

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Adult Council  
January 28, 2021 @ 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/83911162163?pwd=MHlNdnpvRVA5cHZVaSt2QzlpODNLUt09>**

**Or Join By Phone  
1 669 900 6833**

**Meeting ID: 839 1116 2163  
Passcode: 614602**

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

**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.

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.	October 22, 2020, Adult Council Meeting Minutes	Konczal	Yes	Approve	4
2.	Fresno Regional Workforce Development Board Outstanding Achievement Awards	Varela	Yes	Information	11
3.	First Quarter Workforce Innovation and Opportunity Act Adult Participant Training Report for Program Year 2020-2021	Stogbauer	Yes	Recommend to Accept	12
4.	Second Quarter Local Performance Results Reports for Program Year 2020-2021	Stogbauer	Yes	Recommend to Accept	14
5.	Second Quarter Providers of Services' Monitoring Report for Program Year 2020-2021	DeWitt	Yes	Recommend to Accept	21

## ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

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Item	Description	Presenter	Enclosure	Action	Page #
6.	Second Quarter Providers of Services' Customer Complaint Report for Program Year 2020-2021	DeWitt	No	Recommend to Accept	23
7.	Second Quarter Job Seeker Customer Satisfaction Report for Program Year 2020-2021	DeWitt	Yes	Recommend to Accept	24
8.	Second Quarter Adult and Dislocated Worker Demographics Report for Program Year 2020-2021	Giles	Yes	Information	27
9.	America's Job Centers of California Usage Report	Giles	Yes	Information	34
10.	Agenda Items for April 22, 2021, Meeting	Konczal	No	Discussion	--
11.	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	P
Daniel	XX	XX	P	XX	A
Hensley*	XX	XX	P	--	P
Mercer	XX	XX	P	XX	--
Olivares	XX	XX	P	XX	P
Riojas	--	--	--	XX	--
Rivinius	XX	XX	P	XX	A
Van Horn	XX	XX	P	XX	P
Watkins	XX	XX	P	XX	P

\* = Chairperson

P = Present

A = Absent

-- = Not a Ratified Member at Time of Meeting

XX = Meeting Cancelled

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	1
MEETING DATE:	January 28, 2021
ACTION:	APPROVE

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**TO:** Adult Council

**FROM:** Blake Konczal, Executive Director

**SUBJECT:** October 22, 2020, Adult Council Meeting Minutes

**INFORMATION:**

Approve the minutes of the October 22, 2020, Adult Council Meeting Minutes.

**ATTACHMENT:**

October 22, 2020, Adult Council Meeting Minutes



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

**Adult Council Meeting**  
**October 22, 2020**

## SUMMARY MINUTES

The meeting was called to order at 4:00 p.m. and was held via Zoom

ROLL CALL: PRESENT -

Raine Bumatay, Jeff Hensley, Joe Olivares, Stuart Van Horn and Sherri Watkins

ABSENT -

David Daniel and Elizabeth Rivinius

AGENDA CHANGES:

None

ABSTENTIONS/RECUSALS/  
DISCLOSURES OF POTENTIAL  
CONFLICTS OF INTEREST:

None

CHAIR/STAFF REPORT:

Director Chuck Riojas chaired today's Adult Council meeting as he has been appointed as Chair of the Council and will be ratified at the December 2, 2020, Fresno Regional Workforce Development Board (FRWDB) meeting.

PUBLIC COMMENTS:

None

<b>Item</b>	<b><u>Description/Action Taken</u></b>
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<b>1.</b>	<b><u>May 21, 2020, Special Adult Council Meeting Minutes</u></b>
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Blake Konczal, Executive Director, FRWDB, presented the May 21, 2020, Adult Council (Council) meeting minutes for correction and/or approval.

**OLIVARES/BUMATAY – APPROVED THE MAY 21, 2020, SPECIAL ADULT COUNCIL MEETING MINUTES. VOTE: YES – 5, NO – 0 (UNANIMOUS)**

<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, FRWDB reported that the FRWDB Outstanding Achievement Award for the First Quarter had been awarded to James Hanlon. Mr. Hanlon is employed as a Licensed Vocational Nurse. The Second Quarter was awarded to Eddie Murphy III. Mr. Murphy is employed in the Forestry field. Ms. Varela shared a video highlighting the winners.

This was an information item.

3. **WIOA One-Stop Operator and Adult and Dislocated Worker Services Request for Proposals**

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

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 Request for Proposals (RFP).

Director Van Horn stated he would hate to see the FRWDB fail to recognize the challenges of rural service providers versus those in a metro area, and that will continue in the future, even with the revised statement of work.

Mr. Konczal noted that in the last 12 to 13 years, the FRWDB has always had different performance criteria for the rural areas than for the metro areas.

**VAN HORN/OLIVARES – RECOMMENDED THAT THE FRWDB AUTHORIZE STAFF TO RELEASE THE WIOA ONE-STOP OPERATOR AND ADULT AND DISLOCATED WORKER SERVICES REQUEST FOR PROPOSALS DRAFT SCOPES OF WORK. VOTE YES – 5, NO -0 (UNANIMOUS)**

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

Phyllis Stogbauer, Senior Deputy Director, presented for the Council's recommendation to the FRWDB, the approval of \$749,999 in award allocations under the Department of Health and Human Services - Administration for Children and Families Fatherhood grant for the initial funding period of September 30, 2020, to September 29, 2021. The primary focus of the project is to provide workshops focused on fatherhood skills.

**VAN HORN/OLIVARES - RECOMMENDED THAT THE FRWDB APPROVE THE DEPARTMENT OF HEALTH AND HUMAN SERVICES – ADMINISTRATION FOR CHILDREN AND FAMILIES FATHERHOOD GRANT FUNDING ALLOCATION. VOTE YES - 5, NO -0 (UNANIMOUS)**

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

Ms. Stogbauer recommended that the FRWDB approve the allocation of unobligated carryover funds in the amount of \$368,880, that consists of: \$154,501 increase for One-Stop/Facilities Sites Budgets for marketing and moving costs, \$21,500 increase for Employment Study costs, and \$192,879 increase for prior Program Year Training reserve.

**VAN HORN/WATKINS – RECOMMENDED THAT THE FRWDB APPROVE THE WIOA ADULT AND DISLOCATED WORKER CARRYOVER FUNDING RECOMMENDATIONS FOR PROGRAM YEAR 2020-2021. VOTE – 5, NO -0 (UNANIMOUS)**

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

Ms. Stogbauer presented the PY 2019-2020 Fourth Quarter WIOA 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 and was happy to say that the FRWDB expended the required 30% of the funds, by June 30, 2020.

At the May 21, 2020, Council meeting, Director Hensley requested that FRWDB staff look into why there seemed to be a difference in the cost by Urban versus Rural providers. Ms. Stogbauer explained that the difference was in the fact that when you look at the urban training, more individuals are trained and a majority of the trainings are more expensive.

Director Olivares asked why the table showed the FRWDB still had 100% of funds available.

Ms. Stogbauer explained that that was year-to-date expenditures for the funding on a two (2) year cycle, and that the total amount had been expended, as outlined.

**OLIVARES/WATKINS- RECOMMENDED THAT THE FRWDB ACCEPT THE FOURTH QUARTER WIOA ADULT PARTICIPANT TRAINING REPORT FOR PY 2019-2020. YES – 5, NO -0 (UNANIMOUS)**

7. **Fourth Quarter Local Performance Results Reports for Program Year 2019-2020**

Ms. Stogbauer presented the Fourth 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.

**WATKINS/OLIVARES – RECOMMENDED THAT THE FRWDB ACCEPT THE FOURTH QUARTER LOCAL PERFORMANCE RESULTS REPORTS FOR PROGRAM YEAR 2019-2020. VOTE: YES – 5, NO - 0 (UNANIMOUS)**

8. **First Quarter Local Performance Results Reports for Program Year 2020-2021**

Ms. Stogbauer presented the First Quarter Local Performance Results Report for PY 2020-2021, 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, and she mentioned staff had no concerns about the expenditure rate at this point. The Council had no questions about the reports.

**VAN HORN/OLIVARES – RECOMMENDED THAT THE FRWDB ACCEPT THE FIRST QUARTER LOCAL PERFORMANCE RESULTS REPORTS FOR PROGRAM YEAR 2020-2021. VOTE: YES – 5, NO - 0 (UNANIMOUS)**

9. **Fourth Quarter Providers of Services' Monitoring Report for Program Year 2019-2020**

Stephen DeWitt, Quality Systems and Procurement Manager, FRWDB, presented the Fourth Quarter Providers of Services' Monitoring Report for PY 2019-2020, for recommendation to the FRWDB. Mr. DeWitt reported West Hills Community College District (WHCCD) had six (6) findings: three (3) of which were closed, and three (3) were conditionally closed. WHCCD is still on a monthly process and file review, and then extensive use of Cal Jobs. Proteus, Inc. had three (3) findings, one (1) finding was closed and two (2) were conditionally closed, and they are also on a monthly process and file review. Central Labor Council had one (1) finding and that issue was addressed and closed.

**OLIVARES/VAN HORN – RECOMMENDED THAT THE FRWDB ACCEPT THE FOURTH QUARTER PROVIDERS OF SERVICES' MONITORING REPORT FOR PROGRAM YEAR 2019-2020. VOTE: YES – 5, NO - 0 (UNANIMOUS)**

10. **First Quarter Providers of Services' Monitoring Report for Program Year 2020-2021**

Mr. DeWitt presented for the Council's recommendation to the FRWDB, the First Quarter Providers of Services' Monitoring Report. For PY 2020-2021 monitoring of WHCCD and Proteus, Inc. were in process and the final results will be presented at the next Council meeting.

**OLIVARES/WATKINS– RECOMMENDED THAT THE FRWDB ACCEPT THE FIRST QUARTER PROVIDERS OF SERVICES' MONITORING REPORT FOR PROGRAM YEAR 2020-2021. VOTE: YES – 5, NO - 0 (UNANIMOUS)**

11. **Fourth Quarter Providers of Services' Customer Complaint Report for Program Year 2019-2020**

Mr. DeWitt presented the Providers of Services' Complaint Report for the Fourth Quarter of PY 2019-2020 for the Council's recommendation to the FRWDB. Mr. DeWitt noted that there was one (1) complaint and that it had been resolved.

