

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Adult Council  
January 27, 2022 @ 4:00 p.m.

Fresno Regional Workforce Development Board  
2125 Kern Street, Suite 207  
Fresno, CA 93721

**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 meeting will be held via Zoom.**

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

**Join Zoom Meeting**

**<https://us02web.zoom.us/j/88286116517?pwd=bVZSTXpHSkJHTVdMMEEExcUxGdGpsUT09>**

**Meeting ID: 882 8611 6517**

**Passcode: 951227**

**Or join by phone:**

**669-900-6833**

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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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**PLEASE TURN OFF CELL PHONE OR PUT IT ON VIBRATE**

ROLL CALL

AGENDA CHANGES: REMOVAL OF ITEMS OR EMERGENCY ADDITIONS

ABSTENTIONS/RECUSALS/DISCLOSURE OF POTENTIAL CONFLICTS OF INTEREST

COMMITTEE CHAIR/STAFF COMMENTS

PUBLIC COMMENTS

Item	Description	Presenter	Enclosure	Action	Page #
1.	Resolution to Allow for Electronic Board Meetings Pursuant to AB361 and Making Requisite Findings of State of Emergency Due to COVID-19	Konczal	Yes	Adopt	4
2.	October 28, 2021, Adult Council Meeting Minutes	Konczal	Yes	Approve	8
3.	Fresno Regional Workforce Development Board Outstanding Achievement Awards	Escareno	Yes	Information	14
4.	America's Job Center of California Partner Memorandum of Understanding	Konczal	Yes	Recommend to Accept	15

## ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

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Item	Description	Presenter	Enclosure	Action	Page #
5.	One-Stop Operator Report	Stogbauer	Yes	Information	32
6.	America's Job Center of California Certification and Continuous Improvement Plan	Stogbauer	Yes	Recommend to Accept	33
7.	Workforce Innovation and Opportunity Act Adult and Dislocated Worker Participant Training Report for the First and Second Quarter of Program Year 2021-2022	Escareno	Yes	Recommend to Accept	41
8.	Second Quarter Local Performance Results Reports for Program Year 2021-2022	Escareno	Yes	Recommend to Accept	43
9.	Second Quarter Providers of Services' Monitoring Report for Program Year 2021-2022	DeWitt	Yes	Recommend to Accept	50
10.	Second Quarter Providers of Services' Customer Complaint Report for Program Year 2021-2022	DeWitt	Yes	Recommend to Accept	52
11.	Second Quarter Job Seeker Customer Satisfaction Report for Program Year 2021-2022	DeWitt	Yes	Recommend to Accept	54
12.	Second Quarter Adult and Dislocated Worker Demographics Report for Program Year 2021-2022	Giles	Yes	Information	57
13.	America's Job Center of California Usage Report	Giles	Yes	Information	64
14.	Agenda Items for April 28, 2022, Meeting	Konczal	No	Discussion	--
15.	Meeting Feedback	Konczal	No	Discussion	--



**Fresno Regional Workforce Development Board  
Adult Council  
2021 Attendance Roster**

	<b>1/28/21</b>	<b>Rescheduled 4/22/21</b>	<b>Special 5/19/21</b>	<b>Canceled 7/22/21</b>	<b>10/28/21</b>
Daniel WestCare California	A	XX	A	XX	A
Olivares TransAmerica	P	XX	P	XX	P
Riojas* Fresno, Madera, Tulare, Kings Building Trades Council	P	XX	P	XX	P
Rivinius UFCW Local 8	A	XX	--	XX	--
Van Horn West Hills Community College District	P	XX	P	XX	--
Watkins State Center Adult Education Consortium	P	XX	P	XX	P

\* = Chairperson

P = Present

A = Absent

-- = Not a Member at Time of Meeting

XX = Meeting Cancelled

# FRESNO AREA WORKFORCE INVESTMENT CORPORATION

AGENDA ITEM:	1
MEETING DATE:	January 27, 2022
ACTION:	ADOPT

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**TO:** Board of Directors

**FROM:** Blake Konczal, Chief Executive Officer

**SUBJECT:** Resolution to Allow for Electronic Board Meetings Pursuant to AB361 and Making Requisite Findings of State of Emergency Due to COVID-19

## **RECOMMENDATION:**

Adopt resolution authorizing the agency to allow the Fresno Regional Workforce Development Board Adult Council to participate via teleconference so long as such actions comply with newly adopted AB 361.

## **REASON FOR RECOMMENDATION:**

Governor Newsom's Executive Order No. N-29-20, which allows some or all Directors/Council Members to participate in a public meeting via teleconference (phone or video) expired as of September 30, 2021.

On September 15, 2021, AB 361 was passed which includes the following:

Through December 31, 2023, AB 361 allows local agencies to continue to use COVID-19-era teleconferencing notice and meeting procedures as long as one (1) of the following specific types of emergency exists:

- A. The legislative body holds a meeting during a proclaimed state of emergency, and state or local officials have imposed or recommended measures to promote social distancing.
- B. The legislative body holds a meeting during a proclaimed state of emergency for the purpose of determining, by majority vote, whether as a result of the emergency, meeting in person would present imminent risks to the health or safety of attendees.
- C. The legislative body holds a meeting during a proclaimed state of emergency and has determined, by majority vote, pursuant to subparagraph (B), that, as a result of the emergency, meeting in person would present imminent risks to the health or safety of attendees.

The Adult Council members must make specific findings every 30 days during the emergency when telephonic or virtual meetings are required. The Governor, through Order N-12-21, has extended the order declaring a State of Emergency due to the impacts of COVID-19 until the end of the year, so these findings must be made every 30 days beginning on October 1, 2021:

- A. The legislative body has reconsidered the circumstances of the state of emergency.
- B. Any of the following circumstances exist:
  - (i) The state of emergency continues to directly impact the ability of the members to meet safely in person; or
  - (ii) State or local officials continue to impose or recommend measures to promote social distancing.

The new law also prohibits local agencies from requiring public comments to be submitted prior to the meeting without *also* allowing real-time comment opportunities during the meeting. In addition, the new law allows third-party internet websites to collect names and other information from the public in order to participate in the meeting, but local agencies themselves are still prohibited from requiring the such information to participate. Finally, if there is an internet or telephonic service disruption that prevents the agency from broadcasting the meeting, the agency may take no action until the broadcast is restored. Normal posting timelines for agendas still apply, as well as the roll-call vote requirement.

Attached is a resolution authorizing meeting by teleconference. This resolution shall apply to all Adult Council meetings from January 27, through February 27, 2022.

**ATTACHMENT:**

A Resolution of the Members of the Adult Council

## Agenda Item #1 2022 JAN 27

A RESOLUTION OF THE MEMBERS OF THE ADULT COUNCIL OF THE FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD ("FRWDB") ACKNOWLEDGING A LOCAL EMERGENCY, RATIFYING THE PROCLAMATION OF A STATE OF EMERGENCY BY N-12-21 ISSUED ON AUGUST 16, 2021 AND AUTHORIZING REMOTE TELECONFERENCE MEETINGS OF THE ADULT COUNCIL OF THE FRWDB FOR THE PERIOD FROM JANUARY 27, 2022 TO FEBRUARY 27, 2022 PURSUANT TO BROWN ACT PROVISIONS.

WHEREAS, the Adult Council of the FRWDB (the "Council") is committed to preserving and nurturing public access and participation in meetings of the Council; and

WHEREAS, all meetings of the Council are open and public, as required by the Ralph M. Brown Act (Cal. Gov. Code 54950 – 54963), so that any member of the public may attend, participate, and watch the Council conduct its business; and

WHEREAS, the Brown Act, Government Code section 54953(e), makes provisions for remote teleconferencing participation in meetings by members of a legislative body, without compliance with the requirements of Government Code section 54953(b)(3), subject to the existence of certain conditions; and

WHEREAS, a required condition is that a state of emergency is declared by the Governor pursuant to Government Code section 8625, proclaiming the existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by conditions as described in Government Code section 8558; and

WHEREAS, a proclamation is made when there is an actual incident, threat of disaster, or extreme peril to the safety of persons and property within the jurisdictions that are within FRWDB's boundaries, caused by natural, technological, or human-caused disasters; and

WHEREAS, it is further required that state or local officials have imposed or recommended measures to promote social distancing, or, the legislative body meeting in person would present imminent risks to the health and safety of attendees; and

WHEREAS, such conditions now exist, specifically, by the Governor's Order N-12-21, the Governor has extended the order declaring a State of Emergency due to the impacts of COVID-19; and

WHEREAS, the County of Fresno has recommended continued social distancing to combat the imminent risk to the public health and safety due to COVID-19; and

WHEREAS, the Council as a legislative body of FRWDB would normally be covered under any resolution adopted by the Board of Directors of FRWDB; however, the Council meets prior to the next meeting of the Board of Directors;

WHEREAS, the Council does hereby find that such conditions have caused, and will continue to cause, conditions of peril to the safety of persons within Fresno County that are likely to be beyond the control of agency services, personnel, equipment, and facilities, and desires to proclaim a local emergency and ratify the proclamation of state of emergency by the Governor of the State of California; and



WHEREAS, as a consequence of the local emergency, the Council does hereby find that the legislative bodies of the District shall conduct their meetings without compliance with paragraph (3) of subdivision (b) of Government Code section 54953, as authorized by subdivision (e) of section 54953, and that such legislative bodies shall comply with the requirements to provide the public with access to the meetings as prescribed in paragraph (2) of subdivision (e) of section 54953; and

WHEREAS, FRWDB shall ensure that the public has the opportunity to participate live in all electronic meetings of the Council during all public comment periods.

NOW, THEREFORE, THE ADULT COUNCIL OF FRWDB DOES HEREBY RESOLVE AS FOLLOWS:

Section 1. Recitals. The Recitals set forth above are true and correct and are incorporated into this Resolution by this reference.

Section 2. Acknowledgment of Local Emergency. The Council hereby acknowledges that a local emergency now exists throughout Fresno County, and full in-person meetings could cause an imminent risk to the Council members, staff and public.

Section 3. Ratification of Governor's Proclamation of a State of Emergency. The Council hereby ratifies the Governor of the State of California's Proclamation of State of Emergency, effective as of its issuance date of August 16, 2021.

Section 4. Remote Teleconference Meetings. The agency staff is hereby authorized and directed to take all actions necessary to carry out the intent and purpose of this Resolution including, conducting open and public meetings in accordance with Government Code section 54953(e) and other applicable provisions of the Brown Act.

Section 5. Effective Date of Resolution. This Resolution shall take effect on January 27, 2022, and stay in effect at such time the FRWDB Directors or the Council adopts a subsequent resolution in accordance with Government Code section 54953(e)(3) to extend the time during which the legislative bodies of the District may continue to teleconference without compliance with paragraph (3) of subdivision (b) of section 54953.

PASSED AND ADOPTED by the Adult Council this 27th day of January, 2022 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	2
MEETING DATE:	January 27, 2022
ACTION:	APPROVE

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**TO:** Adult Council  
**FROM:** Blake Konczal, Executive Director  
**SUBJECT:** October 28, 2021, Adult Council Meeting Minutes

**INFORMATION:**

Approve the minutes of the October 28, 2021, Adult Council Meeting Minutes.

**ATTACHMENT:**

October 28, 2021, Adult Council Meeting Minutes



## FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Adult Council  
October 28, 2021  
SUMMARY MINUTES

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

ROLL CALL: PRESENT – Joe Olivares, Chuck Riojas, and Sherri Watkins

ABSENT – David Daniel

AGENDA CHANGES: None

ABSTENTIONS/RECUSALS/  
DISCLOSURES OF  
POTENTIAL CONFLICTS OF  
INTEREST: None

COMMITTEE  
CHAIR/STAFF  
COMMENTS: None

PUBLIC COMMENTS: None

Item	Description/Action Taken
1.	<p><b><u>Resolution to Allow for Electronic Board Meetings Pursuant to AB361 and Making Requisite Findings of State of Emergency Due to COVID-19</u></b></p> <p>Blake Konczal, Executive Director, Fresno Regional Workforce Development Board (FRWDB), explained that for over a year, the FRWDB has been operating under a special directive from the Governor that allowed meetings to take place via Zoom or other technology because of COVID-19. The state has put out a change to parameters that said organizations can continue to use Zoom or use a hybrid where some people are in the room and some are not. The organizations that do so must adopt a resolution stating that they are going to do so per the Governor's Executive Order N-29-20. Mr. Konczal stated that as this is the first committee that has met since this new directive has come out from the state, he was seeking adoption of this resolution that would allow the Adult Council (Council) to meet electronically. Mr. Konczal stated that without the adoption of the resolution, the Council cannot continue to meet electronically and be in compliance with the Brown Act.</p> <p><b>RIOJAS/WATKINS - ADOPTED THE RESOLUTION TO ALLOW FOR ELECTRONIC BOARD MEETINGS PURSUANT TO AB361 AND MAKING REQUISITE FINDINGS OF STATE OF EMERGENCY DUE TO COVID-19. VOTE: YES – 3, NO – 0 (UNANIMOUS)</b></p>



2. **May 19,2021 Special Adult Council Meeting Minutes**

Mr. Konczal presented the May 19, 2021, Council meeting minutes for the Council's approval, or correction and approval. Council member Watkins indicated that there was a typo on the first motion on page nine (9), where her name was incorrectly spelled as Watson rather than Watkins. Director Riojas moved to approve with the correction.

**OLIVARES/WATKINS-APPROVED THE MAY 19, 2021 SPECIAL ADULT COUNCIL MEETING MINUTES, AS CORRECTED. VOTE: YES-3, NO-0 (UNANIMOUS)**

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

Ana Escareno, Youth Program Coordinator, FRWDB, played the video without an introduction per Mr. Konczal due to technical issues. The video highlighted the journey of apprentice electrician Alexis Forbes-Crowberry, who was awarded the FRWDB Outstanding Achievement Award for the First Quarter.

This was an information item.

4. **One-Stop Operator Report**

David Baquerizo, Pro Path, Inc., presented the One-Stop Operator Report. Mr. Baquerizo described the visits and meetings he facilitates to ensure that all of the America's Job Centers of California (AJCC) are functioning properly and meeting the customers needs. Mr. Baquerizo stated he has recently been involved with the re-certification of the AJCC, as well as the re-location process of moving the Manchester and Reedley locations.

Mr. Baquerizo described the partner surveys that he facilitates at each meeting in order to get the partners' thoughts, satisfaction, and ideas on strengthening their collaboration. Mr. Baquerizo explained that the scores from the surveys provide a benchmark of where to work from for improvement.

Ms. Stogbauer stated that a One-Stop Operator Report will be brought to every Adult Council meeting.

This was an information item.

5. **Special Projects Report**

Ka Xiong, Special Projects Manager, FRWDB, gave an overview and update on the Fatherhood Grant with the Department of Health and Human Services. Ms. Xiong stated that the first year of the program was completed in September 2021, and all performance goals were met for year one.

Veronica McAllister, Project Coordinator-Forestry, FRWDB, gave an overview and update on the Central Valley Forestry Corps Training Program. Ms. McAllister stated that three (3) cohorts and 29 graduates had completed the program so far, with the fourth cohort currently in progress. The first graduation to honor the three (3) cohorts would be held on November 3, 2021.

