

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

## Workforce Development Board

March 2, 2022 @ 4:00 p.m.  
Council of Fresno County Governments  
2035 Tulare Street – 2<sup>nd</sup> Floor  
Sequoia Room  
Fresno, CA 93721

**This will be a hybrid meeting with participation available in person and via Zoom.**

**Per Executive Order N-12-21, 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.**

### Join Zoom Meeting

**<https://us02web.zoom.us/j/87901290551?pwd=TDc4OFZicHQxbIZ0ZmdhR25PVDE1QT09>**

**Or join by phone: 669-900-6833**

**Meeting ID: 879 0129 0551**

**Passcode: 329640**

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

**Mission Statement:** The Fresno Regional Workforce Development Board exists to oversee the optimal administration of Workforce Innovation and Opportunity Act funds in the Fresno region. In serving both the business community and the individual job seeker with the provision of human capital development services, we hope to foster the economic vitality of the Fresno region.

### REMINDER: PLEASE TURN OFF CELL PHONES OR PUT ON VIBRATE

1. ROLL CALL
2. COMMENTS BY FRWDB CHAIR AND/OR EXECUTIVE STAFF
3. AGENDA CHANGES: REMOVAL OF ITEMS OR EMERGENCY ADDITIONS
4. ABSTENTIONS/RECUSALS/DISCLOSURE OF POTENTIAL CONFLICTS OF INTEREST
5. PUBLIC COMMENT

Item #	Description	Presenter	Enclosure	Action	Page #
6.	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	6

### ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

Disabled individuals and individuals who are limited English proficient who need special assistance to attend or participate in this meeting may request assistance by contacting the Fresno Regional Workforce Development Board, at 2125 Kern Street, Suite 208, Fresno, California, or by calling (559) 490-7100. Every effort will be made to reasonably accommodate individuals with disabilities or who are limited English proficient by making meeting materials available in alternative formats. Requests for assistance should be made at least three (3) working days in advance of the meeting.

Item #	Description	Presenter	Enclosure	Action	Page #
7.	Committee Reports Adult Council – Chuck Riojas Business and Industry Committee – Lydia Zabrycki Executive Committee – Jeff Hensley Youth Council – Raine Bumatay		No	Information	--
8.	Approval of the December 1, 2021, Meeting Minutes	Konczal	Yes	Approve	10
9.	January 2022 Financial Report	Konczal	Yes	Accept	16

### **CONSENT ITEMS**

- |     |  |  |  |         |  |
|-----|--|--|--|---------|--|
| 10. | Approve Consent Item (A1 – C5). <i>Items pulled from consent will be handled with the other regular items at the end of the agenda, including any information items that are pulled.</i> |  |  | Approve |  |
|-----|--|--|--|---------|--|

### **CONSENT ITEMS SUBMITTED BY ADULT COUNCIL**

A1	America's Job Center of California Partner Memorandum of Understanding	Konczal	Yes	Accept	24
A2	America's Job Center of California Certification and Continuous Improvement Plan	Stogbauer	Yes	Accept	41
A3	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	Accept	49
A4	Second Quarter Local Performance Results Reports for Program Year 2021-2022	Escareno	Yes	Accept	51
A5	Second Quarter Providers of Services' Monitoring Report for Program Year 2021-2022	DeWitt	Yes	Accept	58
A6	Second Quarter Providers of Services' Customer Complaint Report for Program Year 2021-2022	DeWitt	Yes	Accept	60
A7	Second Quarter Job Seeker Customer Satisfaction Report for Program Year 2021-2022	DeWitt	Yes	Accept	62

### **CONSENT ITEMS SUBMITTED BY BUSINESS AND INDUSTRY COMMITTEE**

B1	New Business and Industry Committee Member	Konczal	Yes	Ratify	66
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### **CONSENT ITEMS SUBMITTED BY YOUTH COUNCIL**

C1	Second Quarter Workforce Innovation and Opportunity Act Young Adult Participant Work Experience Report for Program Year 2021-2022	Escareno	Yes	Accept	68
C2	Second Quarter Local Performance Results Report for Program Year 2021-2022	Escareno	Yes	Accept	69

Item #	Description	Presenter	Enclosure	Action	Page #
C3	Second Quarter Young Adult Satisfaction Report for Program Year 2021-2022	DeWitt	Yes	Accept	77
C4	Second Quarter Providers of Services' Monitoring Report for Program Year 2021-2022	DeWitt	Yes	Accept	79
C5	Second Quarter Providers of Services' Customer Complaint Report for Program Year 2021-2022	DeWitt	Yes	Accept	81

#### **NON-CONSENT ITEMS**

11.	In the Community – Marketing Update	Espinosa	Yes	Information	83
12.	Information Sharing	WDB Members	No	Discussion	--
13.	Agenda Items for June 1, 2022, Meeting	Konczal	No	Discussion	--
14.	Meeting Feedback	Konczal	No	Discussion	-

**FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD  
2021 ATTENDANCE RECORD**

<b>Directors</b>	<b>Special Meeting 1/20/2021</b>	<b>3/3/2021</b>	<b>6/2/2021</b>	<b>9/1/2021</b>	<b>12/1/2021</b>
Stephen Avila Grundfos Pumps	--	P	P	P	P
Lenora Lacy Barnes State Federation of Teachers	A	P	A	A	P
Paul Bauer Sagaser, Watkins & Wieland	P	P	P	P	A
Edgar Blunt IMAGO	P	P	P	P	A
Alysia Bonner SEIU 521	P	P	P	P	P
Raine Bumatay Fresno Adult School, Cesar E. Chavez Adult Education Center	P	P	P	P	A
Brian Chambers State of CA, Dept of Rehabilitation	P	P	P	P	--
Fely Guzman LifeBRIDGE International	P	A	P	P	A
Jeffrey Hensley Hensley Associates	P	P	P	P	P
Mike Karbassi Fresno City Council	P	A	P	A	P
Scott Miller Gazebo Gardens, Inc.	A	A	P	A	P
Dennis Montalbano German Auto Repair	P	A	P	P	P
Sherry Neil Fresno Economic Development Corporation	A	P	P	P	P
Delfino Neira County of Fresno Department of Social Services	P	P	P	P	--
Tommie Nellon Kool Breeze Solar Hats	A	A	A	--	--
Joe Olivares TransAmerica	P	P	P	P	P
Sal Quintero Fresno County Board of Supervisors	A	A	A	A	P
Chuck Riojas Fresno Madera Tulare Kings Building Trades Council	P	P	P	A	P
Elizabeth Rivinius UFCW Local 8	A	P	--	--	--
Michael Silveira Kaiser Permanente	P	P	P	P	P



**FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD**  
**2021 ATTENDANCE RECORD - PAGE 2**

<b>Directors</b>	<b>Special Meeting 1/20/2021</b>	<b>3/3/2021</b>	<b>6/2/2021</b>	<b>9/1/2021</b>	<b>12/1/2021</b>
Vasili Sotiropoulos Hyatt Real Estate	P	P	P	P	P
Shelly Tarver State of California Employment Development Department	P	P	P	P	P
Stuart VanHorn West Hills Community College District	P	A	A	--	--
Lydia Zabrycki CAPTRUST	P	P	P	A	P
Ken Price (Counsel)	P	P	P	P	P

P = Present

A = Absent

-- = Not a Member at Time of Meeting

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	6
MEETING DATE:	March 2, 2022
ACTION:	ADOPT

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

**TO:** Fresno Regional Workforce Development Board

**FROM:** Blake Konczal, Executive Director

**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 "FRWDB") 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/Committee 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 FRWDB 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 *a/so* 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 the initial Board of Directors meeting and each standing committee meeting from March 2, 2022, through March 31, 2022.

**ATTACHMENT:**

A Resolution of the Members of the Fresno Regional Workforce Development Board

Agenda Item #6 2022 MAR 2

A RESOLUTION OF THE MEMBERS 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 FRWDB FOR THE PERIOD FROM MARCH 2, 2022, THROUGH MARCH 31, 2022 PURSUANT TO BROWN ACT PROVISIONS.

WHEREAS, the FRWDB is committed to preserving and nurturing public access and participation in meetings of the FRWDB; and

WHEREAS, all meetings of the FRWDB 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 FRWDB 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 FRWDB 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 FRWDB 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 FRWDB during all public comment periods.

NOW, THEREFORE, THE 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 FRWDB hereby acknowledges that a local emergency now exists throughout Fresno County, and full in-person meetings could cause an imminent risk to the FRWDB members, staff and public.

Section 3. Ratification of Governor's Proclamation of a State of Emergency. The FRWDB 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 March 2, 2022, and shall be effective until the earlier of (i) March 31, 2022, or (ii) such time the FRWDB 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 FRWDB this 2nd day of March, 2022, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	8
MEETING DATE:	March 2, 2022
ACTION:	APPROVE

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Blake Konczal, Executive Director  
**SUBJECT:** Approval of the December 1, 2021, Meeting Minutes

**RECOMMENDATION:**

Approve the minutes of the December 1, 2021, meeting of the Fresno Regional Workforce Development Board.

**ATTACHMENT:**

December 1, 2021, Meeting Minutes

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Workforce Development Board  
December 1, 2021 @ 4:00 p.m.  
MEETING

## SUMMARY MINUTES

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

ROLL CALL: PRESENT – Stephen Avila, Lacy Barnes, Alyssa Bonner, Jeff Hensley, Mike Karbassi, Scott Miller, Dennis Montalbano, Sherry Neil, Joe Olivares, Sal Quintero, Chuck Riojas, Michael Silveira, Vasili Sotiropulos, Shelly Tarver, Lydia Zabrycki and Legal Counsel Ken Price.

ABSENT – Paul Bauer, Edgar Blunt, Raine Bumatay, and Fely Guzman.

COMMENTS BY FRWDB CHAIR  
AND/OR EXECUTIVE STAFF: None

AGENDA CHANGES:  
REMOVAL OF ITEMS OR  
EMERGENCY ADDITIONS: None

ABSTENTIONS/ DISCLOSURES OF  
POTENTIAL CONFLICTS  
OF INTEREST/RECUSALS: Director Miller – Item 9

PUBLIC COMMENTS: None

### Item Description/Action Taken

#### 6. Resolution to Allow for Electronic Board Meetings Pursuant to AB361 and Make Requisite Findings of State of Emergency Due to COVID-19

Blake Konczal, Executive Director, Fresno Regional Workforce Development Board (FRWDB), asked Legal Counsel Ken Price to explain this item and the reason it was being presented. Mr. Price explained that under a rather new rule, the California State Legislature passed a law requiring local agency boards to make a series of findings to allow for electronic meetings. The findings are, basically, that a State of Emergency had been issued by the Governor and that the circumstances in Fresno County are significant and there is a need to continue with electronic meetings. In order to allow for this, the FRWDB must pass a Resolution. The adopted Resolution would allow the FRWDB to meet with a significant number of members participating electronically. Mr. Price explained that under the Ralph M. Brown Act, there are very limited situations in which an agency can use electronic meetings, but that the rule was suspended through an Administrative Order due to COVID.

**MONTALBANO/BONNER – ADOPTED THE RESOLUTION TO ALLOW FOR ELECTRONIC BOARD MEETINGS PURSUANT TO AB361 AND MAKING THE REQUISITE FINDINGS OF STATE OF EMERGENCY DUE TO COVID-19. VOTE: YES – 15, NO – 0 (UNANIMOUS)**



## 7. Fresno Regional Workforce Development Board in the News

Martha Espinosa, Marketing and Grants Manager, FRWDB, provided an overview of the good press the FRWDB had received in 2021. She reported that since March, there had been 17 instances where local media outlets, such as The Business Journal, Channel 30, Channel 24, Channel 26, GVWire, and others, had covered some of the FRWDB's services. She shared a video that the High-Speed Rail presented on their YouTube and Facebook pages, which highlighted the FRWDB's Valley Build program. She shared a video of the news coverage of the Forestry Corps Graduation ceremony, as well as an interview Channel 30 did with FRWDB Executive Director, Blake Konczal, regarding the workforce trends impacting the local community.

She reported that Focus Forward honored a graduate of the FRWDB's Multi-Craft Core Curriculum Apprenticeship Readiness Program, Alexis Forbes-Crowberry, at their Launch Party, and also included an article about Ms. Forbes-Crowberry's story in their *Stories of Hope* publication. Ms. Espinosa stated that she would send an electronic version of the publication to the FRWDB Directors.

She concluded her report by announcing some upcoming events the FRWDB is sponsoring and stated that she will send out save-the-dates as the event dates are confirmed.

Chair Hensley commented that this type of communication about FRWDB services has changed the dynamics with how groups have approached the FRWDB who want to engage with what the FRWDB is doing.

This was an information item.

## 8. Committee Reports

Adult Council: Director Riojas reported that the Adult Council (Council) met on October 28<sup>th</sup>, at which time they adopted a Resolution to allow the meeting to be held via Zoom, as well as in-person. The Council saw a video highlighting the story of the Adult Participant Outstanding Achievement Award winner for the first quarter, Alexis Forbes-Crowberry. Director Riojas encouraged anyone who had not seen the video, to watch it, stating that it was an inspiring story. David Baquerizo from Central Labor Council – Partnership provided the One-Stop Operator Report, which will be a recurring item at future Adult Council meetings. The Council received a special projects update, which provided overviews of the Fatherhood program, the Central Valley Forestry Corps program and the Valley Build pre-apprentice training program. The Council reviewed and accepted the fourth quarter reports for Participant Training, Local Performance Results, Customer Complaints, Providers of Services Monitoring, Customer Satisfaction and Demographics. They also received the America's Job Centers of California (AJCC) Usage Report, which showed the 13-month trend of unique clients receiving AJCC services and the number of client visits to the AJCC per month, for the months of August 2020 through September 2021.

Executive Committee: Director Montalbano provided the Executive Committee (Committee) update, as he chaired the October 20<sup>th</sup> meeting in Chair Hensley's absence. Like the Adult Council, they also adopted a Resolution to allow the meeting to be held via Zoom in addition to in-person. The Committee approved the award of a contract to IMAGO for the development and site support of a multi-craft core curriculum distance learning platform, funded by the High Road Construction Careers: Reimagine Workforce Preparation Grant. They also approved the award allocations for the second year of the Fatherhood program. Mr. Konczal reviewed a draft revised personnel structure/organizational chart and shared that the restructuring would create a job classification system that would cross all units and departments and would create levels within each job title so staff can have a clear idea of where there are growth opportunities within the organization. Mr. Konczal provided a brief overview of the projects he had focused on during the past quarter, which included his election as Second Vice Chair of the California Workforce Association.

Youth Council: Director Sotiropoulos provided the Youth Council update in Director Bumatay's absence. The Youth Council met on November 18<sup>th</sup>, when they adopted a Resolution to allow for the meeting to be accessible to Youth Council members via Zoom as well as in-person. He shared that the Council saw a video highlighting the first quarter Outstanding Achievement Award winner, Marissa Olivares.

This was an information item.

9. **Approval of the September 1, 2021, Meeting Minutes**

**BARNES/QUINTERO – APPROVED THE SEPTEMBER 1, 2021, MEETING MINUTES. VOTE: YES – 14; NO – 0; ABSTENTIONS – 1, AS NOTED ABOVE. (UNANIMOUS)**

10. **October 2021 Financial Report**

Mr. Konczal presented the October 2021, Financial Report for the FRWDB's acceptance. He noted that there were three (3) grants, Prison to Employment, National Dislocated Worker Grant, and the Fatherhood grant, where expenditures were lower than anticipated due to the pandemic, but they seemed to be coming out of that and spending was increasing. He stated that FRWDB staff had no concerns with grant expenditures. There were no questions from the FRWDB Directors.

