



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

## Workforce Development Board

June 1, 2022 @ 4:00 p.m.  
Council of Fresno County Governments  
2035 Tulare Street – 2<sup>nd</sup> Floor  
Sequoia Room  
Fresno, CA 93721

**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.	Committee Reports Adult Council – Chuck Riojas Executive Committee – Jeff Hensley		No	Information	--
7.	Fresno Regional Workforce Development Board Bylaws Revision	Konczal	Yes	Information	5
8.	Approval of the March 2, 2022, Meeting Minutes	Konczal	Yes	Approve	6
9.	April 2022 Financial Report	Konczal	Yes	Accept	11

### CONSENT ITEMS

10. Approve Consent Item (A1 – A12). *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.* Approve

### 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 #
<b><u>CONSENT ITEMS SUBMITTED BY ADULT COUNCIL</u></b>					
A1	Human Resources Role	Konczal	Yes	Approve	19
A2	Workforce Innovation and Opportunity Act Youth Funding Recommendations for Program Year 2022-2023	Konczal	Yes	Approve	20
A3	Workforce Innovation and Opportunity Act Adult and Dislocated Worker Funding Recommendations for Program Year 2022-2023	Konczal	Yes	Approve	22
A4	Local Demand Occupational Sectors	Stogbauer	Yes	Approve	24
A5	Insurance Agent/Brokerage Services Award Recommendation	DeWitt	Yes	Approve	26
A6	Janitorial Services Award Recommendation	DeWitt	Yes	Approve	27
A7	Third Quarter Workforce Innovation and Opportunity Act Adult and Dislocated Worker Participant Training	Escareno	Yes	Accept	29
A8	Third Quarter Local Performance Results Reports for Program Year 2021-2022	Escareno	Yes	Accept	31
A9	Third Quarter Providers of Services' Monitoring Report for Program Year 2021-2022	DeWitt	Yes	Accept	38
A10	Third Quarter Providers of Services' Customer Complaint Report for Program Year 2021-2022	DeWitt	Yes	Accept	40
A11	Third Quarter Job Seeker Customer Satisfaction Report for Program Year 2021-2022	DeWitt	Yes	Accept	41
A12	Program Year 2020-2021 Workforce Innovation and Opportunity Act Local Area Adult and Dislocated Worker Performance Results	Giles	Yes	Accept	44
<b>NON-CONSENT ITEMS</b>					
11.	In the Community – Marketing Update	Espinosa	Yes	Information	47
12.	Information Sharing	WDB Members	No	Discussion	--
13.	Agenda Items for September 7, 2022, Meeting	Konczal	No	Discussion	--
14.	Meeting Feedback	Konczal	No	Discussion	-

**FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD  
2022 ATTENDANCE RECORD**

<b>DIRECTORS</b>	<b>3/2/2022</b>	<b>6/1/2022</b>	<b>9/7/2022</b>	<b>12/7/2022</b>
Stephen Avila Grundfos Pumps	P			
Lenora Lacy Barnes State Center Federation of Teachers	P			
Paul Bauer Sagaser, Watkins and Wieland, PC	P			
Edgar Blunt IMAGO	P			
Alysia Bonner SEIU 521	P			
Raine Bumatay Fresno Adult School	P			
Fely Guzman LifeBRIDGE International	A			
Jeffrey Hensley Hensley Associates	P			
Mike Karbassi Fresno City Council	A			
Wyatt Meadows Operating Engineers Local 3	--			
Terry Metters, Jr. Pacific Gas & Electric Company	--			
Scott Miller Gazebo Gardens, Inc.	P			
Dennis Montalbano German Auto Repair	P			
Sherry Neil Fresno Economic Development Corporation	P			
Joe Olivares TransAmerica	P			
Sal Quintero Fresno County Board of Supervisors	P			
Chuck Riojas  Fresno, Madera, Tulare, Kings Building Trades Council	P			
Michael Silveira Kaiser Permanente	P			
Vasili Sotiropoulos Hyatt Real Estate	P			

**FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD  
2022 ATTENDANCE RECORD**

Shelly Tarver Employment Development Department	P			
Lydia Zabrycki CAPTRUST	P			
Ken Price (Counsel) Baker, Manock & Jensen	P			

P = Present

A = Absent

-- = Not a Member at Time of Meeting



# **FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	7
MEETING DATE:	March 2, 2022
ACTION:	INFORMATION

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**TO:** Fresno Regional Workforce Development Board

**FROM:** Blake Konczal, Executive Director

**SUBJECT:** Fresno Regional Workforce Development Board Bylaws Revision

**INFORMATION:**

Blake Konczal, Executive Director, Fresno Regional Workforce Development Board (FRWDB), and Legal Counsel Ken Price, Baker, Manock & Jensen, will discuss proposed changes to the FRWDB Bylaws.

# **FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	8
MEETING DATE:	June 1, 2022
ACTION:	APPROVE

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**TO:** Fresno Regional Workforce Development Board

**FROM:** Blake Konczal, Executive Director

**SUBJECT:** Approval of the March 2, 2022, Meeting Minutes

**RECOMMENDATION:**

Approve the minutes of the March 2, 2022, meeting of the Fresno Regional Workforce Development Board.

**ATTACHMENT:**

March 2, 2022, Meeting Minutes



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Workforce Development Board  
March 2, 2022 @ 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, Paul Bauer, Edgar Blunt (arrived at 4:04 p.m.), Alysia Bonner (arrived at 4:03 p.m.), Raine Bumatay, Jeff Hensley, Scott Miller, Dennis Montalbano, Sherry Neil (arrived at 4:16 p.m.), Joe Olivares, Sal Quintero (arrived at 4:04 p.m.), Chuck Riojas, Michael Silveira, Vasili Sotiropulos, Shelly Tarver (arrived at 4:03 p.m.), Lydia Zabrycki and Legal Counsel Ken Price.

ABSENT – Fely Guzman and Mike Karbassi.

COMMENTS BY FRWDB CHAIR  
AND/OR EXECUTIVE STAFF: None

AGENDA CHANGES: None  
REMOVAL OF ITEMS OR  
EMERGENCY ADDITIONS:

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

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

Ken Price, Legal Counsel explained that under AB361, a special provision had been approved that suspended the telecommunication requirements of the Brown Act and permits Boards to allow its members to participate in meetings electronically.

Directors Bonner and Tarver arrived (4:03 p.m.)

Mr. Price noted that the Governor's Emergency Order regarding the Brown Act was set to expire at the end of March, so unless something significantly changes regarding the COVID situation, all Board and Committee meetings will go back to being in-person beginning April 1, 2022.

Directors Blunt and Quintero arrived (4:04 p.m.)

**OLIVARES/SILVEIRA – 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 – 16, NO – 0 (UNANIMOUS)**

## 7. Committee Reports

Adult Council: Director Riojas reported that the Adult Council (Council) met on January 27<sup>th</sup>, at which time they adopted a Resolution to allow the Council 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 second quarter, Jordan Morris. Director Riojas encouraged anyone who had not seen the video, to watch it. David Baquerizo from ProPath provided the One-Stop Operator Report. Mr. Baquerizo reported that during the past quarter, he and his team were involved in the America's Job Centers of California (AJCC) recertification process, in which co-located partner surveys were established to help identify needs for improvement of the One-Stop system. The Council approved a recommendation that the FRWDB accept the partner Memorandum of Understanding template. The Council reviewed and accepted the second quarter reports for Participant Training, Local Performance Results, Customer Complaints, Providers of Services Monitoring, and Customer Satisfaction. He stated that there were no concerns with any of the reports and that things seemed to be getting somewhat back to pre-COVID normal. The Council received the Demographics and AJCC Usage Reports, which were information items.

Business and Industry Committee: Director Zabrycki shared that the Business and Industry Committee (B&I) met on February 2<sup>nd</sup>, for a short, but productive meeting. The B&I adopted the Resolution to allow the meeting to be held via Zoom, as well as in-person pursuant to AB361. They recommended the ratification of Director Stephen Avila as a member of the B&I. They received the Second Quarter Rapid Response report, which showed that during the second quarter, the Rapid Response team met with six (6) businesses who were closing or downsizing and provided information to 43 individuals. The Rapid Response team also hosted a job fair on January 20<sup>th</sup> and the event was covered by local ABC30. The B&I received a report on the Firebaugh Business Grant program, which is a microbusiness grant program that provides up to \$7,500 in grant funding to small businesses through the CARES Act. The City of Firebaugh received \$264,000 in funding for this program and it will run for two (2) years. The B&I were shown two (2) videos highlighting the Outstanding Business Achievement Award winners for the second quarter: The Youth Employer of Excellence was awarded to Second Chance Animal Shelter and the Adult Employer of Excellence was awarded to Browning Construction.

Executive Committee: Chair Hensley shared that the Executive Committee (Committee) met on January 19<sup>th</sup>, when they also adopted the Resolution to allow for a hybrid meeting. The Committee received an update on the Fresno Area Workforce Investment Corporation personnel structure changes from Mr. Konczal. The new job classification structure creates ladders of progression within job classifications and is anticipated to help with retention and growth opportunities within the organization. It was suggested by Director Silveira that a salary survey to be conducted at least every three (3) years to stay competitive in the market. The Committee accepted the November 2021 Financial Reports, for which staff noted there were no issues. The Report did reflect the continuation of the Fatherhood grant for a second year in the amount of \$749,000. The Committee also accepted the November 2021 Budget and Expenditures report and noted that everything was in line and there were no concerns. Mr. Konczal provided his quarterly update on the items he focused on during the previous quarter.

Director Neil arrived (4:16 p.m.)

Youth Council: Director Bumatay reported that the Youth Council met on February 17<sup>th</sup> at which time they, too, adopted the Resolution to allow the meeting to be held both electronically and in-person. The Council saw a video highlighting the second quarter Outstanding Achievement Award winner, Sulema Cruz. The Council received the standard quarterly reports and accepted them all with no concerns.

This was an information item.

8. **Approval of the December 1, 2021, Meeting Minutes**

**BONNER/OLIVARES – APPROVED THE DECEMBER 1, 2021, MEETING MINUTES. VOTE: YES – 17; NO – 0. (UNANIMOUS)**

9. **January 2022 Financial Report**

Mr. Konczal presented the January 2022, Financial Report for the FRWDB's acceptance. He noted that there were three (3) grants covered in the Report: Prison to Employment, COVID-19 Employment Recovery National Dislocated Worker Grant, and the Fatherhood Health and Human Services grant. He reported that the FRWDB received a second-year award of \$749,000 on the Fatherhood grant. The other two (2) grants had received no-cost extensions by the state or had funds shifted, due to the challenges with enrolling clients during COVID. He concluded the report by stating that FRWDB staff had no concerns with meeting grant expenditures. Director Silveira asked for confirmation from Mr. Konczal that staff had no concerns with meeting expenditures on the grants even though there was still a lot of money to be spent in the Program Year. Mr. Konczal stated again that there were no concerns with grant expenditures by staff.

Mr. Konczal introduced Lauren Nikkel, the FRWDB's new Grant Writer and shared that the first two (2) grant applications Ms. Nikkel submitted on the FRWDB's behalf had been awarded: a High Roads Construction Career High Road Recovery grant in the amount of \$258,000 and an Equity and Special Populations grant in the amount of \$750,000.

**OLIVARES/BONNER – ACCEPTED THE JANUARY 2022 FINANCIAL REPORT. VOTE: YES – 17; NO – 0 (UNANIMOUS)**

10. **Consent Items (A1 – C5)**

**BAUER/BONNER – APPROVED CONSENT ITEMS A1 – C5. VOTE: YES – 17; NO – 0 (UNANIMOUS)**

11. **In the Community – Marketing Update**

Martha Espinosa, Marketing and Grants Manager, FRWDB, provided an overview of the FRWDB's marketing efforts to date in 2022, during which time the FRWDB had been in the news at least seven (7) times. She shared three (3) of the news stories: ABC30's coverage of the January 20<sup>th</sup> Job Fair at Manchester Center; ABC30's highlight story of FRWDB Young Adult client, Jose Esoto, who participated in a Work Experience with California Tiny Homes and then was hired on as a full-time employee; and Channel 26's Town Hall, where Mr. Konczal and Director Blunt participated in a panel discussion regarding the labor shortage in the valley.

Ms. Espinosa also provided a recap of events held during the first quarter of 2022, which included the MC3 Apprenticeship graduation on February 25<sup>th</sup> and a Job Fair in Selma on February 23<sup>rd</sup> as part of a series of Job Fairs in the area. She provided the FRWDB with a sneak peek of the logo for the FRWDB's brand new women's cohort called Valley Build NOW. "NOW" stands for Non-Traditional Occupations for Women. This program is in partnership with the Fresno Madera Tulare Kings Building Trades Council. A kick off event for the new cohort will be held Tuesday, March 8<sup>th</sup> at 10:00 at the Building Trades Council office. Secretary of Labor, California Labor and Workforce Development Agency, Natalie Paluygai, will be speaking at the event.