**WATKINS/OLIVARES – RECOMMENDED THAT THE FRWDB ACCEPT THE FOURTH QUARTER PROVIDERS OF SERVICES' CUSTOMER COMPLAINT REPORT FOR PROGRAM YEAR 2019-2020. VOTE: YES – 5, NO - 0 (UNANIMOUS)**

12. **First Quarter Providers of Services' Customer Complaint Report for Program Year 2020-2021**

Mr. DeWitt presented for the Council's recommendation to the FRWDB, the First Quarter Provider of Services' Customer Complaint Report for 2020-2021. Mr. DeWitt stated there were no complaints received during the first quarter.

**VAN HORN/OLIVARES – RECOMMENDED THAT THE FRWDB ACCEPT THE FIRST QUARTER PROVIDERS OF SERVICES' CUSTOMER COMPLAINT REPORT FOR PROGRAM YEAR 2020-2021. VOTE: YES – 5, NO - 0 (UNANIMOUS)**

13. **Fourth Quarter Job Seeker Customer Satisfaction Report for Program Year 2019-2020**

Mr. DeWitt presented the Job Seeker Customer Satisfaction Report for the Fourth Quarter of PY 2019-2020 for the Council's recommendation to the FRWDB. Mr. DeWitt noted that on the Basic Career Services report, FRWDB received a 100% approval rate, but that there was a decrease in the survey response rate, possibly due to the Shelter-in-Place orders. The Individualized Career Services were at a 91.1% response rate, and for those who received training services, there was a 54.8% response rate. The satisfaction level was 97.4% and 93.8%, respectively.

**OLIVARES/ HENSLEY – RECOMMENDED THAT THE FRWDB ACCEPT THE FOURTH QUARTER PROVIDERS OF SERVICES' CUSTOMER SATISFACTION REPORT FOR PROGRAM YEAR 2019-2020. VOTE: YES – 5, NO - 0 (UNANIMOUS)**

14. **First Quarter Job Seeker Customer Satisfaction Report for Program Year 2020-2021**

Mr. DeWitt presented the Job Seeker Customer Satisfaction Report for the First Quarter of PY 2020-2021 for the Council's recommendation to the FRWDB. Mr. DeWitt noted that FRWDB received a 99.9% satisfaction rate. The Placement satisfaction for individuals who were enrolled into non-training services showed a 97.7% satisfaction rate, and the satisfaction rate for those in training services was 96.7%. These rates were an improvement over the fourth quarter.

**OLIVARES/ VAN HORN – RECOMMENDED THAT THE FRWDB ACCEPT THE FIRST QUARTER PROVIDERS OF SERVICES' CUSTOMER SATISFACTION REPORT FOR PROGRAM YEAR 2020-2021. VOTE: YES – 5, NO - 0 (UNANIMOUS)**

15. **Fourth Quarter Adult and Dislocated Worker Demographics Report for Program Year 2019-2020**

Tim Giles, Deputy Director Information Systems, FRWDB, presented the PY 2019-2020 Fourth Quarter Adult and Dislocated Worker Demographics Report to the Council. Mr. Giles noted that participants now have the opportunity to select multiple ethnicities as opposed to just selecting a primary ethnicity.

This was an information item.

16. **First Quarter Adult and Dislocated Worker Demographics Report for Program Year 2020-2021**

Mr. Giles presented the PY 2020-2021 Adult and Dislocated Worker Demographics Report. He reviewed the report and the Council had no comment or questions.

This was an information item.

**17. America's Job Centers of California Usage Report**

Mr. Giles presented the America's Job Center of California (AJCC) Usage Report, which is a 13-month trend report so it can be compared to the previous period, or to the same period in the previous year. He mentioned the most notable item was the drop in visitors due to COVID, but that the FRWDB did remain open and continued to receive visitors at the AJCC, even during the period of the most extreme lock down.

Mr. Konczal thanked Mr. Giles for mentioning that the AJCC's did not close during COVID, and explained that how services that were provided had to be altered.

This was an information item.

**18. Agenda items for January 28, 2021, Meeting**

There were no items suggested for the January 28, 2021, Adult Council Meeting.

**19. Meeting Feedback**

None.

The meeting was adjourned at 5:21 p.m.

# **FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	2
MEETING DATE:	January 28, 2021
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 Third Quarter has been awarded to Adeel Haider. The video presentations can be viewed on YouTube: <https://youtu.be/w5X2lmdlsOQ>.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

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AGENDA ITEM:	3
MEETING DATE:	January 28, 2021
ACTION:	RECOMMEND TO ACCEPT

**TO:** Adult Council

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

**SUBJECT:** First Quarter Workforce Innovation and Opportunity Act Adult Participant Training Report for Program Year 2020-2021

## **RECOMMENDATION:**

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the First Quarter Workforce Innovation and Opportunity Act Adult (WIOA) Participant Training Report for Program Year (PY) 2020-2021.

## **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 30th of the last program year. The mandated 30 percent of training funds allocated in PY 2019-2020 is \$3,083,582 and we are required to be fully expended by June 30, 2021.

The total expenditures as of September 30, 2020, was \$ 1,207,214, as outlined in the table below:

Training Expenditure Report			
Provider/Training Pools	Total Available Funds for Year of Allocation 2019 (Two (2) Year Life Cycle)	PY 20-21 Training Expenditures as of 9.30.20	Percent Expended
CLC	\$1,829,497	\$976,912	53.4%
Proteus, Inc.	\$365,324	\$143,001	39.1%
WHCCD	\$366,355	\$52,438	14.3%
Special Projects	\$15,157	\$15,157	100.0%
Incumbent Worker Training	\$507,249	\$19,706	3.9%
<b>Total</b>	<b>\$3,083,582</b>	<b>\$1,207,214</b>	<b>39.1%</b>



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>Completion Rate</b>	<b>YTD Enrolled</b>	<b>Completion Rate</b>
CLC	438	179/220	0	0	2	1/1
Proteus, Inc.	79	43/50	2	0	0	0
WHCCD	22	8/8	0	0	0	0

Training expenditures are below the projected year to date plan due to lower than expected enrollments directly related to the COVID-19 pandemic restrictions. Staff will continue to monitor expenditures and will provide an update at your next council meeting.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	4
MEETING DATE:	January 28, 2021
ACTION:	RECOMMEND TO ACCEPT

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**TO:** Adult Council

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

**SUBJECT:** Second 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 Second 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.

The attached worksheets provide local performance results for each of the Adult and Dislocated Provider of Services through December 31, 2020.

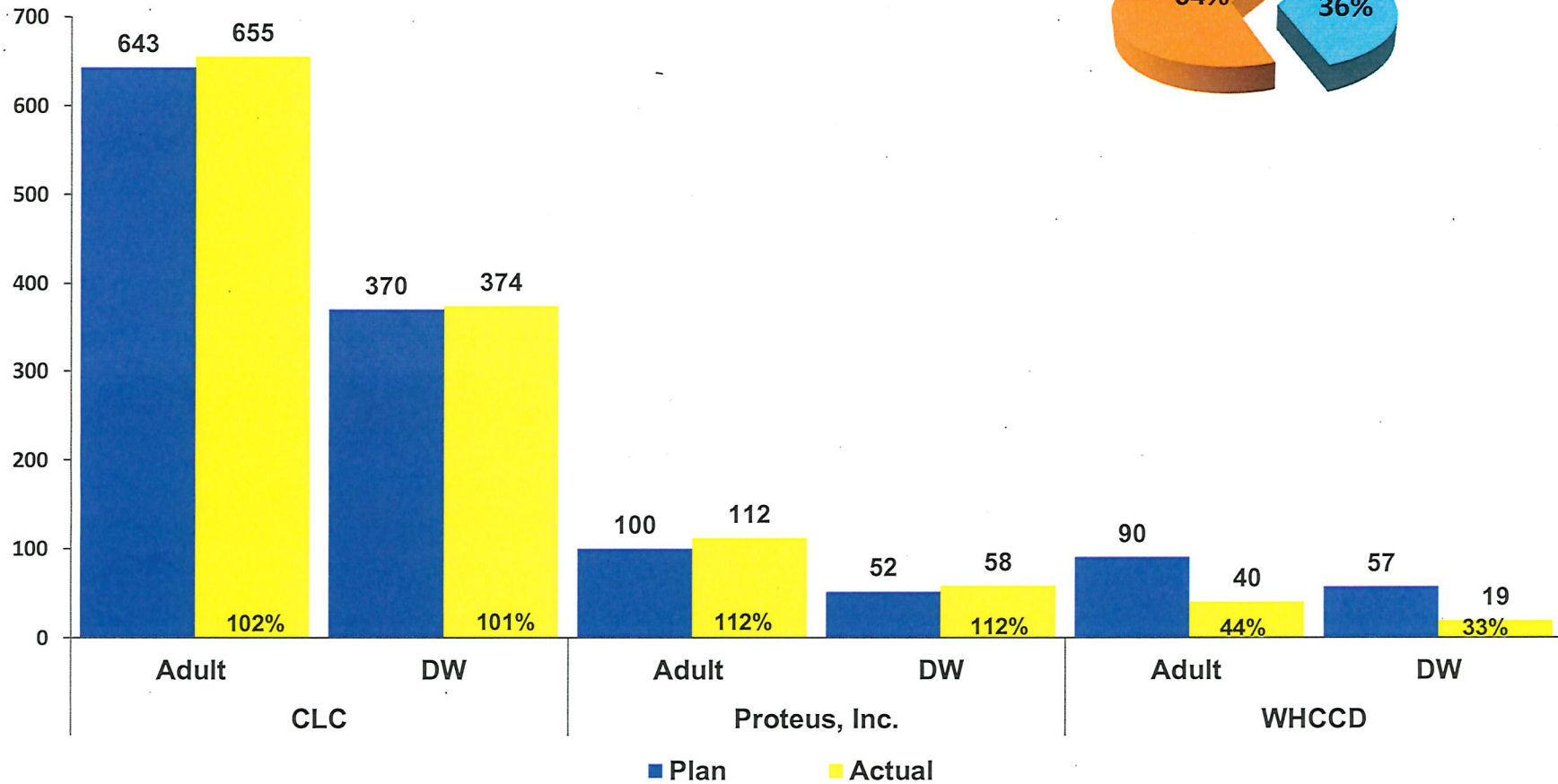
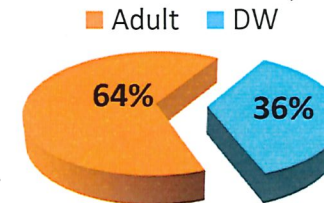
**ATTACHMENT:**