**OLIVARES/QUINTERO – ACCEPTED THE OCTOBER 2021 FINANCIAL REPORT. VOTE: YES – 15; NO – 0 (UNANIMOUS)**

11. **New Location for Fresno City and County's America's Job Centers of California Dislocated Worker Site and Business Services Center**

Mr. Konczal presented for approval, the new location for the City and County of Fresno's affiliate AJCC for Dislocated Workers and the Business Services Center. He reminded the Board that in 2019, the FRWDB adopted a new service delivery model for Adult and Dislocated Worker services, where one (1) provider would be selected to provide Adult services and one (1) provider would be selected to provide Dislocated Worker services throughout Fresno County. It was determined that with this new service delivery model, there would be a dedicated AJCC for Adult services and a dedicated AJCC for Dislocated Worker services. A building for the Dislocated Worker AJCC has been identified and is located at 1455 E. Shaw Avenue. Mr. Konczal indicated that it is a large facility that has easy access and plenty of parking. The Business Services Center, which is currently located on Palm Avenue, would also be located at this new site.

Director Montalbano asked what type of tenant improvements would be made at the new location. Augie Quiroz, Information Systems and General Services Manager, FRWDB, indicated that it would be a complete overhaul of the building, as the former tenant's layout would not work for the AJCC. Director Montalbano also asked what was the projected timeline for the move-in. Mr. Quiroz stated the anticipated move-in date is November 2022. Director Barnes asked how the contractor for the improvements would be selected. Mr. Quiroz stated that it is the landlord's responsibility to secure a contractor for that work.

**OLIVARES/QUINTERO – APPROVED THE NEW LOCATION FOR FRESNO CIT AND COUNTY'S AMERICA'S JOB CENTERS OF CALIFORNIA DISLOCATED WORKER SITE AND BUSINESS SERVICES CENTER. VOTE: YES – 15; NO – 0 (UNANIMOUS)**

**12. America's Job Centers of California Certification**

Mr. Konczal presented for the FRWDB's approval, the AJCC Comprehensive and Affiliate AJCC Baseline and Certification Indicator Assessments. He explained that every three (3) years, the state requires Workforce Boards to certify that they meet certain criteria, via an evaluation by an independent evaluator. An independent evaluation was conducted of the FRWDB's metro and rural sites and it was determined that the FRWDB was in compliance with all criteria. Mr. Konczal noted that unlike other geographies in the state, Fresno has a good working relationship with its co-located partners. Director Tarver asked to speak to the partnership her agency, the State of California Employment Development Department (EDD), has with the FRWDB. EDD is a co-located, mandated partner at the AJCC. She indicated that she is responsible for five (5) different local areas throughout the state and that what sets the relationship apart in Fresno is the daily operational communication at all levels and a good relationship regarding service delivery.

**BONNER/OLIVARES – APPROVED THE AMERICA'S JOB CENTERS OF CALIFORNIA CERTIFICATION. VOTE: YES - 15; NO – 0 (UNANIMOUS)**

**13. Consent Items (A1 – B5)**

**OLIVARES/BONNER – APPROVED CONSENT ITEMS A1 – B5. VOTE: YES – 15; NO – 0 (UNANIMOUS)**

**14. Third Quarter Community Events**

Mr. Konczal stated that there were no community events to report for the third quarter of Program Year 2021-2022. He indicated that at the next meeting, this item would be combined with Ms. Espinosa's marketing update.

This was an information item.

**15. Information Sharing**

Mr. Konczal shared that West Hills Community College District (WHCCD) was formally notified that they had to provide a corrective action plan for the Youth contract. He noted that there have been many staffing changes at WHCCD and there were a number of staff vacancies on the FRWDB's contract that had been directly impacting WHCCD's ability to enroll and serve clients. WHCCD is in the process of working on a corrective action plan to bring back to the Youth Council.

Director Silveira asked about the United State Department of Commerce Good Jobs Challenge Grant that Mr. Konczal had mentioned at a recent meeting. Mr. Konczal indicated that there was \$500 million to pass out nationally between 25 to 50 proposals. He stated that the FRWDB would be submitting a joint proposal that focuses on construction. He indicated that the Fresno Council of Governments was in support of the application. He noted that proposals for this grant are due the end of January.

Chair Hensley asked Director Miller to share about the Agricultural Awards event hosted by the Fresno Chamber in October. Director Miller indicated that the Agricultural Awards dinner event was one of the most successful events in the Chamber's recent history and that it was a great event that highlighted stories of local agriculture.

16. **Agenda Items for March 2, 2022, Meeting**

There were no items recommended for the March 2, 2022, FRWDB meeting agenda.

17 **Meeting Feedback**

No meeting feedback was provided.

The meeting was adjourned at 5:04 p.m.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	9
MEETING DATE:	March 2, 2022
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Blake Konczal, Executive Director  
**SUBJECT:** January 2022 Financial Report

## **RECOMMENDATION:**

Accept the Fresno Regional Workforce Development Board (FRWDB) January 2022 Financial Report.

## **REASON FOR RECOMMENDATION:**

The attached summary financial report and charts display year-to-date financial information through January 31, 2022.

- Prison to Employment (P2E) – San Joaquin County Implementation Direct Services/Supportive Services Earn and Learn: On July 27, 2021, the grant received a reduction of \$200,000 due to the pandemic affecting both the anticipated enrollment numbers and sub-contracting services. Staff has modified the funds to meet the current needs of participants. This grant ends on March 31, 2022, and it is currently 38.27% expended at \$185,948 of the modified grant amount of \$485,849;
- COVID-19 Employment Recovery National Dislocated Worker Grant (NDWG): On January 7, 2022, the grant received a one year no cost extension to March 31, 2023, and it is 29.81% expended at \$134,163 of the \$450,000;
- Fatherhood – Health and Human Services: On June 28, 2021, we received an award of \$749,999 for a second-year option from September 30, 2021, through September 29, 2022. As of January 31, 2022, it is 41.21% expended at \$309,064;

Staff has no concerns with grant expenditures at this time.

## **ATTACHMENT:**

January 2022 Financial Report

**FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD**  
**Summary Financial Report**  
**January 2022**

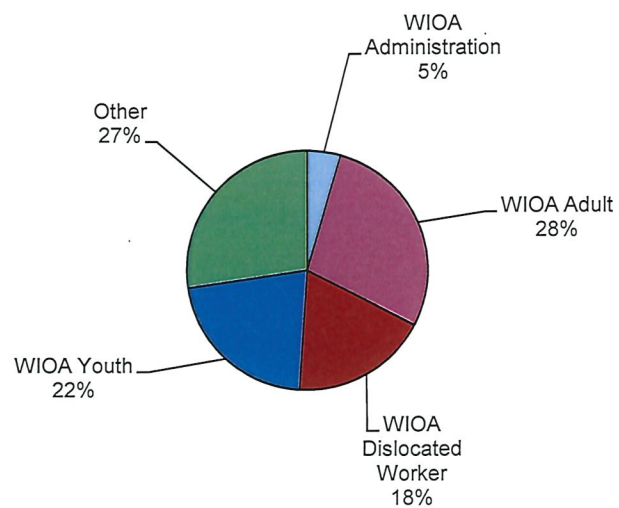
GRANT	TERM	Total Grant Amount	Prior Year(s) Expended	Current Year to Date Expenditures	Percent Expended	Unspent Committed Funds
WIOA ADMINISTRATION	07/01/2021 - 06/30/2022	1,583,801		683,379	43.15%	900,421
* WIOA ADULT	07/01/2021 - 06/30/2022	9,909,219		2,685,353	27.10%	7,223,866
* WIOA DISLOCATED WORKER	07/01/2021 - 06/30/2022	6,496,309		2,193,382	33.76%	4,302,928
* WIOA YOUTH	07/01/2021 - 06/30/2022	7,617,712		2,967,368	38.95%	4,650,344
*WIOA RAPID RESPONSE & Layoff Aversion	07/01/2021 - 06/30/2022	216,438		71,672	33.11%	144,766
TCC - Transformative Climate Communities	02/01/2020 - 03/31/2024	1,249,432	137,772	92,146	18.40%	1,019,514
CAL FIRE	03/01/2020 - 06/01/2022	1,675,200	372,893	153,072	31.40%	1,149,235
P2E - SJC IDS/SSEL	09/01/2019 - 03/31/2022	485,849	83,133	102,815	38.27%	299,901
COVID-19 Employment Recovery NDWG	04/01/2020 - 03/31/2023	450,000	36,237	97,926	29.81%	315,837
High Road Construction Careers (HRCC): SB1 Valley Build	11/01/2020 - 08/31/2022	1,499,818	200,373	498,611	46.60%	800,834
Fatherhood - HHS	09/30/2021 - 09/29/2022	749,999		309,064	41.21%	440,935
HRCC: Low Carbon Economy Workforce Program	06/01/2021 - 03/31/2023	1,194,400	899	76,066	6.44%	1,117,435
2020 September Wildfires - 1st Increment	01/01/2021 - 12/30/2022	975,000	9,348	17,851	2.79%	947,801
Pathway Home Grant - GRID Alternatives	07/01/2020 - 12/31/2023	73,630	419	439	1.17%	72,772
HRCC: Reimagine Workforce Preparation Grant (RWPG)	04/01/2021 - 03/31/2023	2,010,608	1,689	352,071	17.59%	1,656,848
<b>TOTAL FUNDING</b>		<b>36,187,415</b>	<b>842,763</b>	<b>10,301,216</b>	<b>30.80%</b>	<b>25,043,437</b>

\* Total Grant Amount includes ACTUAL carryover from Prior Plan Year 20 - 21  
Due to spreadsheet formula rounding calculations, totals may be off by \$1 or \$2

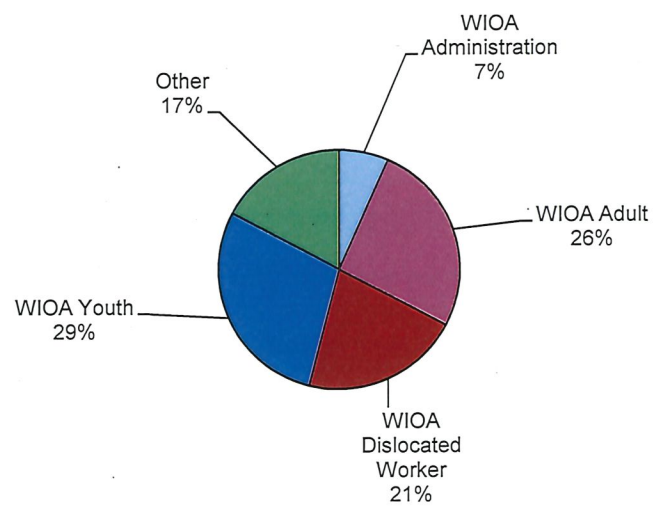
Prepared by: C. Beierschmitt

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD  
FINANCIAL REPORTS  
January 2022

**FRWDB Committed Funds  
Fiscal Year 2021-2022**



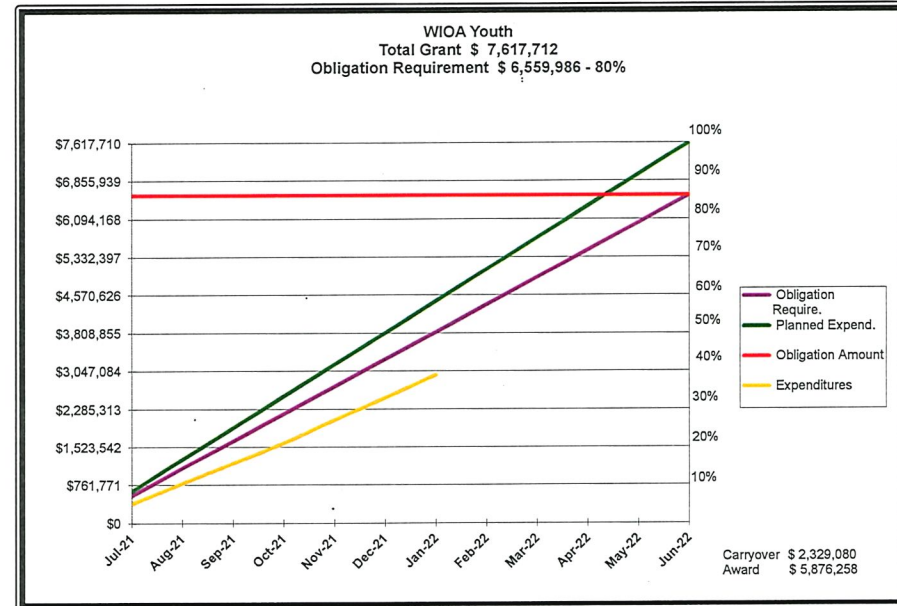
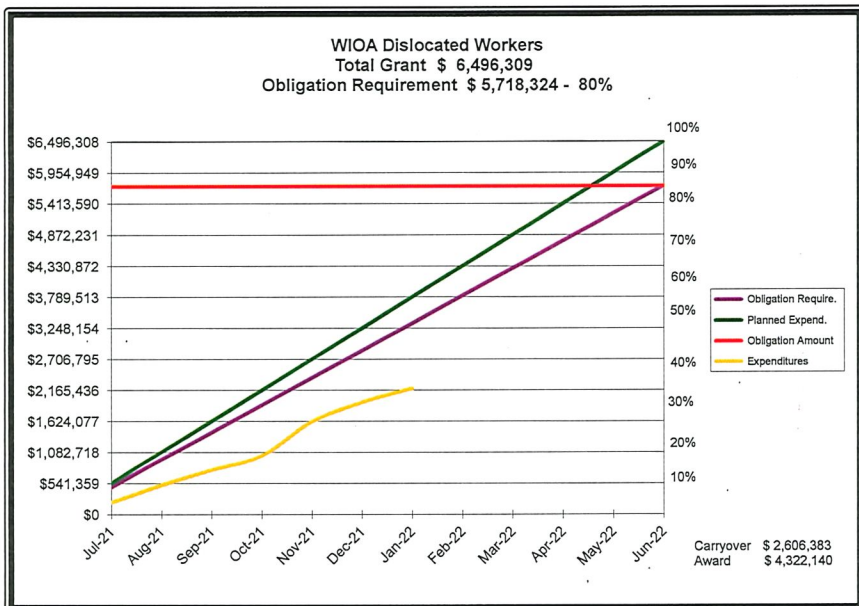
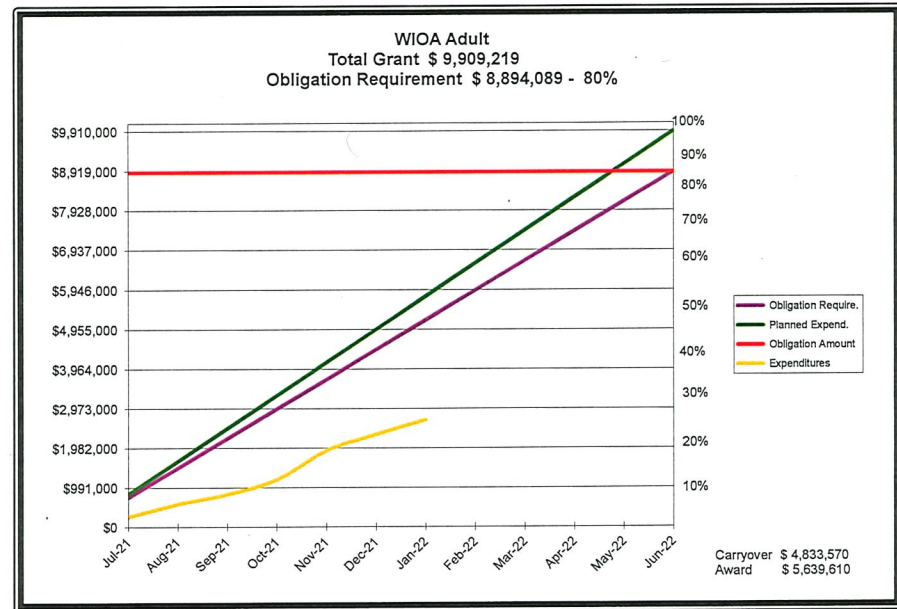
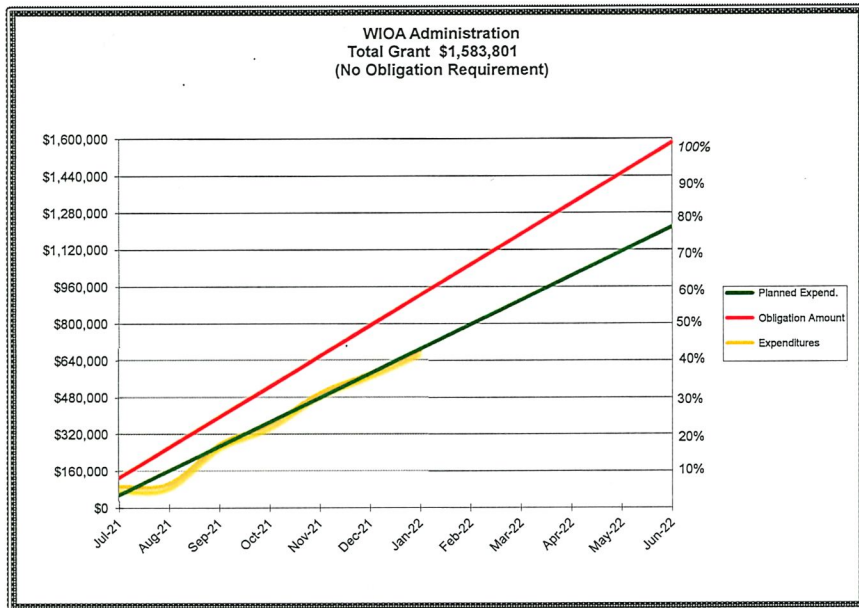
**FRWDB Expenditures  
Fiscal Year 2021-2022**