Also coming up is Govaganza, the job fair for government jobs. This year's Govaganza will be held April 27<sup>th</sup> at Chuckchansi Park. The FRWDB's annual Achievement Awards breakfast will be held on May 20<sup>th</sup>. Ms. Espinosa will be sending out invitations to the FRWDB Directors as the location and time is confirmed.

Chair Hensley commented that he noticed across the top of the screen on one of the videos that the FRWDB was identified as “a non-profit that aims to help employers and employees.” He stated that this was a shift in public perception for the FRWDB from being identified as a government agency.

Mr. Konczal added that there had been an exponential increase in marketing activities, noting the press coverage of the FRWDB and the increased social media presence on Facebook, Instagram and Twitter. He attributed the rise in publicity to the FRWDB's marketing budget increase this year and to the efforts of the FRWDB's Marketing Manager, Martha Espinosa. He added that the FRWDB is looking at including a marketing component when applying for future discretionary grants.

Director Bonner asked for an explanation regarding the Govaganza event. Mr. Konczal stated that government is the second largest employment sector in Fresno County and that it included education as part of the sector. Govaganza is a job fair where education, local, state, and federal government agencies promote the jobs they have available, and provide information on how to apply to those jobs. He added that there are a lot of great jobs available for residents, but that the application process for government jobs can be quite taxing. This event will provide an opportunity for residents to speak with government employers regarding career opportunities available and how to apply for them.

This was an information item.

**12. Information Sharing**

No items were shared.

**13. Agenda Items for June 1, 2022, Meeting**

There were no items recommended for the June 1, 2022, FRWDB meeting agenda.

**14. Meeting Feedback**

Director Blunt shared that he would like to have an opportunity, maybe an optional event, to be able to visit with the other FRWDB Directors to get to know them better. Mr. Konczal indicated that FRWDB staff would come up with some options and would poll the Directors.

The meeting was adjourned at 4:51 p.m.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	9
MEETING DATE:	June 1, 2022
ACTION:	ACCEPT

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

## **RECOMMENDATION:**

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

## **REASON FOR RECOMMENDATION:**

The attached summary financial report and charts display year-to-date financial information through April 30, 2022.

- 2020 September Wildfires: This grant has an end date of December 30, 2022, and is currently 2.84% expended at \$27,668 of the \$975,000. This grant had a slow start-up since January 1, 2021, due to the pandemic; however, FRWDB staff have identified job sites for recruiting individuals and work experience costs should start increasing in the month of May 2022, and continue for the remaining months of the contract;
- CAL FIRE: This grant was scheduled to end on June 1, 2022; however, on March 14, 2022, we received a 12 month No Cost extension to June 1, 2023. As of April 30, 2022, it is 39.02% expended at \$653,685 of the original amount of \$1,675,200;
- Prison to Employment (P2E) – San Joaquin County Implementation Direct Services/Supportive Services Earn and Learn: This grant ended on March 31, 2022. It was 61.67% expended at \$299,610 of the modified grant amount of \$485,849;
- High Road Construction Careers (HRCC) - SB1 Valley Build: This grant is currently 59.40% expended at \$890,936 of the \$1,499,818. The original grant end date was August 31, 2022; however, on January 27, 2022, the State Board recommended a six (6) month No Cost extension to February 28, 2023.

At this time, Staff has no concerns with grant expenditures.

## **ATTACHMENT:**

April 2022 Financial Report

**FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD**  
**Summary Financial Report**  
**April 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		942,982	59.54%	640,819
* WIOA ADULT	07/01/2021 - 06/30/2022	9,909,219		3,908,368	39.44%	6,000,851
* WIOA DISLOCATED WORKER	07/01/2021 - 06/30/2022	6,496,309		3,067,419	47.22%	3,428,891
* WIOA YOUTH	07/01/2021 - 06/30/2022	7,617,712		4,396,031	57.71%	3,221,681
*WIOA RAPID RESPONSE & Layoff Aversion	07/01/2021 - 06/30/2022	216,438		108,242	50.01%	108,196
TCC - Transformative Climate Communities	02/01/2020 - 03/31/2024	1,249,432	137,772	135,313	21.86%	976,347
CAL FIRE	03/01/2020 - 06/01/2023	1,675,200	372,893	280,792	39.02%	1,021,515
P2E - SJC IDS/SSEL	09/01/2019 - 03/31/2022	485,849	83,133	216,477	61.67%	186,239
COVID-19 Employment Recovery NDWG	04/01/2020 - 03/31/2023	450,000	36,237	170,365	45.91%	243,398
High Road Construction Careers (HRCC): SB1 Valley Build	11/01/2020 - 02/28/2023	1,499,818	200,373	690,563	59.40%	608,882
Fatherhood - HHS	09/30/2021 - 09/29/2022	749,999		447,657	59.69%	302,342
HRCC: Low Carbon Economy Workforce Program	06/01/2021 - 03/31/2023	1,194,400	899	149,370	12.58%	1,044,131
2020 September Wildfires - 1st Increment	01/01/2021 - 12/30/2022	975,000	9,348	18,320	2.84%	947,332
Pathway Home Grant - GRID Alternatives	07/01/2020 - 12/31/2023	73,630	419	1,101	2.07%	72,110
HRCC: Reimagine Workforce Preparation Grant (RWPG)	04/01/2021 - 03/31/2023	2,010,608	1,689	389,006	19.43%	1,619,913
<b>TOTAL FUNDING</b>		<b>36,187,415</b>	<b>842,763</b>	<b>14,922,004</b>	<b>43.56%</b>	<b>20,422,648</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

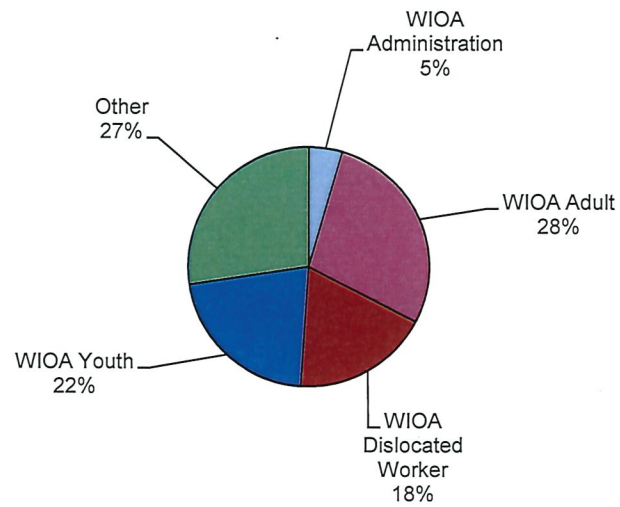
Prepared by: C. Beierschmitt

ATTACHMENT

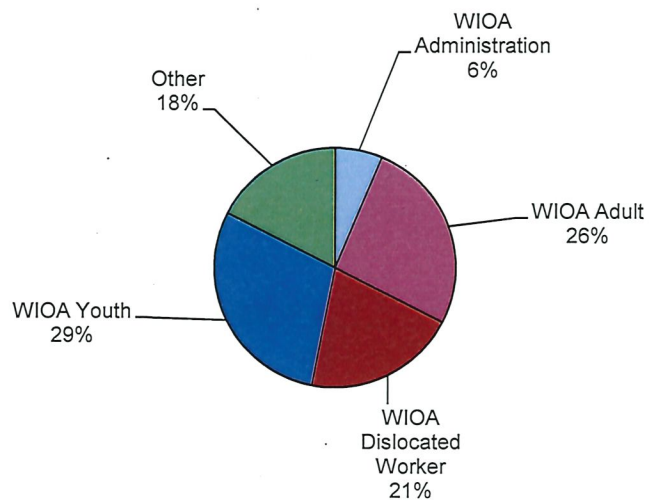


FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD  
FINANCIAL REPORTS  
April 2022

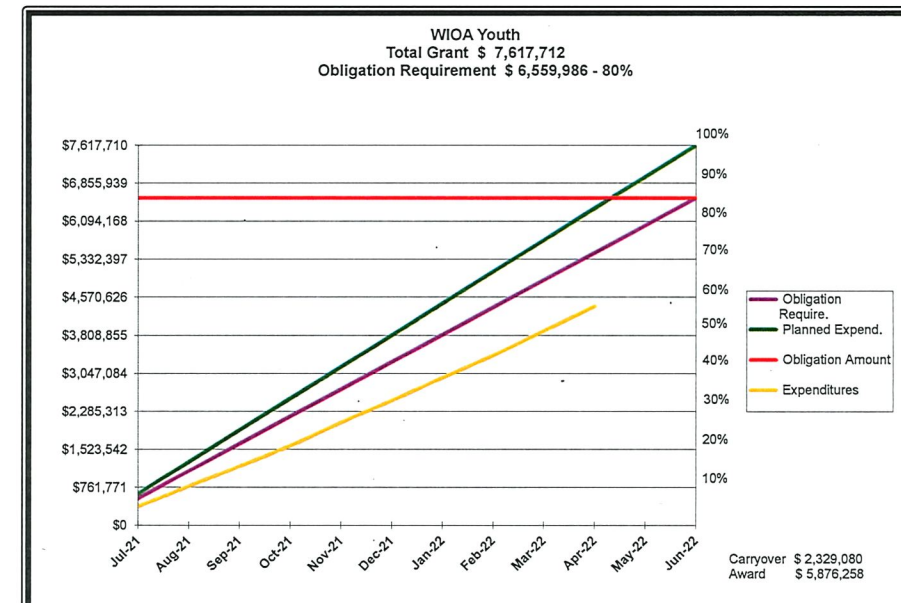
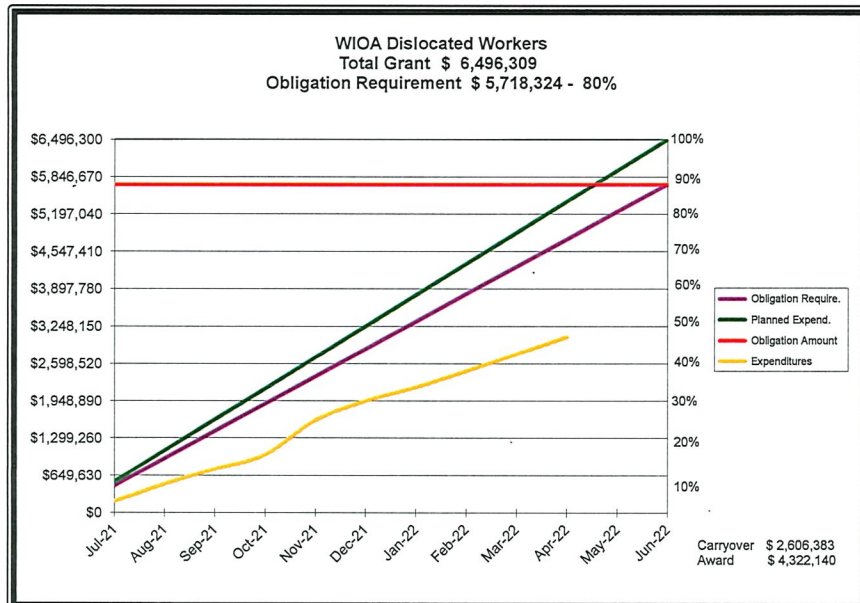
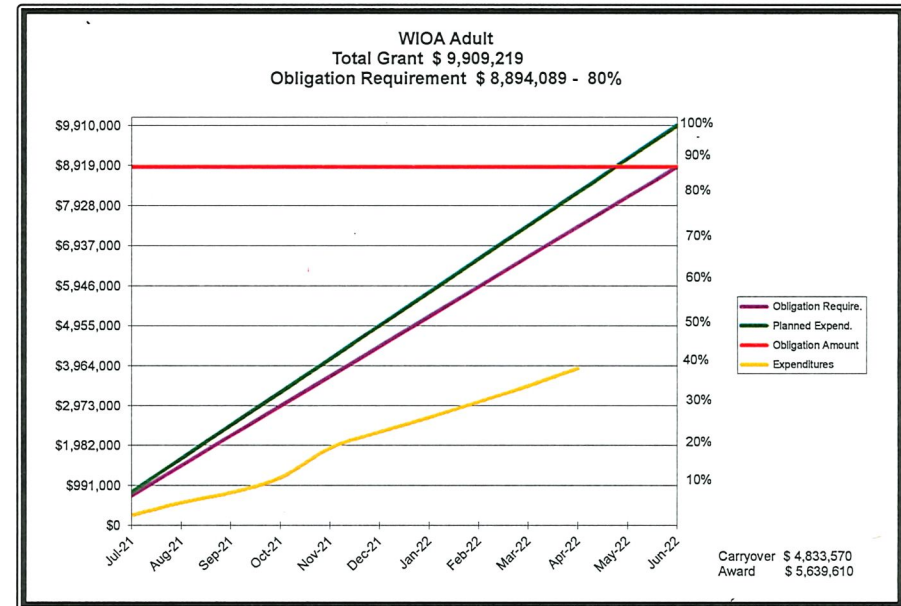
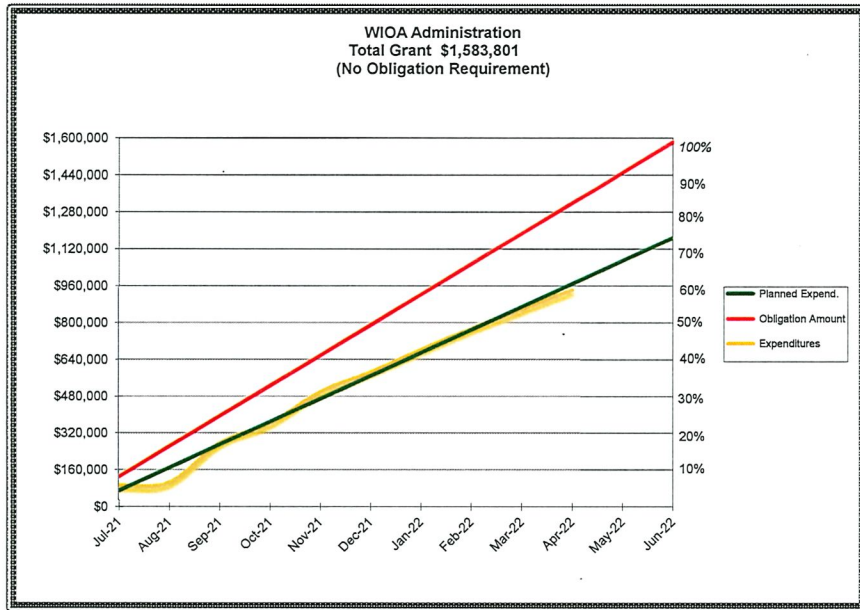
**FRWDB Committed Funds  
Fiscal Year 2021-2022**



