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### Adult Council Meeting

### October 22, 2020

**SUMMARY MINUTES**

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

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| ROLL CALL: PRESENT - | Raine Bumatay, Jeff Hensley, Joe Olivares, Stuart Van Horn and Sherri Watkins |
| ABSENT - | David Daniel and Elizabeth Rivinius |
| AGENDA CHANGES: | None |
| ABSTENTIONS/RECUSALS/ DISCLOSURES OF POTENTIAL CONFLICTS OF INTEREST: | None |
| CHAIR/STAFF REPORT: | Director Chuck Riojas chaired today’s Adult Council meeting as he has been appointed as Chair of the Council and will be ratified at the December 2, 2020, Fresno Regional Workforce Development Board (FRWDB) meeting. |
| PUBLIC COMMENTS: | None |

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| **Item** | **Description/Action Taken** |
| **1.** | **May 21, 2020, Special Adult Council Meeting Minutes** |
|  | Blake Konczal, Executive Director, FRWDB, presented the May 21, 2020, Adult Council (Council) meeting minutes for correction and/or approval. |
|  | **OLIVARES/BUMATAY – APPROVED THE MAY 21, 2020, SPECIAL ADULT COUNCIL MEETING MINUTES. VOTE: YES – 5, NO – 0 (UNANIMOUS)** |
| **2.** | **Fresno Regional Workforce Development Board Outstanding Achievement Award** |
|  | Nuvia Varela, Adult/Youth Program Manager, FRWDB reported that the FRWDB Outstanding Achievement Award for the First Quarter had been awarded to James Hanlon. Mr. Hanlon is employed as a Licensed Vocational Nurse. The Second Quarter was awarded to Eddie Murphy III. Mr. Murphy is employed in the Forestry field. Ms. Varela shared a video highlighting the winners.  This was an information item. |
| **3.** | **WIOA One-Stop Operator and Adult and Dislocated Worker Services Request for Proposals**  Mr. Konczal recommended that the Council authorize FRWDB staff to release the Workforce Innovation and Opportunity Act (WIOA) draft Scope of Work (SOW) for public comment for Program Year (PY) July 1, 2021, through June 30, 2022, for the following: 1) Title I One-Stop Operator (OSO) Services, and 2) Title I Adult Services and Dislocated Worker career services.  Upon the completion of the public comment period, FRWDB staff will bring the draft SOW and all substantial comments received during the public comment period to the Adult Council for recommendation to the FRWDB for approval prior to the formal release of the Request for Proposals (RFP).  Director Van Horn stated he would hate to see the FRWDB fail to recognize the challenges of rural service providers versus those in a metro area, and that will continue in the future, even with the revised statement of work.  Mr. Konczal noted that in the last 12 to 13 years, the FRWDB has always had different performance criteria for the rural areas than for the metro areas.  **VAN HORN/OLIVARES – RECOMMENDED THAT THE FRWDB AUTHORIZE STAFF TO RELEASE THE WIOA** **ONE-STOP OPERATOR AND ADULT AND DISLOCATED WORKER SERVICES REQUEST FOR PROPOSALS DRAFT SCOPES OF WORK. VOTE YES – 5, NO -0 (UNANIMOUS)** |
| **4.** | **Department of Health and Human Services - Administration for Children and Families Fatherhood Grant Funding Allocation**  Phyllis Stogbauer, Senior Deputy Director, presented for the Council’s recommendation to the FRWDB, the approval of $749,999 in award allocations under the Department of Health and Human Services - Administration for Children and Families Fatherhood grant for the initial funding period of September 30, 2020, to September 29, 2021. The primary focus of the project is to provide workshops focused on fatherhood skills.  **VAN HORN/OLIVARES - RECOMMENDED THAT THE FRWDB APPROVE THE DEPARTMENT OF HEALTH AND HUMAN SERVICES – ADMINISTRATION FOR CHILDREN AND FAMILIES FATHERHOOD GRANT FUNDING ALLOCATION. VOTE YES - 5, NO -0 (UNANIMOUS)** |