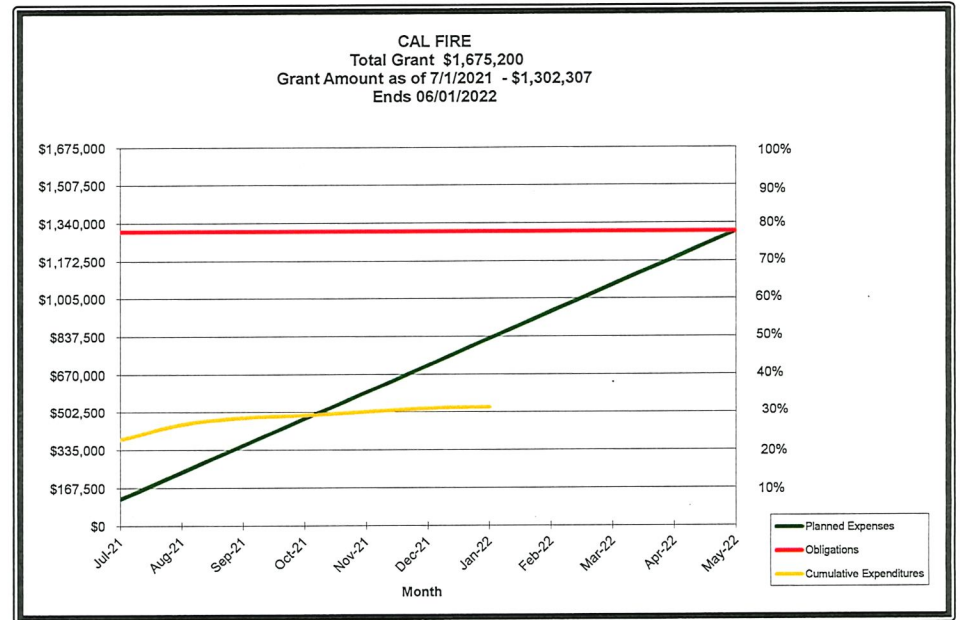
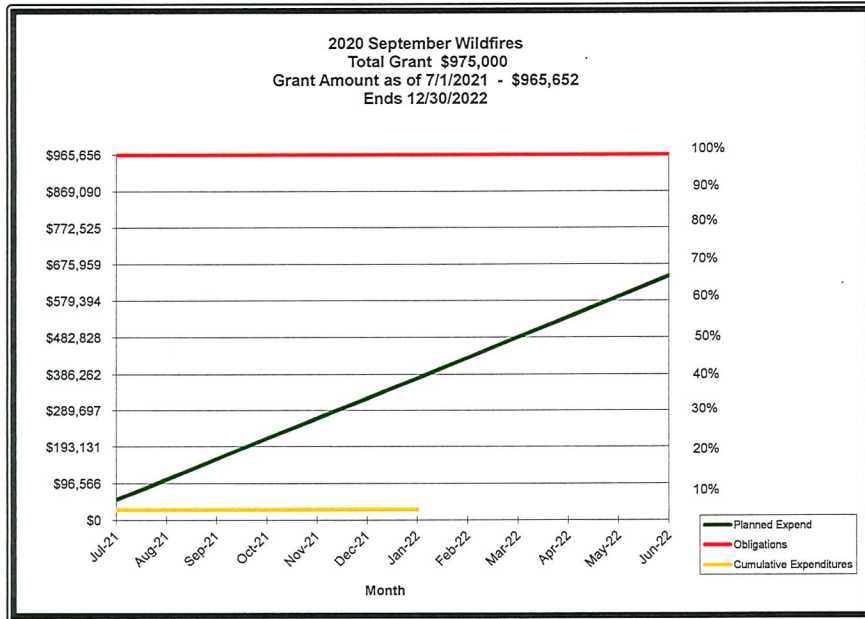
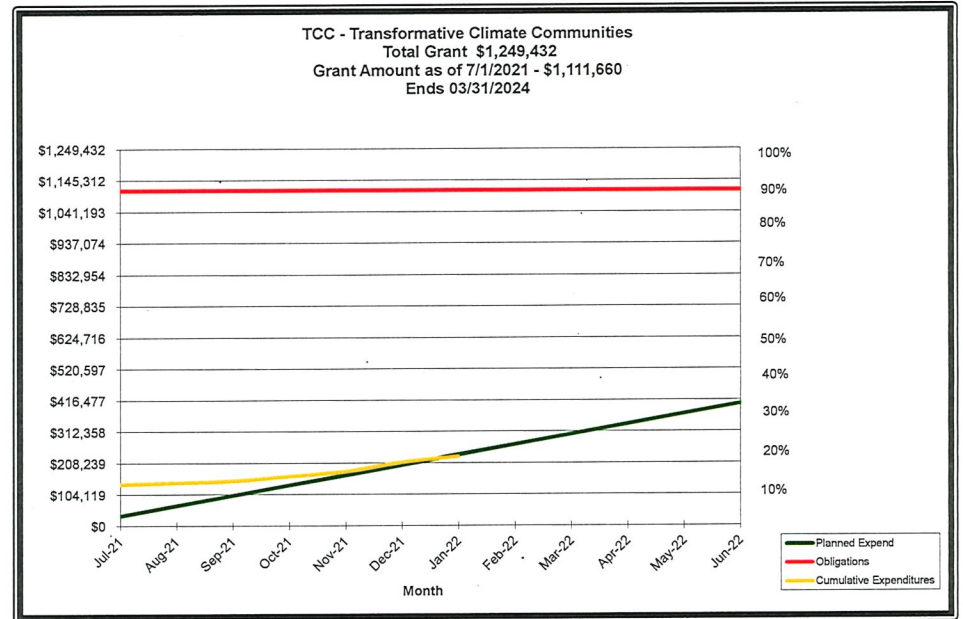
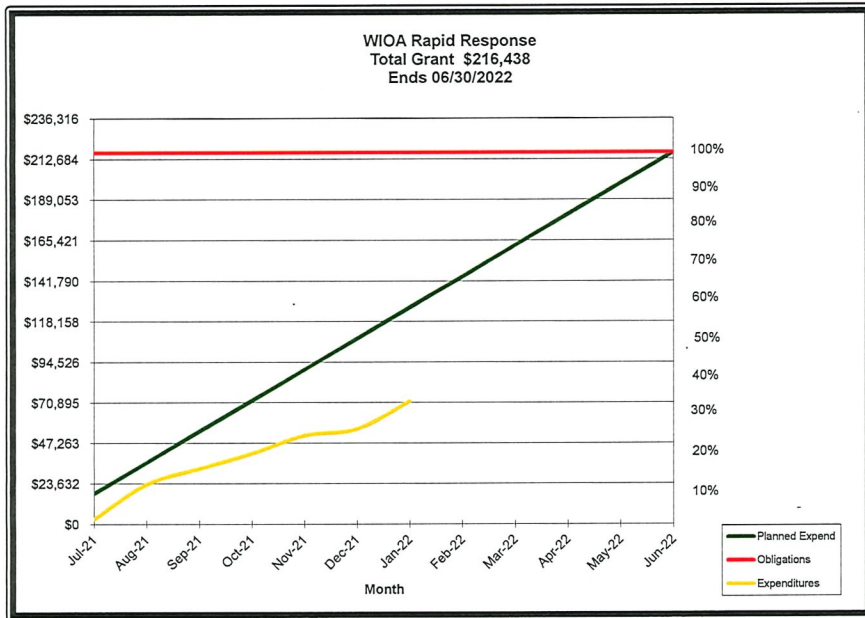
FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD FINANCIAL REPORTS

January 2022



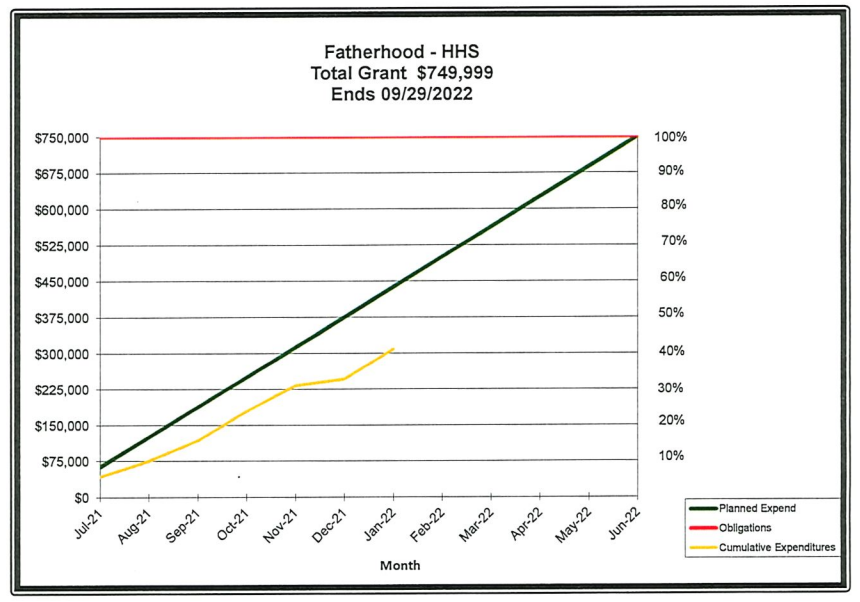
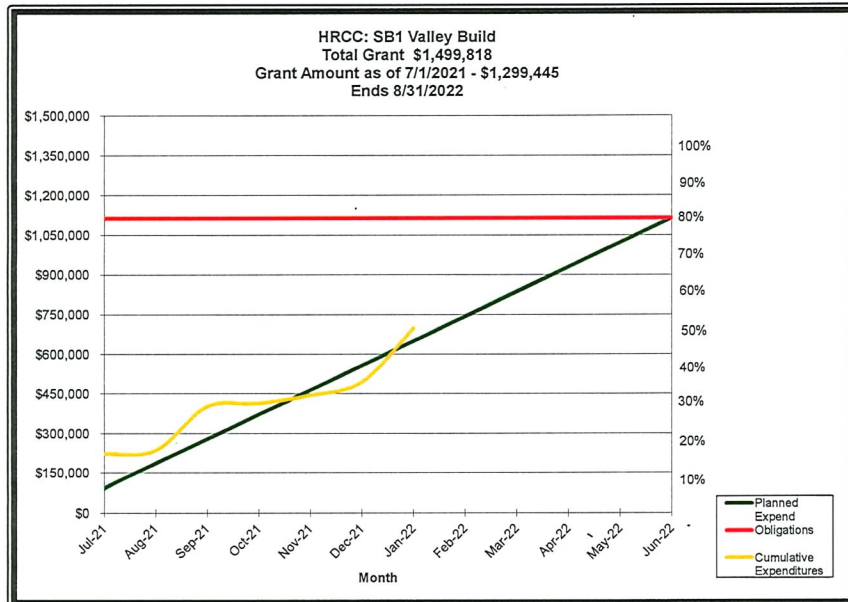
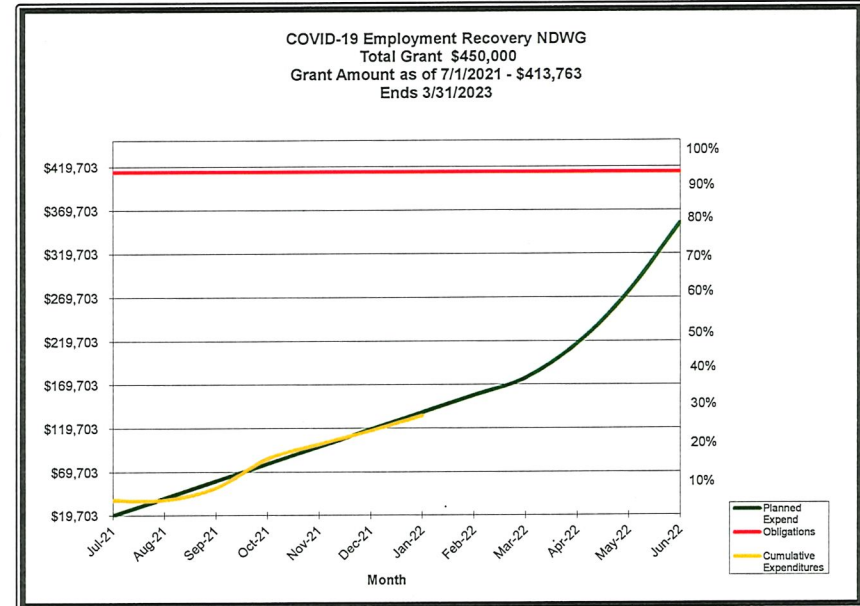
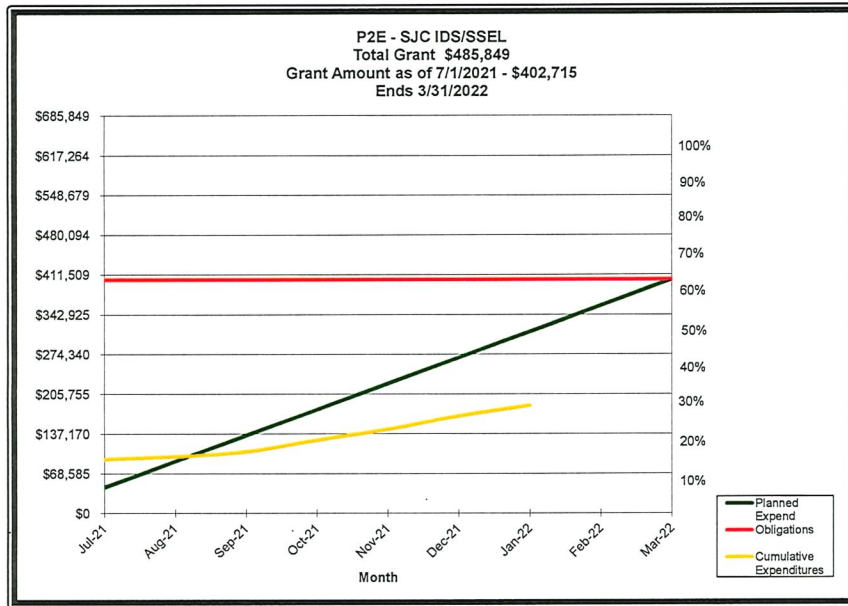
FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD FINANCIAL REPORTS