**FRWDB Expenditures  
Fiscal Year 2021-2022**

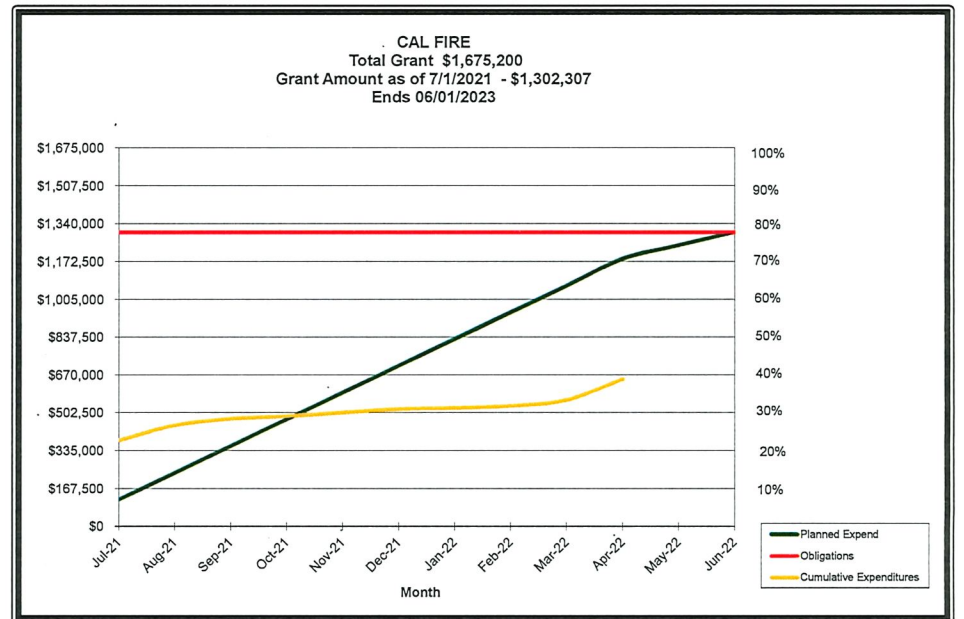
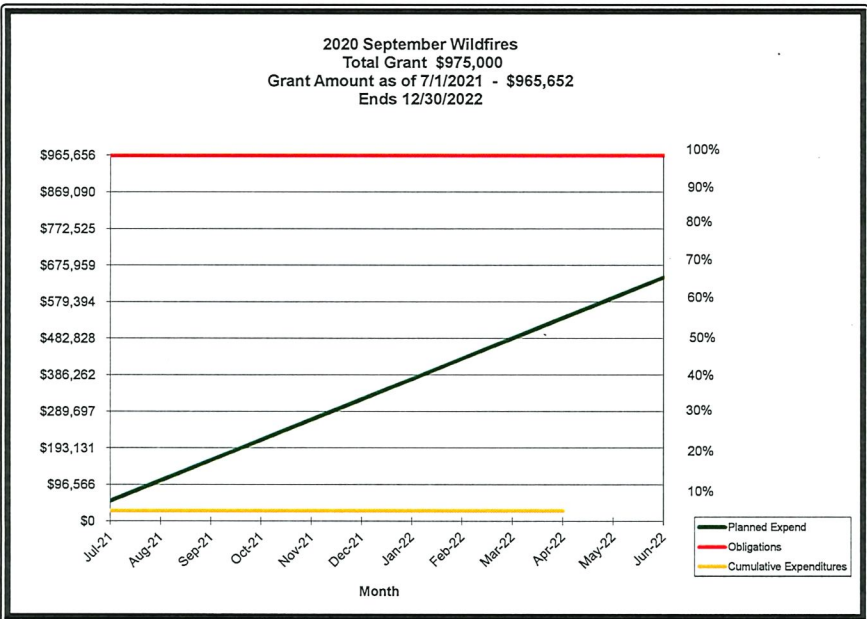
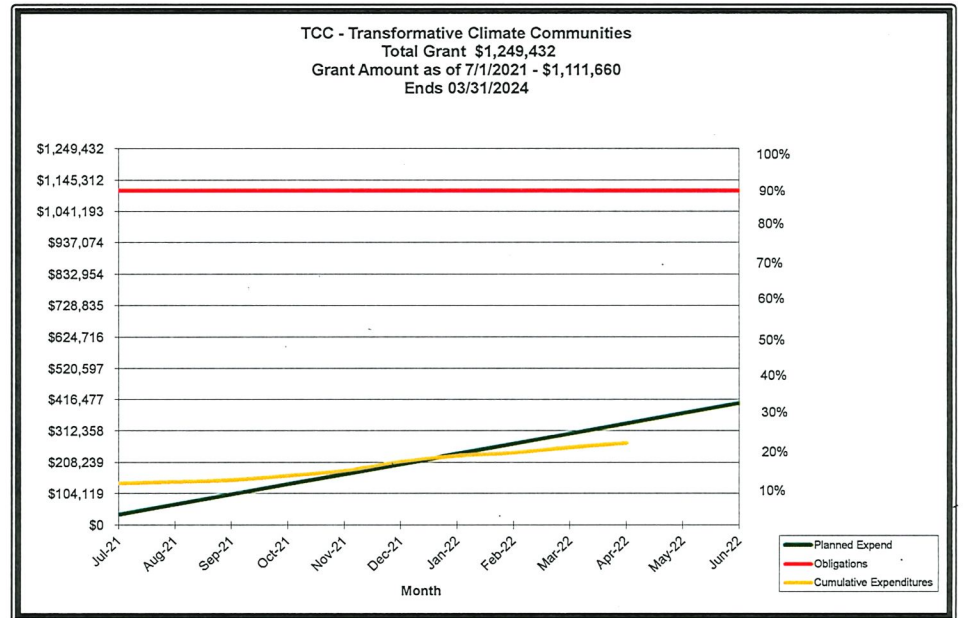
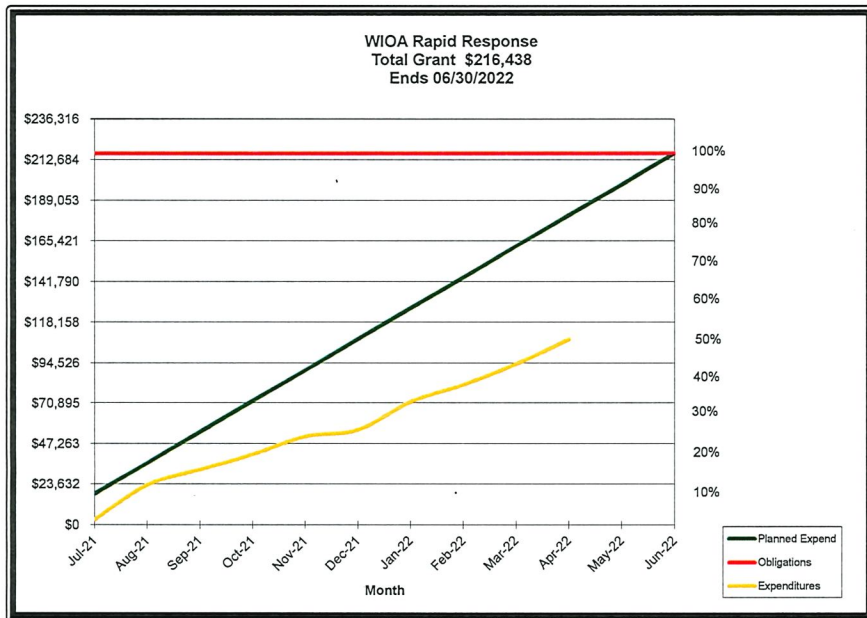


April 2022



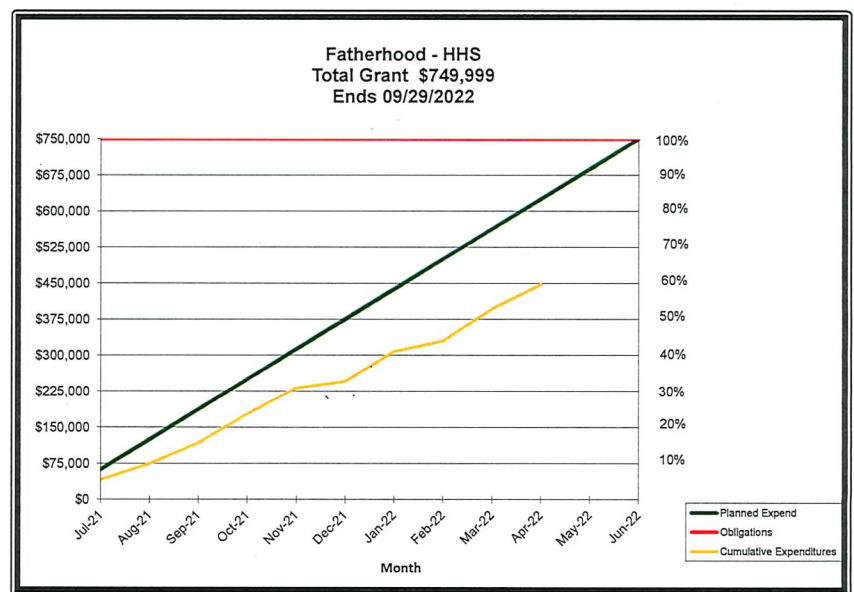
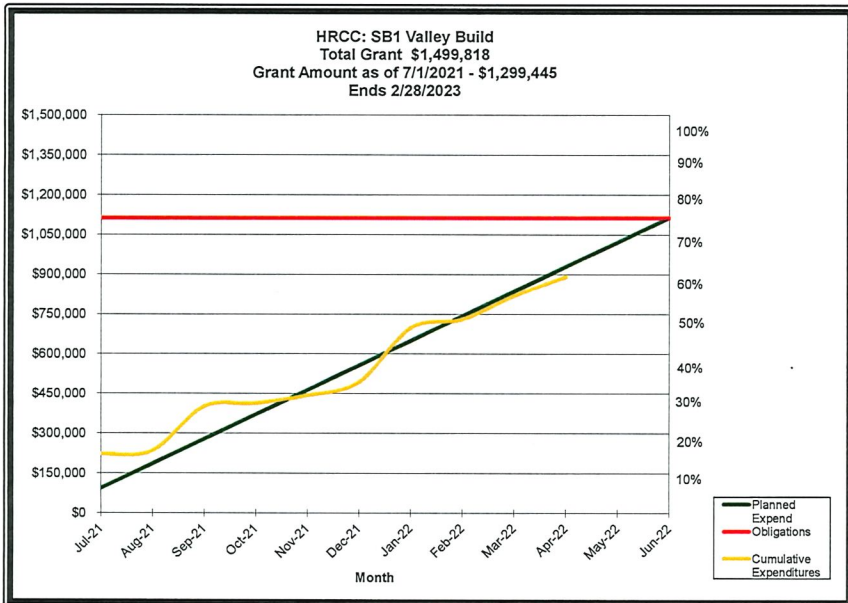
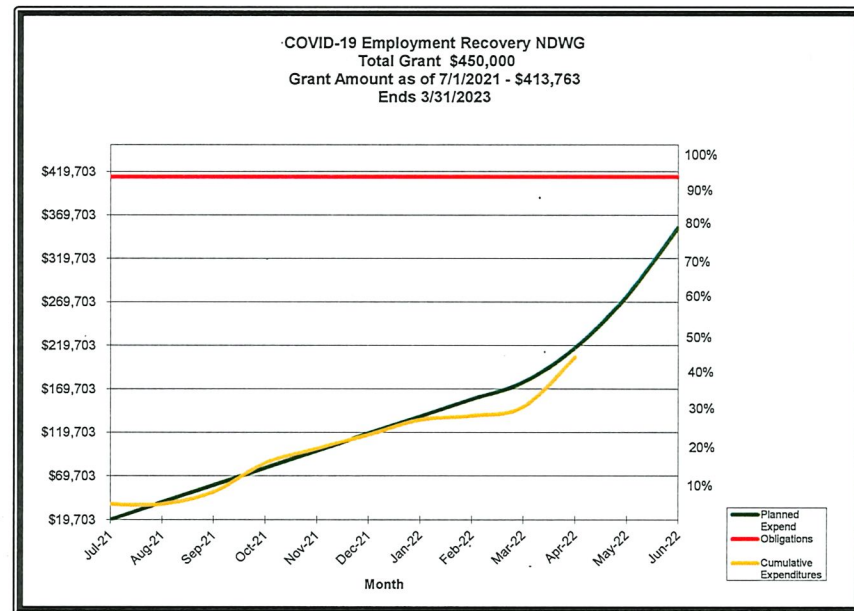
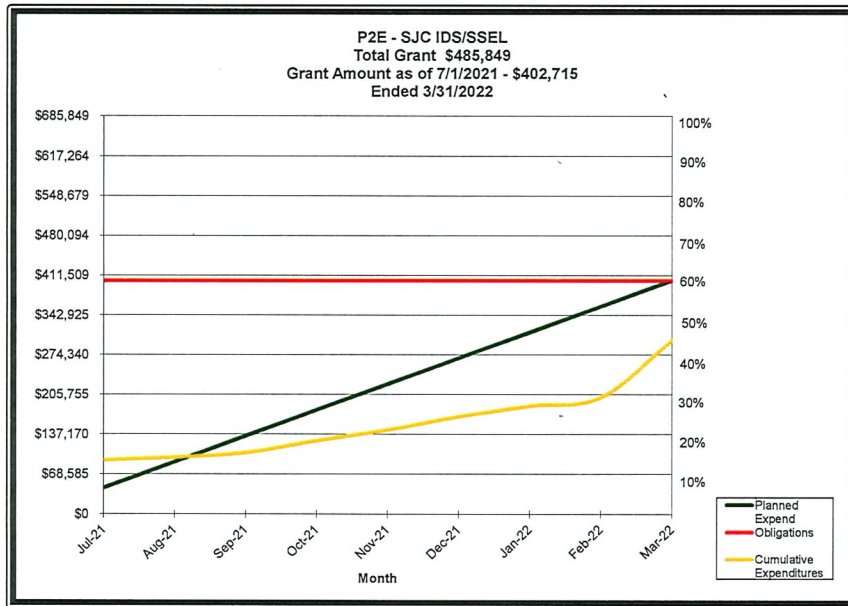
FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD FINANCIAL REPORTS