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

## Adult/DW Served

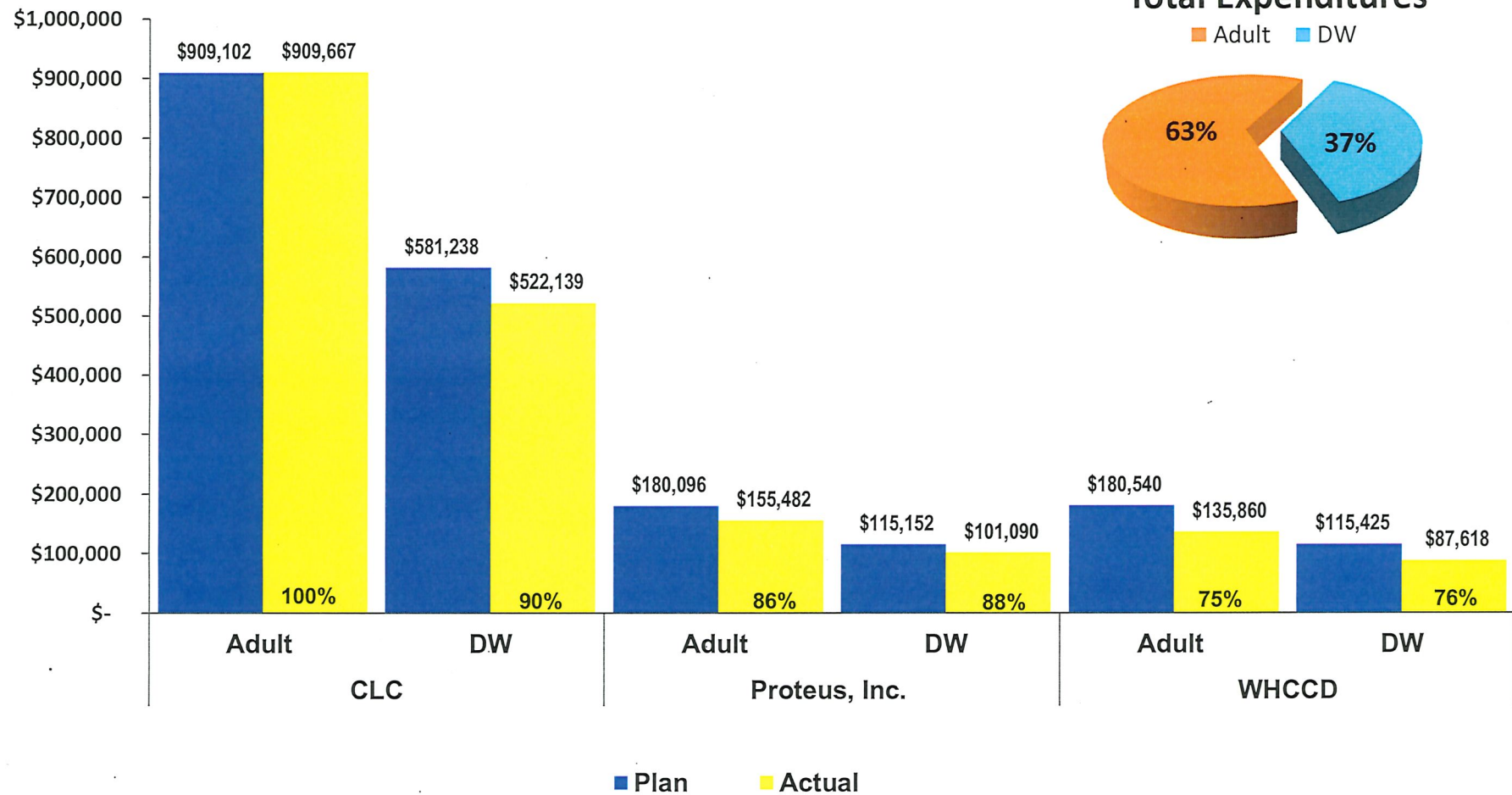
CLC- Central Labor Council  
Proteus - Proteus, Inc.  
WHCCD -West Hills Community College District

Total Served- 1258



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

## Adult/ DW Expenditures

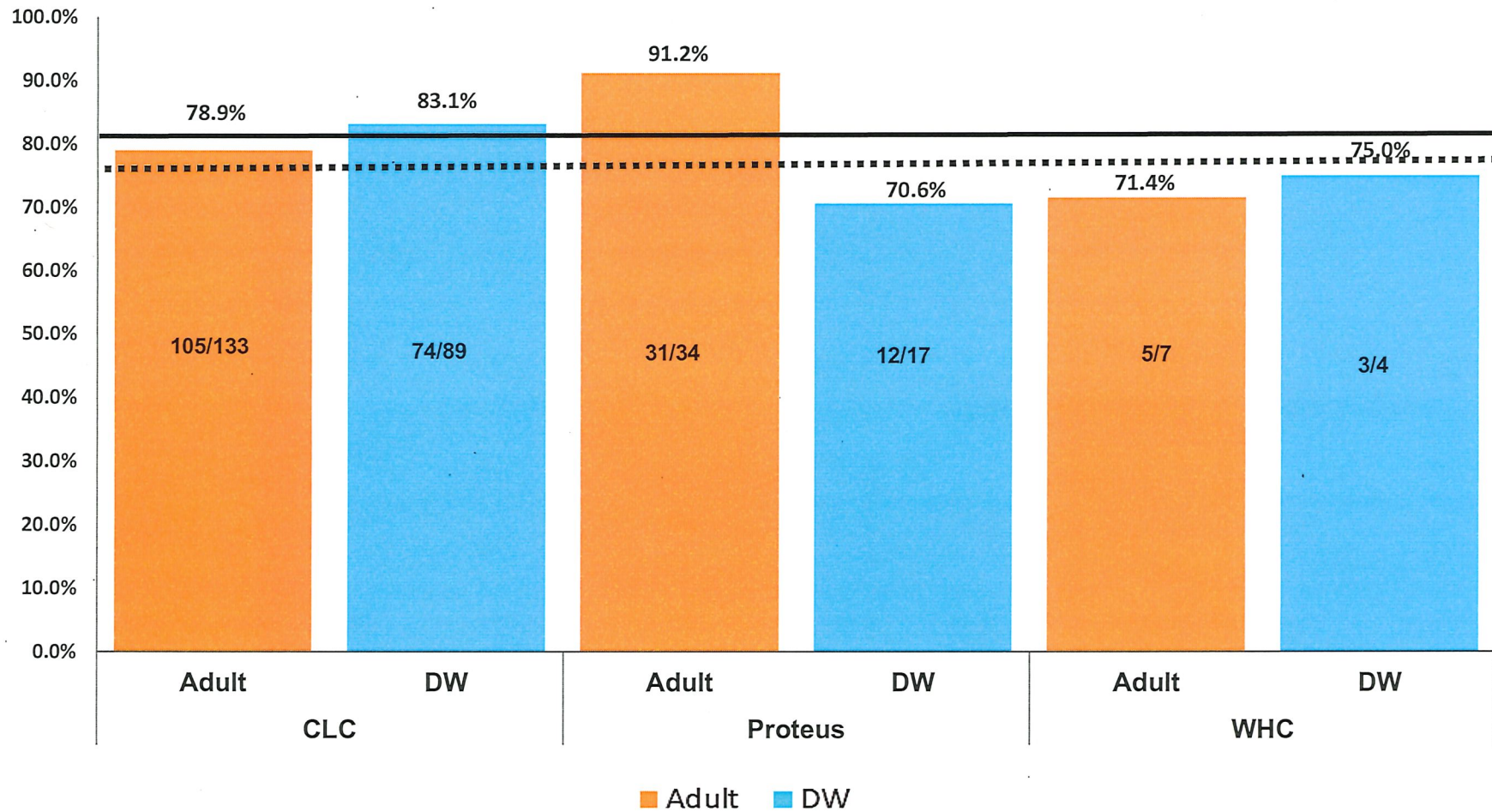


Note: Adult/DW Expenditures goal is 95% to 100%.