January 2022

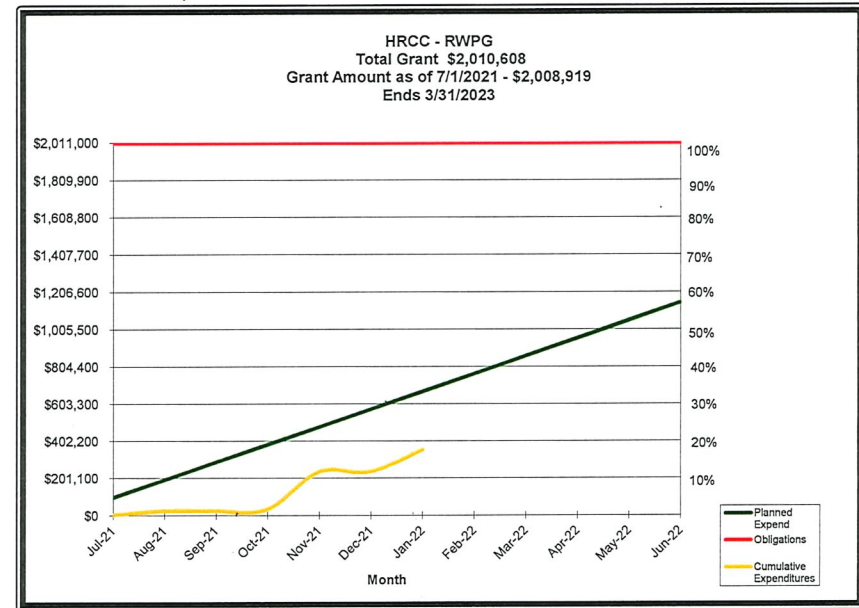
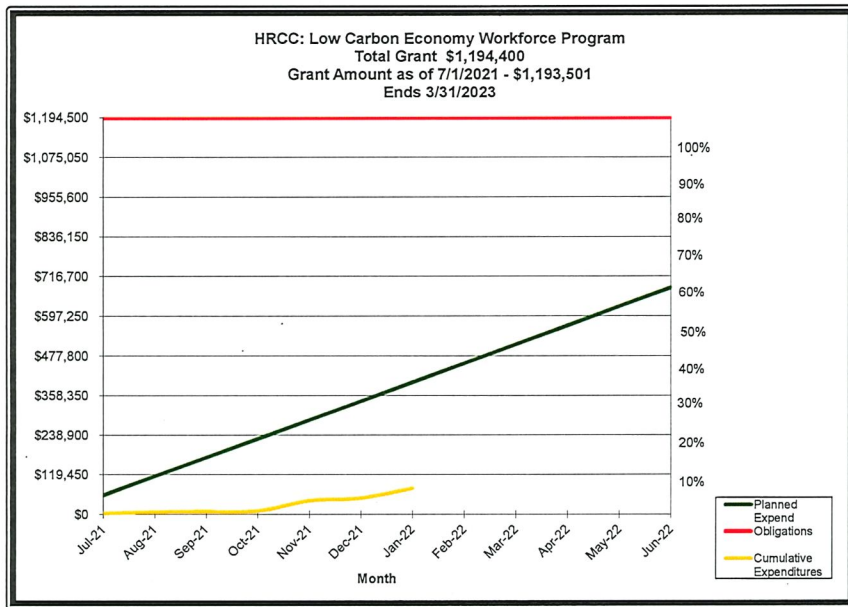


FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD FINANCIAL REPORTS

January 2022



January 2022



# Consent Items Submitted by the Adult Council

## **MISSION:**

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.



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A1
MEETING DATE:	March 2, 2022
ACTION:	ACCEPT

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

**TO:** Fresno Regional Workforce Development Board  
**FROM:** Adult Council  
**SUBJECT:** America's Job Center of California Partner Memorandum of Understanding

## **RECOMMENDATION:**

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 Fresno Regional Workforce Development Board (FRWDB) chairperson to sign the specific MOUs for each mandated Partner.

The Adult Council approved this recommendation on January 27, 2022.

## **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 Decimation Act of 1975, Title IX of the Education Amendments of 1972, 29 CRF 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.
---	---

## **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:	A2
MEETING DATE:	March 2, 2022
ACTION:	ACCEPT

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

**TO:** Fresno Regional Workforce Development Board  
**FROM:** Adult Council  
**SUBJECT:** America's Job Center of California Certification and Continuous Improvement Plan

## **RECOMMENDATION:**

Accept the attached America's Job Center of California (AJCC) Comprehensive and Affiliate AJCC 2022-2024 Continuous Improved Plan (CIP).

The Adult Council approved this recommendation on January 27, 2022.

## **REASON FOR RECOMMENDATION:**

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 Fresno Regional Workforce Development Board (FRWDB) 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 completed 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 read 'Tim Rainey'.

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:	A3
MEETING DATE:	March 2, 2022
ACTION:	ACCEPT

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

**TO:** Fresno Regional Workforce Development Board

**FROM:** Adult Council

**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:**

Accept the First and Second Quarter Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Participant Training Report for Program Year (PY) 2021-2022.

The Adult Council approved this recommendation on January 27, 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:

<b>Training Enrollment Report</b>						
<b>Provider</b>	<b>Vocational Training</b>		<b>Transitional Jobs</b>		<b>On-the-Job Training</b>	
	<b>YTD Enrolled</b>	<b>Completion Rate</b>	<b>YTD Enrolled</b>	<b>Completion Rate</b>	<b>YTD Enrolled</b>	<b>Completion Rate</b>
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:	A4
MEETING DATE:	March 2, 2022
ACTION:	ACCEPT

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---

**TO:** Fresno Regional Workforce Development Board

**FROM:** Adult Council

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

## **RECOMMENDATION:**

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.

The Adult Council approved this recommendation on January 27, 2022.

## **REASON FOR RECOMMENDATION:**

The Fresno Regional Workforce Development Board (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:**

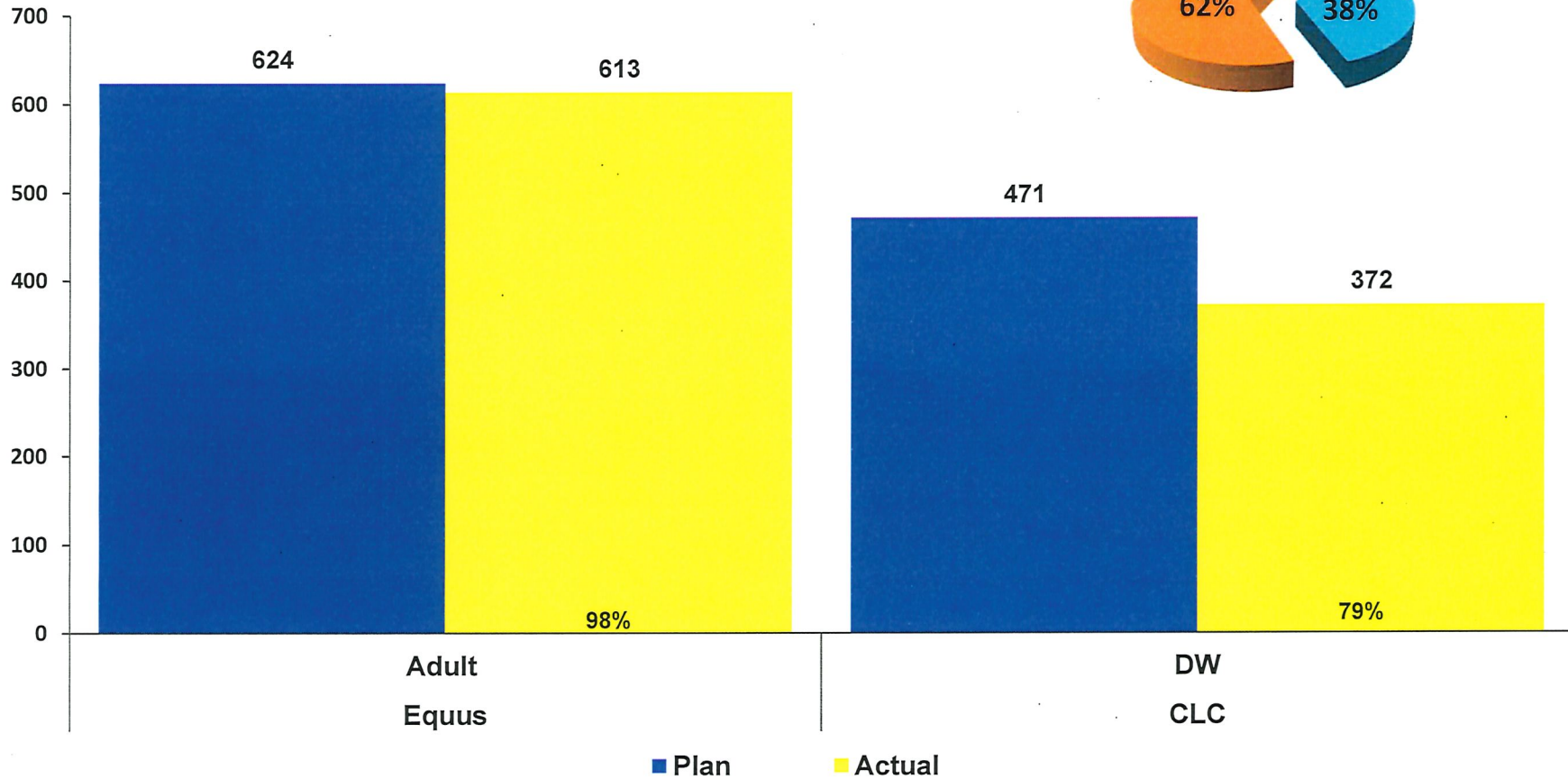
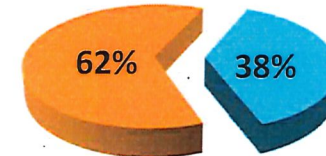
Adult and Dislocated Worker Program Providers of Services Local Performance Results Reports for the Second Quarter of Program Year 2021-2022

## Adult/DW Served

CLC- Central Labor Council  
EQUUS - Equus Workforce Solutions

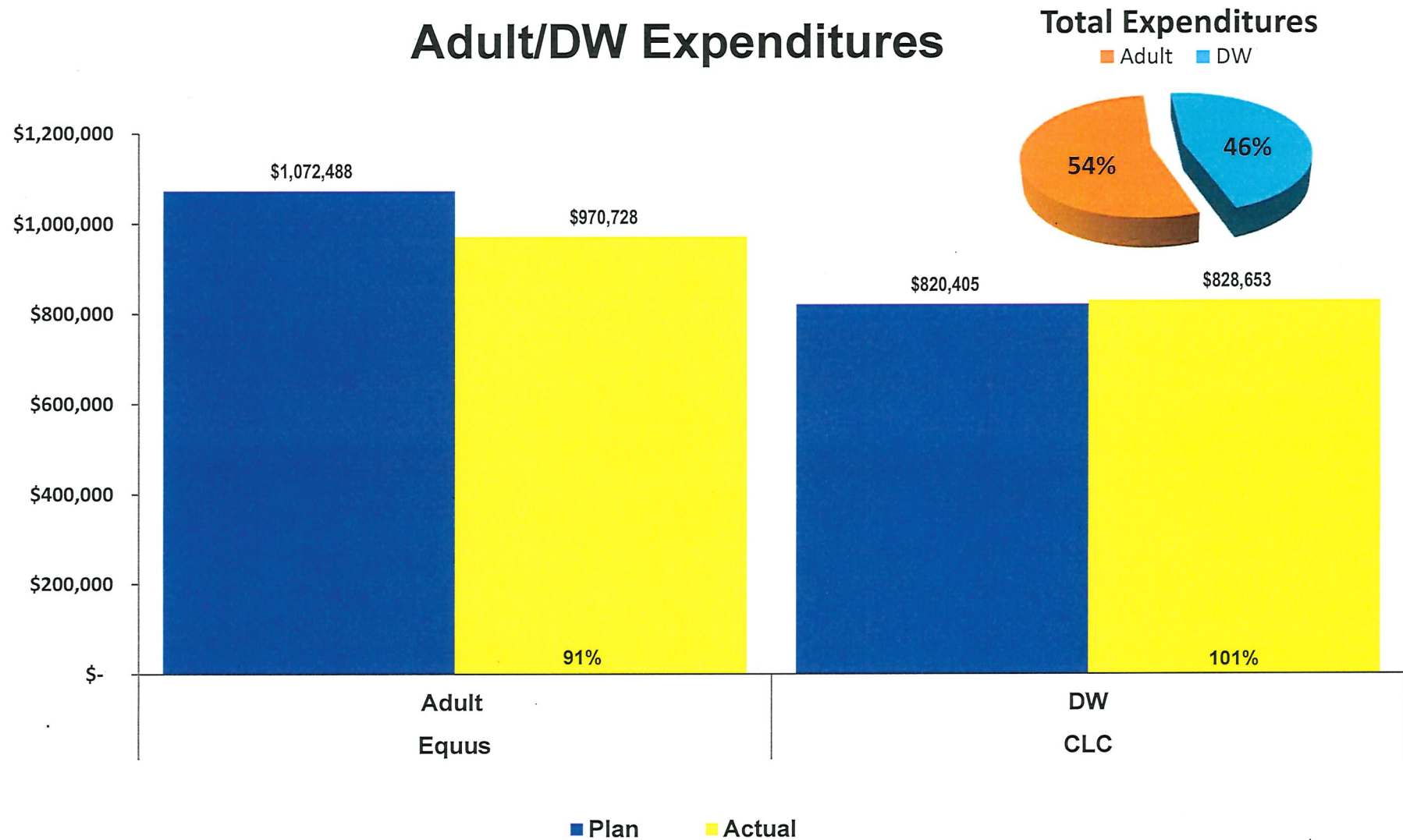
**Total Served- 985**

Adult DW



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

# Adult/DW Expenditures



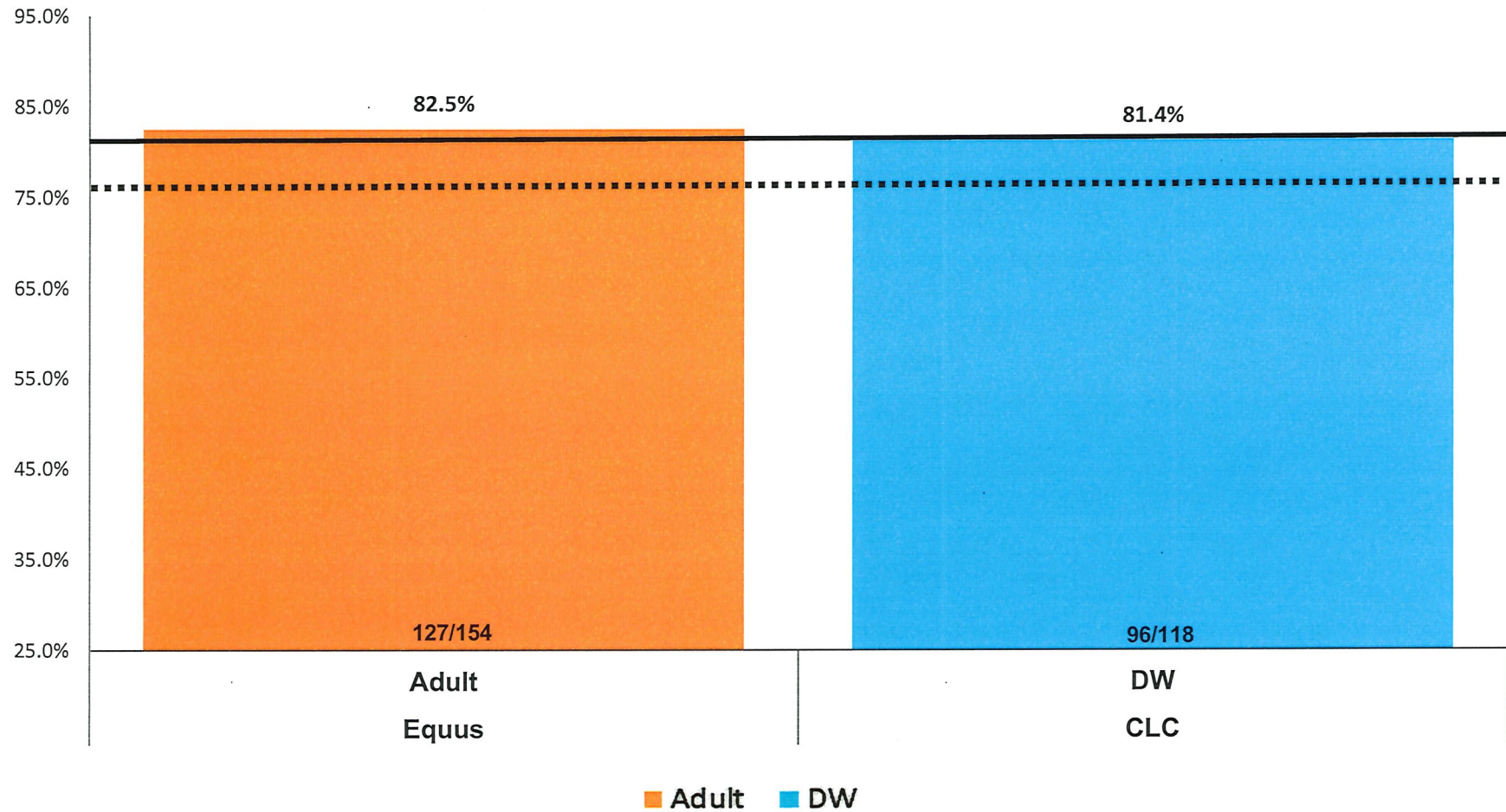
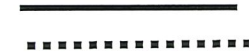
Note: Adult/DW Expenditures goal is 95% to 100%.