April 2022



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD FINANCIAL REPORTS

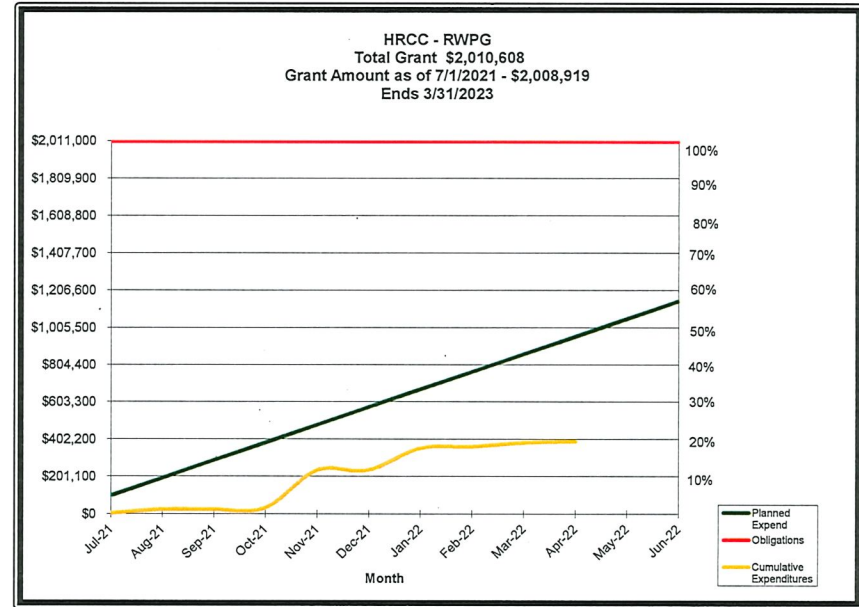
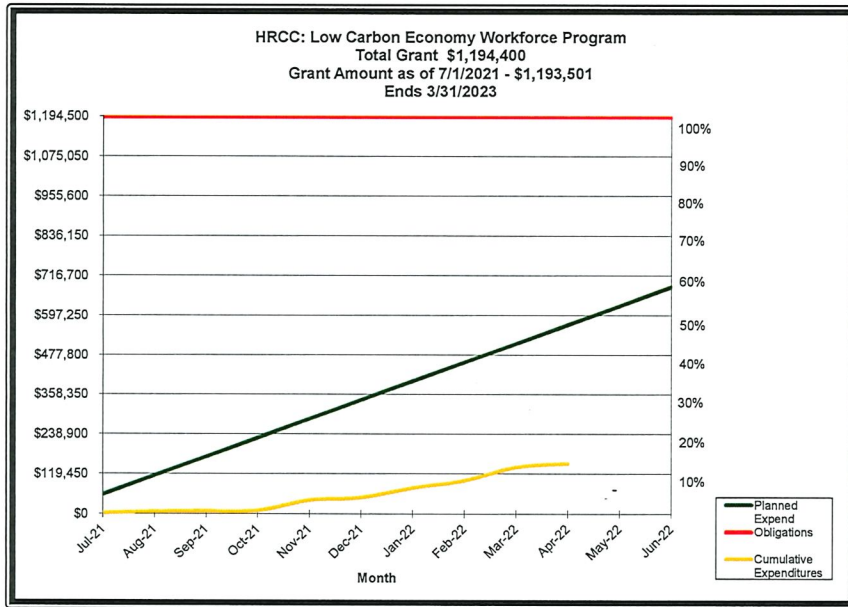
April 2022





FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD FINANCIAL REPORTS

April 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:	June 1, 2022
ACTION:	APPROVE

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Adult Council  
**SUBJECT:** Human Resources Role

## **RECOMMENDATION:**

Authorize the Executive Director to change the role of the Human Resources (HR) contractor and to increase the HR contract not to exceed \$75,000.00, as appropriate. This will ensure there is accountable HR-specific responsibility and authority that supports the growing complexities of the internal and external strategic and operational HR matters FRWDB/Fresno Area Workforce Investment Corporation (FAWIC) faces/will be facing, including long-term planning, recommendations and necessary actions needed for the organization to remain market competitive.

The Adult Council approved this recommendation on May 18, 2022.

## **REASON FOR RECOMMENDATION:**

The FAWIC has contracted with Sierra HR Partners, Inc. for HR functions since 2018. Traditionally, this independent contractor HR role has been largely limited to tactical, responsive actions. FRWDB is now in the position of “catching up” in terms of organizational structure, attractive career paths that support quality retention, and competitive compensation for leadership personnel.

Several areas of rapidly changing external and internal dynamics have already begun impacting FRWDB. If not addressed, they could develop into significant performance factors and potential barriers for FRWDB over the next few years. Five (5) of those critical factors include:

- Increased preference for regionalization by traditional federal and state funders;
- The growing complexity of workforce program management accountability;
- Loss of management personnel to competitive forces and potential senior management changes expected over the next few years;
- A lack of highly qualified not-for-profit leadership in the Valley, especially in the areas of executive and senior organizational and large program management; and
- Impending retirements among the FAWIC upper level leadership team within the next three (3) to five (5) years.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A2
MEETING DATE:	June 1, 2022
ACTION:	APPROVE

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**TO:** Fresno Regional Workforce Development Board

**FROM:** Adult Council

**SUBJECT:** Workforce Innovation and Opportunity Act Youth Funding Recommendations for Program Year 2022-2023

## **RECOMMENDATION:**

Approve Workforce Innovation and Opportunity Act (WIOA) Youth estimated funding allocations for Program Year (PY) 2022-2023 as outlined in the attached budget allocation worksheet.

The Adult Council approved this recommendation on May 18, 2022.

## **REASON FOR RECOMMENDATION:**

To date, the Employment Development Department (EDD), Workforce Services Division, has not released WIOA Youth funding allocations for PY 2022-2023. Therefore, Fresno Regional Workforce Development Board (FRWDB) staff is recommending that allocations and projected carryover for PY 2022-2023 remain the same as PY 2021-2022 total available funding, in the amount of \$7,978,382, as outlined in the attached proposed budget allocations.

Once the actual PY 2022-2023 WIOA Youth funding allocations from EDD have been received and FRWDB staff has completed the reconciliation of the PY 2021-2022 carryover, staff will bring the revised funding recommendations to the November 2022 Youth Council meeting.

## **FISCAL IMPACT:**

Approval of this item will allocate \$7,978,382 of WIOA Youth funds, which will be allocated to FRWDB operational, sub-contracts and participant pools.

## **ATTACHMENT:**

WIOA Youth Allocations Worksheet for PY 2022-2023



	A	B	C	D	E	F
1	<b>WIOA YOUTH ALLOCATIONS FOR</b>					
2	<b>PROGRAM YEAR 2022 - 2023</b>					
3						
4			<b>Youth</b>	<b>Youth</b>		
5			<b>Allocation</b>	<b>Allocation</b>	<b>Increase/</b>	<b>%</b>
6			<b>2021-22</b>	<b>2022-23</b>	<b>(Decrease)</b>	<b>Change</b>
7				<b>ESTIMATED</b>		
8						
9	Actual/Estimated Carryover		2,102,124	2,102,124	0	0.00%
10	Award		5,876,258	5,876,258	0	0.00%
11	<b>Total Available</b>		<b>7,978,382</b>	<b>7,978,382</b>	<b>0</b>	<b>0.00%</b>
12						
13	<b><u>Operational Costs</u></b>					
14	Facility/Site Budgets		460,513	460,513	0	0.00%
15	Community Outreach/OS Marketing Budget	2%	117,525	117,525	0	0.00%
16	One Time New Site Costs-AJCC-East-West					
17	Infrastructure - Cabling, Security Systems, etc		72,493	72,493	0	0.00%
18	Professional Services and Office Supplies		19,310	19,310	0	0.00%
19	Furniture		366,192	366,192	0	0.00%
20	Equipment		42,005	42,005	0	0.00%
21	FRWDB Admin Support		612,924	612,924	0	0.00%
22	FRWDB Program Support		943,554	943,554	0	0.00%
23	Assessment Materials		55,494	55,494	0	0.00%
24	Carryover to Following Year	3%	176,288	176,288	0	0.00%
25	<b>Total Operational Costs</b>		<b>2,866,298</b>	<b>2,866,298</b>	<b>0</b>	<b>0.00%</b>
26						
27	<b><u>Contractors &amp; Participant Pools</u></b>					
28	ResCare - Incarcerated Youth		301,899	301,899	0	0.00%
29	ResCare - Urban North		1,020,064	1,020,064	0	0.00%
30	Fresno EOC - Urban South		1,020,064	1,020,064	0	0.00%
31	Proteus - Rural East		571,246	571,246	0	0.00%
32	Proteus - Rural West		378,097	378,097	0	0.00%
33	Current Plan Year Work Experience Pool		1,057,726	1,057,726	0	0.00%
34	Prior Plan Year Work Experience Reserve		185,453	185,453	0	0.00%
35	Vocational Training Pool		335,849	335,849	0	0.00%
36	Pilot Public Defenders Project		15,000	15,000	0	0.00%
37	Participant Workshop Pool		55,000	55,000	0	0.00%
38	Soft Skills Training Pool		50,000	50,000	0	0.00%
39	Supportive Services		121,685	121,685	0	0.00%
40	<b>Total Contractors &amp; Participant Pools</b>		<b>5,112,084</b>	<b>5,112,084</b>	<b>0</b>	<b>0.00%</b>
41						
42						
43	<b>Total Allocations</b>		<b>7,978,382</b>	<b>7,978,382</b>		
44			<b>0</b>	<b>0</b>		
45						
46			<b>1,057,726</b>	<b>1,057,726</b>		
47	Work Experience Training Percentage		20%	20%		
48						
49						
50	Note: Due to spreadsheet formula rounding calculations, total(s) may be \$1.00 off.					
51	Prepared By: C. Beierschmitt					

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A3
MEETING DATE:	June 1, 2022
ACTION:	APPROVE

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**TO:** Fresno Regional Workforce Development Board

**FROM:** Adult Council

**SUBJECT:** Workforce Innovation and Opportunity Act Adult and Dislocated Worker Funding Recommendations for Program Year 2022-2023

## **RECOMMENDATION:**

Approve Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker estimated funding allocations for Program Year (PY) 2022-2023 as outlined in the attached budget allocation worksheet.