# Adult/DW Placement Rate

## Placement Goals

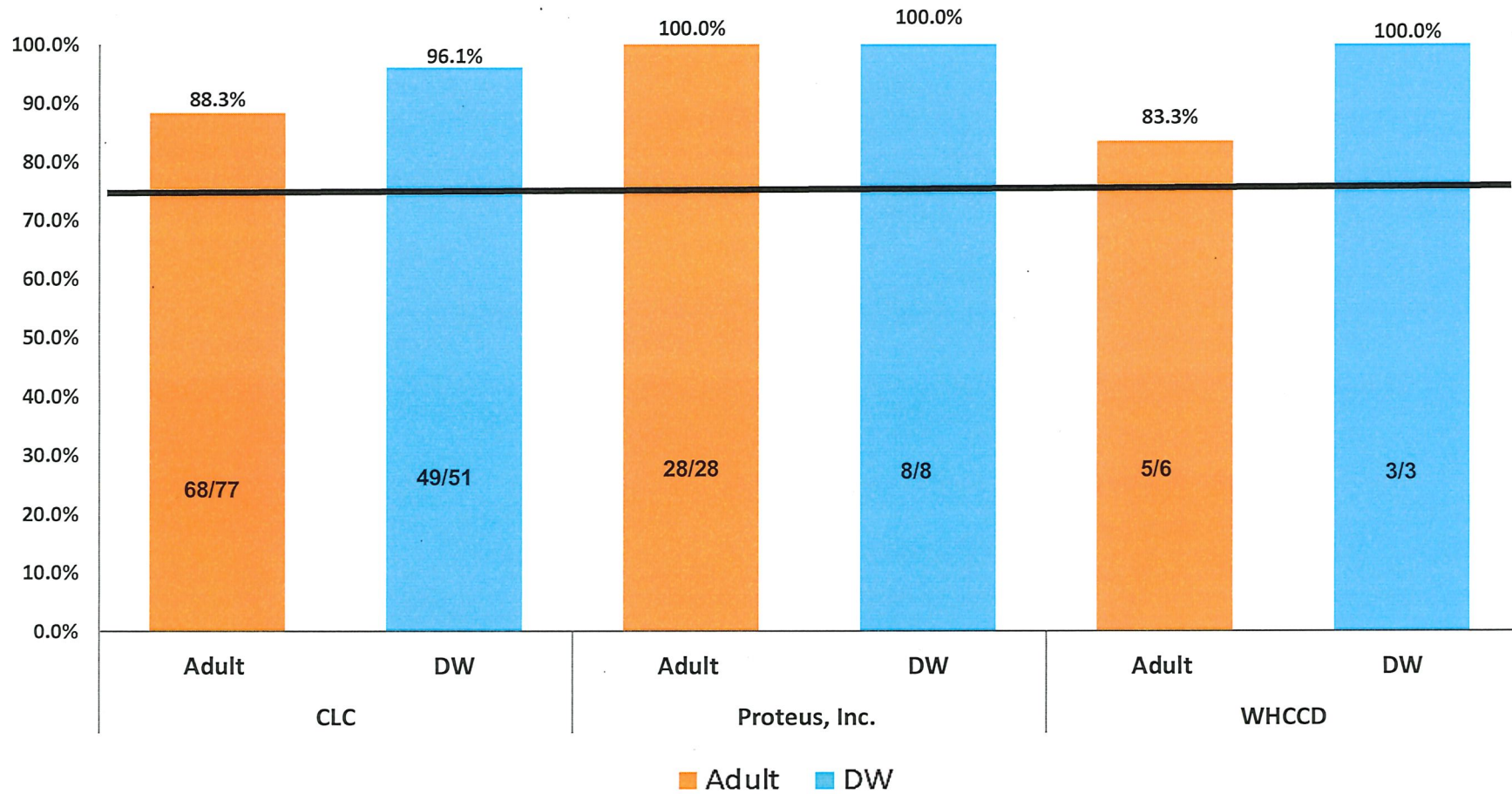
DW 80.5 %  
Adult 76.5%





Certificate of Attainment Goal  
Adult/DW 73.2%

### Adult/DW Credential Rate

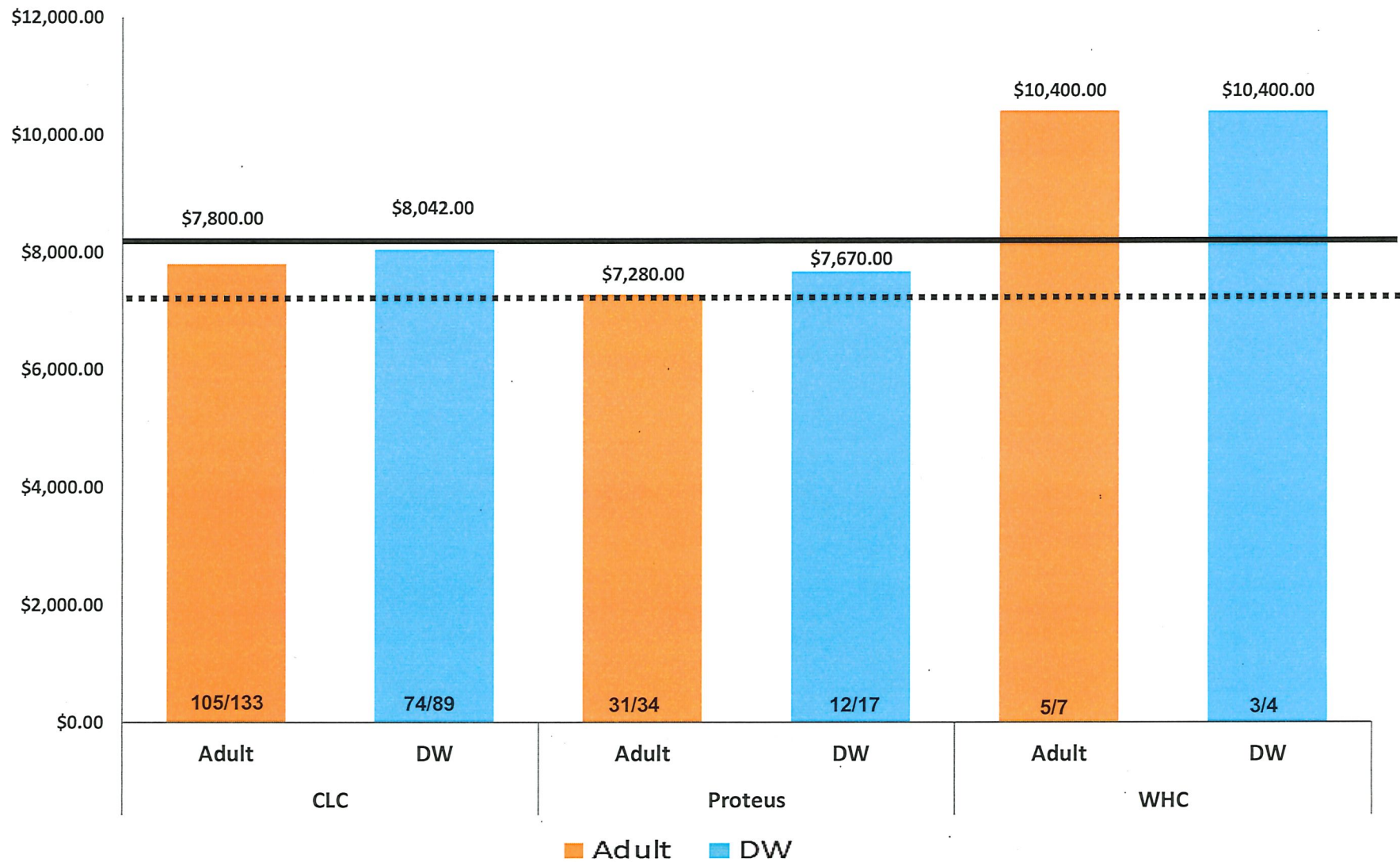


## Placement Median Wage Earnings

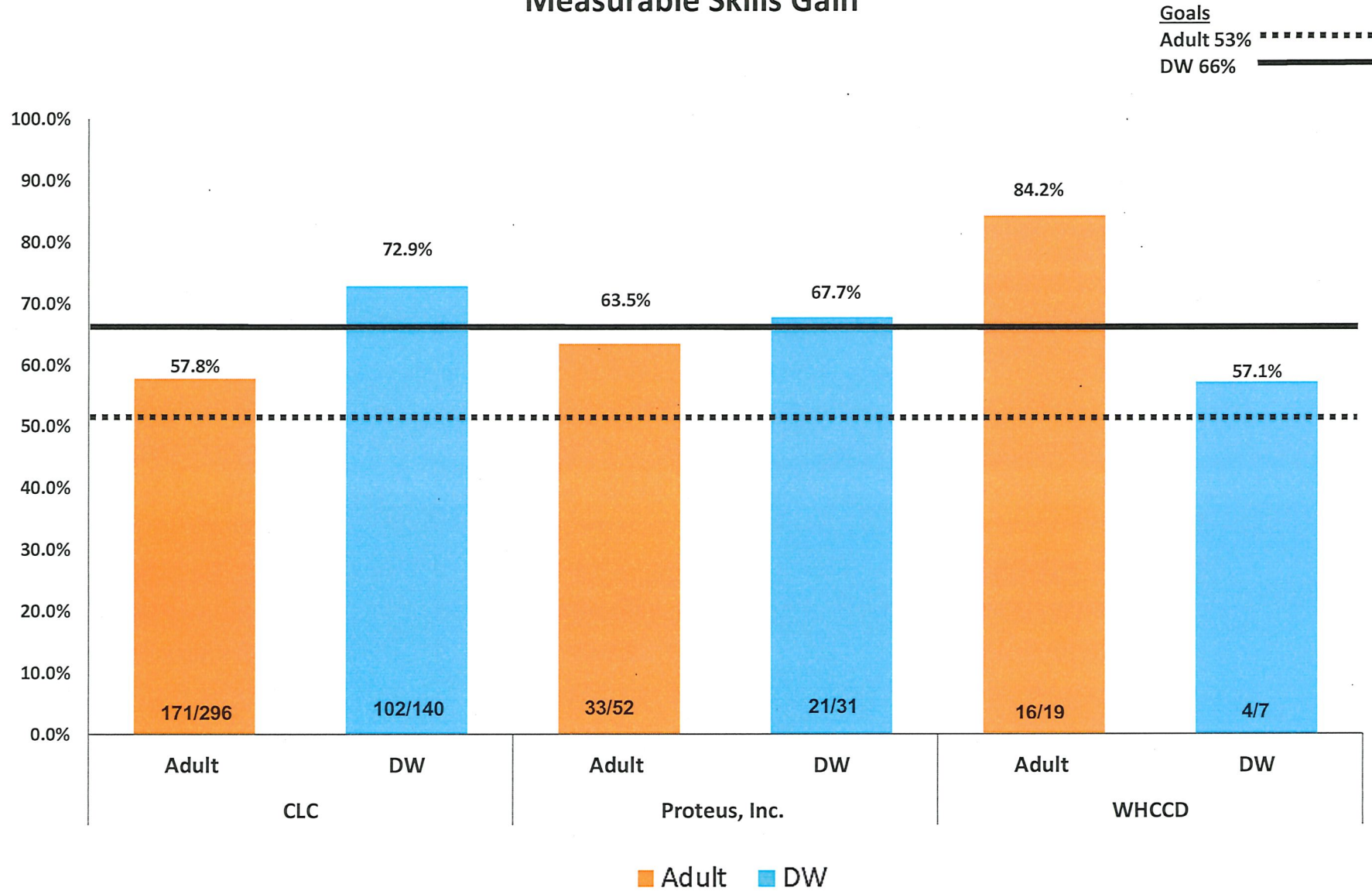
### Goals

DW \$ 8,200

Adult \$7,200



## Measurable Skills Gain





# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	5
MEETING DATE:	January 28, 2021
ACTION:	RECOMMEND TO ACCEPT