Ashley Matthews, Project Coordinator-Construction, FRWDB, gave an overview and update on the apprenticeship readiness program called Valley Build. Ms. Matthews stated that in the last year the program served 61 individuals in three (3) cohorts with a 97% completion and credentialing rate.

This was an information item.

**6. Updated Procurement Policy**

Phyllis Stogbauer, Senior Deputy Director, FRWDB, presented the Updated Procurement Policy for the Council's recommendation to the FRWDB. Ms. Stogbauer explained that this is the procurement manual for the FRWDB and the Fresno Area Workforce Investment Corporation, and discussed the major changes to the policy.

**OLIVARES/WATKINS – RECOMMENDED THAT THE FRWDB ACCEPT THE UPDATED PROCUREMENT POLICY. VOTE: YES – 3 NO – 0 (UNANIMOUS)**

**7. Fourth Quarter Workforce Innovation and Opportunity Act Adult Participant Training Report for Program Year 2020-2021**

Ms. Escareno presented the Program Year (PY) 2020-2021 Fourth Quarter Workforce Innovation and Opportunity Act (WIOA) Participant Training Report for the Council's recommendation to the FRWDB. Ms. Escareno reminded the Council that the training funds have a two (2) year life cycle and the FRWDB is required to spend the funds by the end of the second program year. For the PY 2019-2020, the FRWDB exceeded the mandated 30% training expenditure requirement by June 30, 2021.

The funding allocation for the PY 2020-2021 was \$3,333,198 and must be fully expended by June 30, 2022. Ms. Escareno stated that an expenditure report will be provided to the Council at the next meeting.

**OLIVARES/WATKINS – RECOMMENDED THAT THE FRWDB ACCEPT THE FOURTH QUARTER WIOA ADULT PARTICIPANT TRAINING REPORT FOR PY 2020-2021. VOTE: YES – 3, NO – 0 (UNANIMOUS)**

**8. Local Performance Results Reports**

Ms. Escareno presented the Local Performance Results for the Fourth Quarter of PY 2020-2021 and the First Quarter of PY 2021-2022, for the Council's recommendation to the FRWDB.

Ms. Escareno reviewed the reports, which reflected the numbers served, expenditures, placement and credential rates, placement median wage earnings, and measurable skills gain for Adult and Dislocated Worker clients, by Provider. Ms. Escareno reviewed each report and spoke to the areas in which a particular Provider had not met their goal.

Ms. Escareno shared that effective July 1, 2021, under the new procurement, there is a new model where there are only two (2) service providers covering the entire Fresno County, as well as the Reedley and Mendota offices. These Local Performance Results Reports include all three (3) offices.

**OLIVARES/WATKINS – RECOMMENDED THAT THE FRWDB ACCEPT THE LOCAL PERFORMANCE RESULTS REPORTS. VOTE: YES – 3, NO – 0 (UNANIMOUS)**



9. **Fourth Quarter Program Year 2020-2021 and First Quarter Program Year 2021-2022 Providers of Services' Monitoring**

Stephen DeWitt, Monitoring Department Manager, FRWDB, presented the Providers of Services' Monitoring report for the Fourth Quarter of PY 2020-2021 and the First Quarter of PY 2021-2022 for the Council's recommendation to the FRWDB.

Mr. DeWitt reported that West Hills Community College District had a total of five (5) findings during the Fourth Quarter, which did result in some disallowed costs. Mr. DeWitt stated the disallowed costs were re-paid, and the report was closed.

Mr. DeWitt reported that there were no findings for the First Quarter.

**OLIVARES/WATKINS – RECOMMENDED THAT THE FRWDB ACCEPT THE PROVIDERS OF SERVICES' MONITORING REPORT FOR THE FOURTH QUARTER OF PY 2020-2021 AND THE FIRST QUARTER OF PY 2021-2022. VOTE: YES – 3, NO – 0 (UNANIMOUS)**

10. **Fourth Quarter Program Year 2020-2021 and First Quarter Program Year 2021-2022 Providers of Services' Customer Complaint Report**

Mr. DeWitt presented the quarterly customer complaint report for both the Fourth Quarter of PY 2020-2021 and the First Quarter of PY 2021-2022 for the Council's recommendation to the FRWDB. Mr. DeWitt stated that the FRWDB received no complaints during either quarter.

**WATKINS/OLIVARES– RECOMMENDED THAT THE FRWDB ACCEPT THE PROVIDERS OF SERVICES' CUSTOMER COMPLAINT REPORT FOR THE FOURTH QUARTER PY 2020-2021 AND THE FIRST QUARTER PY 2021-2022. VOTE: YES – 3, NO – 0 (UNANIMOUS)**

11. **Fourth Quarter Program Year 2020-2021 and First Quarter Program Year 2021-2022 Job Seeker Customer Satisfaction Report**

Mr. DeWitt presented the Job Seeker Customer Satisfaction Report for the Fourth Quarter of PY 2020-2021 and the First Quarter of PY 2021-2022 for the Council's recommendation to the FRWDB.

Mr. DeWitt noted that the survey response rate dropped, and he was working with the marketing and program units and service providers to determine how to get the rates increased again.

**WATKINS/OLIVARES – RECOMMENDED THAT THE FRWDB ACCEPT THE JOB SEEKER CUSTOMER SATISFACTION REPORT FOR THE FOURTH QUARTER OF PY 2020-2021 AND THE FIRST QUARTER OF PY 2021-2022. VOTE: YES – 3, NO – 0 (UNANIMOUS)**

12. **Fourth Quarter PY 2020-2021 And First Quarter PY 2021-2022 Adult And Dislocated Worker Demographics Report**

Tim Giles, Deputy Director Information and General Services, FRWDB, presented the Adult and Dislocated Worker Demographics Report for the Fourth Quarter of PY 2020-2021 and the First Quarter of PY 2021-2022.

This was an information item.

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

Mr. Giles presented the AJCC Usage Report, which is a 13-month trend report covering August of 2020 to September of 2021. The report shows unique clients receiving AJCC services, and the number of client visits to the AJCC by month.

This was an information item.

**14. Agenda Items for January 27, 2022, Meeting**

There were no items suggested for the January 27, 2022, Adult Council Meeting

**15. Meeting Feedback**

None

Meeting adjourned at 5:15 p.m.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	3
MEETING DATE:	January 27, 2022
ACTION:	INFORMATION

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**TO:** Adult Council

**FROM:** Ana Escareno, Youth Program Coordinator

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

**INFORMATION:**

The Fresno Regional Workforce Development Board's 2021 Adult Participant Outstanding Achievement Award for the Second Quarter has been awarded to Jordan Morris. A link to the YouTube video will be provided to the Adult Council via email.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	4
MEETING DATE:	January 27, 2022
ACTION:	RECOMMEND TO ACCEPT

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**TO:** Adult Council

**FROM:** Blake Konczal, Executive Director

**SUBJECT:** America's Job Center of California Partner Memorandum of Understanding

## **RECOMMENDATION:**

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the use of the Workforce Innovation and Opportunity Act (WIOA) Memorandum Of Understanding (MOU) template for the renewal of the America's Job Center of California Mandated Partner MOU and authorize the FRWDB chairperson to sign the specific MOUs for each mandated Partner.

## **REASON FOR RECOMMENDATION:**

The United States Congress passed the WIOA as an enhancement to the previous Workforce Investment Act. The WIOA was signed into law by President Barack Obama on July 22, 2014, and the law took effect on July 1, 2015. The WIOA mandates that certain Federal, State, and local agencies formally partner with local Workforce Development Boards at what is now known as America's Job Center of California (AJCC), in order to refer clients between the partners for specific services to better serve the community and leverage resources from multiple sources, as appropriate.

The WIOA requires that MOUs be reviewed, updated as needed and renewed every three (3) years. This is the second renewal. This renewal is required to be completed and filed with the California Workforce Development Board by June 30, 2022.

This MOU boilerplate updates relate to the Comprehensive AJCC location and minor terminology changes since the 2019 MOU.

The specific MOUs will be with the following mandated partners:

- State of California Employment Development Department
- Department of Rehabilitation
- Fresno County Department of Social Services
- Fresno Economic Opportunities Commission
- Job Corps
- California Indian Manpower Consortium
- SER Jobs for Progress
- Center for Workforce Inclusion
- Proteus, Inc
- State Center Adult Education Consortium
- State Center Community College District
- West Hills Adult Education Consortium
- West Hills Community College District



The FRWDB has the authority to enter into an AJCC MOU with non-mandated partners when it sees a benefit to the system and/or community.

**ATTACHMENT:**

AJCC Partner MOU Boilerplate



**MEMORANDUM OF UNDERSTANDING**  
**Between**  
**Fresno Regional Workforce Development Board**  
**And**  
**{Partner Name}**

In accordance with the Workforce Innovation and Opportunity Act of 2014, Public Law 113-128, 29 U.S.C. 3101, et seq., as amended (hereafter referred to as "WIOA"), the Fresno Regional Workforce Development Board (hereinafter referred to as the "WDB") shall develop a local plan, and enter into a Memorandum of Understanding ("MOU") with local America's Job Center One-Stop Partners (as defined in Section IV(B) below) regarding the operation of the local America's Job Center One-Stop System of service delivery (the "local One-Stop System") and the performance of the functions described in Section 121(e)(1) of the WIOA. MOUs must be executed between the WDB and the America's Job Center One-Stop Partners, with the agreement of the Chief Local Elected Official. The Chief Local Elected Official in the WDB's Local Workforce Development Area (collectively, the City and County of Fresno) has delegated to the WDB the ability to execute this MOU pursuant to that certain Joint Exercise of Powers Agreement dated May 19, 2009, as amended (the "Joint Powers Agreement").

**I. VISION, MISSION AND GOAL OF THE FRESNO COUNTY AMERICA'S JOB CENTER OF CALIFORNIA (AJCC) ONE-STOP SYSTEM**

**A. Vision**

To fully engage all available public and private resources to ensure the Fresno Regional Workforce Development system as the premier source for the human capital needs of growth industry clusters within Fresno County. By integrating education and workforce preparation to assist the best companies in Fresno County to remain and thrive in our local community, to achieve sustainable economic growth. To concurrently assist our unemployed and underemployed residents to achieve a higher quality of life by access to such careers in growth industry sectors.

**B. Mission**

The Fresno Regional Workforce Development Board, a Joint Powers Authority between the City and County of Fresno, in partnership with both the public and private sectors, exists primarily to assist local businesses in meeting their human capital needs. In this, we both (1) screen and train prospective new employees and (2) assist in upskilling existing employees. By offering such quality referral and training services, directly linked to local industry needs, we are of greatest benefit to our unemployed and underemployed clients.

**II. PURPOSE OF MEMORANDUM OF UNDERSTANDING**

- A. To define, establish, and reinforce relationships between the WDB and the designated America's Job Center of California (AJCC) One-Stop Partners;
- B. To define the roles and responsibilities of these entities in the performance of their combined goal of establishing a workforce development system through the local One-Stop System that is:
  - 1. Integrated (offering as many employment, training, and education services as possible for employers and individuals seeking jobs or wishing to enhance their skills and

affording universal access to the system overall);

2. Comprehensive (offering to participant/customer a large array of useful information with wide and easy access to needed services);
  3. Participant/customer-focused (providing the means for judging the quality of services and making informed choices); and
  4. Performance-based (based on clear outcomes to be achieved, mutually negotiated outcomes and methods for measurements, and the means for measuring and attaining participant/customer satisfaction); and
- C. To describe how cost of services and the operating cost of the local One-Stop System will be funded.

### III. STATEMENT OF ISSUE

As a partner under the WIOA, the **{Partner Name}**, hereinafter referred to as the "Partner", enters into an MOU with the WDB regarding the manner in which the Partner will participate and provide access to their services through the local One-Stop System.

### IV. DEFINITIONS

The following definitions apply to this MOU:

- A. AJCC One-Stop Operator (also referred to herein as the "One-Stop Operator"):  
The WDB subcontracted entity or entities designated to operate the local One-Stop System, **by coordinating the service delivery of required One-Stop Partners and service providers (20 CFR § 678.620) in accordance with the AJCC Partner MOUs.**
- B. AJCC One-Stop Partner:  
An entity that carries out one or more programs or activities described herein, makes those programs or activities available to participants through the local One-Stop System, and participates in the operation of the local One-Stop System consistent with the terms of this MOU and with the requirements of their Authorizing Law (as defined in Section IV(C) below) by which the programs or activities are authorized under the WIOA. Sometimes also referred to herein as "Partner"
- C. Authorizing Law:  
Refers to each respective Partner's legal authority to engage in the specific programs or activities that the Partner will provide in connection with WIOA authorized programs, activities, or services.
- D. Basic Career Services:  
Refers to services and resources available to the general public without enrollment into the WIOA program or any Partner's program. These services are overseen by **the subcontracted Providers of Services of the FRWDB**. These services include but are not limited to the following services, and are provided either by the WDB or by the Partners, as appropriate, applicable and allowable:
1. Determination of eligibility to receive WIOA-enrolled services.



2. Outreach, intake, and orientation to the services available through the One-Stop System.
3. Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs.
4. Labor exchange services, including the following:
  - a. Job search, placement assistance, and career counseling, including information on in-demand industry sectors and occupations as well as nontraditional employment.
  - b. Recruitment and other business services on behalf of employers in the local area, such as information and referral to specialized business services not traditionally offered through the local One-Stop System.
5. Referrals to, and coordination of activities with, other programs and services, including programs and services within the local One-Stop System and other workforce development programs.
6. Workforce and labor market employment statistics information, including information relating to local, regional, state, 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. Information on performance and program cost of eligible providers of training services, youth workforce development activities, 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. Information regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the local One-Stop System.
9. 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.
  - e. Other supportive services and transportation available in the local area.
10. Information and assistance regarding filing claims for unemployment compensation.
11. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under WIOA.

E. Business Services:

The terms "Business Services" means services and resources available to employers in the local area and are provided by Partners and sub-contracted providers of services, with

oversight by WDB staff, where applicable, appropriate and allowable. These services include, but are not limited to:

1. Labor exchange activities and labor market information;
2. Customized screening and referral of qualified participants in training services to employers;
3. Customized services to employers, employer associations, or other such organizations, on employment-related issues;
4. Customized recruitment events and related services for employers including targeted job fairs;
5. Human Resource consultation services, including but not limited to assistance with:
  - a. Writing/reviewing job descriptions and employee handbooks;
  - b. Developing performance evaluation and personnel policies;
  - c. Creating orientation sessions for new workers;
  - d. Honing job interview techniques for efficiency and compliance;
  - e. Analyzing employee turnover; or
  - f. Explaining labor laws to help employers comply with wage/hour and safety/health regulations;
6. Customized labor market information for specific employers, sectors, industries or clusters;
7. Rapid Response and lay-off aversion; and
8. Other similar customized services.

F. Individualized Career Services:

The term "Individualized Career Services" means services available to persons who meet the eligibility requirements as defined in the WIOA and subsequent regulations. These services are provided by the WDB's subcontracted service providers and Partners, where applicable, appropriate and allowable. These services are subject to priority of service and include, but are not limited to:

1. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include the following:
  - a. Diagnostic testing and use of other assessment tools.
  - b. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
2. Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services and career pathways to attain career objectives.
3. Group counseling.
4. Individual counseling.
5. Career planning.



6. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.
7. Internships and work experiences linked to careers.
8. Workforce preparation activities.
9. Financial literacy services.
10. Out-of-area job search assistance and relocation assistance.
11. English language acquisition and integrated education and training programs.

G. AJCC Partner Services:

The term "AJCC Partner Services" means those services described in Section IX, Description of Services to Be Provided by Partner, of this MOU carried out under the Partner's Authorizing Law.

H. Participant/Customer:

The term "Participant/Customer" is defined as a person or persons receiving integrated local One-Stop System employment, training, educational services, and/or business services for employers from any AJCC partner.

I. Training Services:

The term "Training Services" means services available to persons who meet the eligibility requirements as defined in the WIOA, subsequent regulations, and locally-defined prerequisites. These services are provided by the WDB's subcontracted service providers and Partners, where applicable, appropriate and allowable. These services are subject to priority of service and include, but are not limited to:

1. Occupational skills training, including training for nontraditional employment.
2. On-the-job training.
3. Incumbent worker training.
4. Programs that combine workplace training with related instruction, which may include cooperative education programs.
5. Training programs operated by the private sector.
6. Skill upgrading and retraining.
7. Pre-apprenticeship and apprenticeship training
8. Entrepreneurial training.
9. Transitional jobs (Work Experience).
10. Job readiness training provided in combination with another training service.
11. 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.
12. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

13. Other similar training services

**V. AJCC ONE-STOP PARTNER PARTICIPATION**

Partner agrees to participate in a joint planning process which results in the development of the local and regional Strategic Plan submitted to the State in accordance with issued WIOA guidelines (the "Strategic Plan"). Partners agree to engage in planning, plan development, and activities, to result in:

- A. Continuous partnership building between all parties to this MOU;
- B. Continuous partnership building and planning responsive to State requirements;
- C. Continuous partnership between State and local representatives engaged in WIOA activities and related workforce preparation and development;
- D. Responsive to specific local and economic conditions, including employer needs;
- E. Adherence to strategic planning principles adopted by the WIOA for long range planning, including the requirement for continuous improvement;
- F. Adherence to common data collection and reporting, including needs for modification or change;
- G. Diligence in developing coordinated local leadership in workforce development through:
- H. Responsiveness to participant/customer needs;
- I. Maintenance of system infrastructure;
- J. Shared technology and information;
- K. Performance management to measure the success of the local One-Stop System overall and to enhance performance in a spirit of quality management and continuous improvement.
- L. Identification of each Partner's appropriate contribution to meeting the performance standards negotiated between the State of California and WDB.

**VI. THE CUSTOMERS TO BE SERVED**

The AJCC One-Stop Center will serve:

- A. Those Fresno County residents who are seeking employment, need guidance on how to make career choices, and are building basic educational or occupational skills.
  - 1. Priority of Service will be given to those who are (in order of priority):
    - a. Veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient;
    - b. Individuals who are recipients of public assistance, other low-income individuals, individuals who are basic skills deficient, or individuals with other barriers to employment.



- c. Veterans and eligible spouses who are not included in WIOA's priority groups.
  - d. Other individuals not included in WIOA's priority groups.
- B. Those businesses who are seeking a skilled and stable workforce; need guidance in various business operations or in need of assistance in case of reductions in force.
- C. All AJCC One-Stop Center services and Partner services will be available to all eligible residents no matter their English language proficiency or physical abilities.

## **VII. AMERICAN'S WITH DISABILITIES ACT COMPLIANCE**

Partner agrees to ensure that the policies and procedures, as well as the programs and services provided at the AJCC and Partner's facilities, are in compliance with the Americans with Disabilities Act and its amendments. Additionally, partners agree to fully comply with the provisions of WIOA, Title VII of the Civil Rights act of 1964, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, 29 CFR Part 37 and all other regulations implementing the aforementioned laws.

## **VIII. NON-DISCRIMINATION AND EQUAL OPPORTUNITY**

- A. Partner agrees that no person shall, because of ethnic group identification, age, sex, gender identification, sexual orientation, color, disability, medical condition, national origin, race, ancestry, marital status, religion, religious creed, or political belief be excluded from participation, be denied benefits of, or be subject to discrimination under any program or activity receiving state or federal assistance. Such practices include retirement, recruitment advertising, hiring, layoff, termination, upgrading, demotion, transfer, rates of pay or other forms of compensation, use of facilities, and other terms and conditions of employment.
- B. Partner assures compliance with the Americans with Disabilities Act (ADA) of 1990, which prohibits discrimination on the basis of disability, as well as applicable regulations and guidelines issued pursuant to the ADA.

## **IX. DESCRIPTION OF SERVICES TO BE PROVIDED BY THE PARTNER**

Partner agrees that they will provide access to all the services described below at the designated AJCC One-Stop and any other **affiliate** location deemed appropriate by the Partner. Partner will participate in the creation of the local One-Stop System which provides universal access and enables customers to become self-sufficient.

Partner will ensure that services are provided either by (i) assigning staff to the local AJCC One-Stop(s); (ii) using a mutually developed referral process; (iii) training the **subcontracted Provider of Services' staff**, and other Partner staff to deliver information about the services available to eligible individuals; and/or (iv) using technology to provide services to participants/customers, except as noted below.

Partner will ensure that the needs of workers and youth, and individuals with barriers to employment, including but not limited to individuals with disabilities and limited English proficient individuals, are provided necessary and appropriate access to services, including access to technology and materials, available through the local One-Stop System.

Any Partner funded by Wagner-Peyser is required to be co-located in the Comprehensive



America's Job Center One-Stop Center (as defined and identified in Section XI(A) below).

Partner agrees that it will provide the following One-Stop Partner Core Services to participants/customers and support local One-Stop System activities, depending on individual eligibility and availability of funding:

**A. ADD SPECIFIC PARTNER SERVICES TO BE PROVIDED**

**X. WDB RESPONSIBILITIES**

As authorized under the WIOA, and pursuant to the Joint Powers Agreement, the WDB will establish policies necessary for implementation of the WIOA in the local area and shall:

- A. Develop and submit a local plan to the Governor;
- B. Collaborate with other Workforce Development Boards to develop a Regional Plan;
- C. Identify eligible AJCC One-Stop Operators by awarding grants or contracts on a competitive basis;
- D. Conduct programmatic and fiscal reviews of the WIOA services provided by sub-contracted program providers of services, training services providers and report to the WDB the results of those reviews;
- E. Identify eligible providers of youth activities in the local area by awarding grants or contracts on a competitive basis based on the recommendations of the WDB Youth Council;
- F. Identify eligible providers of training services in the local area by awarding grants or contracts on a competitive basis;
- G. Identify eligible providers of Individualized Career Services in the local area by awarding grants or contracts on a competitive basis;
- H. Provide adequate facilities for the Partners as needed and as funding allows;
- I. Develop a local One-Stop System budget for the purpose of carrying out the duties of the WDB;
- J. Solicit and accept grants and donations from sources other than federal funds made available under WIOA;
- K. Conduct regular program and physical plant assessments for compliance to federal, state and local Equal Opportunity and Americans with Disabilities Act regulations as required by law;
- L. Negotiate local performance measures;
- M. Coordinate the workforce development activities carried out in the local area with economic development strategies and develop other employer linkages with such activities;

- N. Promote participation by private sector employers in the statewide workforce development system and help such employers meet their hiring needs using the system by providing connecting, brokering, and coaching activities to the employers;
- O. Make available to the public, on a regular basis through open meetings and/or through publications online, information regarding the activities of the WDB, including information regarding the Strategic Plan prior to submission of the Strategic Plan, membership, the designation and certification of AJCC One-Stop Operator(s), the award of grants or contracts to eligible providers of youth activities, and, on request, minutes of formal meetings of the WDB;
- P. Negotiate and enter into an MOU with each AJCC One-Stop Partner that meets the requirements of the WIOA and sets forth their respective responsibilities for making a full range of services available through the local One-Stop System; and shall modify this MOU to add additional Partners as needed for the benefit of the community and system.

## **XI. LOCATION OF AMERICA'S JOB CENTER ONE-STOP SITES**

- A. The WDB will establish a minimum of one physical location called the "Comprehensive AJCC" within the workforce development area in which all AJCC One-Stop Partners will provide access to the services provided under the WIOA. The parties agree that the Comprehensive AJCC shall be located at the **3170 W. Shaw Avenue, Fresno, California 93711**. This location may be changed by the WDB during the term of this MOU upon thirty (30) days advance notice of such change to the Partners. Each Partner agrees that it will provide access to the services described in this MOU at such location and any other affiliate location deemed appropriate by each Partner, with concurrence of the WDB.
- B. If the WDB establishes additional AJCC One-Stop Centers within its local workforce development area, each Partner will determine the extent and manner in which it will participate in such additional centers. However, access to each Partner's services will be made available at all locations, either with on-site staff, via technology, or referral to the nearest office of the Partner.
  - 1. Affiliate AJCC One-Stop Centers are listed on Attachment 2, Fresno Regional Workforce Development Board and Partner Workforce Services Centers.
- C. The Partner commits to providing information and access to all AJCC Partner services, as described in this MOU, at each of **the** service locations.

## **XII. METHODS OF REFERRAL**

- A. The WDB, through its designated AJCC One-Stop Operator(s), and the Partners agree to utilize the approved referral processes and forms for common intake and referral among the AJCC One-Stop Partners and providers of services. The WDB and Partners developed a universal referral system and form that is used for all cross-agency referrals, copies of which are attached hereto, and incorporated herein, as Attachment 3
- B. The WDB and Partner agree to train and provide technical assistance to the appropriate staff of each of the other participating AJCC One-Stop Partners and subcontracted providers of services on topics that include but are not limited to eligibility for and scope of allowable services for the Partner's programs.



- C. Partner agrees to suggest appropriate referrals for its applicants and clients, the availability of additional services from other AJCC partners if they determine the client could benefit from those referral(s).
- D. A listing of Partner Services and Partner Sites and Locations can be found in Attachments 1 and 2, respectfully, for referral purposes.

### **XIII. CONFIDENTIALITY**

Partner shall be in strict conformance with all applicable federal, State of California and/or local laws and regulations relating to confidentiality, including Welfare and Institutions Code, section 10850 and ensure that all applications and records concerning participants/customers shall be kept confidential and shall not be opened to examination, publicized, disclosed, or used for any purpose not directly connected with the administration of the local One-Stop System. The Partner shall inform all of its employees, agents, officers, subcontractors, Board members, or partners of this provision and that any person knowingly and intentionally violating this provision is guilty of a misdemeanor.

- A. All participant/customer applications and records related to services provided under this MOU, including eligibility for services, enrollment, and referral shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services. Signed information releases will be obtained where appropriate.
- B. Partner agrees to share information either agreed upon by them or as interpreted by the Chief Local Elected Official or designee to be necessary for the administration of the local One-Stop System. Partner shall obtain signed releases allowing for the sharing of participant/customer information necessary for provision of services under the WIOA; i.e. assessment; universal intake; program or training referral; job development or placement activities; and other services as needed for employment or program support purposes.
- C. At any time an America's Job Center One-Stop Partner requests confidential information regarding another Partner's participant/customer, the request shall be accompanied by a written Release of Confidential Information signed by the participant/customer.

### **XIV. GRIEVANCES AND COMPLAINTS**

Partner agrees to establish and maintain a procedure for grievance and complaints as outlined in WIOA. The process for handling grievances and complaints is applicable to customers and partners. These procedures will allow the customer or entity filing the complaint to exhaust every administrative remedy in receiving a fair and complete hearing and resolution of their grievance. The partner further agrees to communicate openly and directly to resolve any problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

### **XV. COST ALLOCATION**

- A. Partner agrees to financially participate in the operating costs related to the common costs of the One-Stop System attributable to the Partner's program(s).

B. Partner commits to work collaboratively with the WDB and other AJCC One-Stop Partners to participate in the implementation of the Infrastructure Funding Agreement (IFA) process.

C. The IFA is incorporated into this MOU as Exhibit A.

#### **XVI. TERM AND RENEWAL OF MOU AND IFA**

A. The term of this MOU is from July 1, 2022, to June 30, 2025, unless it is terminated earlier as provided in Section XVIII, below.

B. The term of the IFA is from July 1, 2022, to June 30, 2023, and will be updated annually.

1. Each update will be incorporated into this MOU, replacing the previous year's IFA.

C. This MOU is of no force or effect until signed by authorized representatives of the participating America's Job Center One-Stop Partner and the WDB. Once signed thereby, this MOU is effective commencing upon July 1, 2022, and shall supersede in its entirety any MOU entered into previously by and between the participating AJCC One-Stop Partner and the WDB.

D. The MOU, once signed, becomes a part of the local Strategic Plan.

#### **XVII. REVISIONS AND MODIFICATIONS**

This MOU may be revised or modified with the approval of both the WDB and of the Partner.

#### **XVIII. TERMINATION**

Partner may terminate its participation in this MOU upon thirty (30) days written notice to the WDB; or The WDB may terminate this MOU upon thirty (30) days written notice of such termination to partner.

#### **XIX. NOTICE**

Any notice required or permitted to be given by any party to this MOU shall be deemed given upon personal delivery to the other parties or two (2) days after being deposited in the United States mail, postage prepaid, first class mail addressed to the other parties at the following addresses or to such other address as the parties may provide by written notice given in accordance herewith:

Fresno Regional Workforce Development Board Attn: Blake Konczal, Executive Director 2125 Kern Street, Suite 208 Fresno, CA 93721	Partner's address as identified on the signature page below.
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## **XX. ADMINISTRATIVE AND OPERATIONAL MANAGEMENT**

It is understood that the Partner and its staff are subject to their existing personnel policies, procedures, regulations and statutes as well as applicable collective bargaining agreements. The WDB will assure to the extent possible that the One-Stop Operator will work with all Partners in developing and implementing policies and procedures for the One-Stop System, in order to avoid inconsistencies with their respective policies, procedures, regulations and collective bargaining agreements.

## **XXI. SHARED INFORMATION AND SYSTEM SECURITY**

WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including client tracking, common case management, reporting, and data collection. To support the use of these tools, each AJCC Partner agrees to the following:

- A. Comply with the applicable provisions of WIOA, Welfare and Institutions Code, California Education Code, Rehabilitation Act, and any other applicable statutes or requirements.
- B. Commit to share information to the greatest extent allowable under their governing legislation and confidentiality requirements.
- C. System security provisions shall be agreed upon by all partners.

## **XXII. PUBLIC COMMUNICATIONS AND BRANDING RELATED TO WIOA SERVICES**

- A. All communications must be approved by the WDB Marketing Manager or Executive Director prior to the communication.
- B. Partner agrees to utilize the AJCC logo developed by the State of California and the Local Board on buildings identified for AJCC usage.

## **XXIII. DISPUTE RESOLUTION**

The parties agree to try to resolve policy and practice disputes at the lowest level, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management staff or the respective staff employer and the WDB, for discussion and resolution.

## **XXIV. INDEMNIFICATION**

Except as otherwise expressly provided in this MOU and to the fullest extent of the law, each party shall indemnify and hold harmless (the "Indemnifying Party") the other parties, including the One-Stop Operator and the WDB, and their respective partners, directors, officers, agents, customers and employees (the "Indemnified Parties") from and against any and all losses, costs, expenses (including reasonable attorneys', experts' and consultants' fees and court costs at all levels of proceedings), damages and/or liabilities which any of the Indemnified Parties may sustain or incur in connection with or arising out of the performance of this MOU or any breach by the Indemnifying Party of its obligations under this MOU, except to the extent the foregoing is caused by the gross negligence or willful misconduct of the Indemnified Parties. The terms of this Section XXIV shall survive the termination of this MOU.