## Adult/DW Placement

### Placement Goals

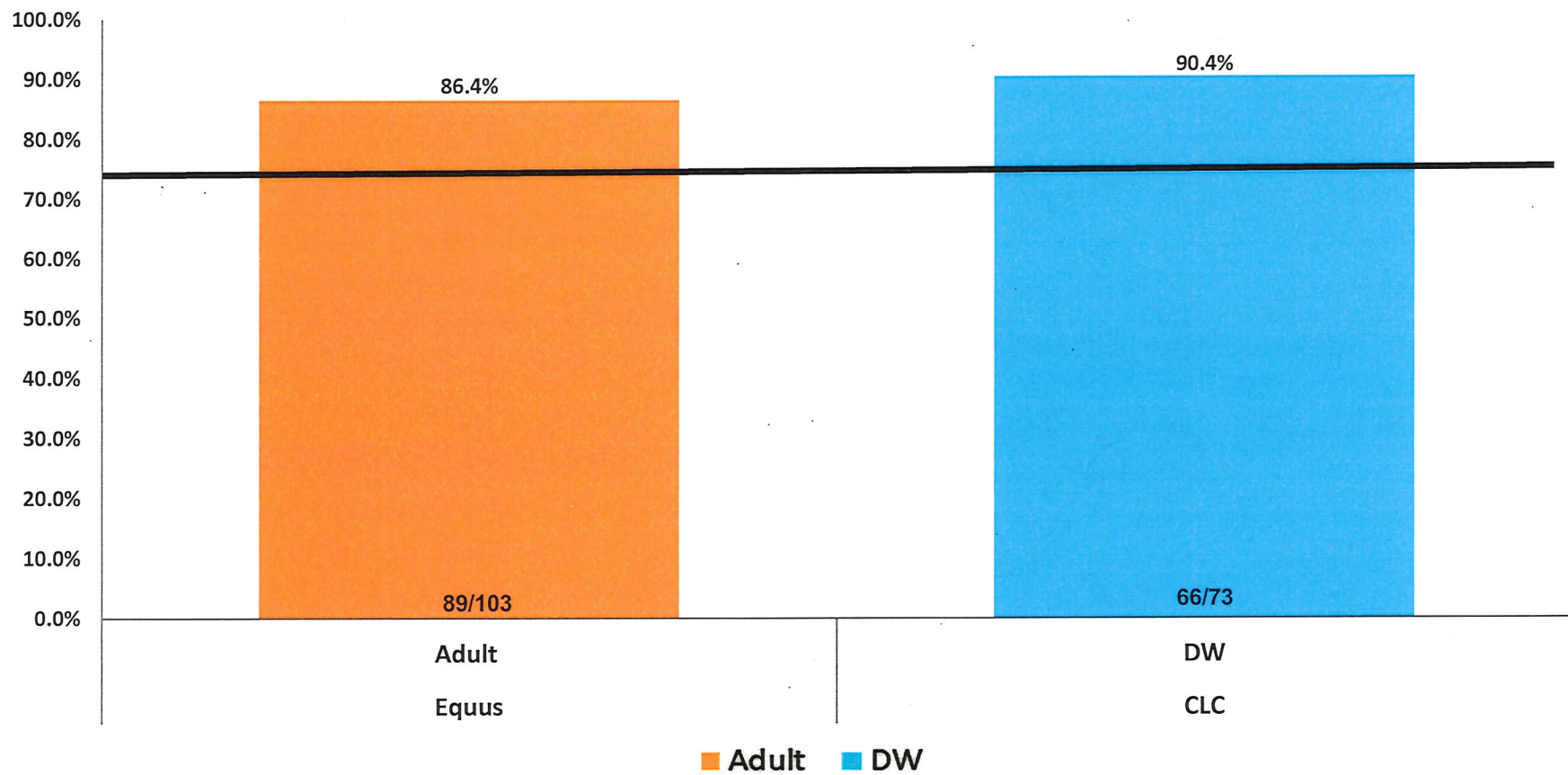
DW 80.5 %  
Adult 76.5%



Certificate of Attainment Goal  
Adult/DW 73.2% 

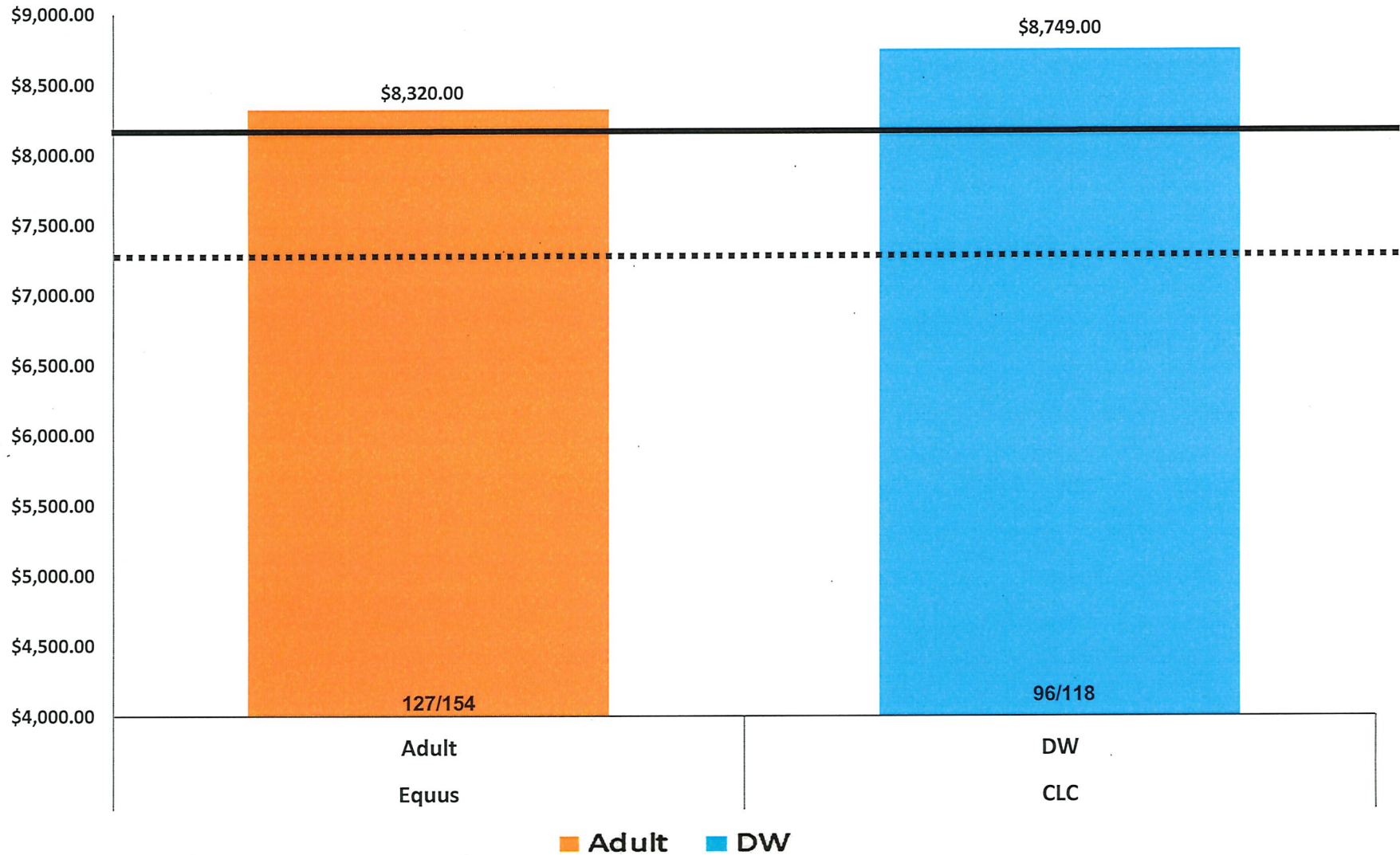
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## Adult/DW Credential Rate



# Placement Median Wage Earnings

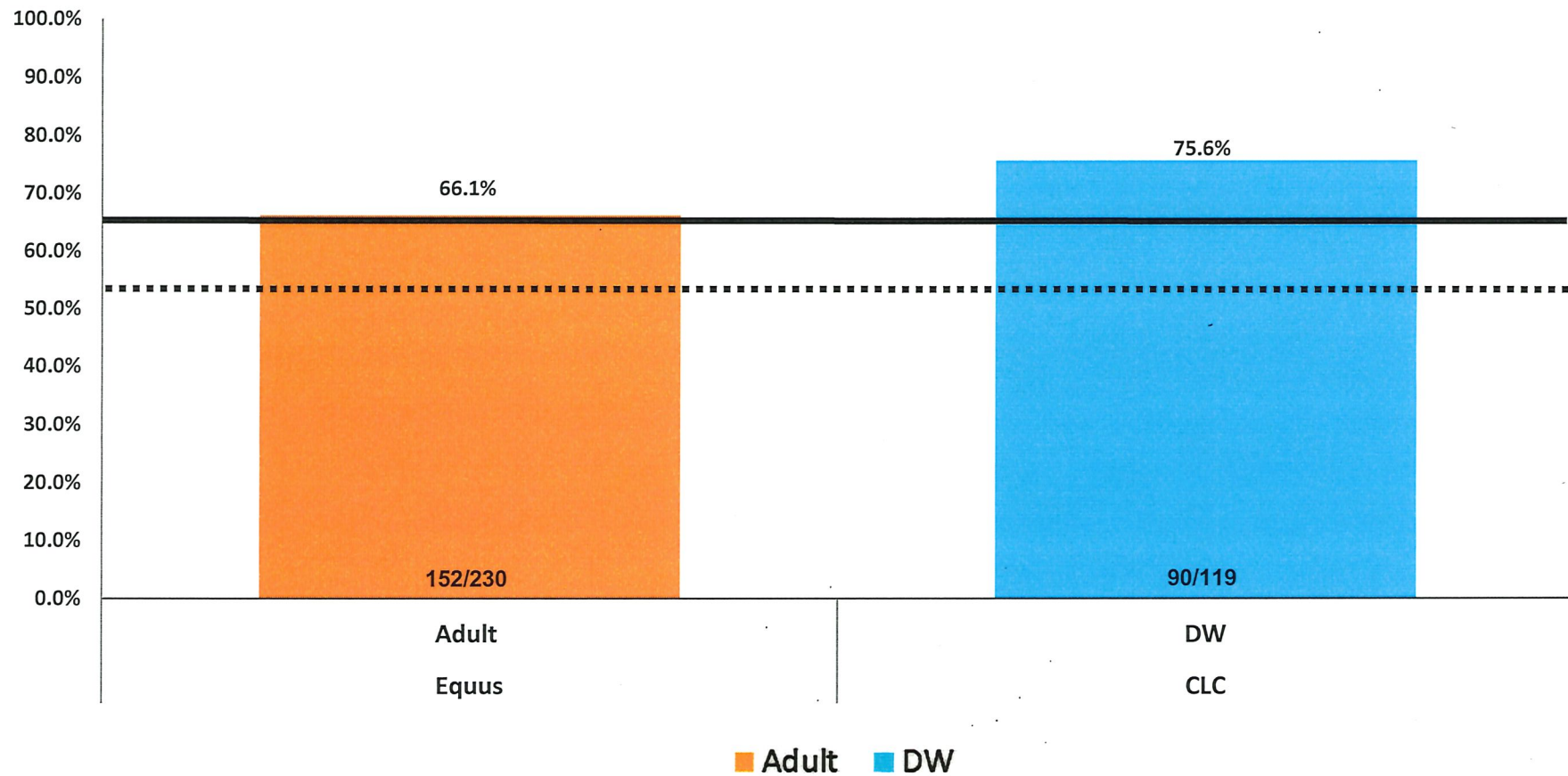
Goals  
DW \$ 8,200 —————  
Adult \$7,200 ········





## Measurable Skills Gain

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



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A5
MEETING DATE:	March 2, 2022
ACTION:	ACCEPT

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---

**TO:** Fresno Regional Workforce Development Board  
**FROM:** Adult Council  
**SUBJECT:** Second Quarter Providers of Services' Monitoring Report for Program Year 2021-2022

## **RECOMMENDATION:**

Accept the following Providers of Services' Monitoring Report for the Second Quarter of Program Year 2021-2022.

The Adult Council approved this recommendation on January 27, 2022.

## **REASON FOR RECOMMENDATION:**

Fresno Regional Workforce Development Board (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:	A6
MEETING DATE:	March 2, 2022
ACTION:	ACCEPT

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---

**TO:** Fresno Regional Workforce Development Board

**FROM:** Adult Council

**SUBJECT:** Second Quarter Providers of Services' Customer Complaint Report for Program Year 2021-2022

## **RECOMMENDATION:**

Accept the Adult and Dislocated Worker Customer Complaint Report for the Second Quarter of Program Year (PY) 2021-2022.

The Adult Council approved this recommendation on January 27, 2022.

## **REASON FOR RECOMMENDATION:**

Under the Fresno Regional Workforce Development Board (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:	A7
MEETING DATE:	March 2, 2022
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Adult Council  
**SUBJECT:** Second Quarter Job Seeker Customer Satisfaction Report for Program Year 2021-2022

## **RECOMMENDATION:**

Accept the Second Quarter Job Seeker Customer Satisfaction Reports for Program Year (PY) 2021-2022.

The Adult Council approved this recommendation on January 27, 2022.

## **REASON FOR RECOMMENDATION:**

The Fresno Regional Workforce Development Board (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.