The Adult Council approved this recommendation on May 18, 2022.

## **REASON FOR RECOMMENDATION:**

To date, the Employment Development Department (EDD), Workforce Services Division, has not released WIOA Adult and Dislocated Worker funding allocations for PY 2022-2023. Therefore, Fresno Regional Workforce Development Board (FRWDB) staff is recommending that allocations and projected carryover for PY 2022-2023 remain the same as PY 2021-2022 total available funding, in the amount of \$18,555,222, as outlined in the attached proposed budget allocations.

Once the actual PY 2022-2023 WIOA Adult and Dislocated Worker funding allocations from EDD have been received and FRWDB staff has completed the reconciliation of the PY 2021-2022 carryover, staff will bring the revised funding recommendations to the October 2022 Adult Council meeting.

## **FISCAL IMPACT:**

Approval of this item will allocate \$18,555,222 of WIOA Adult and Dislocated Worker funds, which will be allocated to FRWDB operational, sub-contracts and participant pools.

## **ATTACHMENT:**

WIOA Adult and Dislocated Worker Allocations Worksheet for PY 2022-2023

	A	B	C	D	E	F
1	<b>WIOA ADULT AND DISLOCATED WORKER</b>					
2	<b>ALLOCATIONS FOR PROGRAM YEAR 2022-23</b>					
3						
4						
5			<b>Adult/DW</b>	<b>Adult/DW</b>		
6			<b>Allocation</b>	<b>Allocation</b>	<b>Increase/</b>	<b>%</b>
7			<b>2021-22</b>	<b>2022-23</b>	<b>(Decrease)</b>	<b>Change</b>
8				<b>ESTIMATED</b>		
9						
10	Actual/Estimated Carryover		8,593,472	8,593,472	0	0.00%
11	Award		9,961,750	9,961,750	0	0.00%
12	<b>Total Available</b>		<b>18,555,222</b>	<b>18,555,222</b>	<b>0</b>	<b>0.00%</b>
13						
14	<b>Operational Costs</b>					
15	One Stop/Facilities Sites Budget		1,742,203	1,742,203	0	0.00%
16	Community Outreach/OS Marketing Budget	3.5%	348,661	348,661	0	0.00%
17	One Time New Site Costs-AJCC-East-West					
18	Infrastructure - Cabling, Security Systems, etc		569,507	569,507	0	0.00%
19	Professional Services and Office Supplies		151,690	151,690	0	0.00%
20	Furniture		2,876,808	2,876,808	0	0.00%
21	Equipment		329,995	329,995	0	0.00%
22	FRWDB Admin Support		1,155,750	1,155,750	0	0.00%
23	FRWDB Program Support		1,333,935	1,333,935	0	0.00%
24	Assessment Materials		42,630	42,630	0	0.00%
25	Employment Study		10,500	10,500	0	0.00%
26	Program Income		(300,184)	(300,184)	0	0.00%
27	Carryover to Following Year	3.0%	298,853	298,853	0	0.00%
28	<b>Total Operational Costs</b>		<b>8,560,348</b>	<b>8,560,348</b>	<b>0</b>	<b>0.00%</b>
29						
30	<b>Contractors &amp; Participant Pools</b>					
31	CLC - DW		1,618,139	1,618,139	0	0.00%
32	EQUUS - Adult		2,144,975	2,144,975	0	0.00%
33	Current Plan Year Training Pool		2,988,525	2,988,525	0	0.00%
34	Prior Plan Year Training Reserve		2,423,714	2,423,714	0	0.00%
35	Incumbent Worker Training (IWT) Pool		453,475	453,475	0	0.00%
36	Supportive Services		107,128	107,128	0	0.00%
37	Participant Soft Skills Workshop Pool		138,918	138,918	0	0.00%
38	Pilot Public Defenders Project		30,000	30,000	0	0.00%
39	VRTS Programming & Maintenance		90,000	90,000	0	0.00%
40	<b>Total Contractors &amp; Participant Pools</b>		<b>9,994,874</b>	<b>9,994,874</b>	<b>0</b>	<b>0.00%</b>
41						
42						
43	<b>Total Allocations</b>		<b>18,555,222</b>	<b>18,555,222</b>		
44			<b>0</b>	<b>0</b>		
45						
46			<b>2,988,525</b>	<b>2,988,525</b>		
47	Training Percentage		30%	30%		
48						
49						
50	Note: Due to spreadsheet formula rounding calculations, total(s) may be \$1.00 off.					
51	Prepared By: C. Beierschmitt					

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A4
MEETING DATE:	June 1, 2022
ACTION:	APPROVE

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**TO:** Fresno Regional Workforce Development Board

**FROM:** Adult Council

**SUBJECT:** Local Demand Occupational Sectors

## **RECOMMENDATION:**

Approve the adoption of the following Local Demand Industry Sectors and authorize Fresno Regional Workforce Development Board (FRWDB) staff to revise the Local Demand Occupations List as needed.

The Adult Council approved this recommendation on May 18, 2022.

## **REASON FOR RECOMMENDATION:**

The Workforce Innovation and Opportunity Act (WIOA) requires that each Local Workforce Investment Area identify local in-demand industries sectors and occupations.

WIOA section 3(23) defines “an in-demand sector or occupation”, as

1. An industry sector that has a substantial current or potential impact (including through jobs that lead to economic self-sufficiency and opportunities for advancement) on the state, regional, or local economy, as appropriate, and that contributes to the growth or stability of other supporting businesses, or the growth of other industry sectors; or
2. An occupation that currently has or is projected to have a number of positions (including positions that lead to economic self-sufficiency and opportunities for advancement) in an industry sector so as to have a significant impact on the state, regional, or local economy, as appropriate.

FRWDB staff conducted an analysis of labor market information data at the industry and occupation levels. Data sources included Jobs EQ five (5)-year forecast, EDD Labor Market Information ten (10)-year forecast, and other available labor market information for Fresno County. The recommended list below was identified based on an analysis of labor market data to determine the industries within the county that have the largest potential for high growth, and high wage employment opportunities. Based on this analysis staff is recommending the following sectors be adopted as the Local In-Demand Sectors:

Sector Industries:

- Agribusiness
- Automotive Technology
- Construction and Trades
- Forestry
- Government
- Healthcare
- Manufacturing/Supply Chain
- Renewable Energy
- Transportation/Logistics

Cross-Sector Industries:

- Information Technology

This list will be utilized locally to provide career guidance to job seekers, as well as maintain appropriate eligible training programs.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A5
MEETING DATE:	June 1, 2022
ACTION:	APPROVE

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:** Insurance Agent/Brokerage Services Award Recommendation

## **RECOMMENDATION:**

Approve the award of a sole source contract for Insurance Broker Services.

The Adult Council approved this recommendation on May 18, 2022.

## **REASON FOR RECOMMENDATION:**

On February 28, 2022, the Fresno Regional Workforce Development Board (FRWDB) released a Request for Proposals (RFP) to provide Insurance Broker Services for the FRWDB. One (1) proposal was received by the April 11, 2022, due date.

For the procurement to be considered competitive, a minimum of three (3) proposals must be received. As such, this procurement was deemed failed. As outlined in the RFP and the FRWDB Procurement Policy, the FRWDB has the following options: 1) Re-procure the services, 2) take no further action, or 3) award a sole source contract.

The proposal received did not meet the format or information requirements as stated in the RFP. This proposal was not forwarded to the rating panel for review and recommendation.

FRWDB staff recommends that the FRWDB award a sole source contract to the current Insurance Broker, Inszone Insurance Services for PY 2022-2023, at which time we will re-compete the procurement.

## **FISCAL IMPACT:**

The award of the annual contract will result in an expenditure of approximately \$32,000 of Workforce Innovation and Opportunity Act Adult, Dislocated Worker, and Administrative funds for Insurance Brokerage Services.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A6
MEETING DATE:	June 1, 2022
ACTION:	APPROVE

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:** Janitorial Services Award Recommendation

## **RECOMMENDATION:**

Approve the award of a sole source contract for Janitorial Services for the three (3) Fresno Regional Workforce Development Board (FRWDB) facilities.

The Adult Council approved this recommendation on May 18, 2022.

## **REASON FOR RECOMMENDATION:**

On February 28, 2022, the FRWDB released a Request for Proposals (RFP) to provide Janitorial Services for the FRWDB facilities. Two (2) proposals were received by the March 28, 2022, due date.

For the procurement to be considered competitive, a minimum of three (3) proposals must be received. As such, this procurement was deemed failed. As outlined in the RFP and the FRWDB Procurement Policy, the FRWDB has the following options: 1) Re-procure the services, 2) take no further action, or 3) award a sole source contract.

On April 7, 2022, a rating panel met to review both proposals; both proposals received more than the minimum 70 points required. Scores for both proposals are provided on the attached Proposal Rating Summary.

Based on the proposal scores, the Rating Panel and FRWDB staff are recommending that a sole source contract be awarded to Merchants Building Maintenance, LLC.

## **FISCAL IMPACT:**

The award of the initial annual contract will result in an expenditure of \$73,588 of Workforce Innovation and Opportunity Act Adult, Dislocated Worker, and Administrative funds for Janitorial Services at the three (3) locations. The FRWDB has the option for four (4) annual renewals, subject to performance reviews and cost negotiation.

## **ATTACHMENT:**

Janitorial Services – Proposal Rating Summary

**FRESNO AREA WORKFORCE INVESTMENT CORPORATION  
JANITORIAL SERVICES  
PROPOSAL RATING SUMMARY**

**Name of Bidder:** Vanguard Cleaning  
**Quote No.:** 532916

<b>Evaluation Criteria</b>	<b>Possible Points</b>	<b>Points Awarded</b>
References, Experience & Background	40.0	34.0
Scope of Services	10.0	9.3
Cost Reasonableness	50.0	33.0
<b>Total Points</b>	<b>100.0</b>	<b>76.3</b>

**Name of Bidder:** Merchants Building Maintenance  
**Quote No.:** 532917

<b>Evaluation Criteria</b>	<b>Possible Points</b>	<b>Points Awarded</b>
References, Experience & Background	40.0	40.0
Scope of Services	10.0	10.0
Cost Reasonableness	50.0	50.0
<b>Total Points</b>	<b>100.0</b>	<b>100.0</b>

As stated in the Request for Proposals (Section I-(1), page 9), more than two (2) acceptable proposals must be received.

As of the due date, the FAWIC received a total of two (2) proposals.

As such, this competitive procurement has been declared failed.



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A7
MEETING DATE:	June 1, 2022
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board

**FROM:** Adult Council

**SUBJECT:** Third Quarter Workforce Innovation and Opportunity Act Adult and Dislocated Worker Participant Training Report for Program Year 2021-2022

## **RECOMMENDATION:**

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

The Adult Council approved this recommendation on May 18, 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 30th of the last program year. The mandated 30 percent of training funds allocated in PY 2020-2021 is \$3,333,198.00 and is required to be fully expended by June 30, 2022.

Expenditures as of March 31, 2022, were \$ 682,074.51, 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 03/31/22	Percent Expended
Dislocated Worker-CLC	\$1,215,791.90	\$246,611.93	20%
Adult-Equus WFS	\$1,611,631.10	\$415,862.58	26%
Incumbent Worker Training	\$505,775.00	\$19,500.00	4%
<b>Total</b>	<b>\$3,333,198.00</b>	<b>\$682,074.51</b>	<b>19%</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	100	49/61	1	1/1	3	2/3
Adult-Equus WFS	252	119/144	3	3/3	2	2/2

Staff has no concerns with training expenditures at this time and will continue to monitor to ensure training requirement expenditures will be met.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A8
MEETING DATE:	June 1, 2022
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board

**FROM:** Adult Council

**SUBJECT:** Third 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 Third Quarter of Program Year (PY) 2021-2022.

The Adult Council approved this recommendation on May 18, 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 Third Quarter of PY 2021-2022.