**Signatures:**

In WITNESS THEREOF, the parties to this Memorandum of Understanding execute this agreement.

Dated: \_\_\_\_\_ 2022

BY \_\_\_\_\_

**Jeffrey Hensley, FRWDB Board Chairperson**  
Fresno Regional Workforce Development Board  
2125 Kern Street, Suite 208  
Fresno, CA 93721

Dated: \_\_\_\_\_ 2022

BY \_\_\_\_\_

**Name**  
**Agency Name**  
**Address**  
**Address**

**APPROVED BY THE COUNTY OF FRESNO AS TO ITS CAPACITY AS CHIEF LOCAL ELECTED OFFICIAL (CLEO):**

By: \_\_\_\_\_  
Jean M. Rousseau  
County Administrative Officer

APPROVED AS TO LEGAL FORM:  
Daniel C. Cederborg, County Counsel

By: \_\_\_\_\_

APPROVED AS TO ACCOUNTING FORM:  
Oscar Garcia, C.P.A., Auditor-Controller/  
Treasurer-Tax Collector

By: \_\_\_\_\_



IN WITNESS WHEREOF, the parties have executed this Agreement at Fresno, California.

CITY OF FRESNO,  
A California municipal corporation

Dated: \_\_\_\_\_

By: \_\_\_\_\_  
Thomas Esqueda  
City Manager

APPROVED AS TO FORM:  
DOUGLAS T. SLOAN  
City Attorney

By: Brandon M. Collet Date \_\_\_\_\_  
 Senior Deputy City Attorney

ATTEST:  
YVONNE SPENCE, MMC CRM

By: \_\_\_\_\_ Date: \_\_\_\_\_

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	5
MEETING DATE:	January 27, 2022
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)

**TO:** Adult Council  
**FROM:** Phyllis Stogbauer, Senior Deputy Director  
**SUBJECT:** One-Stop Operator Report

**INFORMATION:**

The Fresno regional One-Stop Operator, David Baquerizo with Pro Path, Inc., will provide an update on the One-Stop Operator activities for the Second Quarter of Program Year 2021-2022.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	6
MEETING DATE:	January 27, 2022
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:** America's Job Center of California Certification and Continuous Improvement Plan

## **RECOMMENDATION:**

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the attached America's Job Center of California (AJCC) Comprehensive and Affiliate AJCC 2022-2024 Continuous Improved Plan (CIP).

## **REASON FOR RECOMMEDATION:**

In accordance with Workforce Innovation and Opportunity Act (WIOA) Section 121(g), Local Boards must conduct an independent and objective evaluation of the AJCCs in their local areas once every three (3) years using criteria and procedures established by the State Board.

The WIOA Joint Final Rule outlines three (3) key requirements for AJCC Certification: 1) Effectiveness of the AJCC, 2) physical and programmatic accessibility for individuals with disabilities, and 3) continuous improvement. California's certification process is centered on these key requirements and set a statewide standard of service delivery that ensures all customers consistently receive a high-quality level of service.

The certification included a baseline assessment and an AJCC Certification for each AJCC comprehensive and affiliate location and required they develop a CIP to address areas where improvement is needed as identified in the AJCC Certification.

In accordance with guidelines established in the state directive, the Certification assessments were completed and submitted by the required due date. The FRWDBs received the certification approval from the California Workforce Development Board on December 14, 2021, for the AJCC Comprehensive and all affiliate locations through June 30, 2024 (Attachment I).

The attached CIP and timeline for the period of 2022-2024 was competed and submitted to the state in December 2021. A copy of the CIP has been attached for your review (Attachment II). Staff will work with the One-Stop Operator and AJCC provider and partner staff to implement the action items and timelines outlined in the CIP.

## **ATTACHMENTS:**

ATTACHMENT I: Approval of AJCC Comprehensive and Affiliate/Specialized Certification  
ATTACHMENT II: FRWDB AJCC Certification Continuous Improvement Plan and Timeline





Dr. I. Angelov Farooq, Chair

■ Tim Rainey, Executive Director

■ Gavin Newsom, Governor

12/14/2021

Blake Konczal  
Fresno Regional Workforce Development Board

SUBJECT: Approval of AJCC Comprehensive and Affiliate/Specialized Certification

Dear Director Konczal,

The California Workforce Development Board has received and carefully assessed your AJCC Comprehensive and Affiliate/Specialized Certification packet in accordance with the criteria established in Workforce Services Directive [WSD20-08](#). We are pleased to inform you that each of your Comprehensive and Affiliate/Specialized AJCCs have been approved for certification through June 30, 2024.

If you have any additional questions, please contact your Regional Advisor.

Sincerely,

A handwritten signature in black ink, appearing to be 'Tim Rainey', written in a cursive style.

TIM RAINEY, Executive Director  
California Workforce Development Board

cc: Yvette Quevedo, Regional Advisor

**Fresno Regional Workforce Development Board**  
**America's Job Center of California (AJCC)**  
***Workforce Connection Manchester/Fresno (Comprehensive AJCC)***  
***Workforce Connection Mendota (Affiliate AJCC)***  
***Workforce Connection Reedley (Affiliate AJCC)***  
**Consolidated Continuous Improvement Plan**  
**2022 – 2024**

This Continuous Improvement Plan was developed as part of the Fresno Regional Workforce Development Board's (WDB) process to certify its comprehensive America's Job Center of California (AJCC) in accordance with requirements of the federal Workforce Innovation and Opportunity Act (WIOA) and policies of the California Employment Development Department (EDD) and the California Workforce Development Board (CWDB).

## **I. AJCC Certification Process**

Regulations promulgated pursuant to WIOA by the U.S. Department of Labor (DOL) state that:

*Local WDBs must assess at least once every three (3) years the effectiveness, physical and programmatic accessibility, and continuous improvement of one-stop centers and the one-stop delivery systems using the criteria and procedures developed by the State WDB.*

The WIOA regulations outline three (3) key requirements for AJCC certification: 1) effectiveness of the AJCC; 2) physical and programmatic accessibility for individuals with disabilities; and 3) continuous improvement. California's certification process is centered on these key requirements and sets a statewide standard of service delivery that ensures all customers consistently receive a high-quality level of service.

State criteria for AJCC certification is communicated in Directive WSD20-08, which was published by EDD and CWDB on March 1, 2021. The directive provides guidance and establishes procedures for certification of comprehensive and affiliate/specialized AJCCs.

CWDB developed objective criteria and procedures under a two part process for local boards to use when certifying their AJCCs, including a "Baseline Certification" and an "AJCC Certification Indicator Assessment."

Baseline AJCC Certification is intended to ensure that every comprehensive, specialized, and affiliate AJCC is in compliance with key WIOA statutory and regulatory requirements.

The AJCC Certification Indicator Assessment addresses seven “indicators” to measure continuous improvement for all AJCCs. These indicators are summarized under Section VI of this plan (below), along with continuous improvement goals for achieving improvements pertaining to each indicator.

Fresno Regional WDB engaged a neutral thirty-party to conduct an independent evaluation of the three Workforce Connection centers (i.e., the AJCCs). The evaluation addressed Baseline and Indicator Assessment criteria and identified both strengths and opportunities for improvement.

## **II. Opportunities for Continuous Improvement**

The AJCC certification process identified services, approaches, strategies, and tasks that could benefit from further assessment and, as appropriate, actions to improve, enhance, or expand them. The opportunities for improvement are presented as recommendations within the AJCC Certification Indicator Assessment. AJCC leadership has agreed that these recommendations should be adopted as 2022 through 2024 goals within this Continuous Improvement Plan.

## **III. Oversight of the Plan and Attainment of Improvement Goals**

Fresno Regional WDB’s Senior Deputy Director and the AJCC Operator have primary responsibility for oversight of the plan and actions taken to address the improvement goals summarized in section VI below. The Senior Deputy Director and the AJCC Operator will work with center management and workforce system partners to assign individuals and groups responsible for actions on each goal. The status of Continuous Improvement Plan goals will be reviewed no less than quarterly by AJCC leadership and applicable partners.

## **IV. Target Dates and Recording Implementation of Improvement Strategies**

The target dates expressed in connection with each goal indicate the month and year by which the goal will be fully achieved and implementation of improvement strategies, as applicable, will be implemented. As plan goals are met and improvements are implemented, assigned individuals will be responsible for recording in writing the actions taken and results achieved. The AJCC Operator will compile and retain this documentation, which may be used to inform future plans and the next AJCC certification evaluation process.

Given changes to the economy, labor market conditions, workforce system priorities, and the public health environment that are likely to occur over the nearly



three-year period covered by this plan, target dates may be adjusted. Such changes must be approved by the Fresno Regional WDB Senior Deputy Director.

## **V. On-Going Focus on Improvement of Systems, Services, and Performance**

While the continuous improvement goals incorporated in this plan were drawn from recommendations made as the result of the 2021 AJCC Certification evaluation, they were informed by a wide variety of information and resources discussed and reviewed during the certification process, including, but not limited to, Fresno Regional WDB's Program Year 2021-2024 Local Plan, the Memorandum of Understanding developed by the system partners, and many policies, procedures and processes.

Continuous improvement strategies and on-going availability of data may suggest the need for additional improvements. Therefore, AJCC leadership may add to or expand on the goals that currently make up this plan.

## **VI. Continuous Improvement Goals**

Based on recommendations expressed in the 2021 AJCC Certification Indicator Assessment for the three Workforce Connection Centers, the following continuous improvement goals have been adopted.

**INDICATOR 1:** The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

- 1.a. FRWDB and AJCC Leadership should continue to assess the accessibility of virtual services and make improvements until services for persons with disabilities are equally accessible.

Target Date: June 2024

**INDICATOR 2:** The AJCC actively supports the one-stop system through effective partnerships.

- 2.a. To supplement informal methods presently being used to determine partner satisfaction with the AJCCs and its services, on behalf of FRWDB and the AJCCs, the Operator should develop and implement a satisfaction survey that could be periodically distributed to the MOU partners.

Target Date: March 2022

- 2.b. FRWDB and AJCC leadership, along with the AJCC Operator should develop and implement a plan to refresh and repeat partner orientations and cross-training.

Target Date: June 2022

- 2.c. AJCC leadership, working with FRWDB and system partners, should examine opportunities to develop a system marketing message and materials.

Target Date: April 2022

- 2.d. The AJCC Operator and the FRWDB should work together to update the inventory of Workforce Connection partners and programs.

Target Date: May 2022

**INDICATOR 3:** The AJCC provides integrated, customer-centered services.

- 3.a. Cross training among the system partners should resume and a schedule should be developed for presentations by all partners.

Target Date: June 2022

**INDICATOR 4:** The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials that meet the needs of targeted regional sectors and pathways.

- 4.a. FRWDB and AJCC leadership should secure training for staff on using information about jobs and careers in high-growth/promising sectors to conduct effective individual employment and career planning with customers.

Target Date: March 2023

- 4.b. Beginning in PY 2021-2022, on behalf of all Workforce Connection centers, FRWDB should track year-to-year rates of participation in skills training and resulting rates of credential attainment.

Target Date: June 2024

**INDICATOR 5:** The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.

- 5.a. System leadership should examine opportunities to increase AJCC staff knowledge on the economy, the labor market, the regional priority sectors, and “high road” employers.

Target Date: June 2024

- 5.b. Working with its AJCC service providers, the FRWDB should lead a process to examine options for securing business feedback, including the tool or tools that should be used to solicit feedback, the target audience for the survey or similar tool, methods and frequency for use, and processes for collecting, reviewing, analyzing, and taking action on feedback received.

Target Date: January 2023

- 5.c. System leadership should examine opportunities to make information on hiring and training opportunities that is obtained through the Business Services unit's efforts available to the full range of system partners.

Target Date: January 2023

- 5.d. Business Services and AJCC staff should define a strategy to secure and utilize guidance from businesses in priority sectors regarding the design and delivery services for job seekers that reflect current and future needs of business.

Target Date: December 2022

**INDICATOR 6:** The AJCC has high-quality, well-informed, and cross-trained staffing.

- 6.a. FRWDB, AJCC leadership, and the system partners should create an annual training/staff development plan.

Target Date: December 2022

- 6.b. Additional training is needed to assist AJCC staff in the use of labor market information to assist customers in choosing career pathways.

Target Date: January 2023

- 6.c. Cross training among the system partners should resume and a schedule should be developed for presentations by all partners.

Target Date: December 2022

- 6.d. FRWDB and AJCC service provider leadership should assess whether there are any training sessions from the past that should be repeated.

Target Date: June 2022



- 6.e. FRWDB and the AJCCs should provide training for all AJCC staff in sector strategies, career pathways, job quality and “high road” employment.

Target Date: March 2023

**INDICATOR 7:** The AJCC achieves business results through data-driven continuous improvement.

- 7.a. FRWDB and AJCC leadership should work with the core program partner to determine strategies that could improve their performance on the WIOA performance measures.

Target Date: January 2024

- 7.b. Working with its AJCC service providers, the FRWDB should lead a process to examine options for securing business feedback, including the tool or tools that should be used to solicit feedback, the target audience for the survey or similar tool, methods and frequency for use, and processes for collecting, reviewing, analyzing and taking action on feedback received.

Target Date: December 2022

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	7
MEETING DATE:	January 27, 2022
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:** Ana Escareno, Youth Program Coordinator

**SUBJECT:** Workforce Innovation and Opportunity Act Adult and Dislocated Worker Participant Training Report for the First and Second Quarter of Program Year 2021-2022.

## **RECOMMENDATION:**

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the First and Second Quarter Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Participant Training Report for Program Year (PY) 2021-2022.

## **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. The mandated 30% of training funds allocated in PY 2020-2021 is \$3,333,198 and is required to be fully expended by June 30, 2022.