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| **5.** | **Workforce Innovation and Opportunity Act Adult and Dislocated Worker Carryover Funding Recommendations for Program Year 2020-2021**  Ms. Stogbauer recommended that the FRWDB approve the allocation of unobligated carryover funds in the amount of $368,880, that consists of: $154,501 increase for One-Stop/Facilities Sites Budgets for marketing and moving costs, $21,500 increase for Employment Study costs, and $192,879 increase for prior Program Year Training reserve.  **VAN HORN/WATKINS – RECOMMENDED THAT THE FRWDB APPROVE THE WIOA ADULT AND DISLOCATED WORKER CARRYOVER FUNDING RECOMMENDATIONS FOR PROGRAM YEAR 2020-2021. VOTE – 5, NO -0 (UNANIMOUS)** |
| **6.** | **Fourth Quarter Workforce Innovation and Opportunity Act Adult Participant Training Report for Program Year 2019-2020**  Ms. Stogbauer presented the PY 2019-2020 Fourth Quarter WIOA Participant Training Report for the Council’s recommendation to the FRWDB. She reminded the Council that the FRWDB is mandated by the state to expend 30% of its funding on training and was happy to say that the FRWDB expended the required 30% of the funds, by June 30, 2020.  At the May 21, 2020, Council meeting, Director Hensley requested that FRWDB staff look into why there seemed to be a difference in the cost by Urban versus Rural providers. Ms. Stogbauer explained that the difference was in the fact that when you look at the urban training, more individuals are trained and a majority of the trainings are more expensive.  Director Olivares asked why the table showed the FRWDB still had 100% of funds available.  Ms. Stogbauer explained that that was year-to-date expenditures for the funding on a two (2) year cycle, and that the total amount had been expended, as outlined.  **OLIVARES/WATKINS- RECOMMENDED THAT THE FRWDB ACCEPT THE FOURTH QUARTER WIOA ADULT PARTICIPANT TRAIING REPORT FOR PY 2019-2020. YES – 5, NO -0 (UNANIMOUS)** |
| 7. | **Fourth Quarter Local Performance Results Reports for Program Year 2019-2020**  Ms. Stogbauer presented the Fourth Quarter Local Performance Results Report for PY 2019-2020, for the Council’s recommendation to the FRWDB.  Ms. Stogbauer reviewed the reports, which reflected the numbers served, expenditures, placement and credential rates, and median wage earnings at placement for Adult and Dislocated Worker clients, by Provider. Ms. Stogbauer reviewed each report and spoke to the areas in which a particular Provider had not met their goal. The Council had no questions about the reports.  **WATKINS**/**OLIVARES – RECOMMENDED THAT THE FRWDB ACCEPT THE FOURTH QUARTER LOCAL PERFORMANCE RESULTS REPORTS FOR PROGRAM YEAR 2019-2020. VOTE: YES – 5, NO - 0 (UNANIMOUS)** |
| 8. | **First Quarter Local Performance Results Reports for Program Year 2020-2021**  Ms. Stogbauer presented the First Quarter Local Performance Results Report for PY 2020-2021, for the Council’s recommendation to the FRWDB.  Ms. Stogbauer reviewed the reports, which reflected the numbers served, expenditures, placement and credential rates, and median wage earnings at placement for Adult and Dislocated Worker clients, by Provider. Ms. Stogbauer reviewed each report and spoke to the areas in which a particular Provider had not met their goal, and she mentioned staff had no concerns about the expenditure rate at this point. The Council had no questions about the reports.  **VAN HORN**/**OLIVARES – RECOMMENDED THAT THE FRWDB ACCEPT THE FIRST QUARTER LOCAL PERFORMANCE RESULTS REPORTS FOR PROGRAM YEAR 2020-2021. VOTE: YES – 5, NO - 0 (UNANIMOUS)** |
| 9. | **Fourth Quarter Providers of Services’ Monitoring Report for Program Year 2019-2020**  Stephen DeWitt, Quality Systems and Procurement Manager, FRWDB, presented the Fourth Quarter Providers of Services’ Monitoring Report for PY 2019-2020, for recommendation to the FRWDB. Mr. DeWitt reported West Hills Community College District (WHCCD) had six (6) findings: three (3) of which were closed, and three (3) were conditionally closed. WHCCD is still on a monthly process and file review. Proteus, Inc. had three (3) findings, one (1) finding was closed and two (2) were conditionally closed, and they are also on a monthly process and file review. Central Labor Council had one (1) finding and that issue was addressed and closed.  **OLIVARES/VAN HORN – RECOMMENDED THAT THE FRWDB ACCEPT THE FOURTH QUARTER PROVIDERS OF SERVICES’ MONITORING REPORT FOR PROGRAM YEAR 2019-2020. VOTE: YES – 5, NO - 0 (UNANIMOUS)** |
