## Dislocated Worker Demographics First Quarter, Program Year 2020-2021

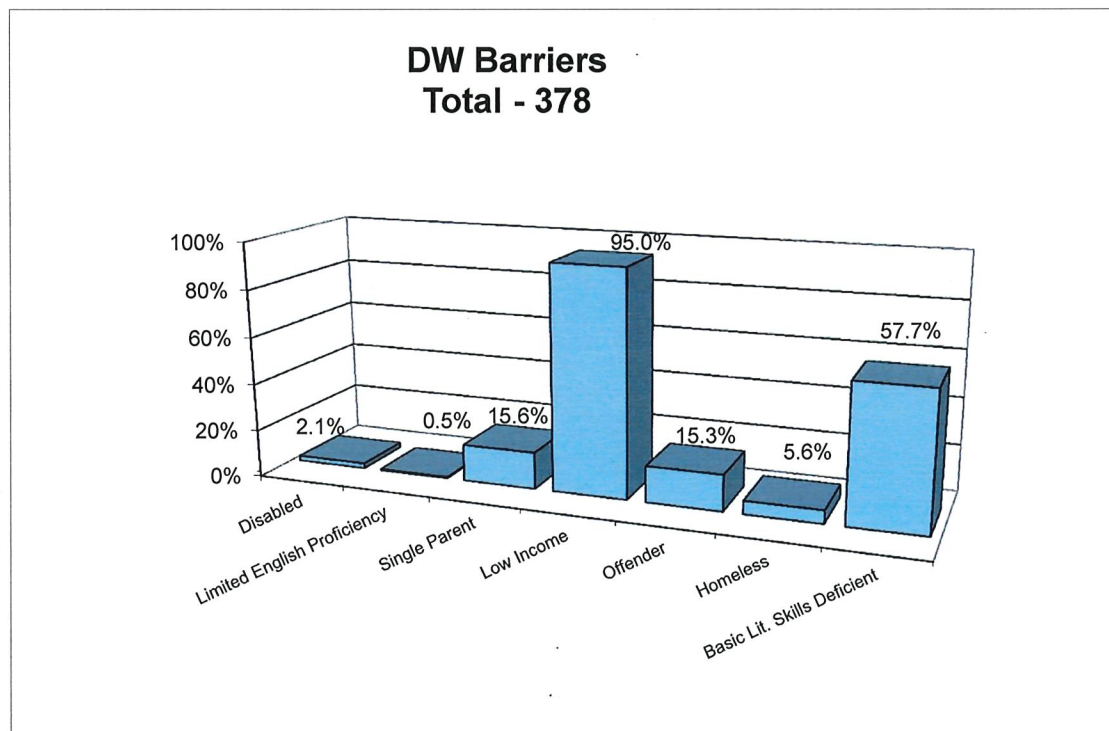
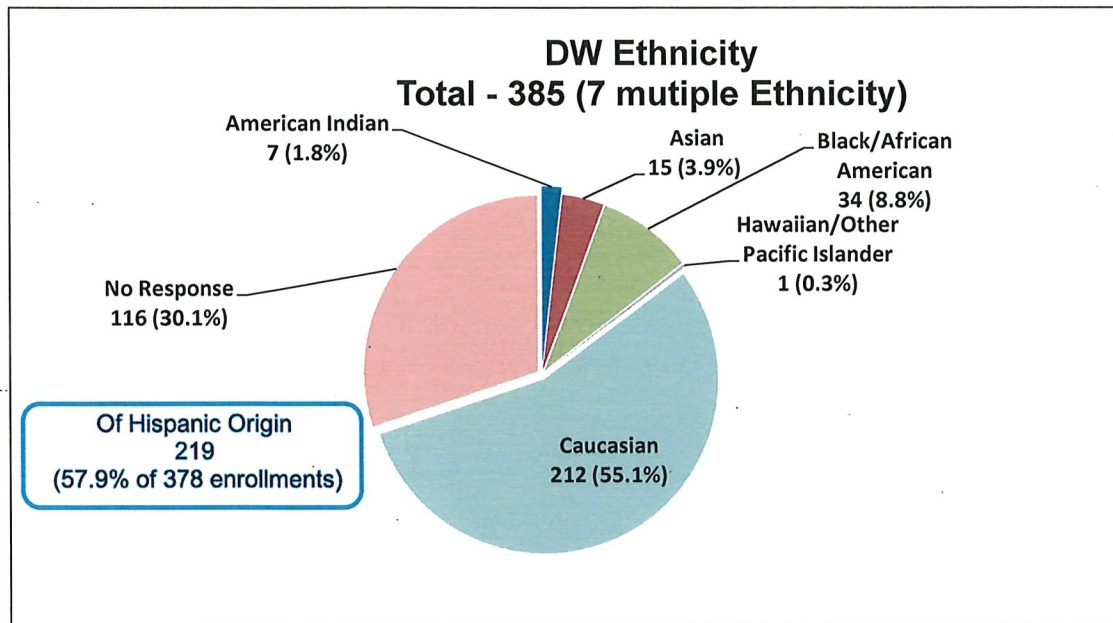
**DW Enrollments**  
**Total - 378**