Expenditures as of December 31, 2021, were \$ 427,528.67, as outlined in the table below:

Training Expenditure Report			
Provider/Training Pools	Total Available Funds for Year of Allocation 2020 (Two (2) Year Life Cycle)	PY 21-22 Training Expenditures as of 12/31/21	Percent Expended
Dislocated Worker-CLC	\$1,215,791.90	\$179,232.65	15%
Adult-Equus WFS	\$1,611,631.10	\$248,296.02	15%
Incumbent Worker Training	\$505,775	\$0.00	0.00
<b>Total</b>	<b>\$3,333,198</b>	<b>\$427,528.67</b>	<b>13%</b>

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

Training Enrollment Report						
Provider	Vocational Training		Transitional Jobs		On-the-Job Training	
	YTD Enrolled	Completion Rate	YTD Enrolled	Completion Rate	YTD Enrolled	Completion Rate
Dislocated Worker-CLC	81	34/43	0	0/0	2	0/0
Adult-Equus WFS	213	78/90	1	1/1	2	1/1

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



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	8
MEETING DATE:	January 27, 2022
ACTION:	RECOMMEND TO ACCEPT

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

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**TO:** Adult Council

**FROM:** Ana Escareno, Youth Program Coordinator

**SUBJECT:** Second Quarter Local Performance Results Reports for Program Year 2021-2022

## **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 (PY) 2021-2022.

## **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.

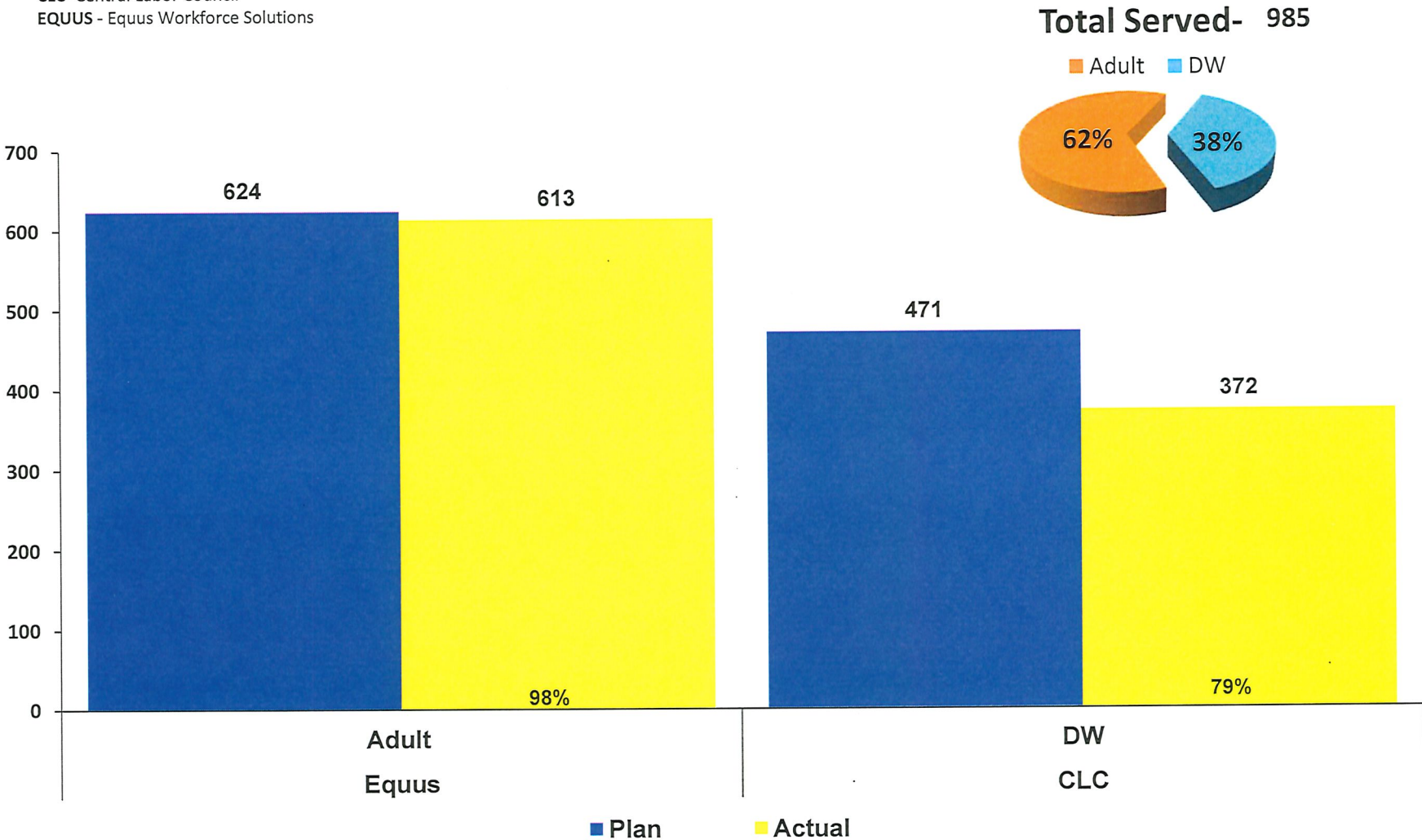
The attached worksheets provide local performance results for each of the Adult and Dislocated Provider of Services for Second Quarter of PY 2021-2022.

## **ATTACHMENT:**

Adult and Dislocated Worker Program Providers of Services Local Performance Results Reports for the Second Quarter of Program Year 2021-2022

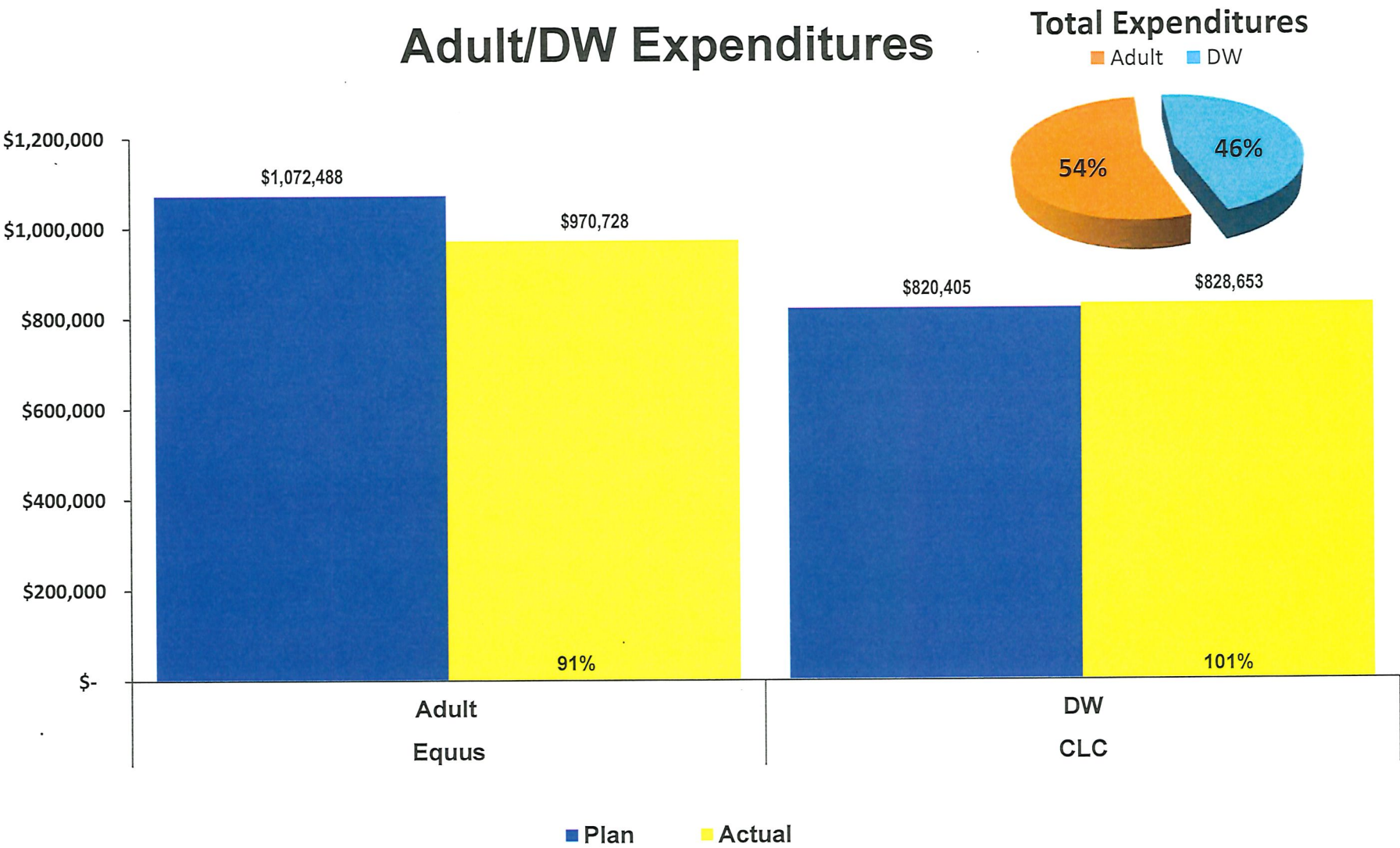
Adult/DW Served

CLC- Central Labor Council  
EQUUS - Equus Workforce Solutions



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

# Adult/DW Expenditures



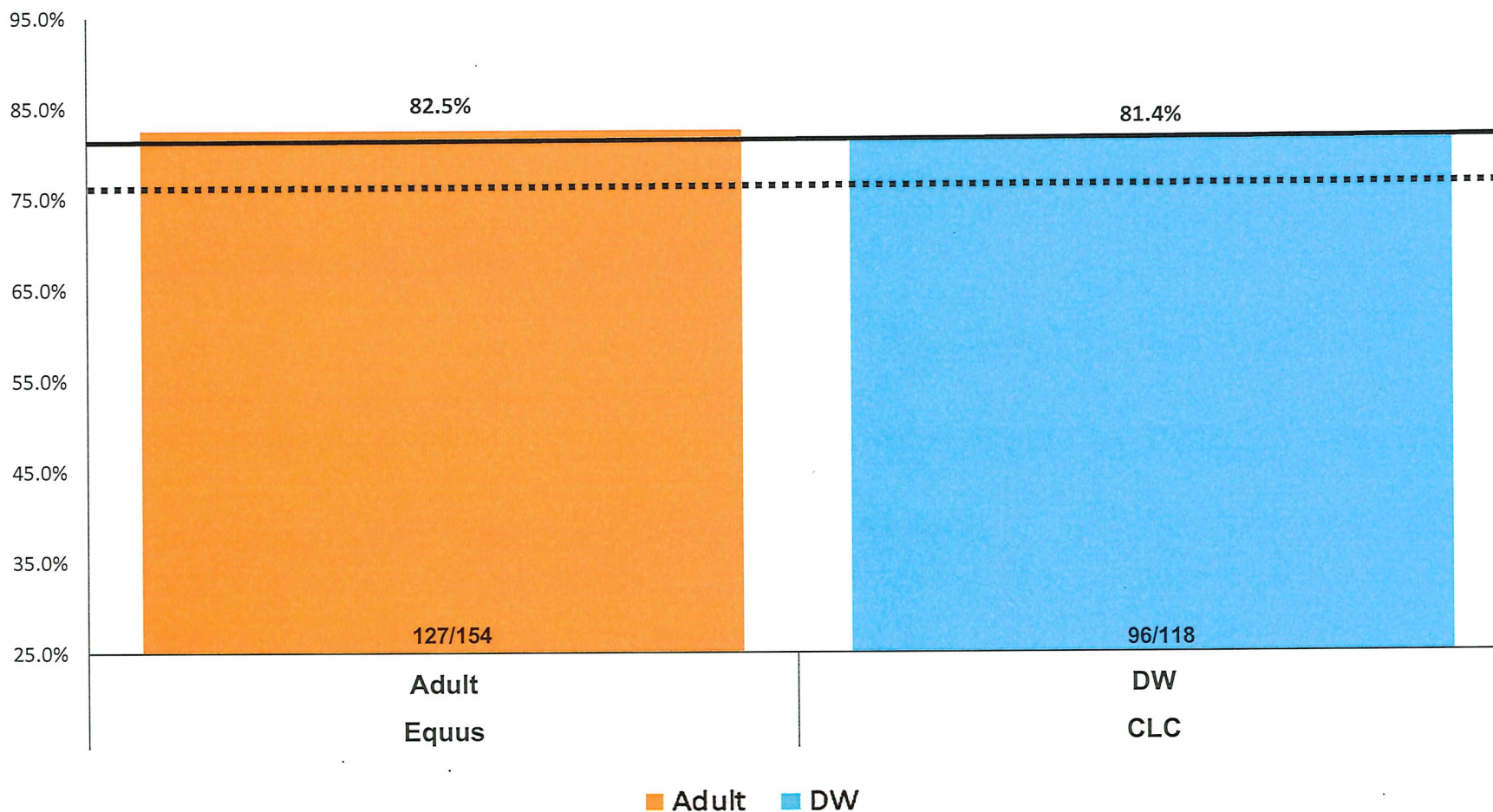
Note: Adult/DW Expenditures goal is 95% to 100%.