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**TO:** Adult Council

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

**SUBJECT:** Second 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 Second 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 – Second Quarter, Program Year 2020-2021

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

### **Program Monitoring:**

*Programmatic monitoring of the following sub-recipients was completed during the second quarter:*

<b>Sub-Recipient</b>	<b>Contract # (s)</b>	<b>Results</b>
Proteus, Inc Program Year (PY) 2018-2019, PY 2019-2020	243	<b>All previously reported issues for PY 2018-2019 and PY 2019-2020 have been fully closed as a result of follow-up reviews that were completed in December, 2020.</b>

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

<b>Sub-Recipient</b>	<b>Contract # (s)</b>
West Hills Community College District PY 2018-2019, PY 2019-2020	250
Proteus, Inc. PY 2020-2021	243

### **Fiscal Monitoring:**

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

<b>Sub-Recipient</b>	<b>Contract # (s)</b>	<b>Results</b>
Central Labor Council – Partnership PY 2019-2020 Fiscal Close-out	213, 0816, 1115	<b>No Findings</b>
West Hills Community College District PY 2019-2020 Fiscal Annual Review	250	1) Personnel paperwork error. <b>Finding Closed</b>

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

<b>Sub-Recipient</b>	<b>Contract # (s)</b>
Proteus, Inc PY 2019-2020 Fiscal Close-out	243

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	6
MEETING DATE:	January 28, 2021
ACTION:	RECOMMEND TO ACCEPT

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**TO:** Adult Council

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

**SUBJECT:** Second 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 Second 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 Second Quarter of PY 2020-2021

**FRESNO REGIONAL  
WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	7
MEETING DATE:	January 28, 2021
ACTION:	RECOMMEND TO ACCEPT

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**TO:** Adult Council

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

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

**RECOMMENDATION:**

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Second 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.

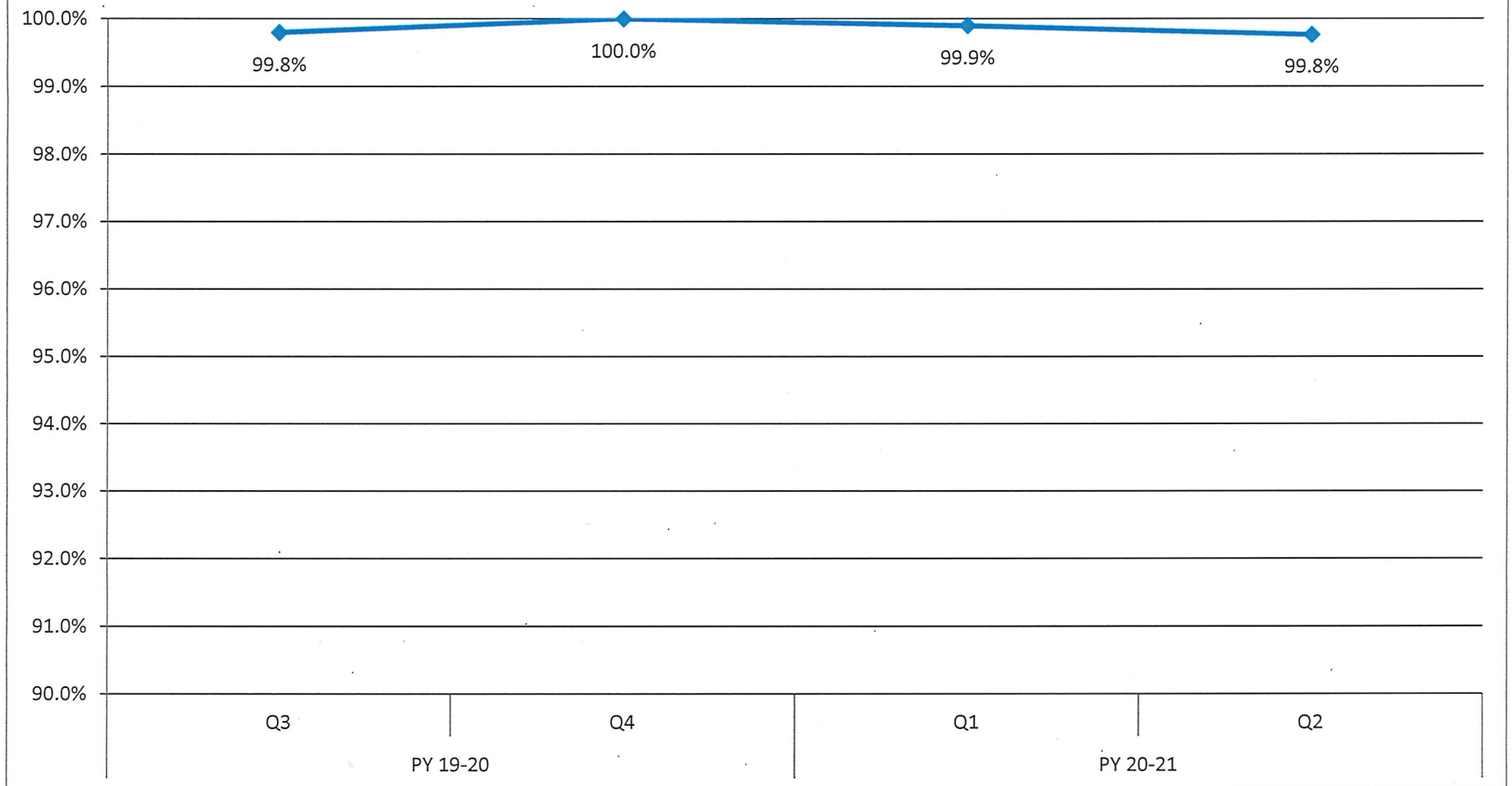
As part of this responsibility, FRWDB staff has implemented the Job Seeker Customer Satisfaction process and data collection system. The FRWDB's sub-contracted providers of services submit their data to staff on a monthly basis. The data is accumulated, analyzed and reviewed on a quarterly basis and 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 Second Quarter of PY 2020-2021  
ATTACHMENT II: Individual Career Services for the Second Quarter of PY 2020-2021

## Basic Career Services



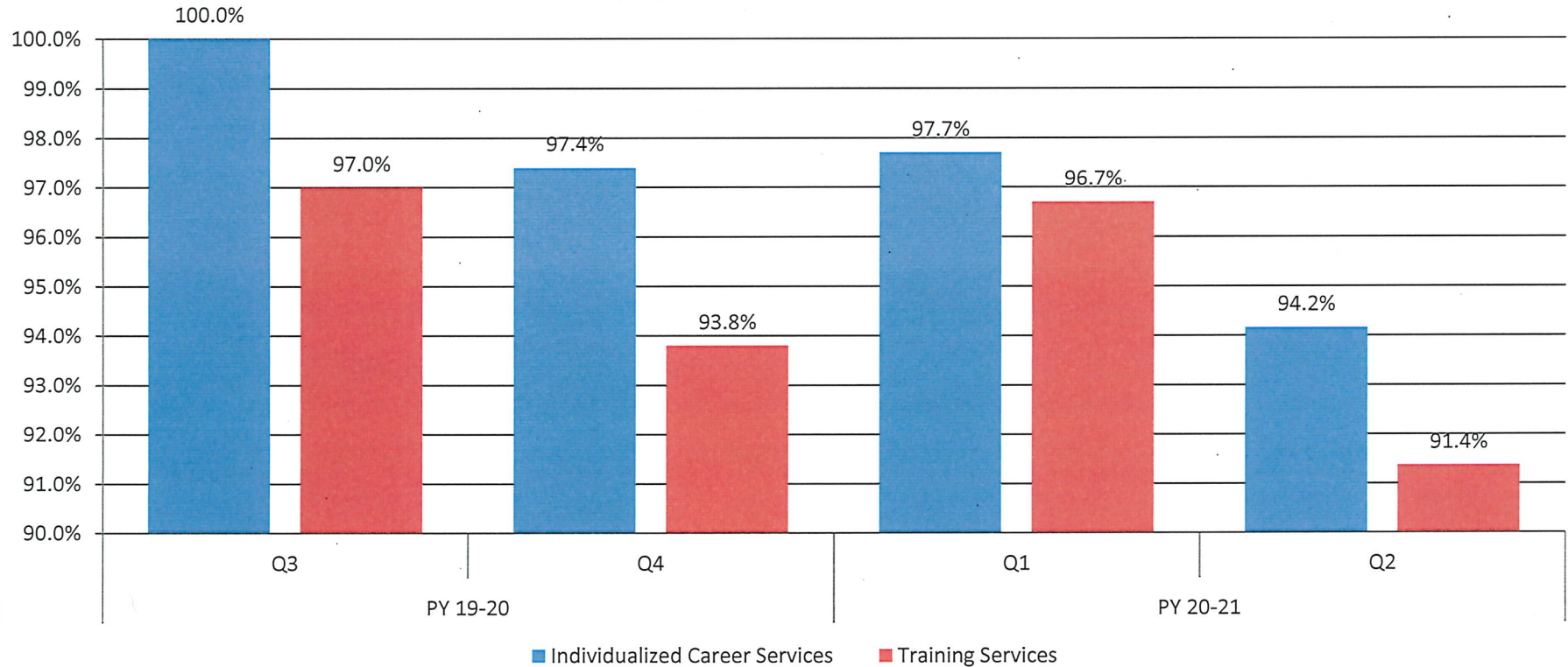
### Staff Notes:

	Program Year 2019-2020		Program Year 2020-2021	
	Q3	Q4	Q1	Q2
Surveys Received	636	31	163	154
Number of Users	8,302	2,362	2,077	2,724
Survey Response Rate	7.7%	1.3%	7.8%	5.6%

### Sample of User Comments:

Staff are professional and helpful; staff was very helpful working with my disability.