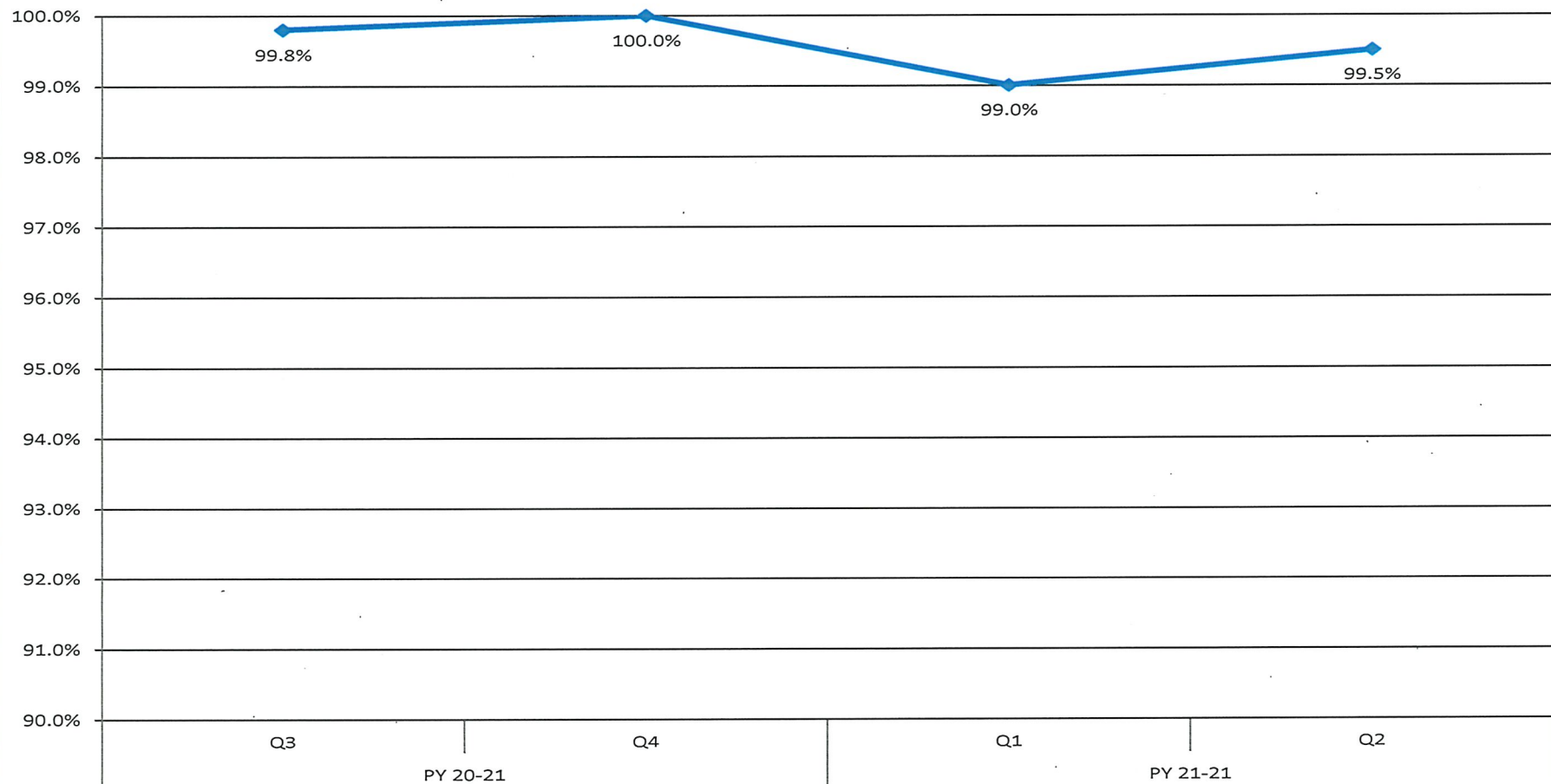
As part of this responsibility, FRWDB staff has implemented the Job Seeker Customer Satisfaction process and data collection system. The FRWDB's sub-contracted providers of services submit their data to staff on a monthly basis. The data is accumulated, analyzed and reviewed on a quarterly basis and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

### Basic Career Services



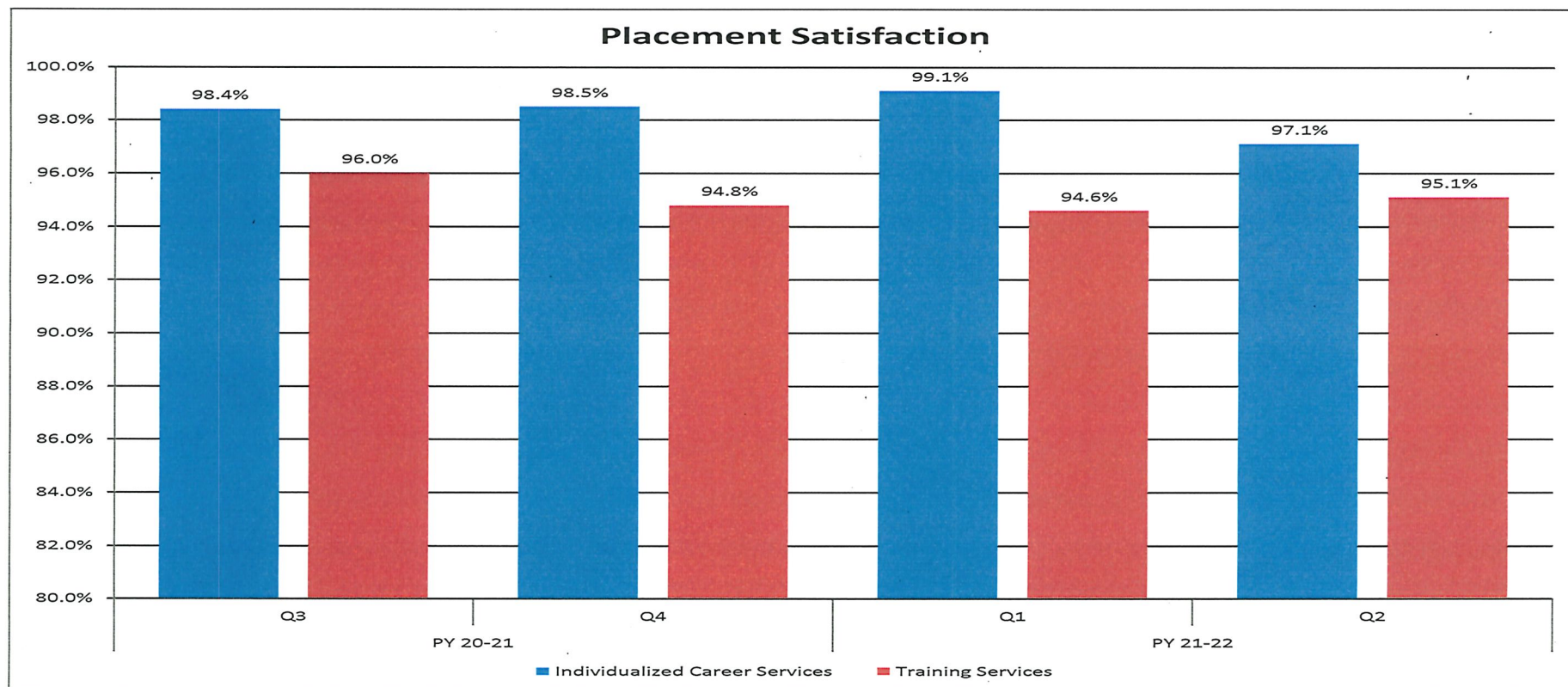
#### Staff Notes:

	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.

# Consent Items Submitted by the Business & Industry Committee

## **MISSION:**

To actively support and engage the Fresno business and industry community with Workforce Innovation and Opportunity Act resources and facilities through information and education to stimulate job growth and job retention.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	B1
MEETING DATE:	February 2, 2022
ACTION:	RATIFY

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**TO:** Fresno Regional Workforce Development Board

**FROM:** Business and Industry Committee

**SUBJECT:** New Business and Industry Committee Member

## **RECOMMENDATION:**

Ratify the appointment of Stephen Avila to the Business and Industry Committee.

The Business and Industry Committee approved this recommendation on February 2, 2022.

## **REASON FOR RECOMMENDATION:**

Mr. Avila is the Operations Manager with Grundfos Pump Corporation and has expressed interest in joining the Business and Industry Committee.

Article VI "Committees" of the FRWDB Bylaws indicates that committee chairs shall designate their committee members and present them to the Local Board for ratification.

# Consent Items Submitted by the Youth Council

## **MISSION:**

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

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	C1
MEETING DATE:	March 2, 2022
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board

**FROM:** Youth Council

**SUBJECT:** Second Quarter Workforce Innovation and Opportunity Act Young Adult Participant Work Experience Report for Program Year 2021 - 2022

## **RECOMMENDATION:**

Accept the Workforce Innovation and Opportunity Act (WIOA) Young Adult Participant Work Experience Report for the Second Quarter of Program Year (PY) 2021 - 2022.

The Youth Council approved this recommendation on February 17, 2022.

## **REASON FOR RECOMMENDATION:**

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

The WIOA formula funding has a two (2) year life cycle, and local areas are mandated to fully expend the required Work Experience funding by June 30th of the last program year, e.g., Work Experience funds allocated in PY 2019 - 2020 were required to be fully expended by June 30, 2021.

The total Work Experience funds allocated to PY 2020 - 2021 was \$1,284,131.52 and is required to be fully expended by June 30, 2022. The total Work Experience expenditures as of September 30, 2021, was \$1,392,933.12, which exceed the mandated expenditure requirement by \$108,801.60.

The total Work Experience funds allocated to PY 2021 - 2022 is \$1,057,26.00 and must be fully expended by June 30, 2023. Work Experience expenditures as of December 31, 2021, was \$471,608.48. Staff has no concerns regarding Work Experience expenditures at this time.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	C2
MEETING DATE:	March 2, 2022
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Youth Council  
**SUBJECT:** Second Quarter Local Performance Result Report for Program Year 2021-2022

## **RECOMMENDATION:**

Accept the attached Young Adult Services (YAS) Providers of Services Local Performance Result Reports for the Second Quarter of Program Year (PY) 2021 – 2022.

The Youth Council approved this recommendation on February 17, 2022.

## **REASON FOR RECOMMENDATION:**

The Fresno Regional Workforce Development Board (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 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 YAS Provider of Services for the Second Quarter of Program Year 2021 – 2022.

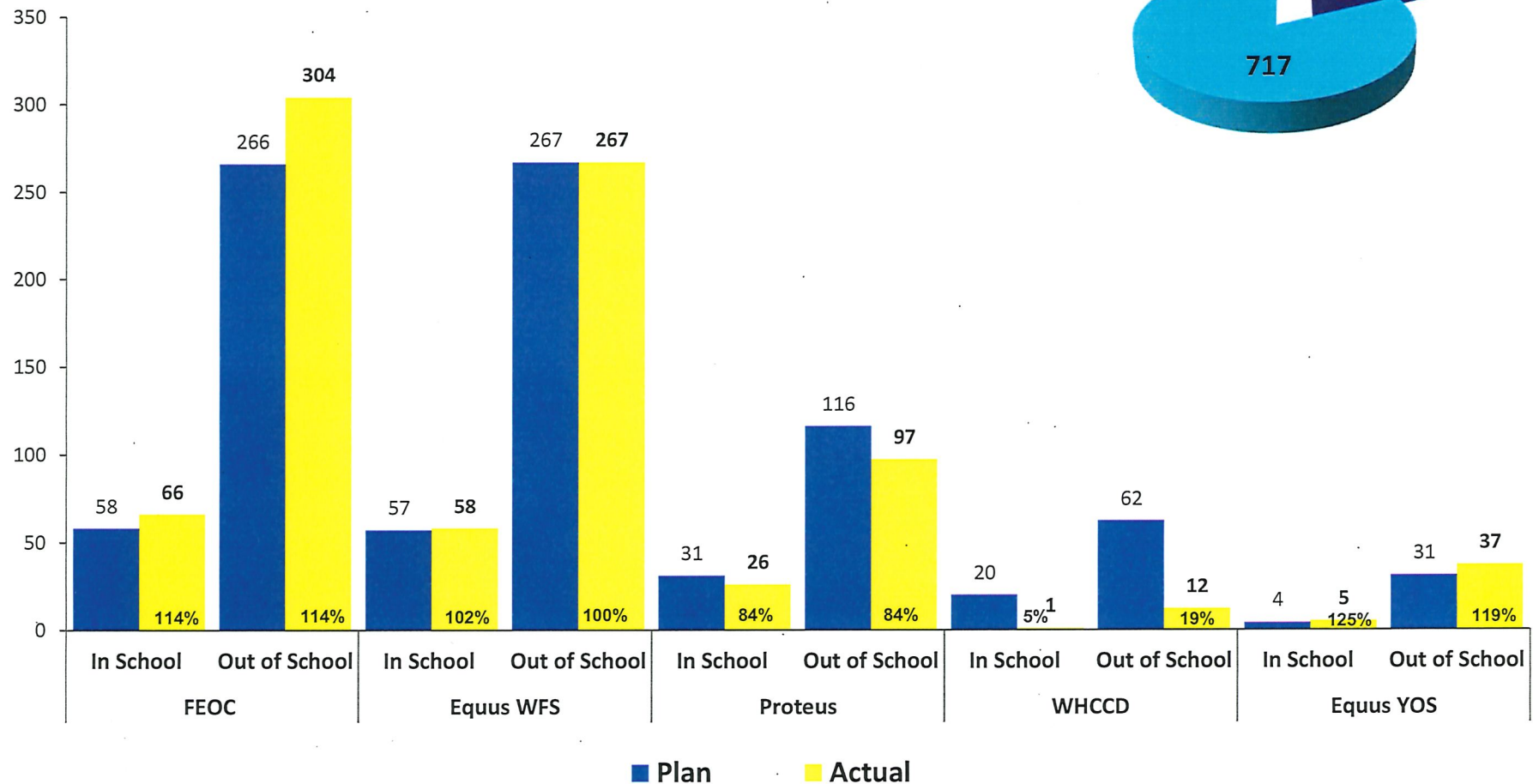
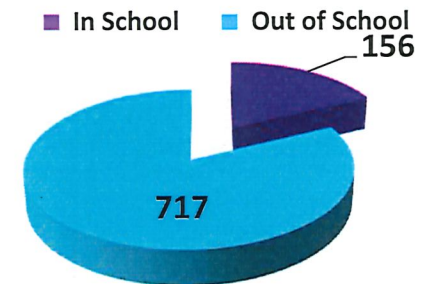
## **ATTACHMENT:**

Year-to-Date Local Performance Results, Program Year 2021-2022

FEOC - Fresno Economic Opportunities Commission  
Equus WFS - Equus Workforce Solutions  
Proteus - Proteus, Inc.  
WHCCD - West Hills Community College District  
Equus YOS - Youth Offender Services

## Youth Served

**Total Served- 873**

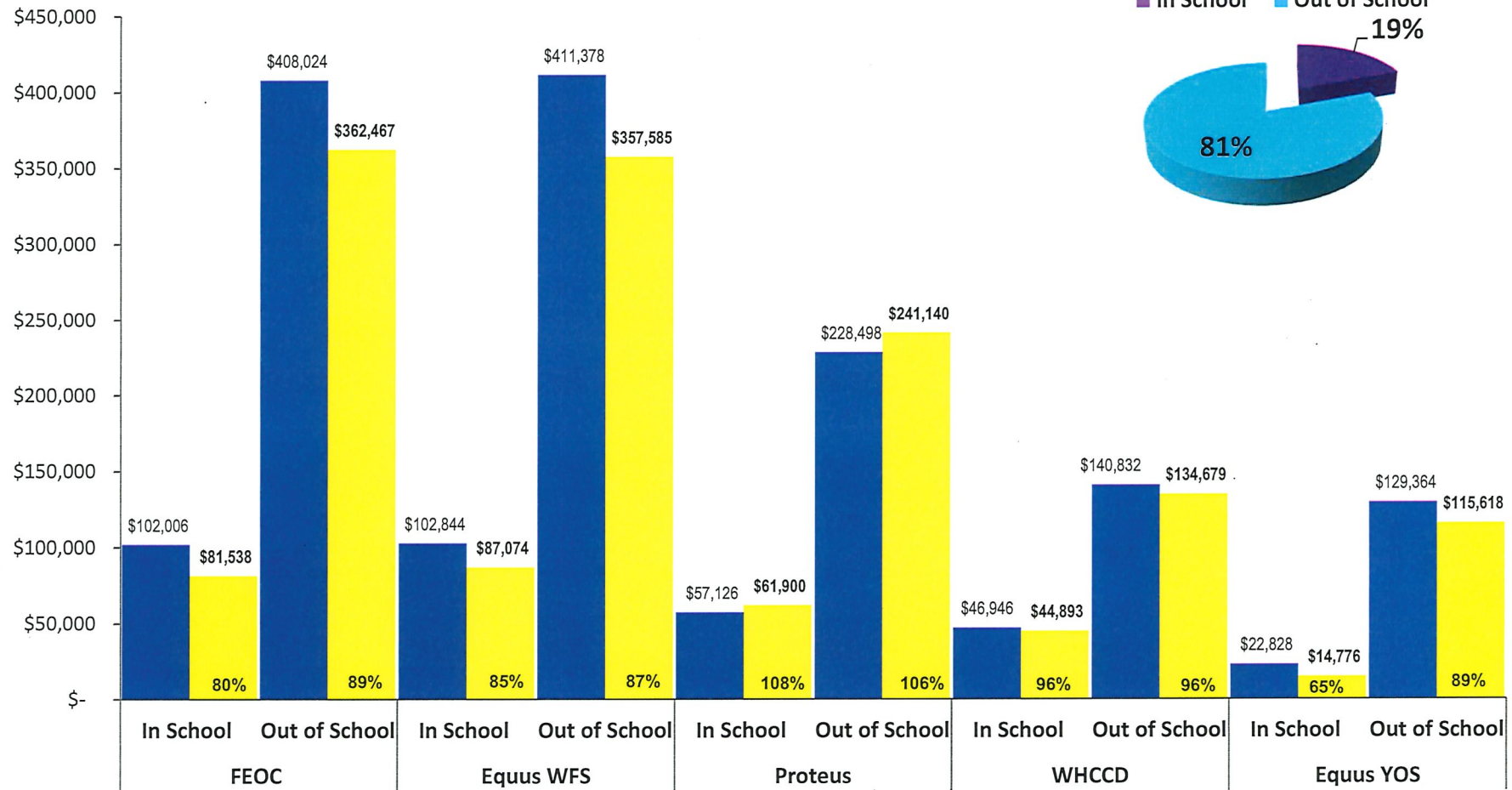
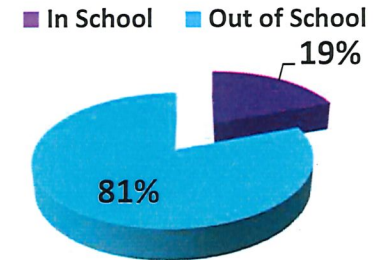