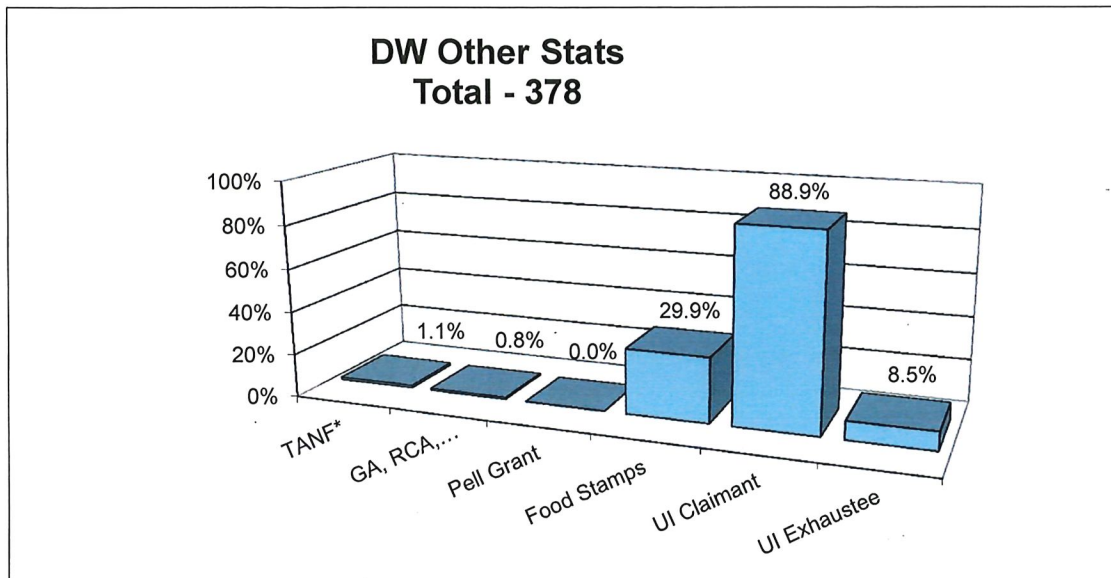
**DW Ages**  
**Total - 378**



## Dislocated Worker Demographics First Quarter, Program Year 2020-2021



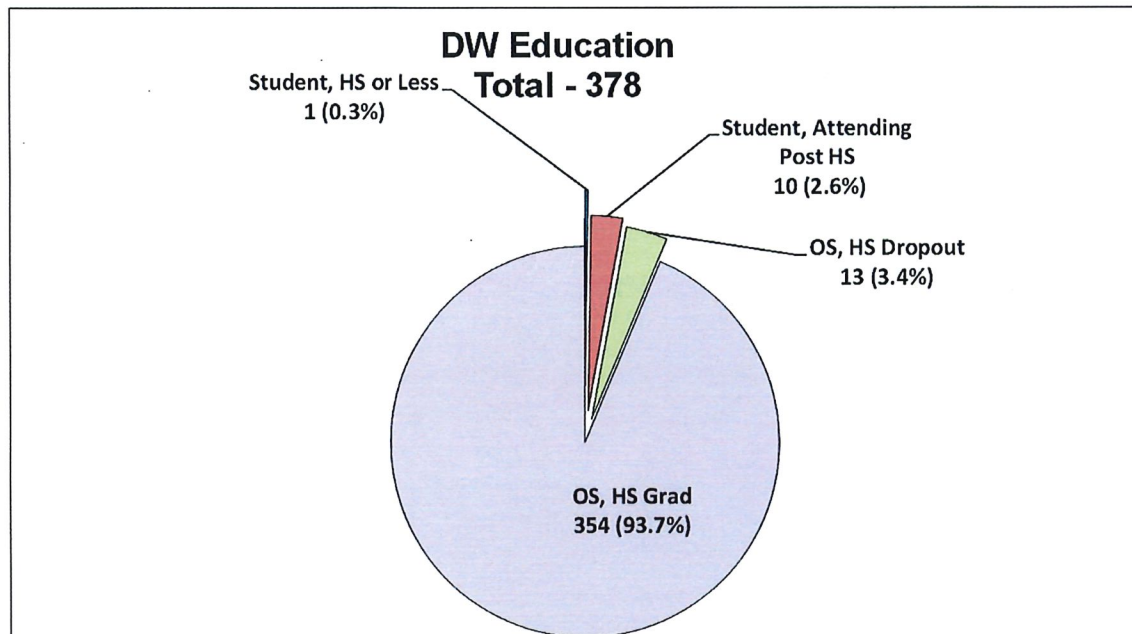
## Dislocated Worker Demographics First Quarter, Program Year 2020-2021