## Adult/DW Placement

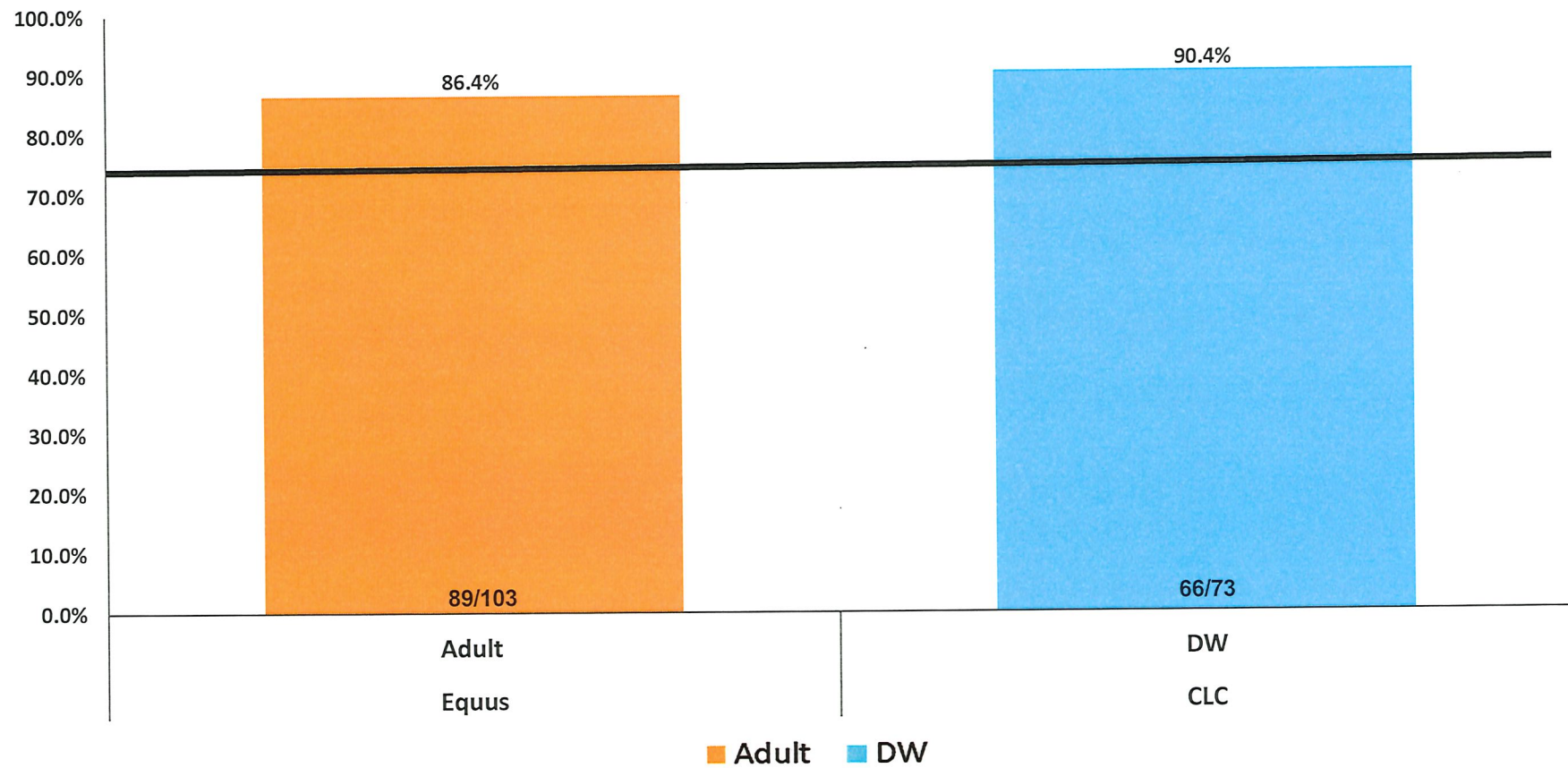
DW 80.5 %  
Adult 76.5%

### Placement Goals



Certificate of Attainment Goal  
Adult/DW 73.2%

## Adult/DW Credential Rate

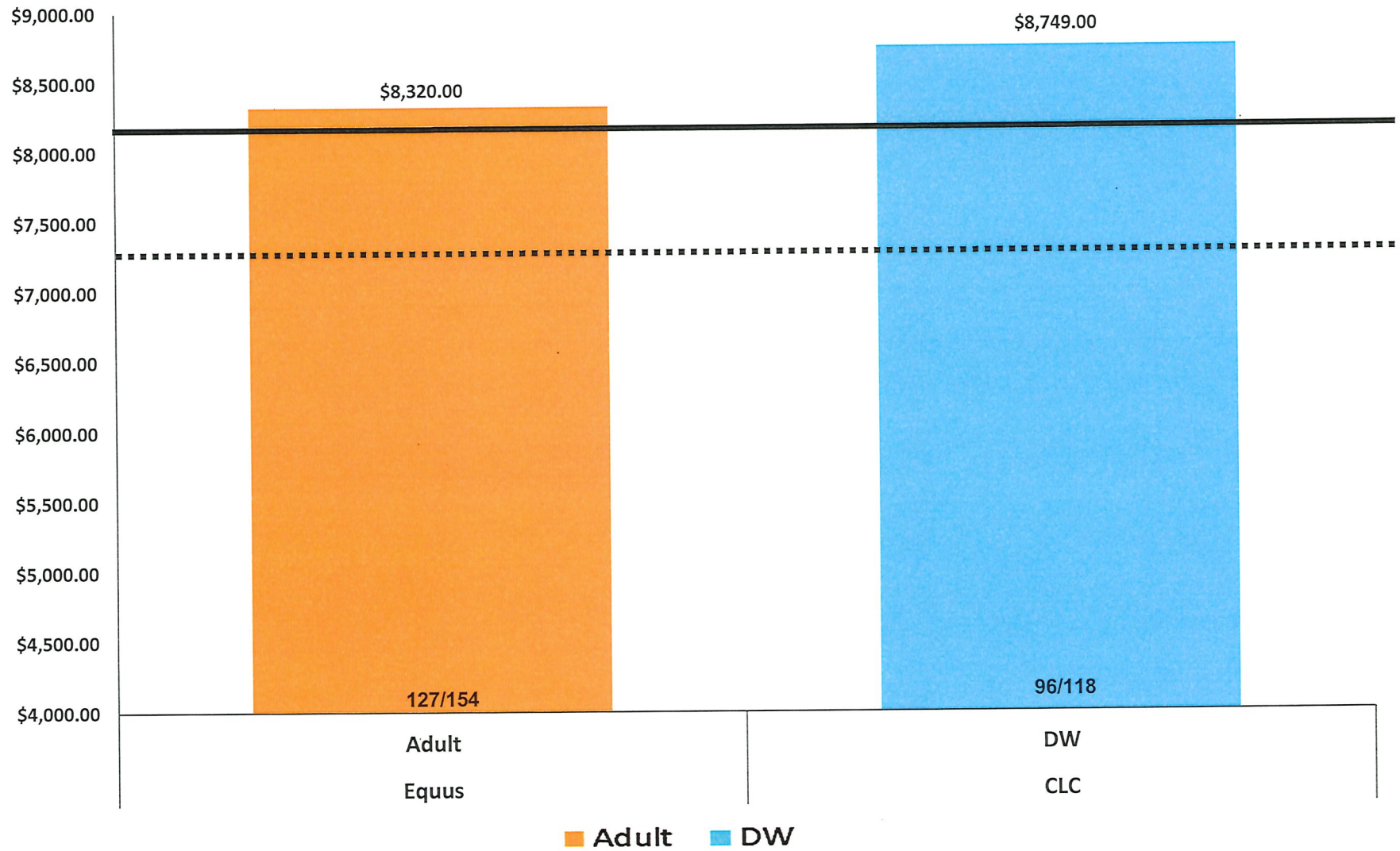


## Placement Median Wage Earnings

Goals

DW \$ 8,200

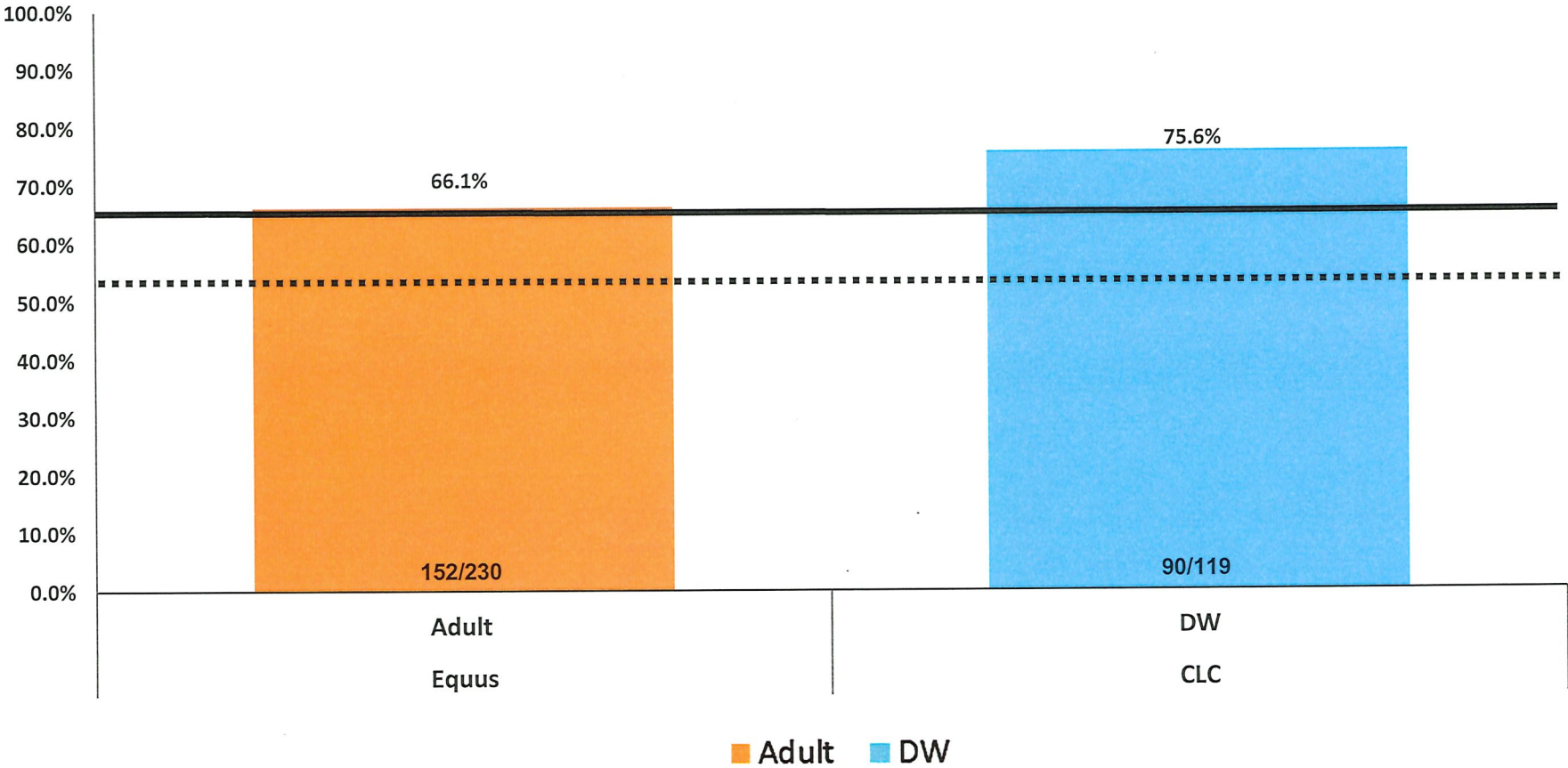
Adult \$7,200





Measurable Skills Gain

Goals  
Adult 53% .....  
DW 66% —————



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	9
MEETING DATE:	January 27, 2022
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 2021-2022

## **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 2021-2022.

## **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 2021-2022

## Adult Provider of Services Monitoring Report Second Quarter, Program Year 2021-2022

### **Program Monitoring:**

*Programmatic monitoring of the following sub-recipients was completed during the second quarter: NONE*

*Programmatic monitoring of the following sub-recipients was in process as of the end of the second quarter: NONE*

### **Fiscal Monitoring:**

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

Sub-Recipient	Contract # (s)	Results
West Hills Community College District – Program Year (PY) 20-21 Fiscal Closeout	250, 250-800	No Findings
FEOC – Local Conservation Corp. PY 21-22 Fiscal Annual	646-084	No Findings

*Fiscal monitoring of the following sub-recipients is in process as of the end of the second quarter: NONE*



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	10
MEETING DATE:	January 27, 2022
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 2021-2022

## **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) 2021-2022.

## **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-Second Quarter PY 2021-2022

## Adult/Dislocated Worker Customer Complaint Report

### Second Quarter, Program Year 2021-2022

Date	Sub-Recipient	Summary of Customer Complaint	Action Taken	Date of Correction
11/30/2021	United Truck Driving School	No equipment to train on; instructors not available	Reviewed school's corrective action plan (already in place at time of investigation) and found it acceptable.	12/14/2021
11/30/2021	United Truck Driving School	No equipment to train on; instructors not available	Reviewed school's corrective action plan (already in place at time of investigation) and found it acceptable.	12/14/2021

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	11
MEETING DATE:	January 27, 2022
ACTION:	RECOMMEND TO ACCEPT

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

**TO:** Adult Council

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

**SUBJECT:** Second Quarter Job Seeker Customer Satisfaction Report for Program Year 2021-2022

## **RECOMMENDATION:**

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Second Quarter Job Seeker Customer Satisfaction Reports for Program Year (PY) 2021-2022.

## **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.

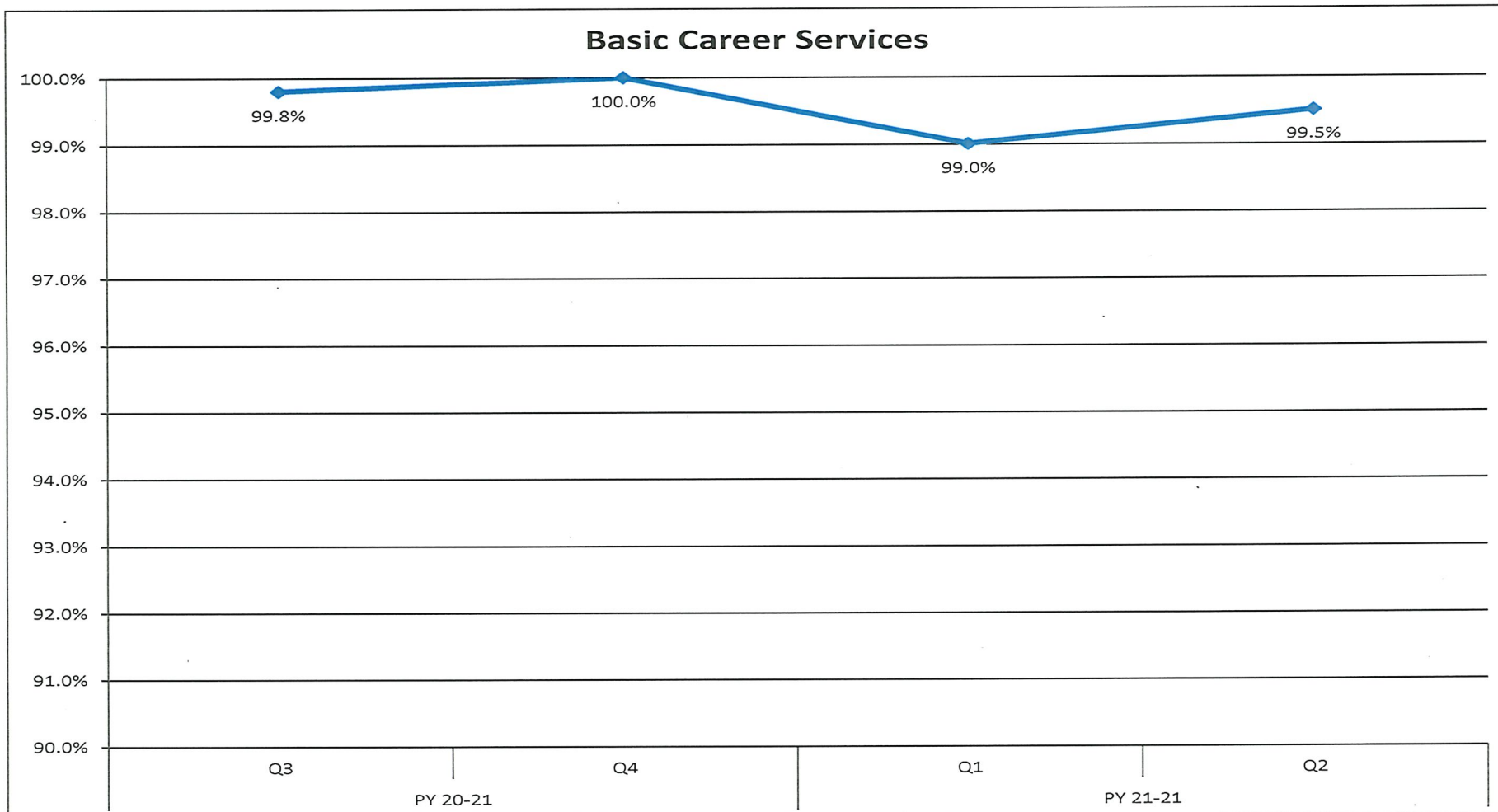
As part of this responsibility, FRWDB staff has implemented the Job Seeker Customer Satisfaction process and data collection system. The FRWDB's sub-contracted providers of services submit their data to staff on a monthly basis. The data is accumulated, analyzed and reviewed on a quarterly basis and 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 Report for the Second Quarter of PY 2021-2022  
ATTACHMENT II: Individual Career Services for the Second Quarter of PY 2021-2022