## Placement Satisfaction



### Staff Notes:

	Program Year 2019-2020				Program Year 2020-2021			
	Q3		Q4		Q1		Q2	
	Non-Training	Training	Non-Training	Training	Non-Training	Training	Non-Training	Training
Surveys Received by Type	41	75	41	63	16	57	32	87
Clients Closed & Placed by Type	47	97	45	115	19	63	32	95
<b>Survey Response Rate</b>	<b>87.2%</b>	<b>77.3%</b>	<b>91.1%</b>	<b>54.8%</b>	<b>84.2%</b>	<b>90.5%</b>	<b>100%</b>	<b>91.6%</b>

### Participant Feedback:

**Individualized Career Services:** Found job on my own; The program is probably good for others, was not beneficial to me; The staff I worked with were great, very supportive; I was able to obtain employment before finishing the workshops; workshops were a good refresher.

**Training Services:** Obtained employment with a production company, this could lead to a position in the occupation I trained for; Trained in Pre-Apprenticeship, secured employment in Forestry/Firefighting; secured employment in a field not related to my training; assessments were not helpful; great program; trained in waste water treatment, did not secure employment in that field.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	8
MEETING DATE:	January 28, 2021
ACTION:	INFORMATION

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**TO:** Adult Council

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

**SUBJECT:** Second 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 Second Quarter of Program Year 2020-2021.

## **ATTACHMENTS:**

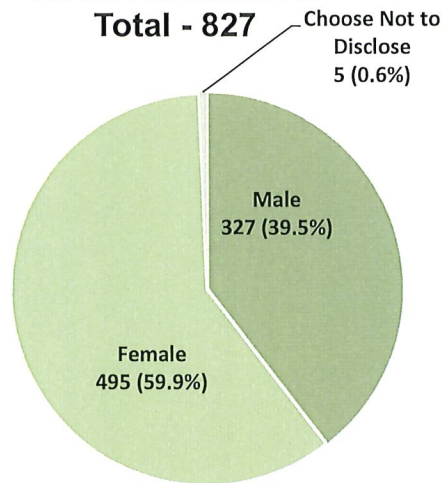
ATTACHMENT I: Adult Demographics Second Quarter, Program Year 2020-2021  
ATTACHMENT II: Dislocated Worker Demographics Second Quarter, Program Year 2020-2021



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

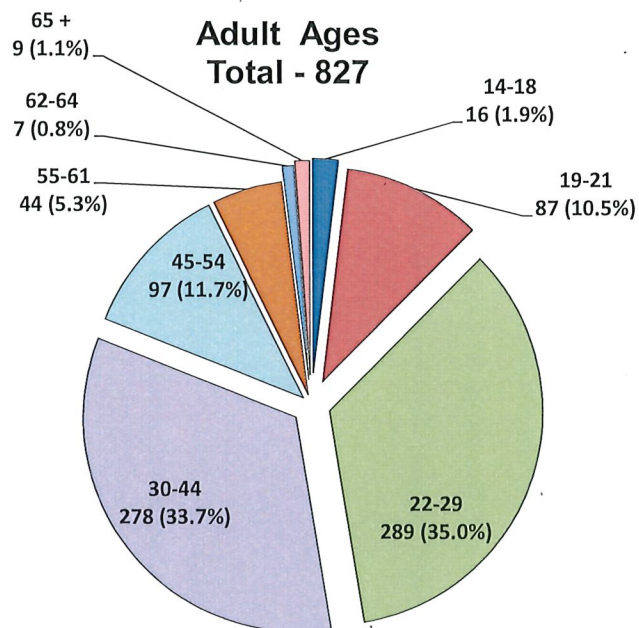
### Adult Enrollments

Total - 827



### Adult Ages

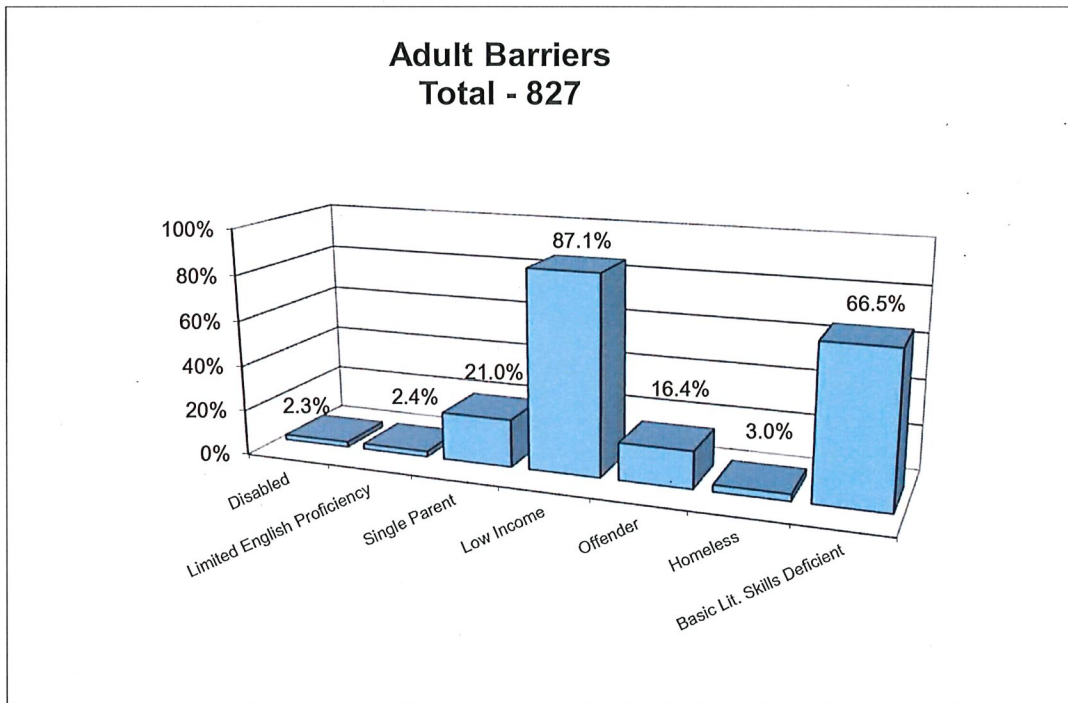
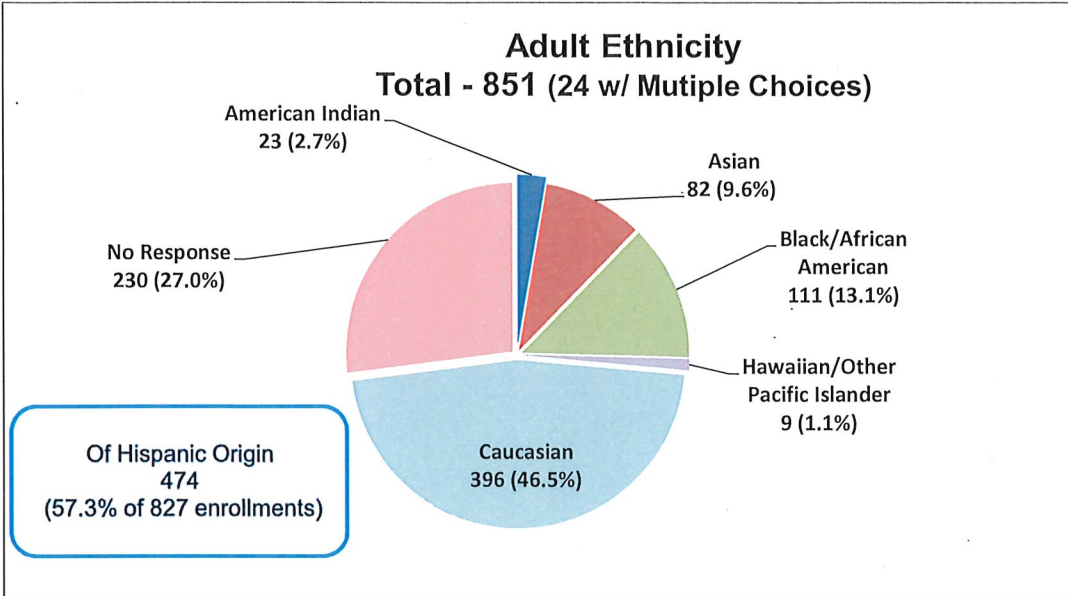
Total - 827