Note: Number served goal is 95%



## Youth Expenditures

## Total Expenditures



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

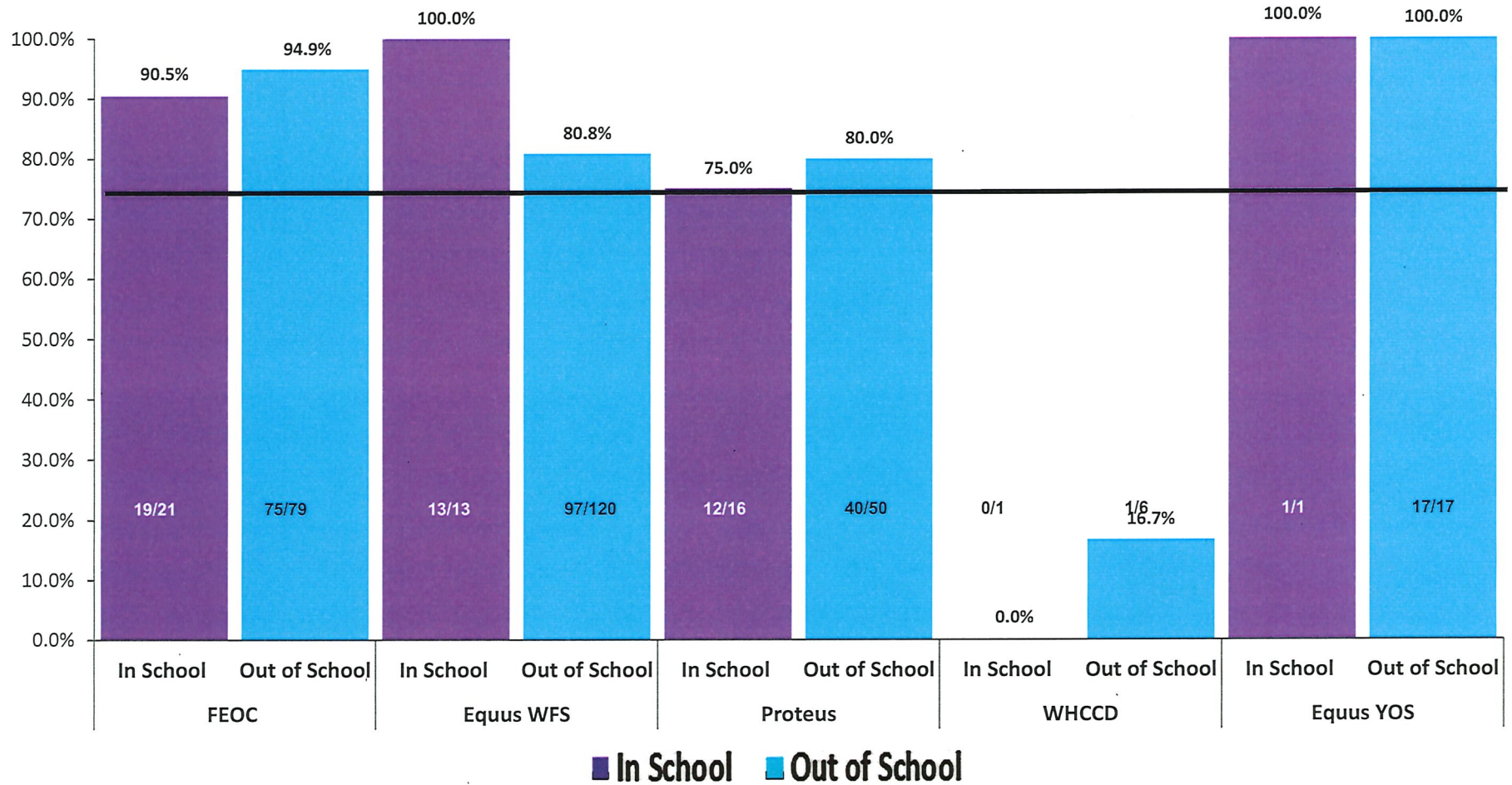
■ Plan ■ Actual



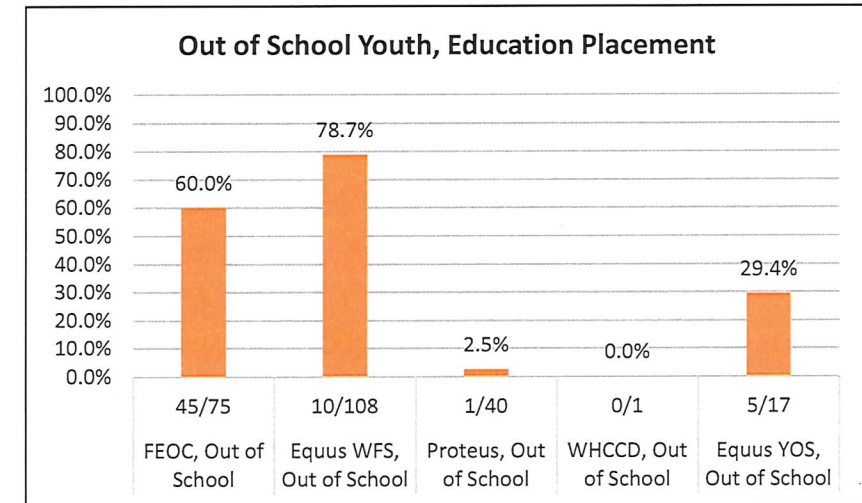
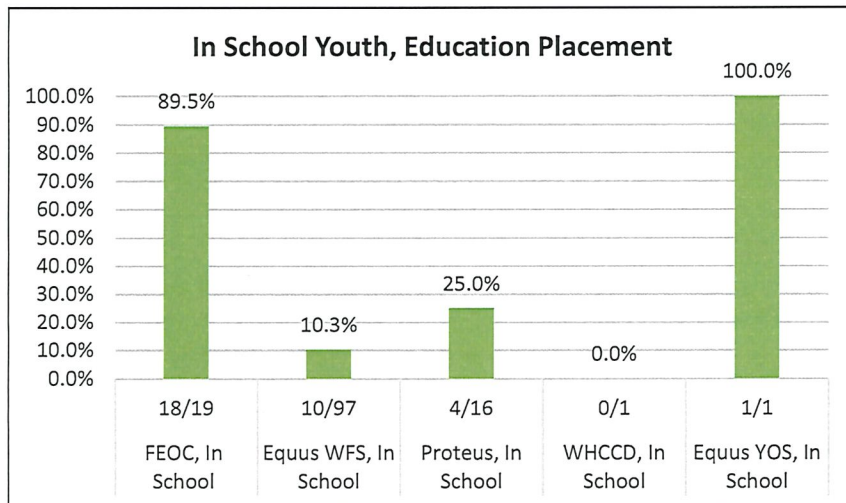
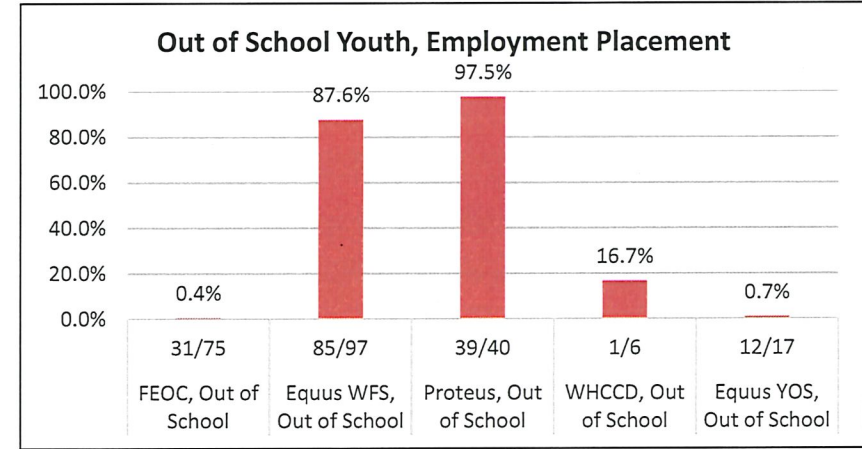
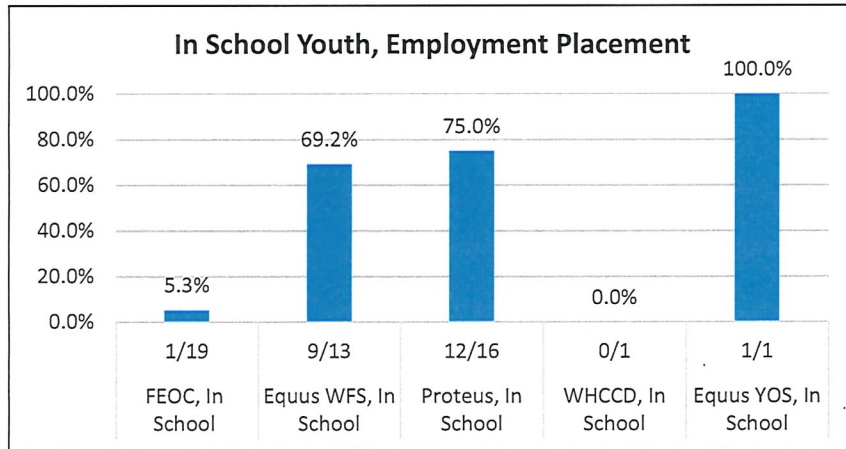
## Youth Placement in Employment or Education

### Goals

Placement 73.5%



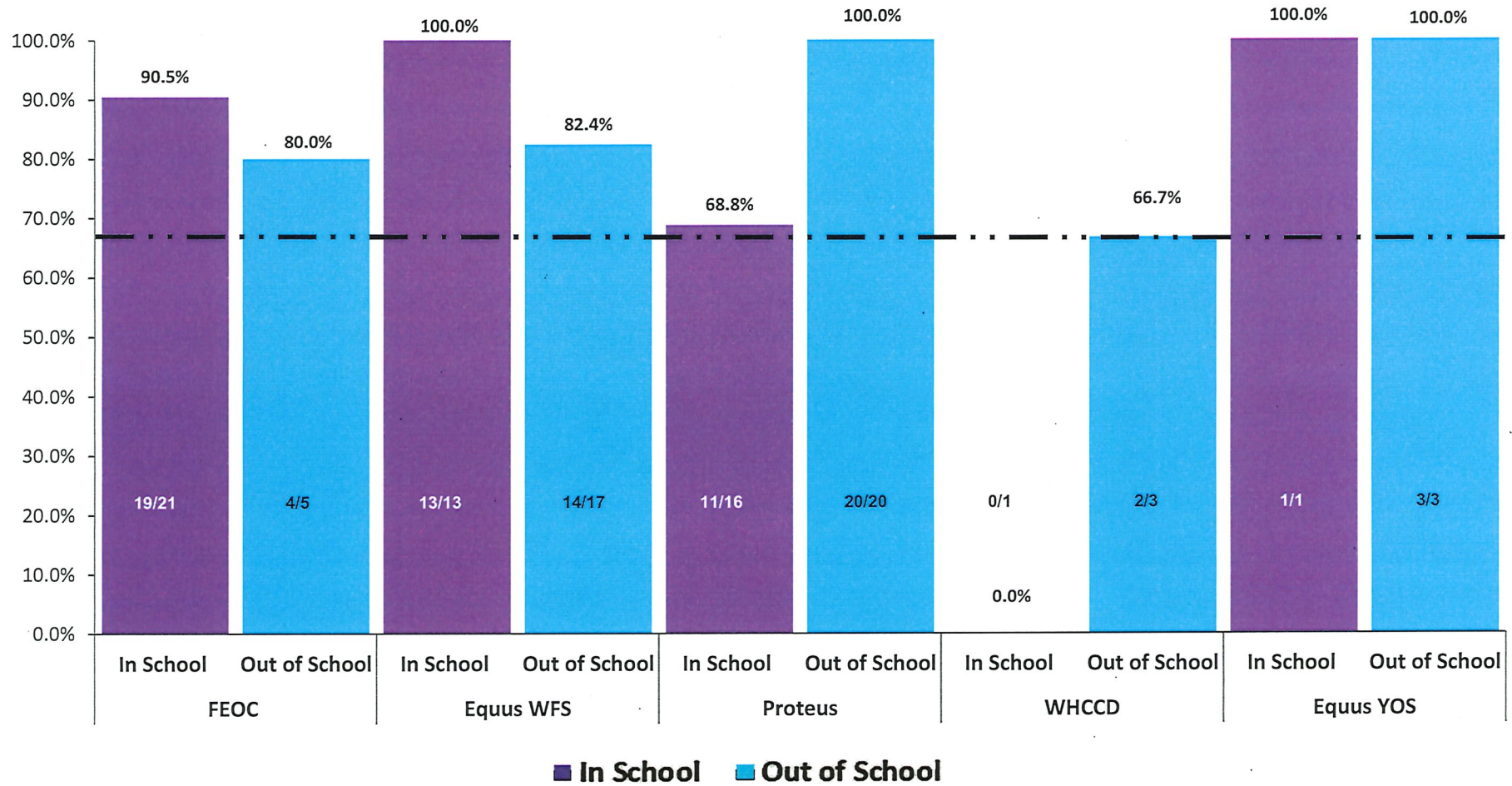
## Youth Placement in Employment or Education