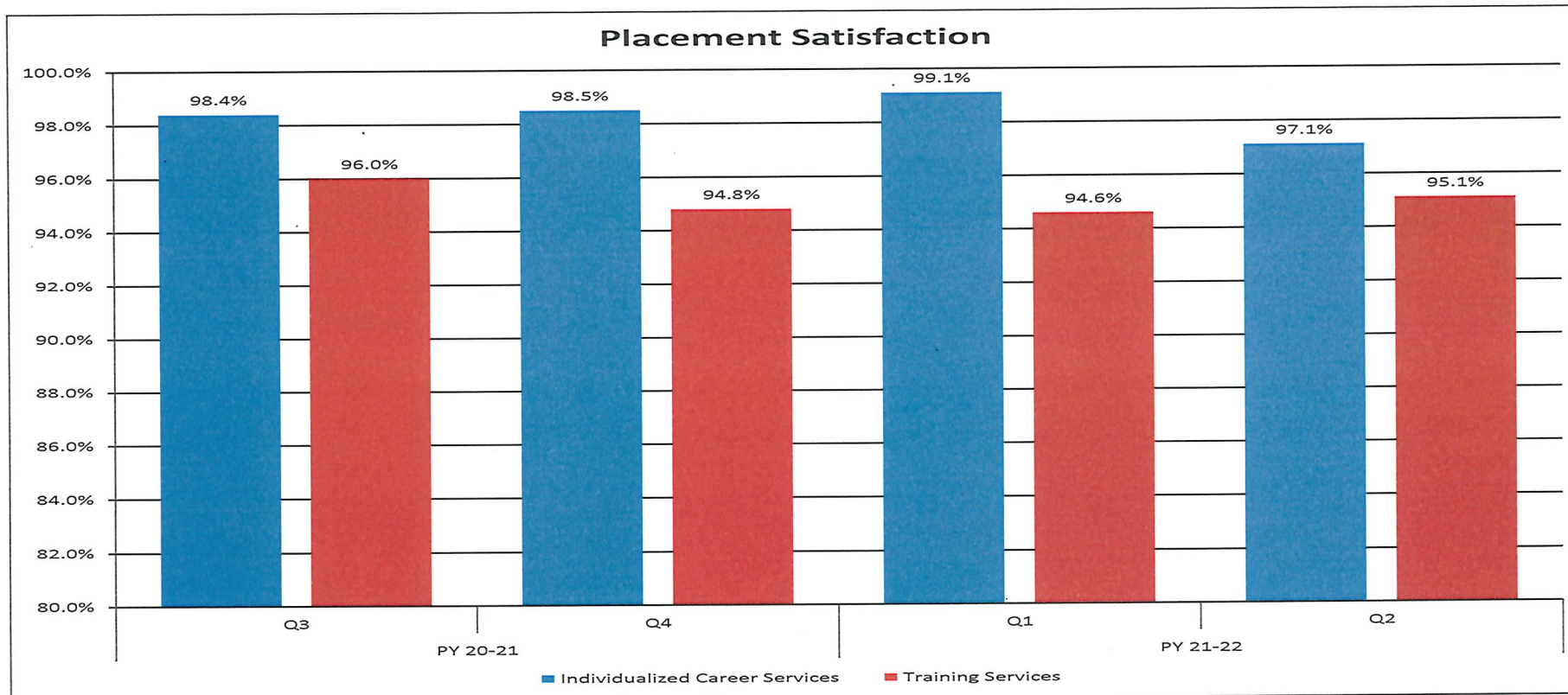


**Staff Notes:**

	PY 20-21		PY 21-22	
	Q3	Q4	Q1	Q2
Surveys Received	109	51	17	148
Number of Users	2,841	2,522	2,739	2,690
Survey Response Rate	3.8%	2.0%	.06%	5.5%

**Sample of User Comments:**

Thank you for the help; Staff are pleasant and very helpful; Much more pleasant than what I had expected; the assistance I received in Fresno was much better than what I had received in other areas; Staff is always helpful; Great staff; The video was very informative; lots of positive energy from staff.



#### Staff Notes:

	PY 20-21				PY 21-22			
	Q3		Q4		Q1		Q2	
	Non-Training	Training	Non-Training	Training	Non-Training	Training	Non-Training	Training
Surveys Received by Type	36	103	25	66	25	44	27	60
Clients Closed & Placed by Type	55	100	25	88	27	62	42	91
<b>Survey Response Rate</b>	<b>65.5%</b>	<b>97.1%</b>	<b>100%</b>	<b>75%</b>	<b>92.6%</b>	<b>70.9%</b>	<b>64.3%</b>	<b>65.9%</b>

#### Participant Feedback:

**Individualized Career Services:** Program was very beneficial; Very thankful for the services provided; Resume workshop was great; Process was long and sometimes confusing; I learned a lot; I enjoyed the 8-day Job Ready workshops; I would have not secured employment in my chosen field without your help.

**Training Services:** Training program was great, will be continuing education in the forestry field; didn't feel the assessments were accurate, but the overall experience was good; I found a good job, but not in my field of training; Did not receive job referrals; After completing training externship, decided the field was not for them; I'm thankful for the opportunities I received from Workforce Connection; Thank you for what you did for me and others in my situation; Thank you for all the encouragement throughout the process; I finally have a career; Thank you for the training and career opportunity.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	12
MEETING DATE:	January 27, 2022
ACTION:	INFORMATION

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**TO:** Adult Council

**FROM:** Tim Giles, Deputy Director of Information and General Services

**SUBJECT:** Second Quarter Adult and Dislocated Worker Demographics Report for Program Year 2021-2022

## **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 2021-2022.

## **ATTACHMENTS:**

ATTACHMENT I: Adult Demographics Second Quarter, Program Year 2021-2022

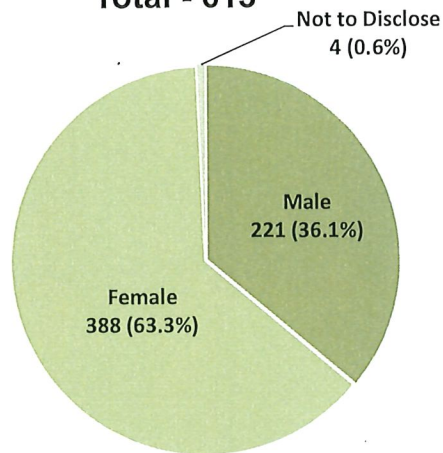
ATTACHMENT II: Dislocated Worker Demographics Second Quarter, Program Year 2021-2022



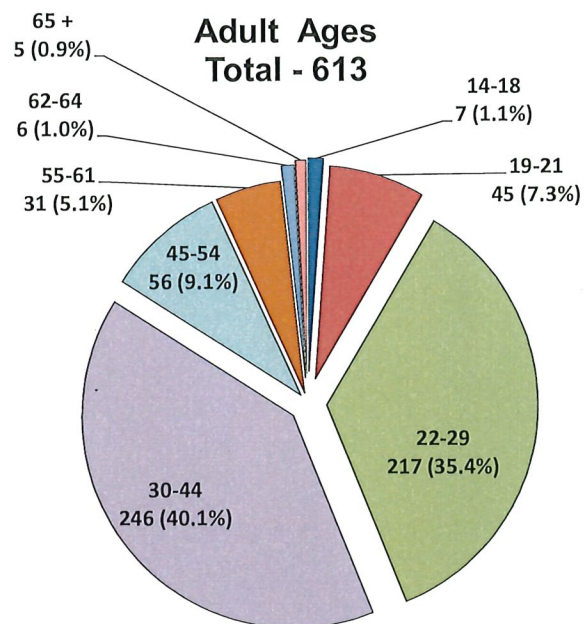


## Adult Demographics Second Quarter, Program Year 2021-2022

**Adult Enrollments  
Total - 613**

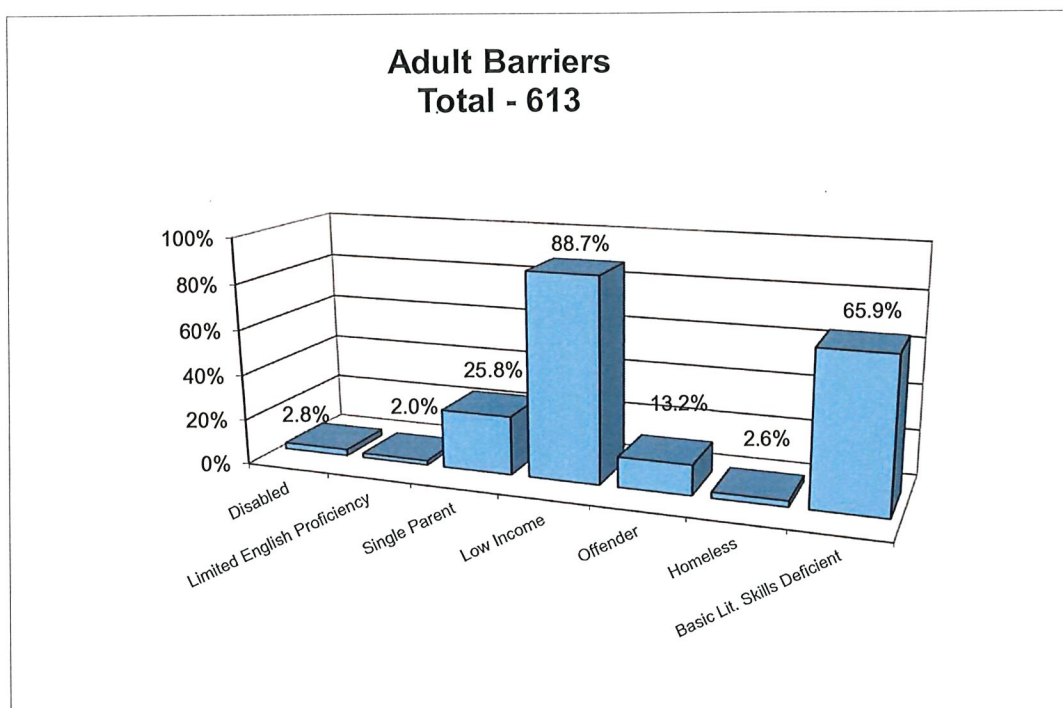
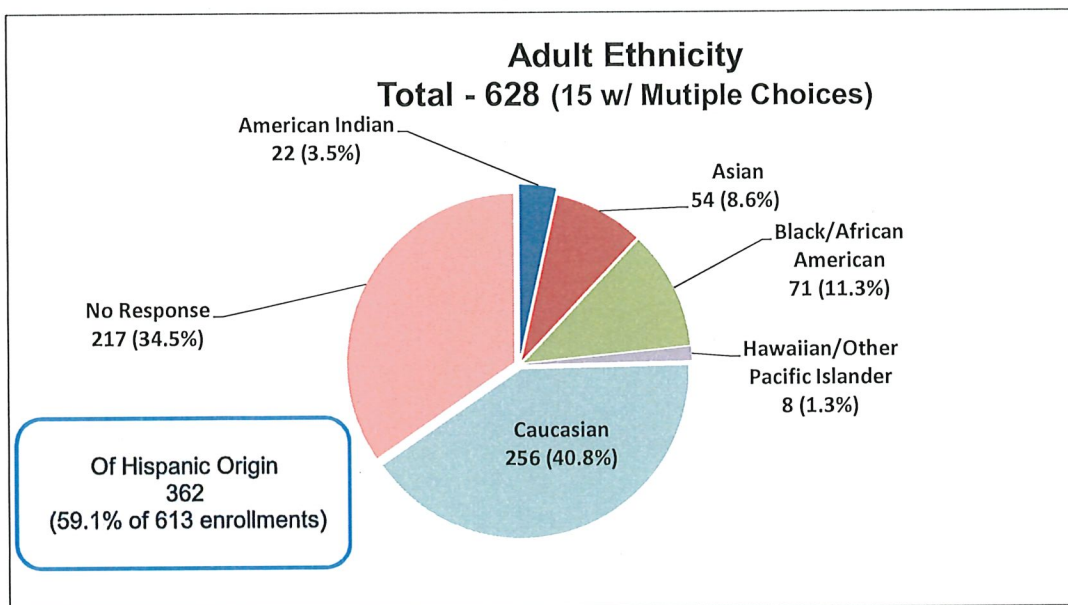


**Adult Ages  
Total - 613**

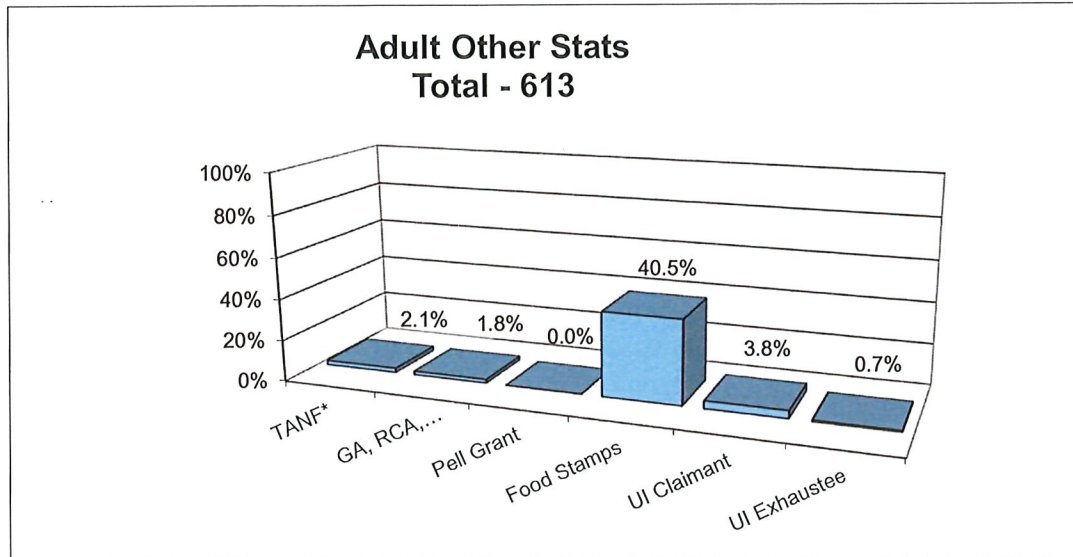


## Adult Demographics

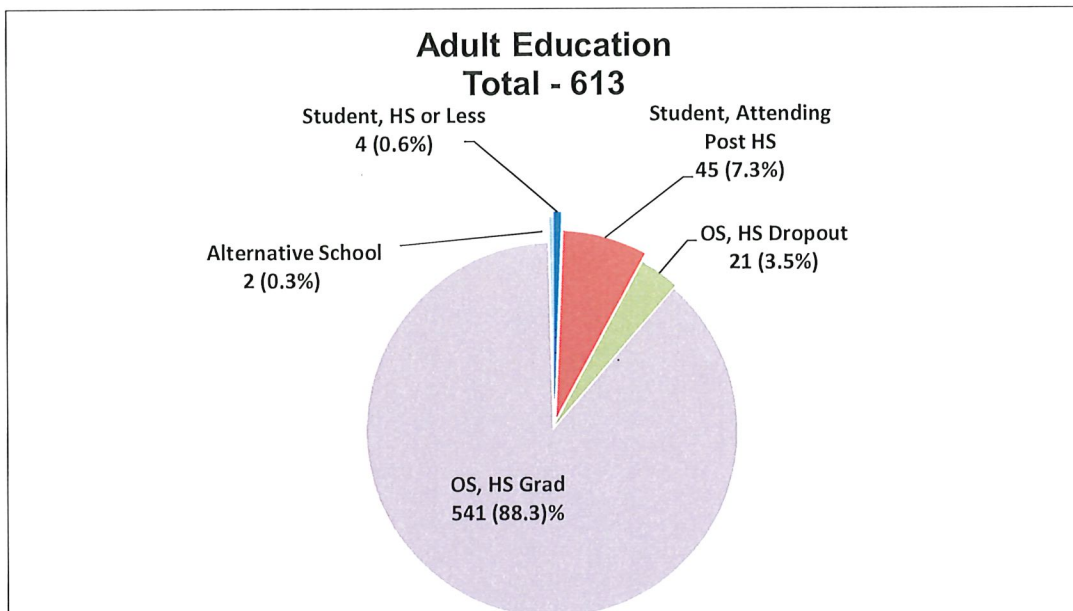
### Second Quarter, Program Year 2021-2022