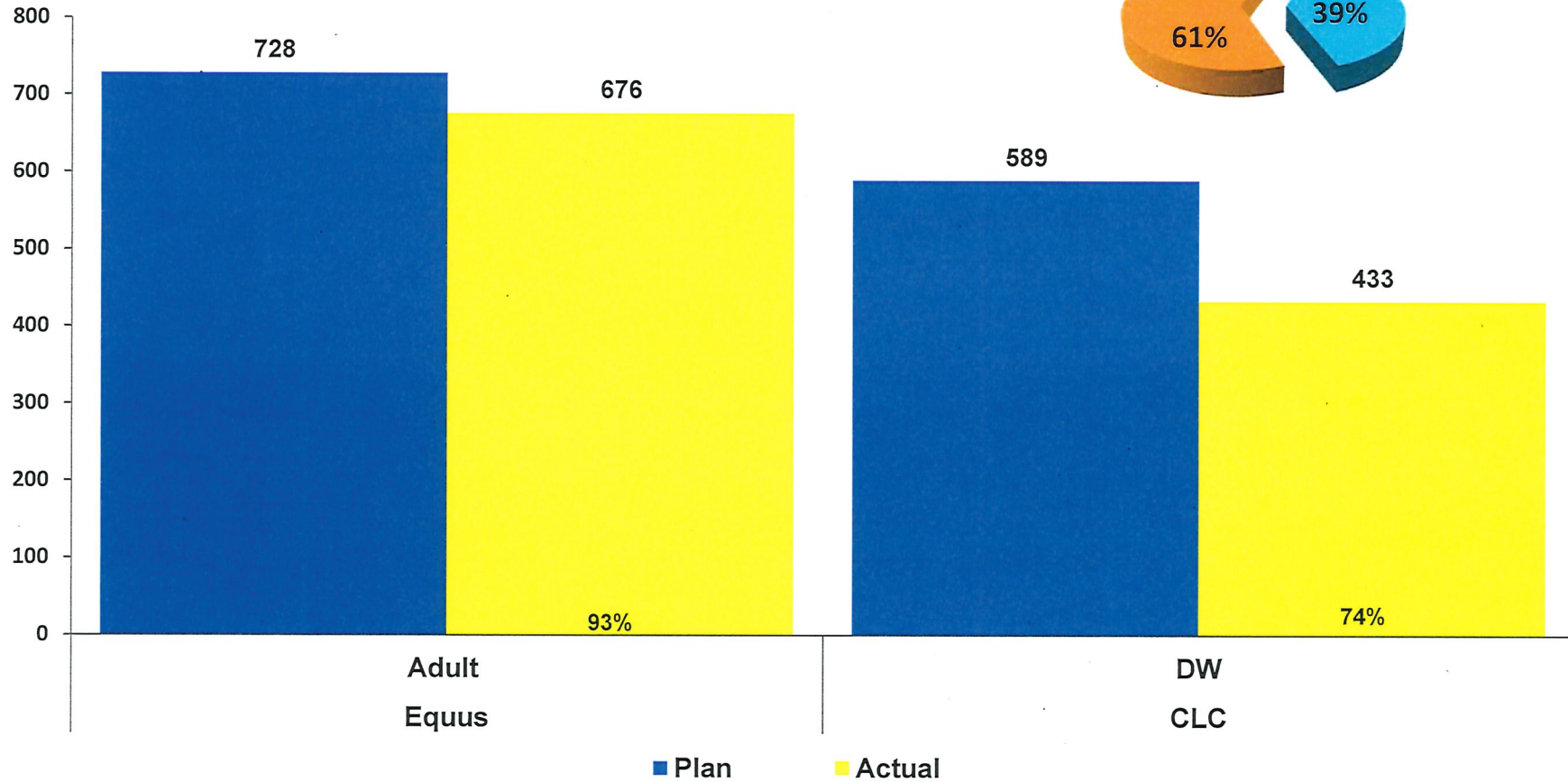
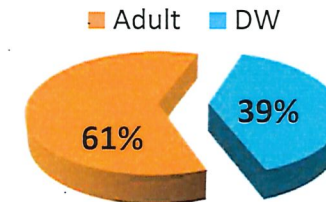
## **ATTACHMENT:**

Adult/DW Year-to-Date Local Performance Results Reports - Third Quarter of Program Year 2021-2022

## Adult/DW Served

CLC- Central Labor Council  
EQUUS- Equus Workforce Solutions

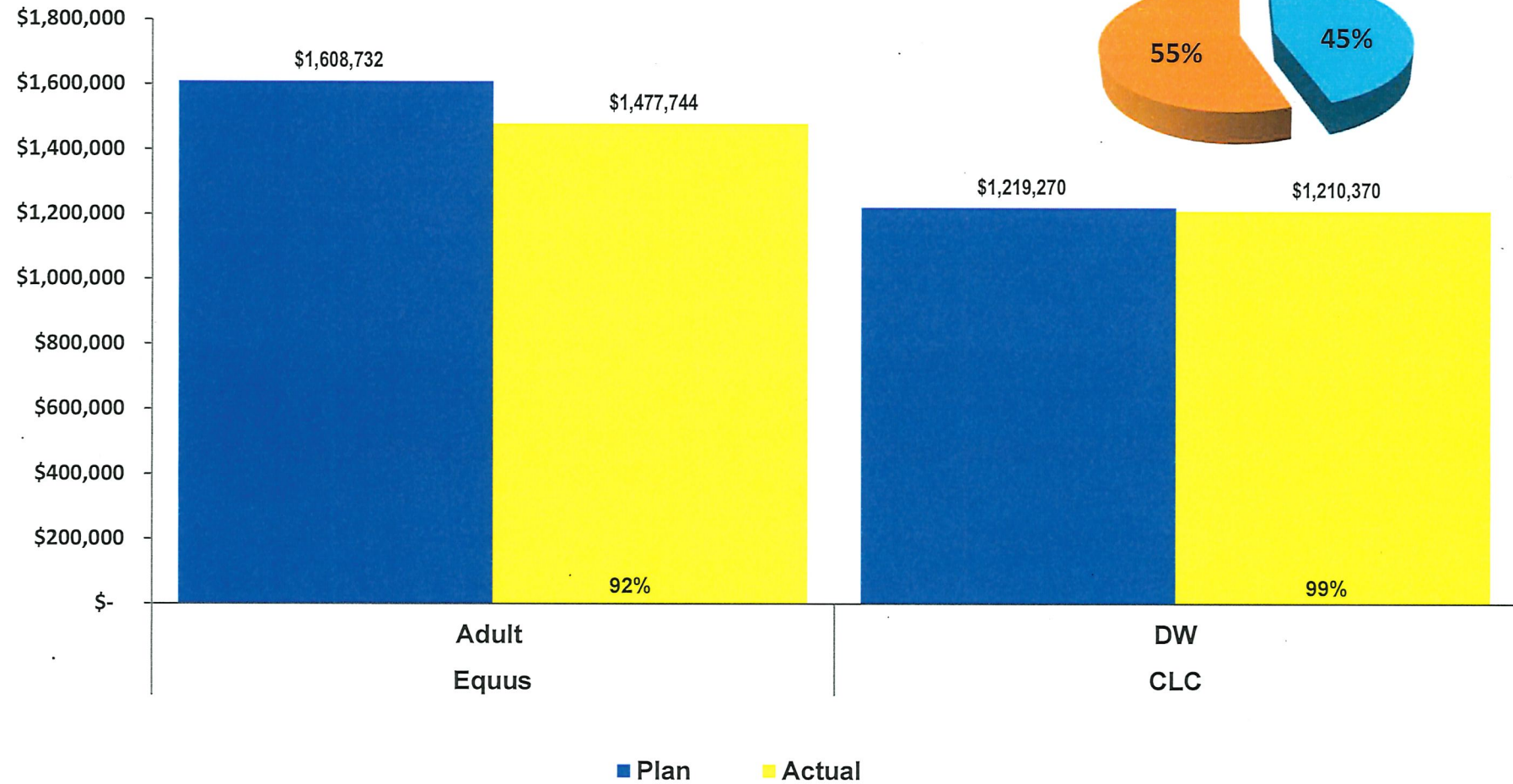
Total Served- 1109



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

## Adult/ DW Expenditures

## Total Expenditures



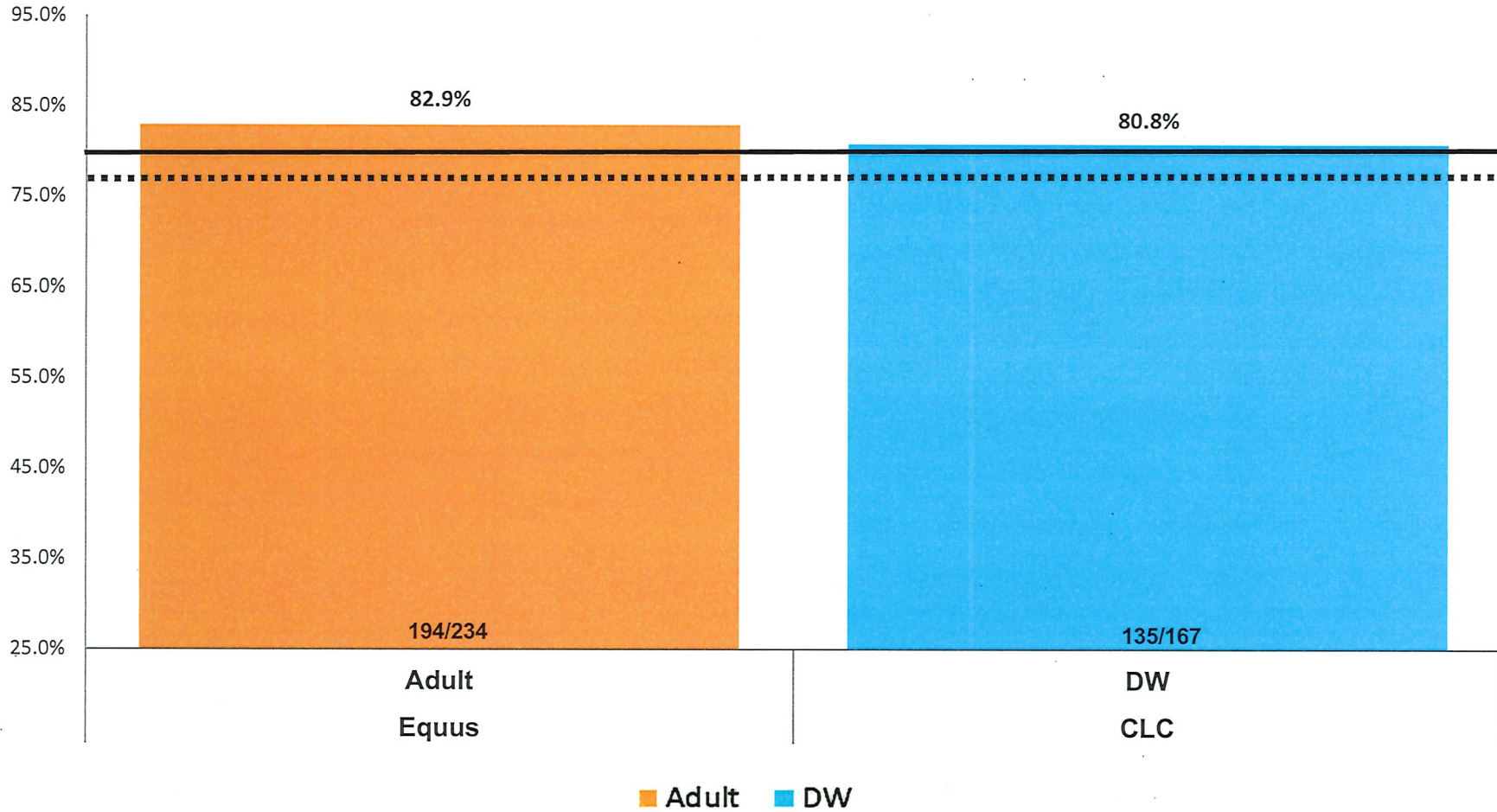
Note: Adult/DW Expenditures goal is 95% to 100%.