TANF - Temporary Assistance for Needy Families

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

UI - Unemployment Insurance



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	17
MEETING DATE:	October 22, 2020
ACTION:	INFORMATION

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**TO:** Adult Council

**FROM:** Tim Giles, Deputy Director of Information Systems

**SUBJECT:** America's Job Centers of California Usage Report

## **INFORMATION:**

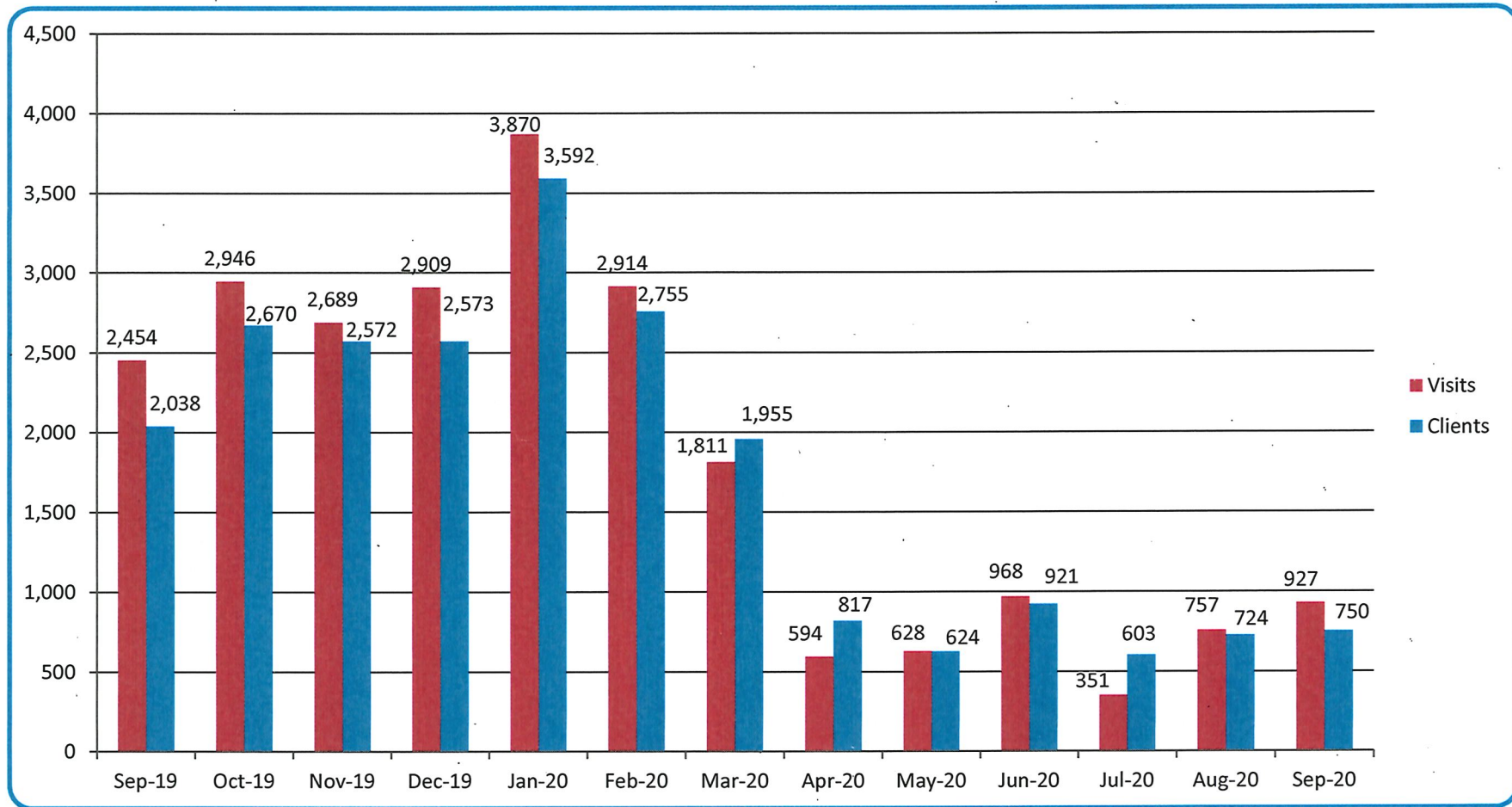
The Adult Council requested that Fresno Regional Workforce Development Board staff provide periodic reports of client usage at the One-Stop Centers America's Job Centers of California (AJCCs).

## **ATTACHMENT:**

AJCC Clients and Visits Trend Report – September 2020

# AJCC Clients and Visits Trend Report

## September 2020



Clients are unique clients receiving AJCC services in-person or online each period. Clients may be duplicated across periods.

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