| 10. | **First Quarter Providers of Services’ Monitoring Report for Program Year 2020-2021**  Mr. DeWitt presented for the Council’s recommendation to the FRWDB, the First Quarter Providers of Services’ Monitoring Report. For PY 2020-2021 monitoring of WHCCD and Proteus, Inc. were in process and the final results will be presented at the next Council meeting.  **OLIVARES/WATKINS– RECOMMENDED THAT THE FRWDB ACCEPT THE FIRST QUARTER PROVIDERS OF SERVICES’ MONITORING REPORT FOR PROGRAM YEAR 2020-2021. VOTE: YES – 5, NO - 0 (UNANIMOUS)** |
| 11. | **Fourth Quarter Providers of Services’ Customer Complaint Report for Program Year 2019-2020**  Mr. DeWitt presented the Providers of Services’ Complaint Report for the Fourth Quarter of PY 2019-2020 for the Council’s recommendation to the FRWDB. Mr. DeWitt noted that there was one (1) complaint and that it had been resolved.  **WATKINS/OLIVARES** **– RECOMMENDED THAT THE FRWDB ACCEPT THE FOURTH QUARTER PROVIDERS OF SERVICES’ CUSTOMER COMPLAINT REPORT FOR PROGRAM YEAR 2019-2020. VOTE: YES – 5, NO - 0 (UNANIMOUS)** |
| 12. | **First Quarter Providers of Services’ Customer Complaint Report for Program Year 2020-2021**  Mr. DeWitt presented for the Council’s recommendation to the FRWDB, the First Quarter Provider of Services’ Customer Complaint Report for 2020-2021. Mr. DeWitt stated there were no complaints received during the first quarter.    **VAN HORN/OLIVARES – RECOMMENDED THAT THE FRWDB ACCEPT THE FIRST QUARTER PROVIDERS OF SERVICES’ CUSTOMER COMPLAINT REPORT FOR PROGRAM YEAR 2020-2021. VOTE: YES – 5, NO - 0 (UNANIMOUS)** |
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| 13. | **Fourth Quarter Job Seeker Customer Satisfaction Report for Program Year 2019-2020**  Mr. DeWitt presented the Job Seeker Customer Satisfaction Report for the Fourth Quarter of PY 2019-2020 for the Council’s recommendation to the FRWDB. Mr. DeWitt noted that on the Basic Career Services report, FRWDB received a 100% approval rate, but that there was a decrease in the survey response rate, possibly due to the Shelter-in-Place orders. The Individualized Career Services were at a 91.1% response rate, and for those who received training services, there was a 54.8% response rate. The satisfaction level was 97.4% and 93.8%, respectively.  **OLIVARES/ HENSLEY – RECOMMENDED THAT THE FRWDB ACCEPT THE FOURTH QUARTER PROVIDERS OF SERVICES’ CUSTOMER SATISFACTION REPORT FOR PROGRAM YEAR 2019-2020. VOTE: YES – 5, NO - 0 (UNANIMOUS)** |
| 14. | **First Quarter Job Seeker Customer Satisfaction Report for Program Year 2020-2021**  Mr. DeWitt presented the Job Seeker Customer Satisfaction Report for the First Quarter of PY 2020-2021 for the Council’s recommendation to the FRWDB. Mr. DeWitt noted that FRWDB received a 99.9% satisfaction rate. The Placement satisfaction for individuals who were enrolled into non-training services showed a 97.7% satisfaction rate, and the satisfaction rate for those in training services was 96.7%. These rates were an improvement over the fourth quarter.  **OLIVARES/ VAN HORN – RECOMMENDED THAT THE FRWDB ACCEPT THE FIRST QUARTER PROVIDERS OF SERVICES’ CUSTOMER SATISFACTION REPORT FOR PROGRAM YEAR 2020-2021. VOTE: YES – 5, NO - 0 (UNANIMOUS)** |
| 15. | **Fourth Quarter Adult and Dislocated Worker Demographics Report for Program Year 2019-2020**  Tim Giles, Deputy Director Information Systems, FRWDB, presented the PY 2019-2020 Fourth Quarter Adult and Dislocated Worker Demographics Report to the Council. Mr. Giles noted that participants now have the opportunity to select multiple ethnicities as opposed to just selecting a primary ethnicity.  This was an information item. |
| 16. | **First Quarter Adult and Dislocated Worker Demographics Report for Program Year 2020-2021**  Mr. Giles presented the PY 2020-2021 Adult and Dislocated Worker Demographics Report. He reviewed the report and the Council had no comment or questions.  This was an information item. |
| 17. | **America’s Job Centers of California Usage Report**  Mr. Giles presented the America’s Job Center of California (AJCC) Usage Report, which is a 13-month trend report so it can be compared to the previous period, or to the same period in the previous year. He mentioned the most notable item was the drop in visitors due to COVID, but that the FRWDB did remain open and continued to receive visitors at the AJCC, even during the period of the most extreme lock down.  Mr. Konczal thanked Mr. Giles for mentioning that the AJCC’s did not close during COVID, and explained that how services that were provided had to be altered.  This was an information item. |
| 18. | **Agenda items for January 28, 2021, Meeting**  There were no items suggested for the January 28, 2021, Adult Council Meeting. |
| 19. | **Meeting Feedback**  None. |
|  | The meeting was adjourned at 5:21 p.m. |