## Youth Certificate of Attainment

### Goals

Certificate of Attainment 66.5% 

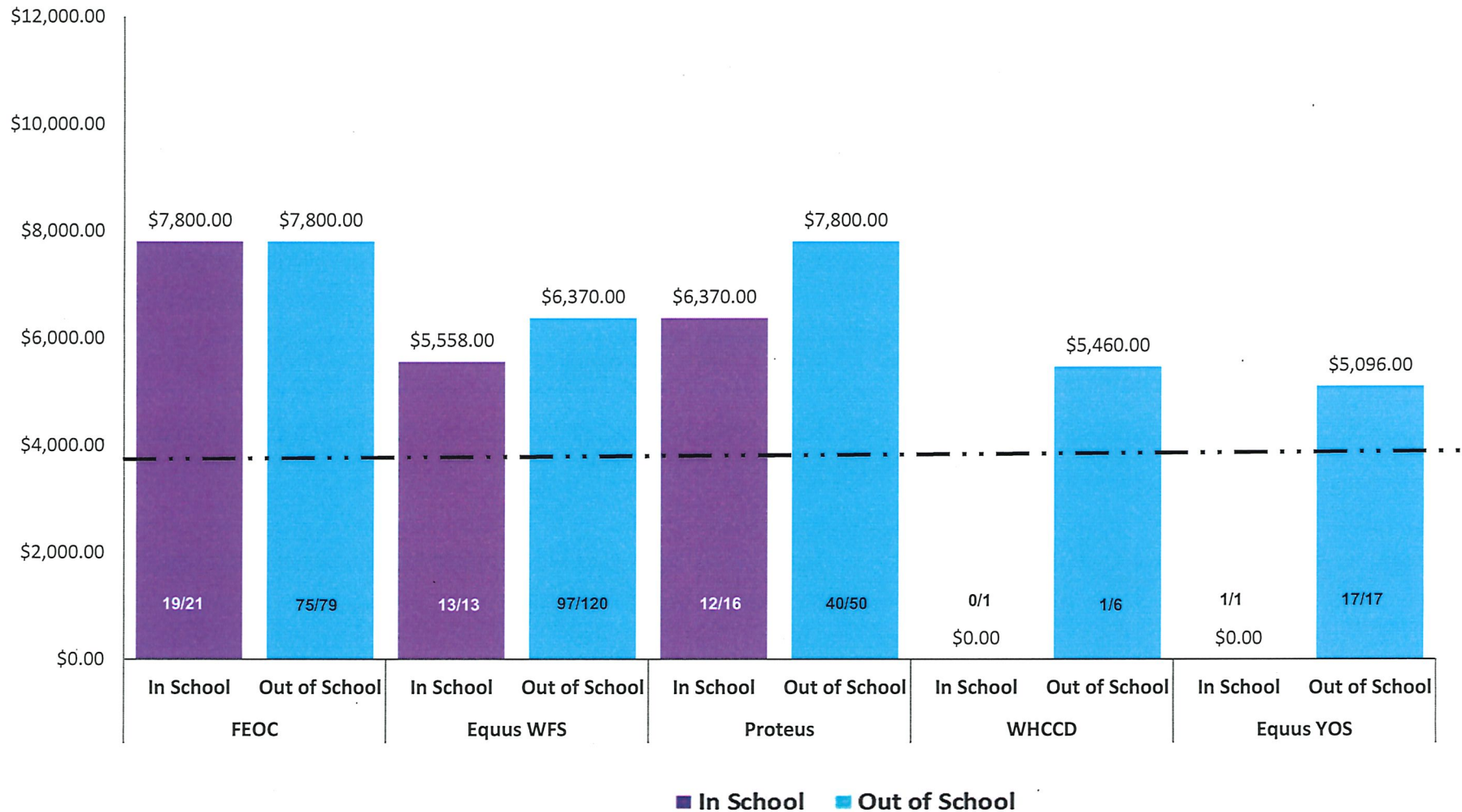




## Youth Median Wage

PY 2020-2021

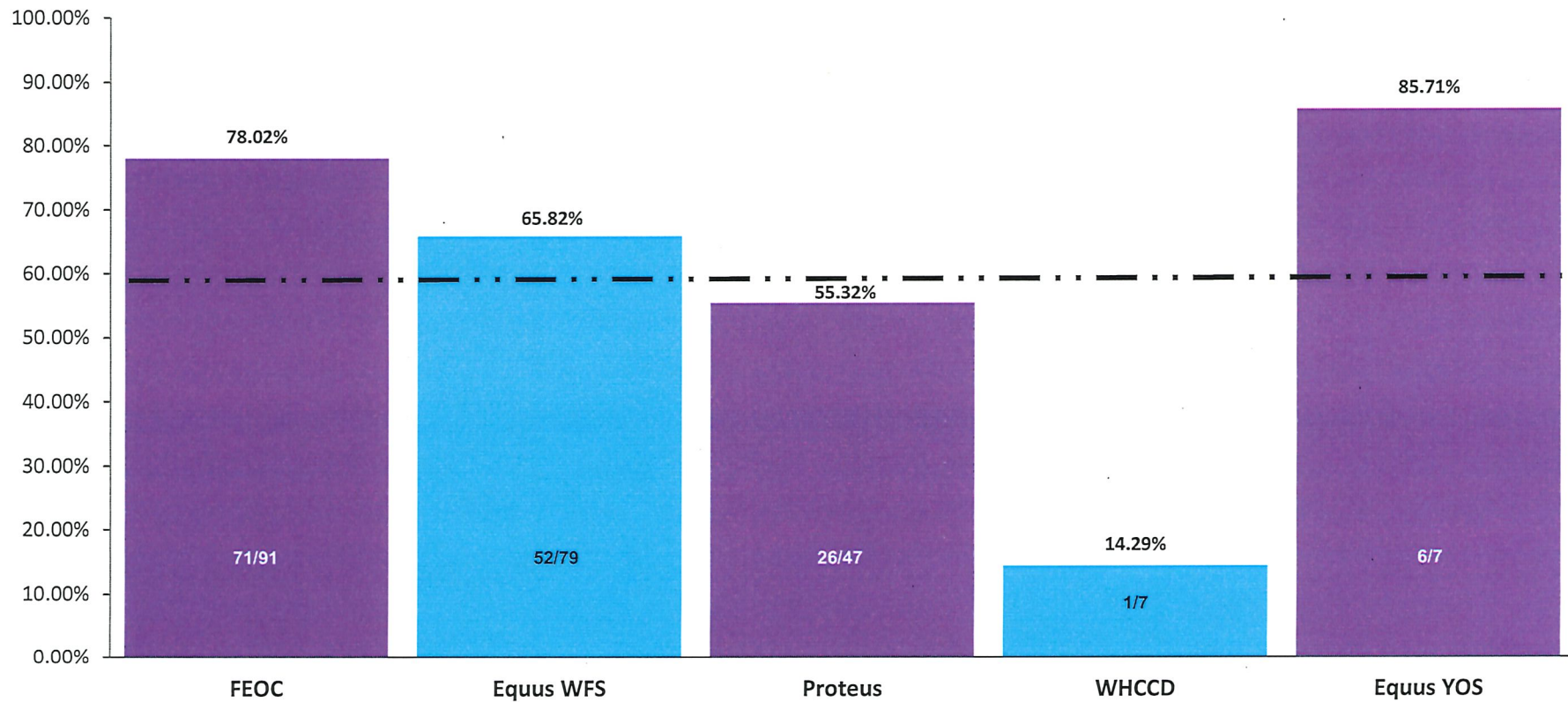
Median Wage is \$ 3,700 — . . — .



## Youth Measurable Skills Gain (MSG)

Goals

Measurable Skills Gain 58%



Note: MSG Includes In-School &amp; Out of School Youth

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	C3
MEETING DATE:	March 2, 2022
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Youth Council  
**SUBJECT:** Second Quarter Young Adult Satisfaction Report for Program Year 2021-2022

## **RECOMMENDATION:**

Accept the Second Quarter Youth Program Satisfaction Report for Program Year (PY) 2021-2022.

The Youth Council approved this recommendation on February 17, 2022.

## **REASON FOR RECOMMENDATION:**

The Fresno Regional Workforce Development Board (FRWDB) Joint Powers Agreement states, in part, that FRWDB staff shall fulfill administrative responsibilities as set forth in the Workforce Innovation and Opportunity Act (WIOA), including the administering of programs as described in the WIOA, as well as developing budgets plans. Additional administrative responsibilities shall include assessing the performance and evaluating the benefit, productivity, and impact of all programs funded under the WIOA, as amended or superseded, and submitting progress reports.

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

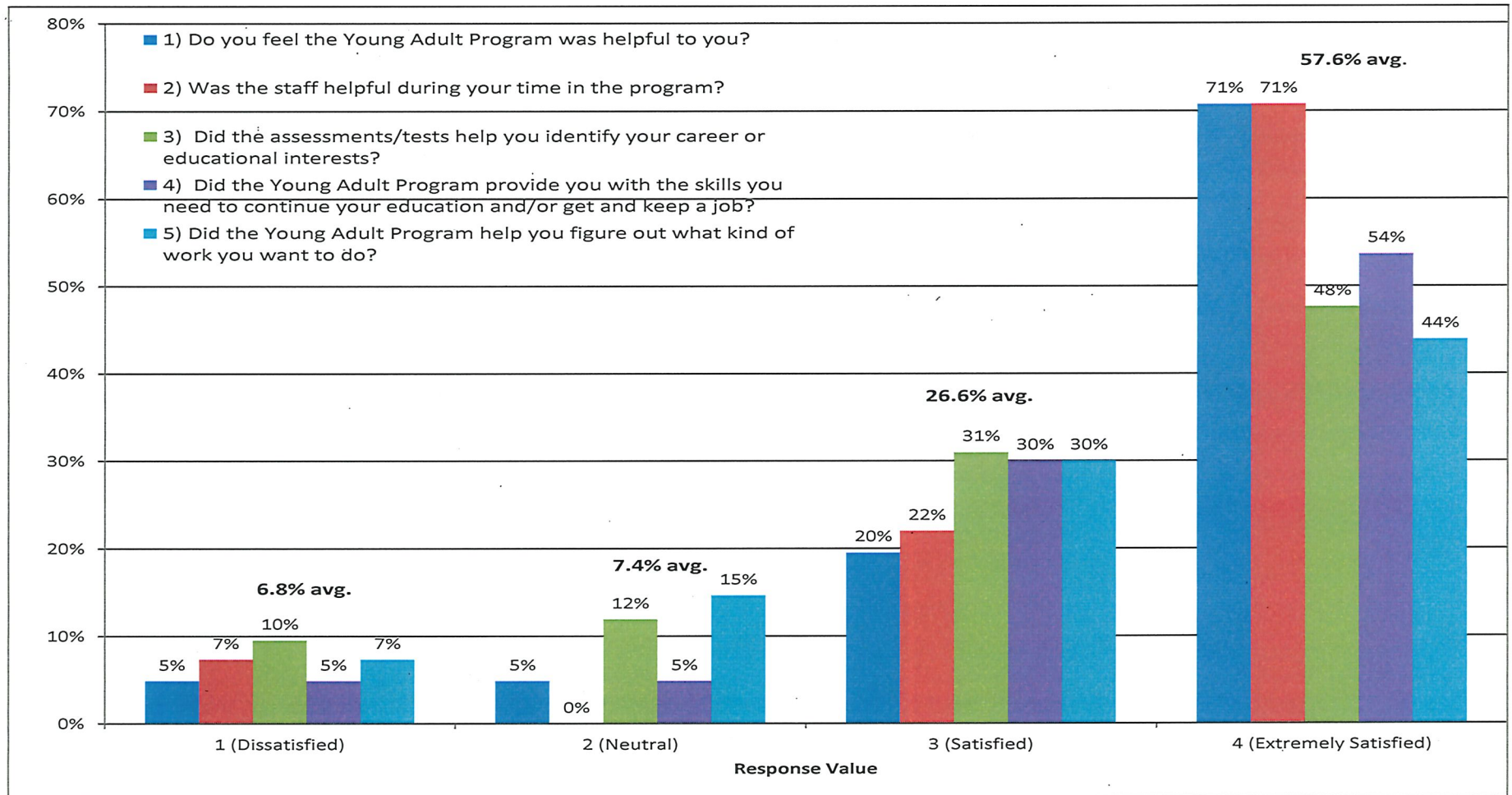
FRWDB staff work with service providers to improve the processes used to increase the satisfaction level with our youth and young adult participants. These improvements are based on data collected through these satisfaction surveys, monitoring reviews, complaints, and monthly operations meetings between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

This report represents the completion of a six (6) month pilot with a revised question relating to the experience with the assessments. This change has resulted in more accurate responses and has resulted in high satisfaction scores. Staff seeks approval to formalize the change.

## **ATTACHMENT:**

Second Quarter Young Adult Customer Satisfaction Report for Program Year 2021-2022

## Second Quarter Young Adult Customer Satisfaction Report for Program Year 2021-2022



Surveys Received	41
Participants Closed	101
Survey Response Rate	41%

### Participant Comments:

Would like to see extended office hours for employed participants; Would like to have more variety in work experience worksites; too many tests; Would like to be able to get incentives for completing activities; The program and staff were very helpful; Would like to see higher wages for work experiences; have more work experience hours; I am now employed, thank you; Thank you for the training scholarship, I successfully completed and am now employed in the field.



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	C4
MEETING DATE:	March 2, 2022
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board

**FROM:** Youth Council

**SUBJECT:** Second Quarter Providers of Services' Monitoring Report for Program Year 2021-2022

## **RECOMMENDATION:**

Accept the following Providers of Services' Monitoring Report for the Second Quarter of Program Year 2021-2022.

The Youth Council approved this recommendation on February 17, 2022.

## **REASON FOR RECOMMENDATION:**

Fresno Regional Workforce Development Board staff conducts programmatic and fiscal monitoring of all contracts to ensure compliance with federal, state and local regulations and/or policies. The attached is an overview of the Youth contracts that were monitored during the period of October 1, 2021, through December 31, 2021.

## **ATTACHMENT:**

Youth Providers of Services' Monitoring Report Second Quarter, Program Year 2021-2022

**Youth Providers of Services Monitoring Report  
Second Quarter, Program Year 2021-2022**

**Program Monitoring:**

*Program monitoring of the following sub-recipients was completed during the second quarter of Program Year (PY) 2021-2022:*

<b>Sub-Recipient</b>	<b>Contract #(s)</b>	<b>Results</b>
Equus Workforce Services - Formula PY 21-22	320	1) Job Readiness Process issue. <b>Finding Closed</b>
Equus Workforce Services - Fatherhood Fire PY 21-22	320-0845	<b>No Findings</b>
Equus Workforce Services - Youth Offender PY 21-22	324	1) Youth Program Flow issue. <b>Finding Closed</b>

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

<b>Sub-Recipient</b>	<b>Contract #(s)</b>
Proteus, Inc.	333

**Fiscal Monitoring:**

*Fiscal monitoring of the following sub-recipients was completed during the second quarter of PY 21-22:*

<b>Sub-Recipient</b>	<b>Contract #(s)</b>	<b>Results</b>
Equus Workforce Services PY 20-21 Fiscal Close-out	320, 324	1) Indirect Cost Rate Issue Overpayment returned. <b>Finding Closed</b>
Fresno Economic Opportunities Commission PY 20-21 Fiscal Close-out	310, 310-0812	<b>No Findings</b>
West Hills Community College District PY 20-21 Fiscal Close-out	390	<b>No Findings</b>

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

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	C5
MEETING DATE:	March 2, 2022
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board

**FROM:** Youth Council

**SUBJECT:** Second Quarter Providers of Services' Customer Complaint Report for Program Year 2021-2022

## **RECOMMENDATION:**

Accept the following Youth Customer Complaint Report for the Second Quarter of Program Year (PY) 2021-2022.

The Youth Council approved this recommendation on February 17, 2022.

## **REASON FOR RECOMMENDATION:**

Under the Fresno Regional Workforce Development Board (FRWDB) Joint Powers Agreement, the FRWDB develops and manages systems to hear and resolve grievances brought by participants, vendors, or other interested parties, and to provide quarterly reports to the FRWDB regarding such grievances.

No Youth program complaints were received during the Second Quarter of Program Year 2021-2022.

# Non-Consent

## Agenda Items

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	11
MEETING DATE:	March 2, 2022
ACTION:	INFORMATION

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**TO:** Fresno Regional Workforce Development Board

**FROM:** Martha Espinosa, Grants and Marketing Manager

**SUBJECT:** In the Community - Marketing Update

## **INFORMATION:**

In the News:

Date	Title
Jan. 12, 2022	Unemployment Rate Drops 1.5% in Fresno County in 2021
Jan. 19, 2022	Fresno Nonprofit Aims to Help Employers, Employees Navigate Job Market
Feb. 1, 2022	"Nuestra meta es que obtenga empleo con beneficios": ofrecen capacitación laboral en el condado de Fresno"
Feb. 18, 2022	New Valley Amazon Warehouse Aims to Bring Faster Deliveries
Feb. 24, 2022	Town Hall: Labor Shortage in the Valley

Upcoming Events:

Date	Event	Location
Feb. 23, 2022	Job Fair	Selma
March 8, 2022	Press Event-ValleyBuild NOW cohort	Fresno, Madera, Tulare, Kings Building Trades Council
March 24, 2022	Career Training & Job Fair	Mendota
April 9, 2022	Career Training & Job Fair	Reedley
April 27, 2022	Govaganza	Chukchansi Park
May 20, 2022	Achievement Awards	TBD