## Adult/DW Placement

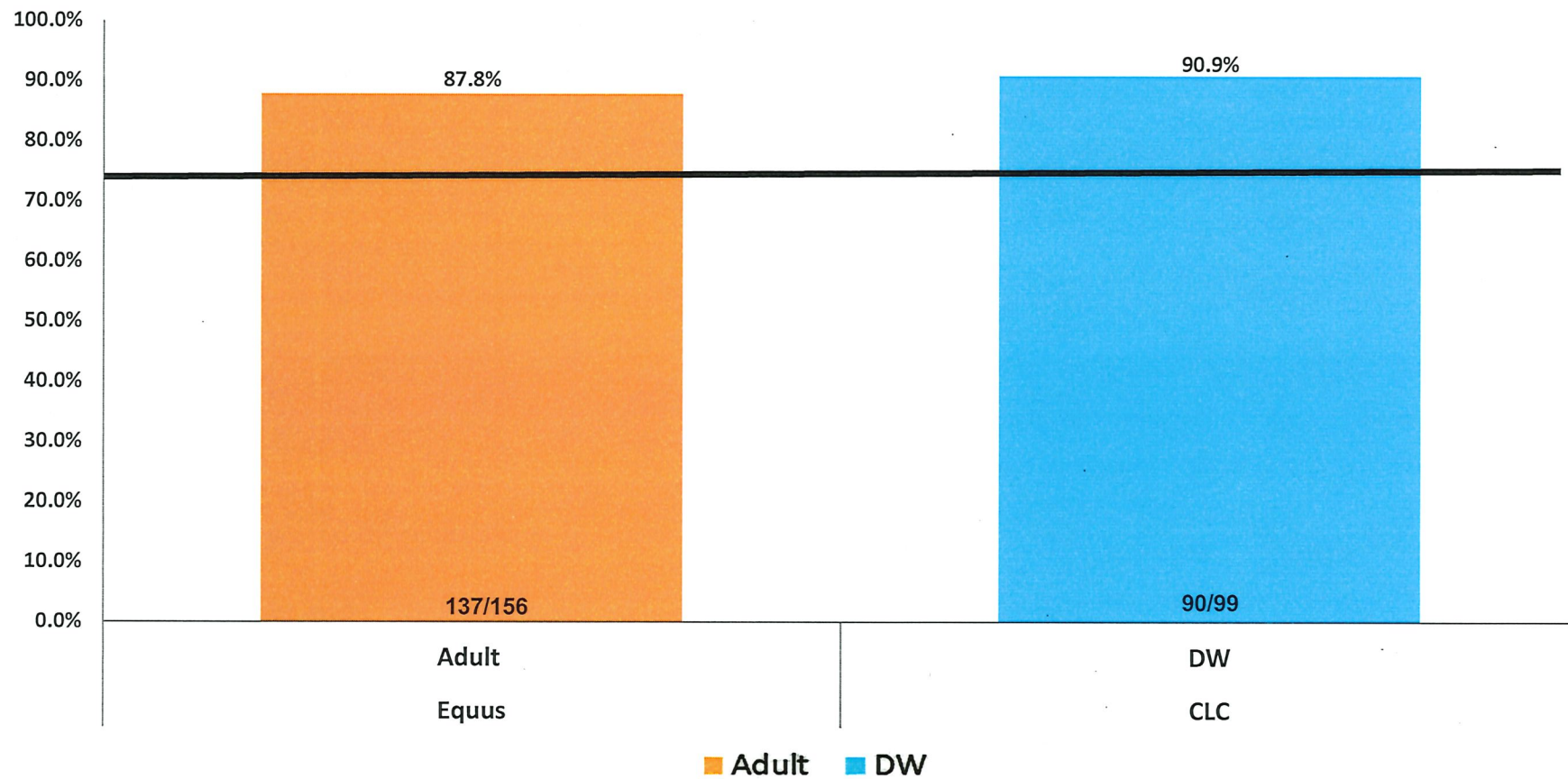
### Placement Goals

DW 80.5 %  
Adult 76.5%



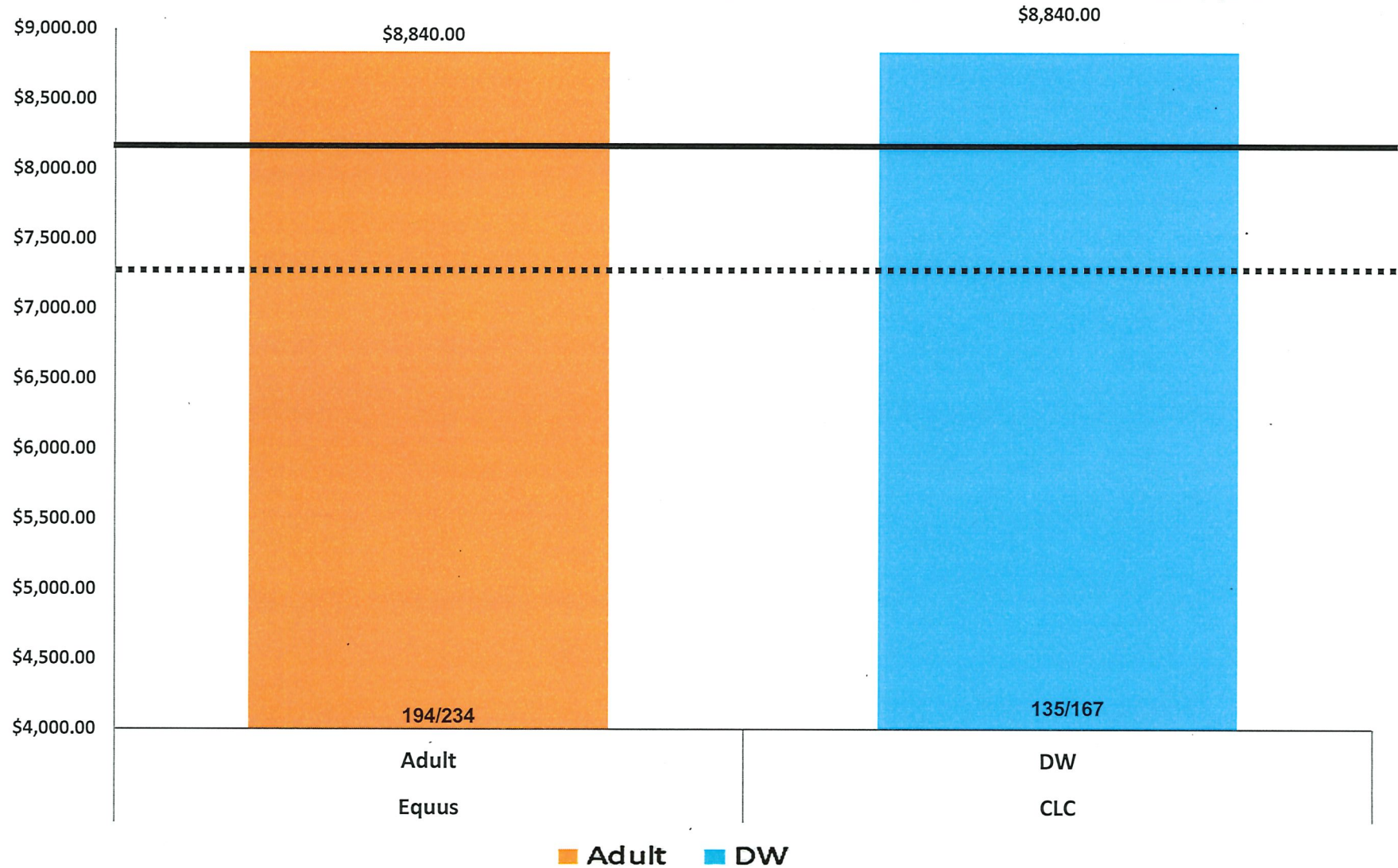
Certificate of Attainment Goal  
Adult/DW 73.2%

## Adult/DW Credential Rate



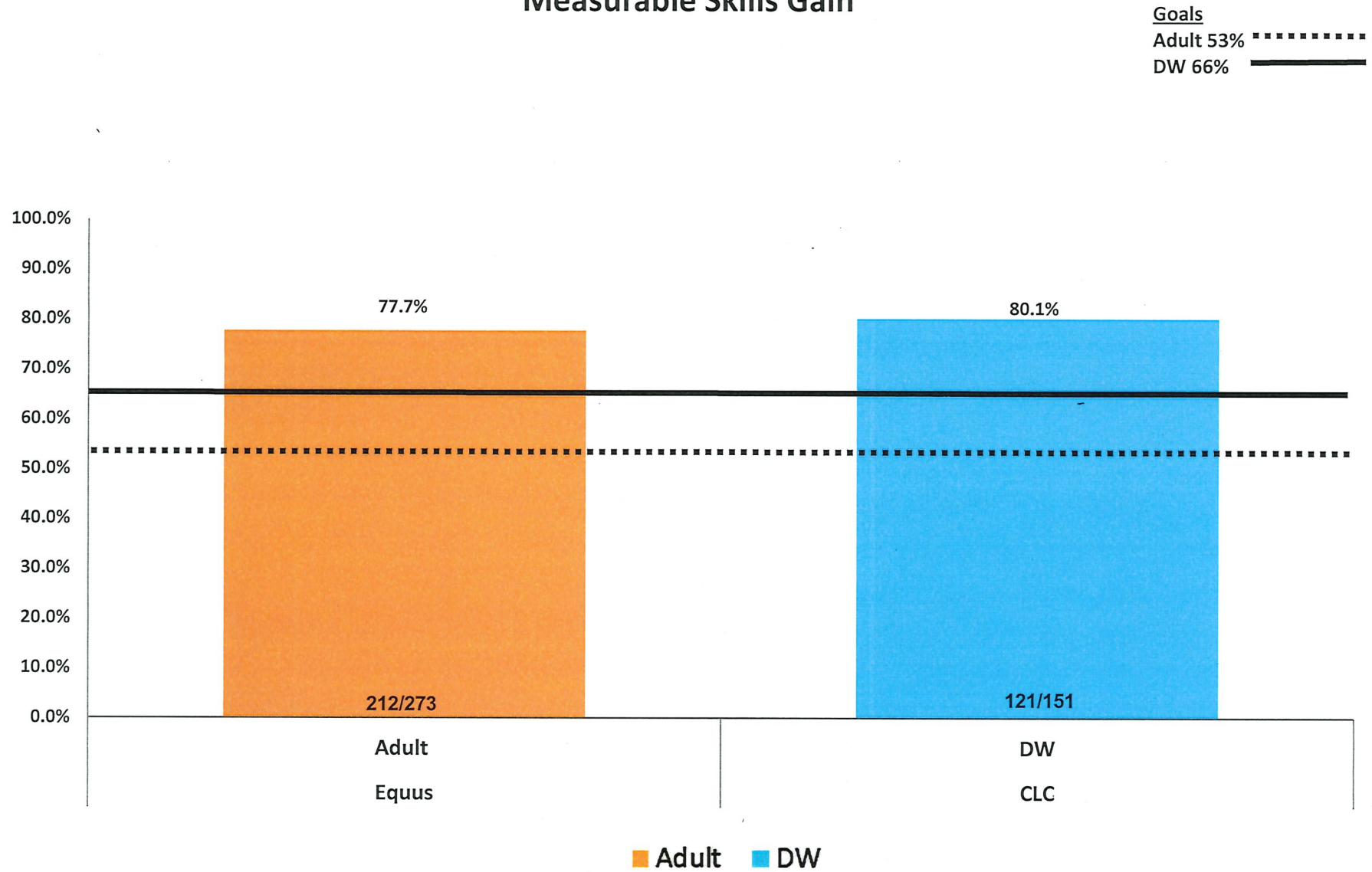
**Goals**  
 DW \$ 8,200 —————  
 Adult \$7,200 ········

## Placement Median Wage Earnings





## Measurable Skills Gain



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A9
MEETING DATE:	June 1, 2022
ACTION:	ACCEPT

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---

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

**RECOMMENDATION:**

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

The Adult Council approved this recommendation on May 18, 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.

**ATTACHMENT:**

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

**Adult Providers of Services Monitoring Report  
Third Quarter, Program Year 2021-2022**

**Program Monitoring:**

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

<b>Sub-Recipient</b>	<b>Contract # (s)</b>	<b>Results</b>
San Joaquin Workforce Development Board	638-0817 HRCC-SB1	<b>No Findings</b>
Motherlode Job Training	630-819 HRCC-SB1	<b>No Findings</b>

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

<b>Sub-Recipient</b>	<b>Contract # (s)</b>
Fresno Economic Opportunities Commission, Local Conservation Corp.	646-0844 CalFire
Fresno Regional Workforce Development Board	Prison to Employment

**Fiscal Monitoring:**

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

<b>Sub-Recipient</b>	<b>Contract # (s)</b>	<b>Results</b>
Equus Workforce Services Program Year (PY) 21-22 Fiscal Annual	321-201	<b>No Findings</b>
Central Labor Council – Partnership PY 21-22 Fiscal Annual	213-201	<b>No Findings</b>
San Joaquin Workforce Development Board PY 21-22 Fiscal Annual	638-0817 HRCC-SB1	<b>No Findings</b>
Motherlode Job Training PY 21-22 Fiscal Annual	630-819 HRCC-SB1	<b>No Findings</b>

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

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A10
MEETING DATE:	June 1, 2022
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board

**FROM:** Adult Council

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

## **RECOMMENDATION:**

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

The Adult Council approved this recommendation on May 18, 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 complaints were received during the Third Quarter of PY 2021-2022

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A11
MEETING DATE:	June 1, 2022
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board I

**FROM:** Adult Council

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

## **RECOMMENDATION:**

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

The Adult Council approved this recommendation on May 18, 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.