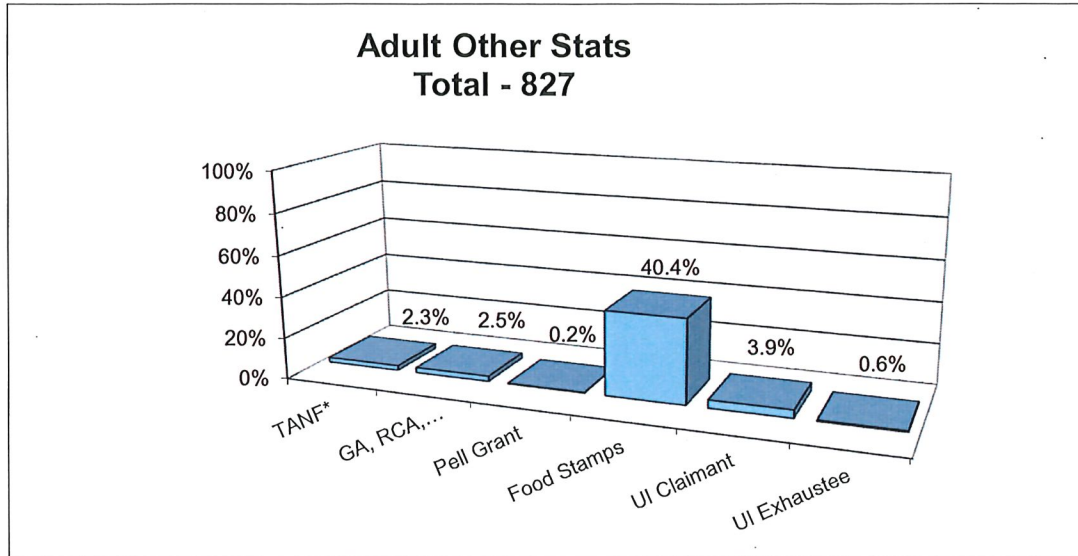


## Adult Demographics

### Second Quarter, Program Year 2020-2021



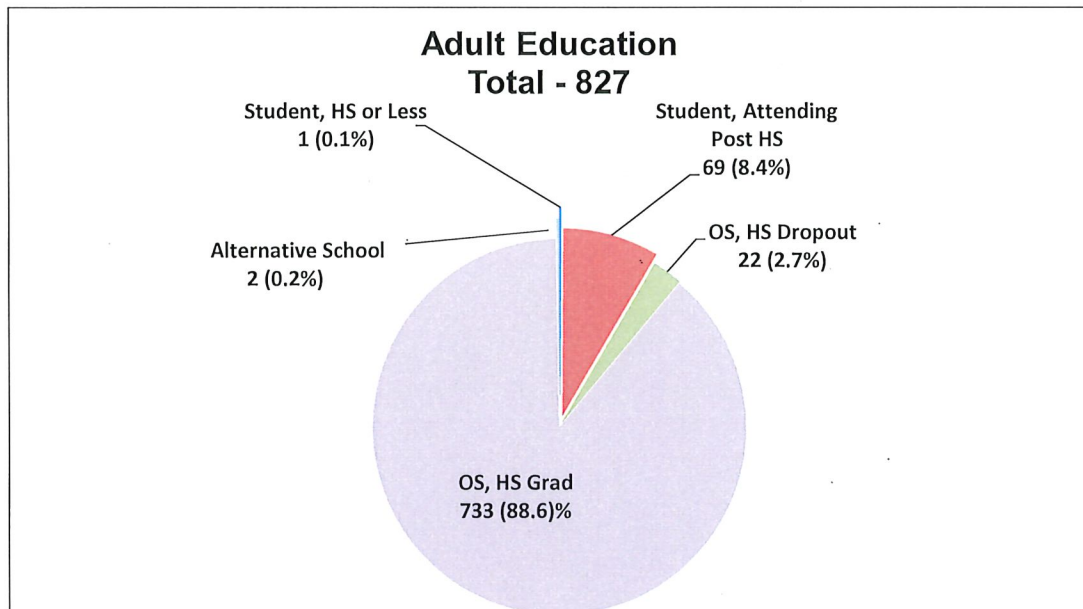
## Adult Demographics Second Quarter, Program Year 2020-2021



TANF - Temporary Assistance for Needy Families

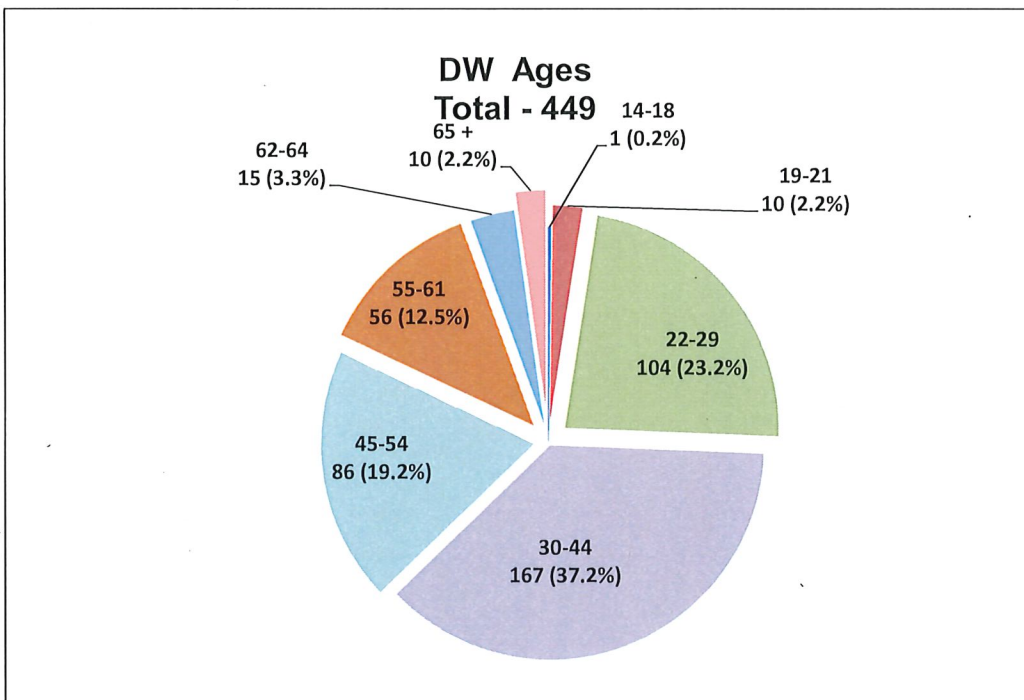
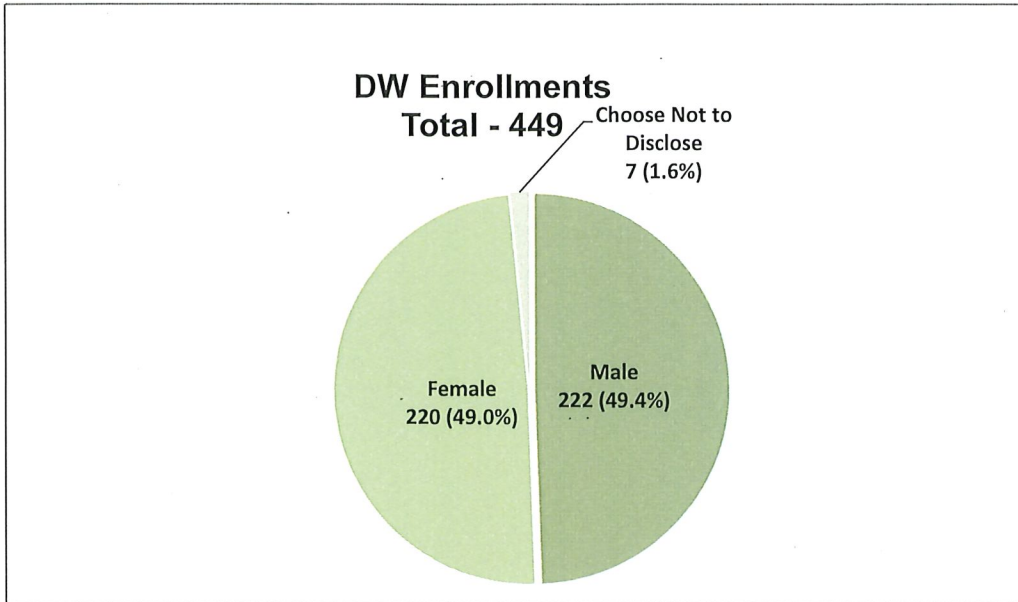
GA - General Assistance, RCA - Refugee Cash Assistance, SSI - Supplemental Security Income

UI - Unemployment Insurance

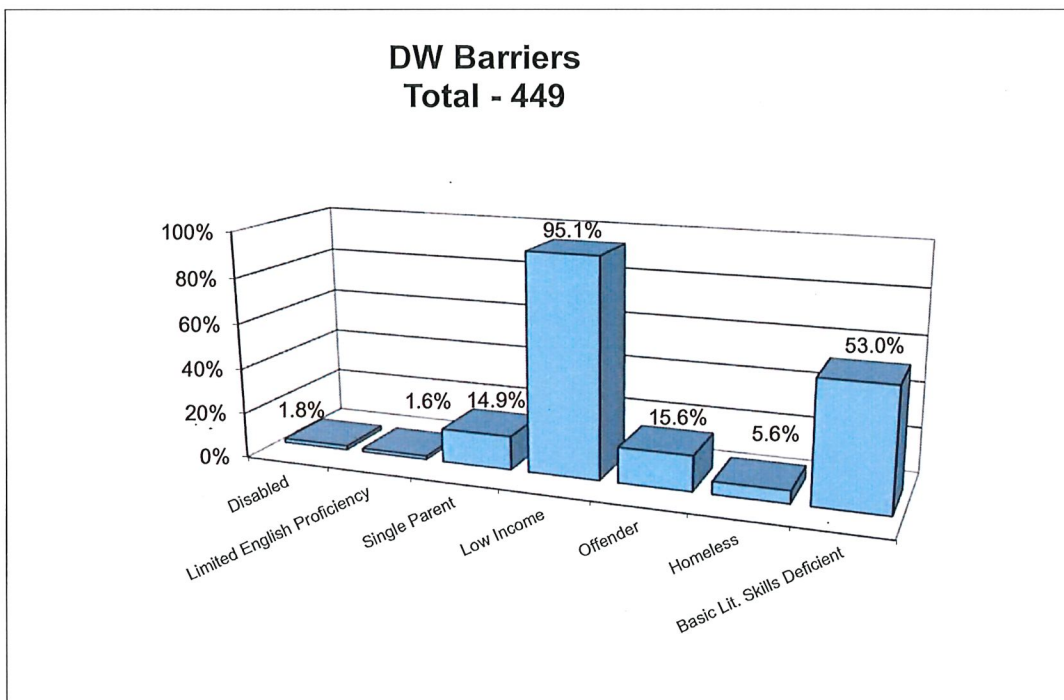
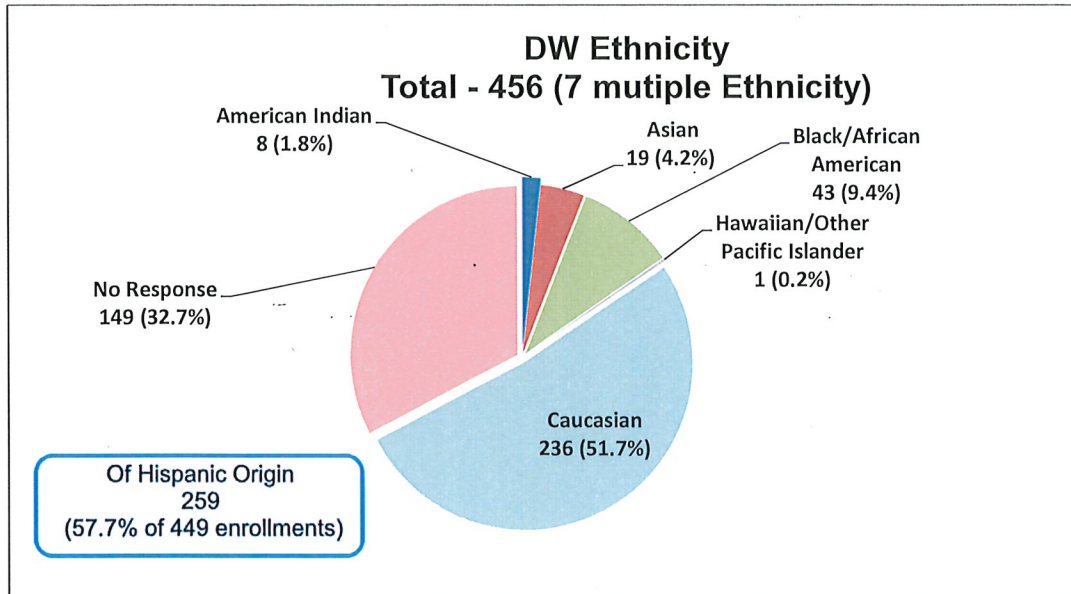