## Adult Demographics Second Quarter, Program Year 2021-2022



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



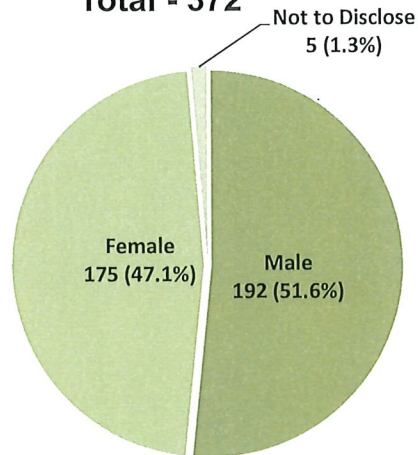




## Dislocated Worker Demographics Second Quarter, Program Year 2021-2022

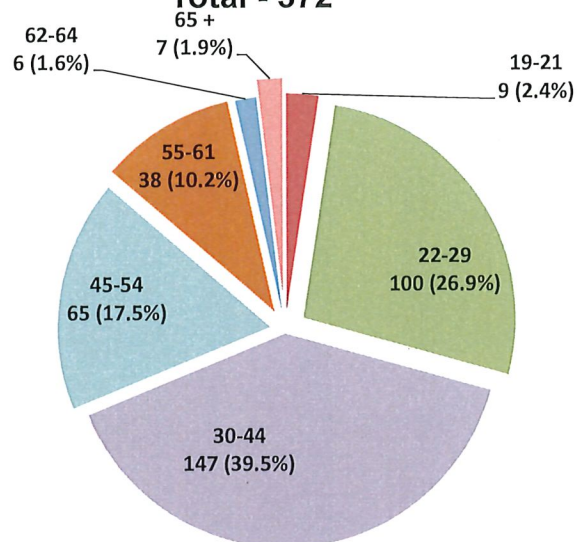
### DW Enrollments

Total - 372

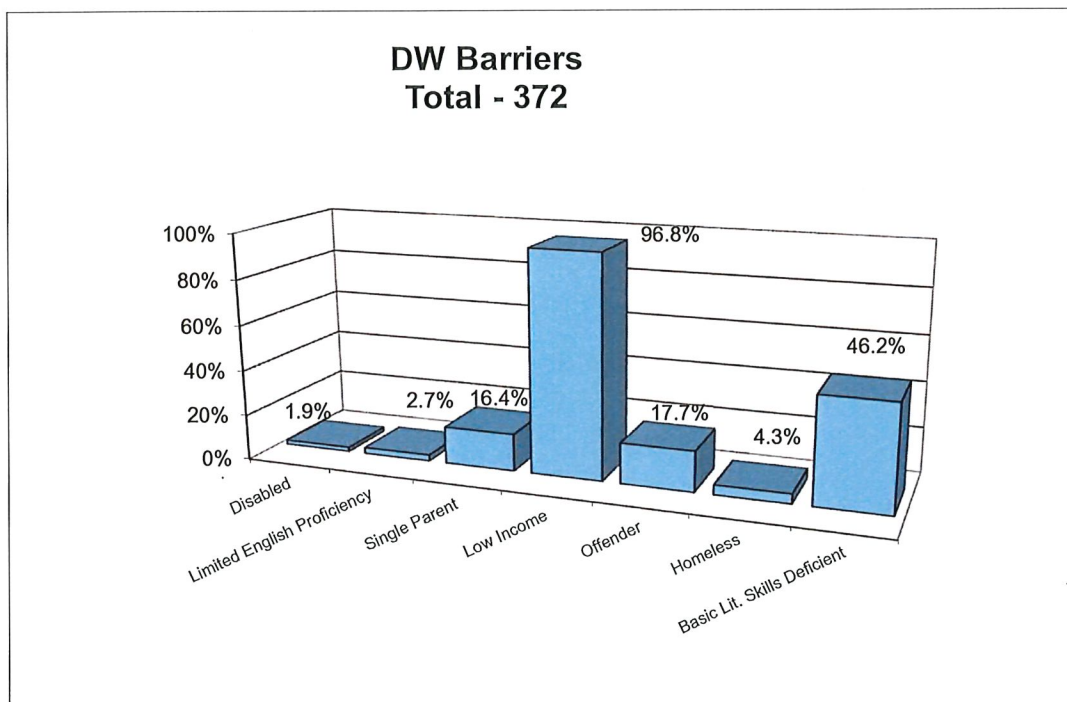
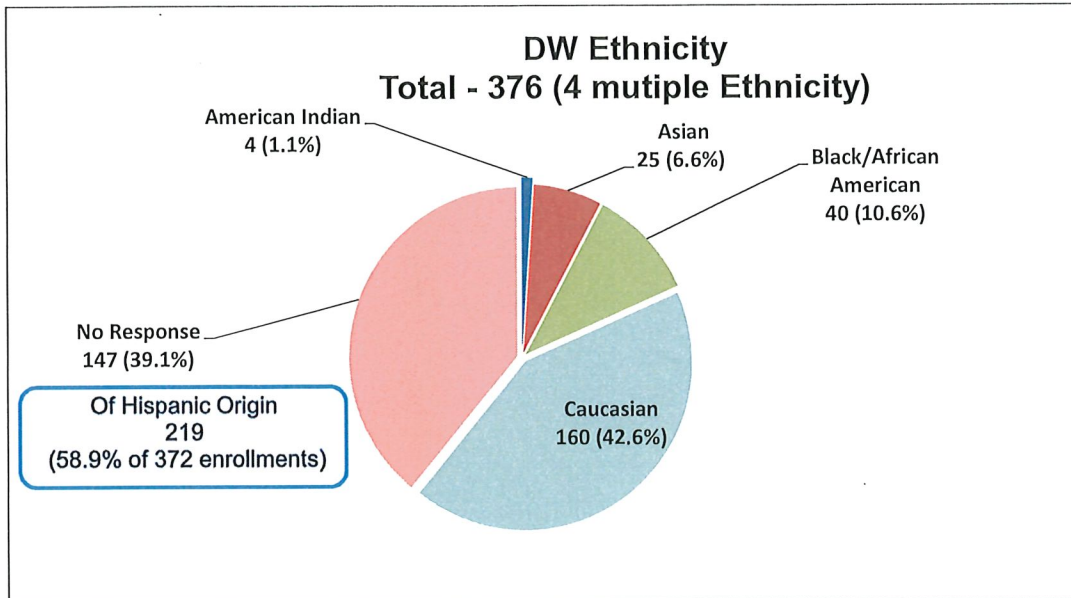


### DW Ages

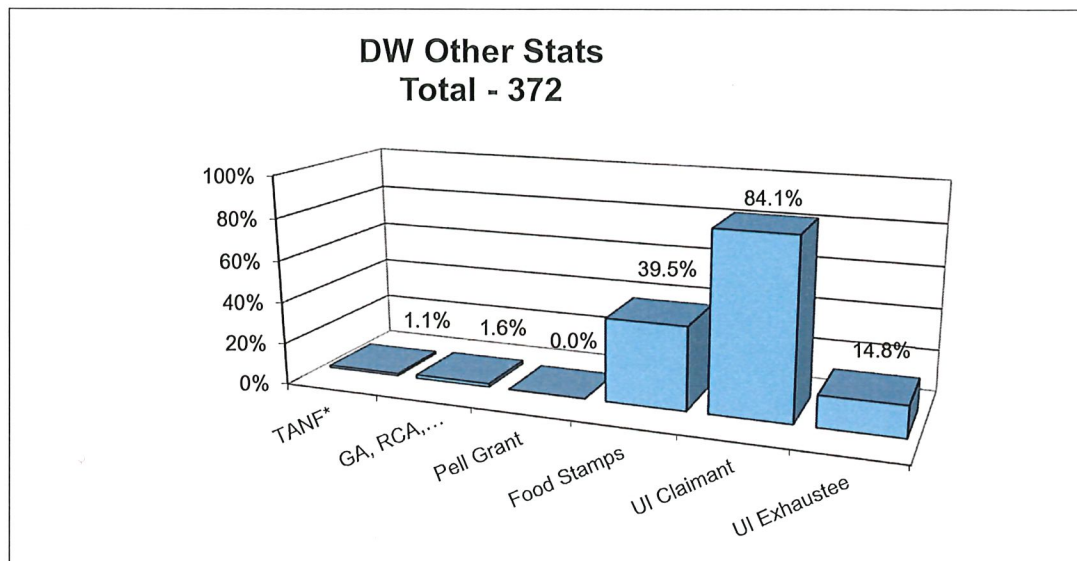
Total - 372



## Dislocated Worker Demographics Second Quarter, Program Year 2021-2022



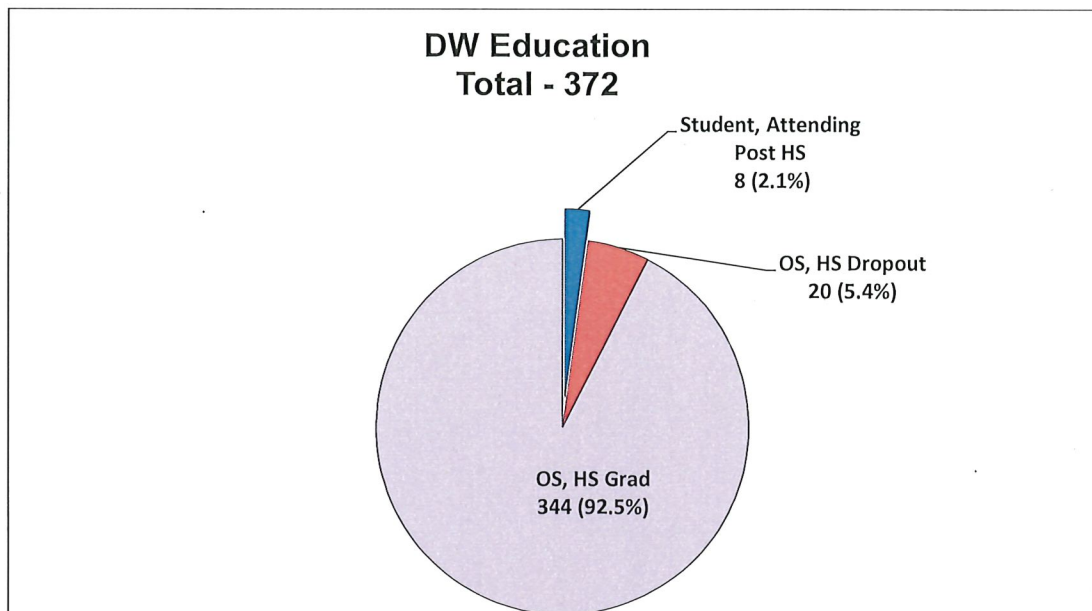
## Dislocated Worker Demographics Second Quarter, Program Year 2021-2022



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:	13
MEETING DATE:	January 27, 2022
ACTION:	INFORMATION

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**TO:** Adult Council

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

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

**INFORMATION:**

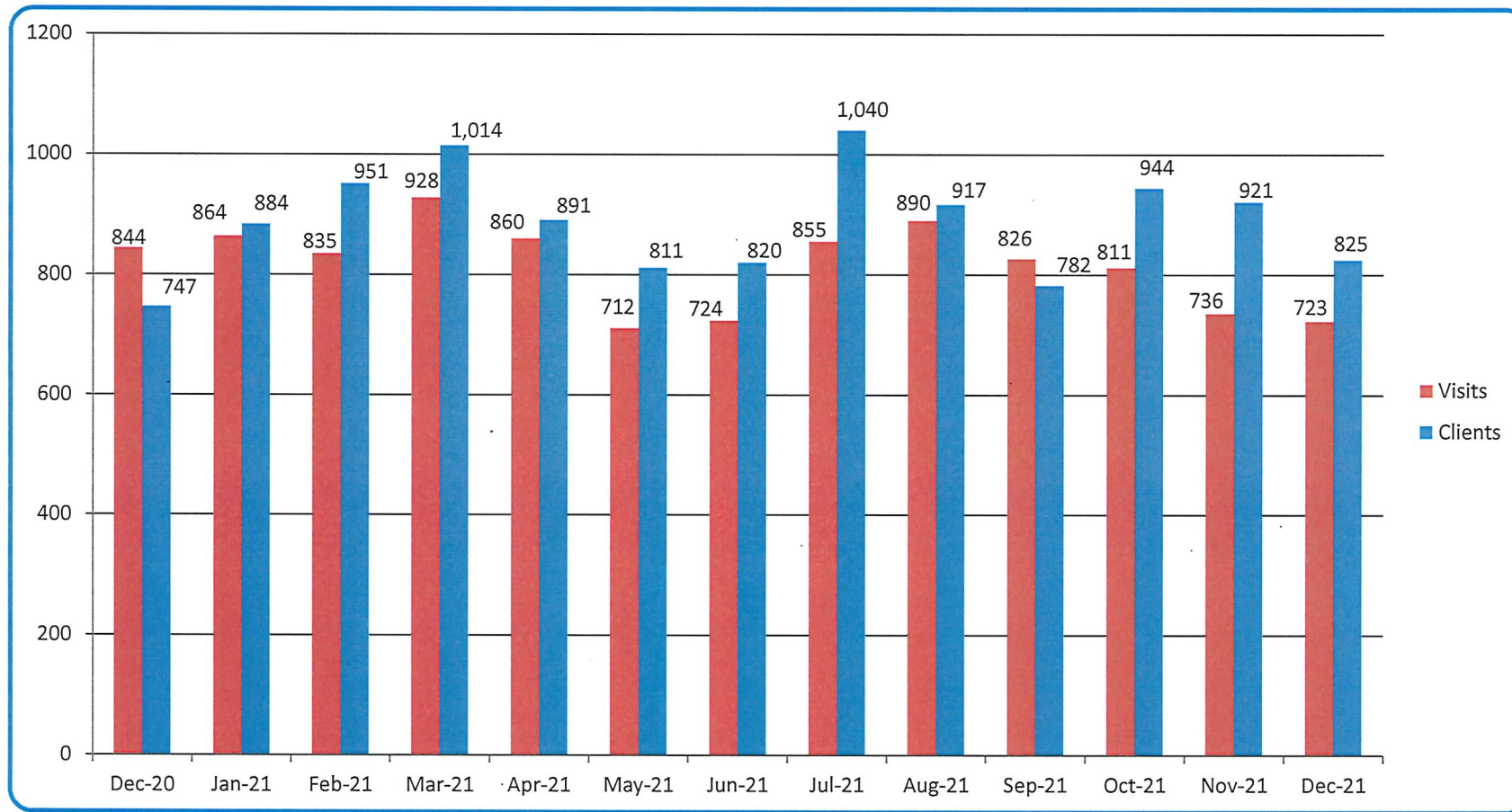
The Adult Council requested that Fresno Regional Workforce Development Board staff provide periodic reports of client usage at the One-Stop Centers America's Job Center of California (AJCCs).

**ATTACHMENT:**

AJCC Clients and Visits Trend Report – December 2021

# AJCC Clients and Visits Trend Report

## December 2021



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.