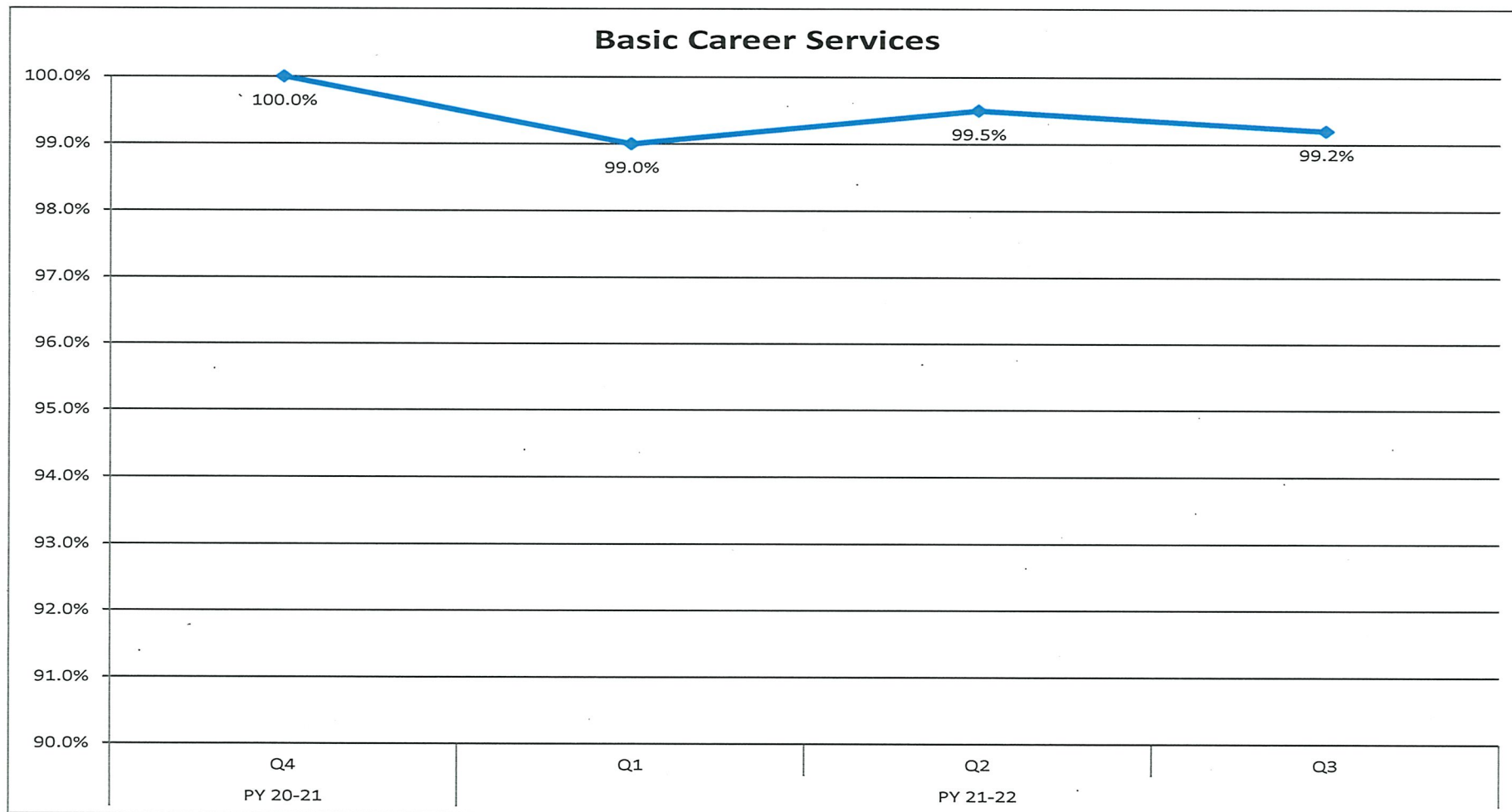
As part of this responsibility, FRWDB staff has implemented the Job Seeker Customer Satisfaction process and data collection system. The FRWDB's sub-contracted providers of services submit their data to staff on a monthly basis. The data is accumulated, analyzed and reviewed on a quarterly basis and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

FRWDB staff work with service providers to improve the processes used to increase the satisfaction level with its 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: Basic Career Services Report for the Third Quarter of PY 2021-2022

ATTACHMENT II: Placement Satisfaction Report for the Third Quarter of PY 2021-2022



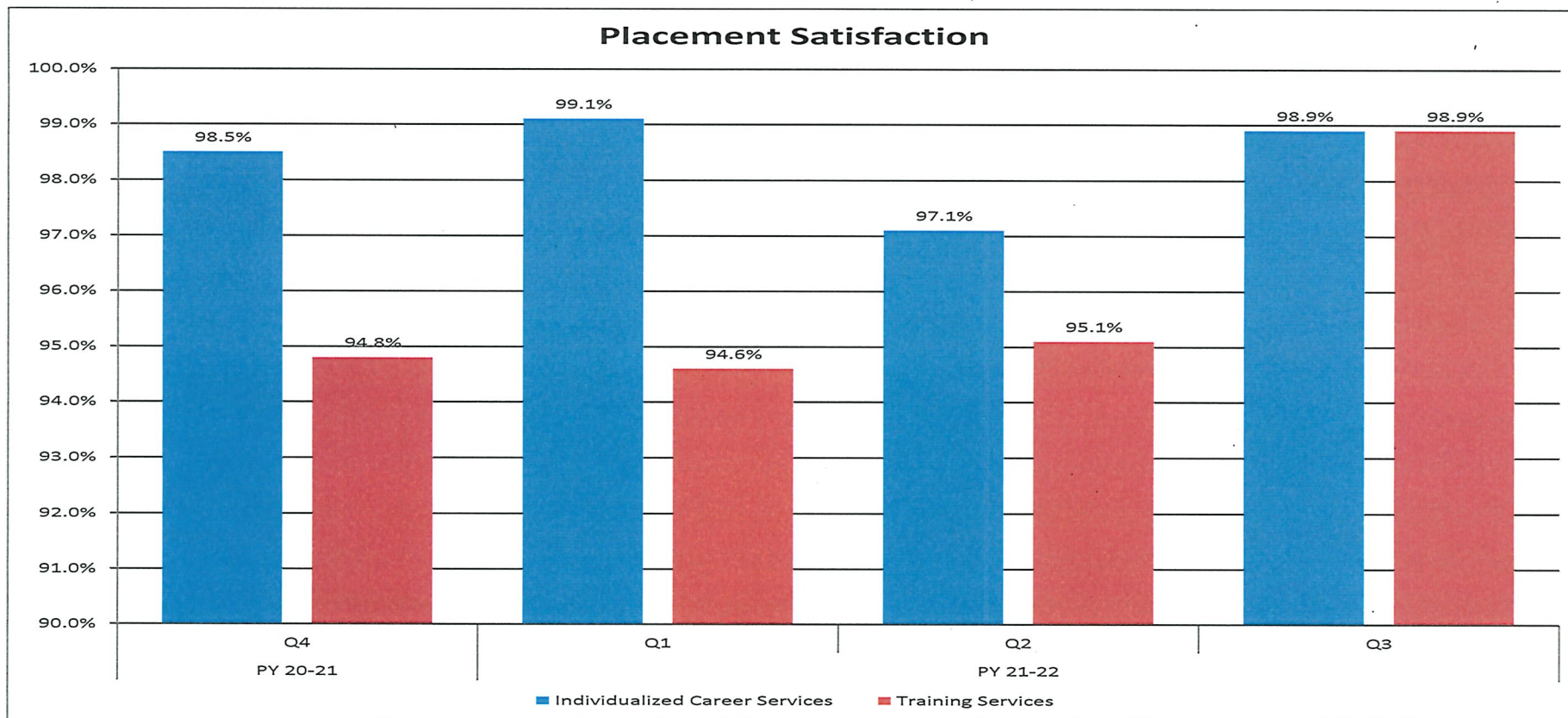
**Staff Notes:**

	PY 20-21	PY 21-22		
	Q4	Q1	Q2	Q3
Surveys Received	51	17	148	121
Number of Users	2,522	2,739	2,690	3,220
Survey Response Rate	2.0%	.06%	5.5%	2.7%

**Sample of User Comments:**

Orientation too long; Thanks for the help; loved how professional and friendly staff are; great opportunities; Staff has been very helpful, everything prepared for me when I arrived; I'm glad I found this program; Great resources; I will let others know about your services; Very helpful and stress-free; I'm ready to enroll; Thank you for making it easy to understand; I appreciate the staff and what they do.





**Staff Notes:**

	PY 20-21		PY 21-22					
	Q4		Q1		Q2		Q3	
	Non-Training	Training	Non-Training	Training	Non-Training	Training	Non-Training	Training
Surveys Received by Type	25	66	25	44	27	60	18	44
Clients Closed & Placed by Type	25	88	27	62	42	91	30	73
<b>Survey Response Rate</b>	<b>100%</b>	<b>75%</b>	<b>92.6%</b>	<b>70.9%</b>	<b>64.3%</b>	<b>65.9%</b>	<b>60.0%</b>	<b>60.3%</b>

**Participant Feedback:**

**Individualized Career Services:** Thank you for all the help; Learned a lot and got lots of help; The assessments were not helpful; time consuming process, but the services were helpful.

**Training Services:** This program helped me find my career goal and fund vocational skills training; I got a job as a Certified Nurse Assistant, the occupational field of my training; decided secure employment in a field not related to my training at this time; I landed a great job; services very beneficial; I secured employment in my field of training; Thank you for supporting me in my goals and funding my vocational training.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	A12
MEETING DATE:	June 1, 2022
ACTION:	ACCEPT

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**TO:** Fresno Regional Workforce Development Board

**FROM:** Adult Council

**SUBJECT:** Program Year 2020-2021 Workforce Innovation and Opportunity Act Local Area Adult and Dislocated Worker Performance Results

## **RECOMMENDATION:**

Accept the attached Adult and Dislocated Worker Workforce Innovation and Opportunity Act (WIOA) Local Area Performance Results for Program Year (PY) 2020-2021.

The Adult Council approved this recommendation on May 18, 2022.

## **REASON FOR RECOMMENDATION:**

The WIOA has six (6) primary indicators of performance: Employment Rate 2nd Quarter (Q2) after Exit, Employment Rate 4th Quarter (Q4) after Exit, Median Earnings, Credential Attainment, Measurable Skill Gains, and Effectiveness in Serving Employers. Currently, Effectiveness in Serving Employers is being phased in at the state level only.

For PY 2020-2021, Local Areas are only required to meet a performance score of 50% or higher for:

- Employment Rate 2<sup>nd</sup> Quarter after Exit
- Median Earnings

The cohort periods for the various indicators are as follows:

Employment Rate Q2: 07/01/2019 - 06/30/2020

Employment Rate Q4: 01/01/2019 - 12/31/2019

Median Earnings: 07/01/2019 - 06/30/2020

Credential Rate: 01/01/2019 - 12/31/2019

Measurable Skill Gains (MSG): 07/01/2020 - 06/30/2021



Local Area WIOA performance results for the Adult and Dislocated Worker programs for PY 2020-2021 are as follows:

<b>Adult</b>	<b>2020 Final Goals</b>	<b>2020 Final Results</b>	<b>Performance Score</b>
Employment Q2	78.0%*	70.8%	90.8%
Employment Q4	70.0%	75.0%	107.1%
Median Earnings Q2	\$7,639*	\$7,415	97.1%
Credential Rate	70.0%	84.8%	121.1%
MSG	22.6%*	80.3%	355.2%

\* These goals are "Adjusted Level of Performance" utilizing the Statistical Adjustment Model of performance calculations  
 Final negotiated goals for these were;  
 Employment/Education Q2 – 75.0%  
 Median Earnings Q2 - \$7,000  
 MSG – 50.0%

<b>Dislocated Worker</b>	<b>2020 Final Goals</b>	<b>2020 Final Results</b>	<b>Performance Score</b>
Employment Q2	79.1%*	79.1%	100.0%
Employment Q4	74.0%	80.2%	108.4%
Median Earnings Q2	\$8,040*	\$8,066	100.3%
Credential Rate	70.0%	84.3%	120.4%
MSG	9.0%*	87.6%	968.1%

\* These goals are "Adjusted Level of Performance" utilizing the Statistical Adjustment Model of performance calculations  
 Final negotiated goals for these were;  
 Employment/Education Q2 – 79.0%  
 Median Earnings Q2 - \$8,000  
 MSG – 63.0%

The FRWDB has achieved all required performance score levels for PY 2020 – 2021.

# Non-Consent

## Agenda Items

# **FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD**

AGENDA ITEM:	11
MEETING DATE:	June 1, 2022
ACTION:	INFORMATION

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**TO:** Fresno Regional Workforce Development Board  
**FROM:** Martha Espinosa, Marketing and Grants Manager  
**SUBJECT:** In the Community - Marketing Update

## **INFORMATION:**

Martha Espinosa, Marketing and Grants Manager, will provide an update on upcoming events and Fresno Regional Workforce Development Board "in the news" during April and May of 2022.