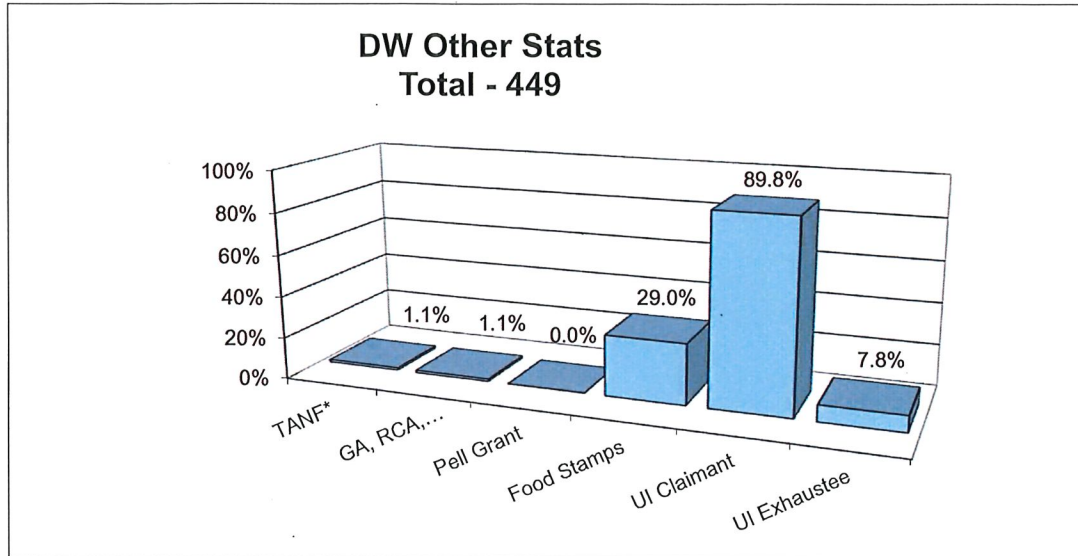
## Dislocated Worker Demographics Second Quarter, Program Year 2020-2021



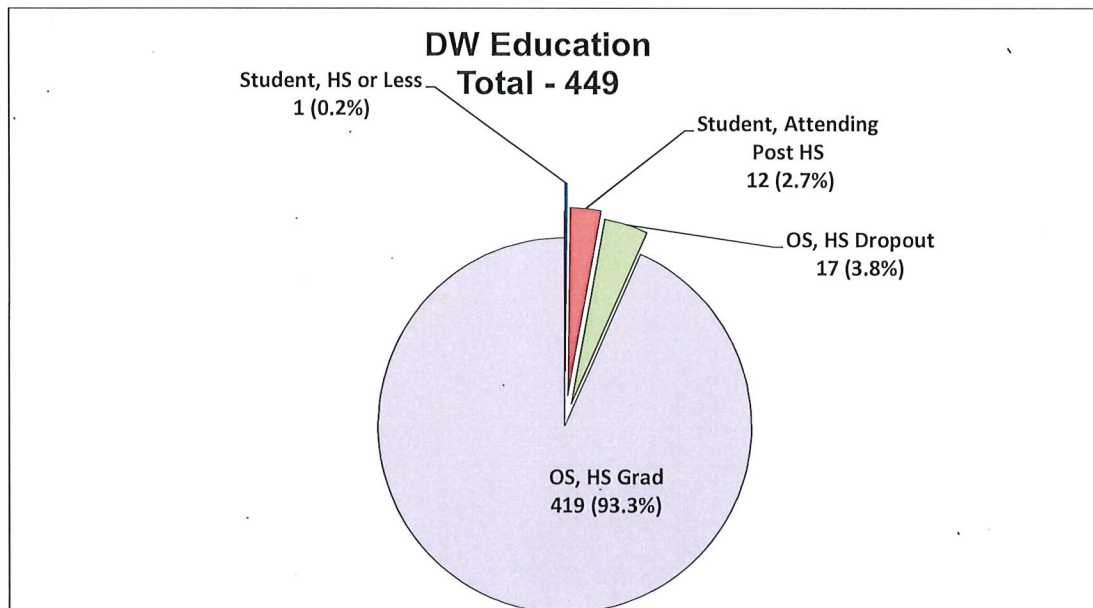
## Dislocated Worker Demographics Second Quarter, Program Year 2020-2021



## Dislocated Worker Demographics Second 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:	9
MEETING DATE:	January 28, 2021
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:**

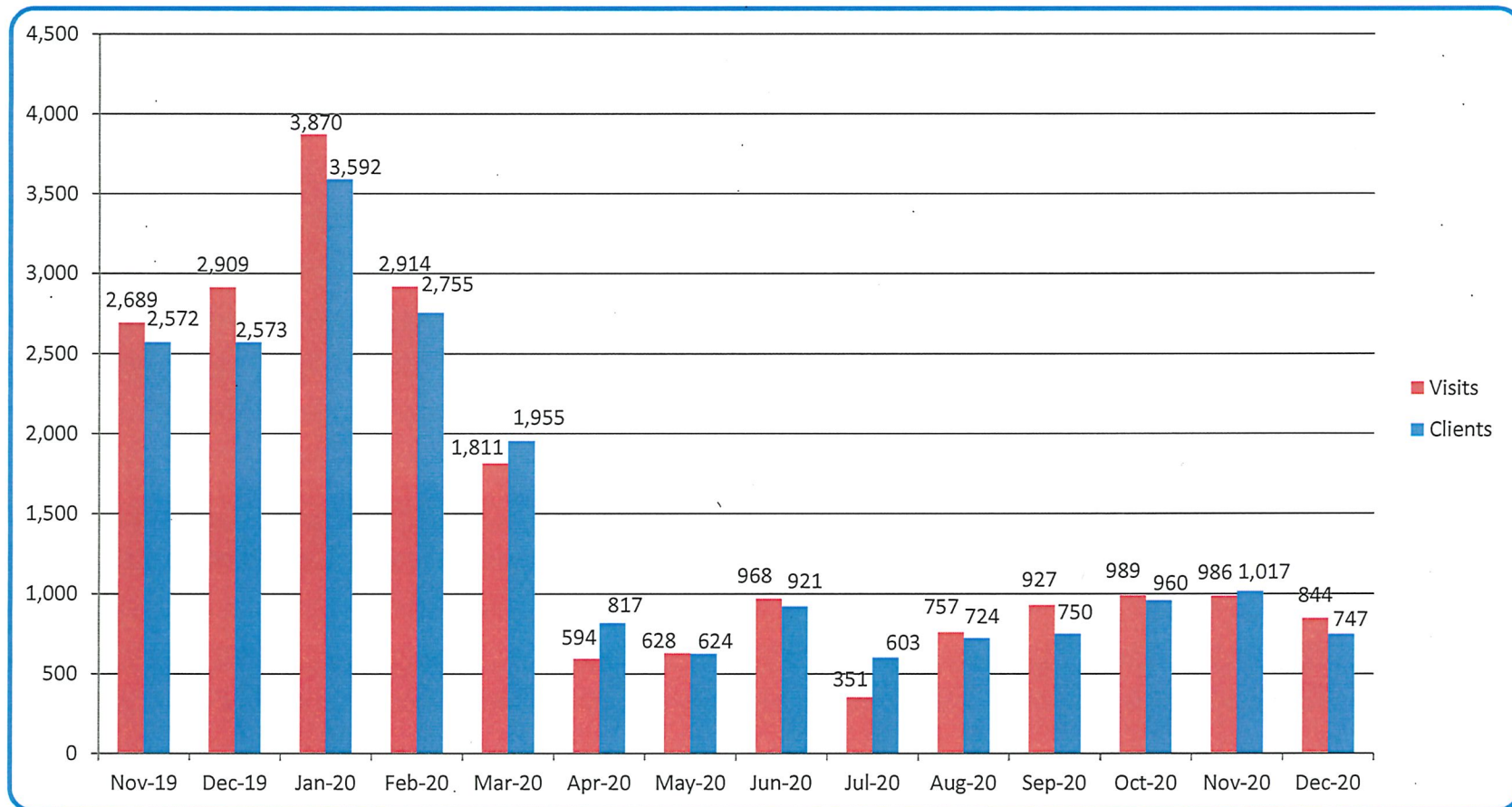
The Adult Council requested that Fresno Regional Workforce Development Board staff provide periodic reports of client usage at the One-Stop Centers America's Job Centers of California (AJCCs).

**ATTACHMENT:**

AJCC Clients and Visits Trend Report – December 2020



# AJCC Clients and Visits Trend Report December 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.