

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Adult Council  
May 18, 2022 @ 3:00 p.m.

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

**Mission Statement:** To procure, oversee, evaluate, and continuously improve a One-Stop system that provides employers with qualified job seekers and a means by which job seekers are able to achieve self-sufficiency.

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

ROLL CALL

AGENDA CHANGES: REMOVAL OF ITEMS OR EMERGENCY ADDITIONS

ABSTENTIONS/RECUSALS/DISCLOSURE OF POTENTIAL CONFLICTS OF INTEREST

COMMITTEE CHAIR/STAFF COMMENTS

PUBLIC COMMENTS

Item	Description	Presenter	Enclosure	Action	Page #
1.	January 27, 2022, Adult Council Meeting Minutes	Konczal	Yes	Approve	4
2.	Human Resources Role	Konczal/Budke	Yes	Recommend to Approve	10
3.	Fresno Regional Workforce Development Board Outstanding Achievement Awards	Escareno	Yes	Information	11
4.	Workforce Innovation and Opportunity Act Adult and Dislocated Worker Funding Recommendation for Program Year 2022-2023	Konczal	Yes	Recommend to Approve	12
5.	Local Demand Occupational Sectors	Stogbauer	Yes	Recommend to Approve	13
6.	High Road Construction Careers Grants	Matthews	Yes	Information	15
7.	Insurance Agent/Brokerage Services Award Recommendation	DeWitt	Yes	Recommend to Approve	16
8.	Janitorial Services Award Recommendation	DeWitt	Yes	Recommend to Approve	17
9.	Third Quarter Workforce Innovation and Opportunity Act Adult and Dislocated Worker Participant Training Report for Program Year 2021-2022	Escareno	Yes	Recommend to Accept	19

## ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

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Item	Description	Presenter	Enclosure	Action	Page #
10.	Third Quarter Local Performance Results Reports for Program Year 2021-2022	Escareno	Yes	Recommend to Accept	21
11.	Third Quarter Providers of Services' Monitoring Report for Program Year 2021-2022	DeWitt	Yes	Recommend to Accept	28
12.	Third Quarter Providers of Services' Customer Complaint Report for Program Year 2021-2022	DeWitt	Yes	Recommend to Accept	30
13.	Third Quarter Job Seeker Customer Satisfaction Report for Program Year 2021-2022	DeWitt	Yes	Recommend to Accept	31
14.	Program Year 2020-2021 Workforce Innovation and Opportunity Act Local Area Adult and Dislocated Worker Performance Results	Giles	Yes	Recommend to Accept	34
15.	Third Quarter Adult and Dislocated Worker Demographics Reports for Program Year 2021-2022	Giles	Yes	Information	36
16.	America's Job Centers of California Usage Report	Giles	Yes	Information	43
17.	Agenda Items for July 28, 2022, Meeting	Konczal	No	Discussion	--
18.	Meeting Feedback	Konczal	No	Discussion	--

**Fresno Area Workforce Investment Corporation  
Board of Directors  
Attendance Report 2022**

		<b>1/27/2022</b>	<b>5/18/2022</b>	<b>7/28/2022</b>	<b>10/27/2022</b>
Daniel					
WestCare California		A			
Olivares					
TransAmerica		P			
Riojas					
Fresno, Madera, Tulare Kings					
Building Trades Council		P			
Watkins	State				
Center Adult Education					
Consortium		P			

P = Present

A = Absent

-- = Not a Member at Time of Meeting

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	1
MEETING DATE:	May 18, 2022
ACTION:	APPROVE

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**TO:** Adult Council  
**FROM:** Blake Konczal, Executive Director  
**SUBJECT:** January 27, 2022, Adult Council Meeting Minutes

**INFORMATION:**

Approve the minutes of the January 27, 2022, Adult Council Meeting Minutes.

**ATTACHMENT:**

January 27, 2022, Adult Council Meeting Minutes





# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Adult Council  
January 27, 2022  
SUMMARY MINUTES

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

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

ABSENT – David Daniel

AGENDA CHANGES: None

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

COMMITTEE  
CHAIR/STAFF  
COMMENTS: None

PUBLIC COMMENTS: None

Item	Description/Action Taken
1.	<p><b><u>Resolution to Allow for Electronic Board Meetings Pursuant to AB361 and Making Requisite Findings of State of Emergency Due to COVID-19</u></b></p> <p>Blake Konczal, Executive Director, Fresno Regional Workforce Development Board (FRWDB), stated that the Governor has put forward rules that allow for hybrid or electronic meetings through December of 2023, but each Committee or Board has to adopt a resolution stating that they need to have such meetings.</p> <p>Council member Watkins asked to clarify if the resolution needed to be adopted every month. Mr. Konczal answered yes, FRWDB's ability to adopt resolutions on a monthly basis goes until December of 2023, as long as certain criteria was met.</p> <p><b>OLIVARES/WATKINS - ADOPTED THE RESOLUTION TO ALLOW FOR ELECTRONIC BOARD MEETINGS PURSUANT TO AB361 AND MAKING REQUISITE FINDINGS OF STATE OF EMERGENCY DUE TO COVID-19. VOTE: YES – 3, NO – 0 (UNANIMOUS)</b></p>
2.	<p><b><u>October 28, 2021, Adult Council Meeting Minutes</u></b></p> <p>Mr. Konczal presented the October 28, 2021, Adult Council meeting minutes for the Council's approval, or correction and approval.</p> <p><b>OLIVARES/WATKINS - APPROVED THE OCTOBER 28, 2021, ADULT COUNCIL MEETING MINUTES. VOTE: YES - 3, NO-0 (UNANIMOUS)</b></p>

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

Ana Escareno, Youth Program Coordinator, FRWDB, reported that the FRWDB Outstanding Achievement Award for the Second Quarter had been awarded to Jordan Morris. Ms. Escareno showed a video highlighting Mr. Morris' journey with the Forestry Corps.

This was an information item.

4. **America's Job Center of California Partner Memorandum of Understanding**

Mr. Konczal presented the America's Job Center of California Partner Memorandum of Understanding (MOU) template for the Council's recommendation to the FRWDB. Mr. Konczal stated that the FRWDB has an MOU with various partners who are co-located at the One-Stop location and that these MOUs must be renewed by June 30, 2022. Mr. Konczal presented the MOU template for the Committee's review. The Committee had no comments regarding the template.

**WATKINS/OLIVARES – RECOMMENDED THAT THE FRWDB ACCEPT THE AMERICA'S JOB CENTER OF CALIFORNIA PARTNER MEMORANDUM OF UNDERSTANDING. VOTE: YES – 3 NO – 0 (UNANIMOUS)**

5. **One-Stop Operator Report**

David Baquerizo, Pro Path Inc., presented the One-Stop Operator Report. Mr. Baquerizo described the meetings and development sessions that he participated in for the America's Job Center of California (AJCC) One-Stop re-certification process required by the State. Mr. Baquerizo stated that the evaluations from the continuous improvement plan portion of the re-certification assisted in identifying policies, procedures, and strategies that can be improved upon, as well as new strategies on operating the AJCC One-Stop centers.

Mr. Baquerizo stated that he developed and facilitated a FRWDB-AJCC One-Stop co-located partner survey. Mr. Baquerizo explained that the survey was established to receive feedback from the One-Stop co-located partners and identify any need for improvement in the One-Stop system from their perspective.

Mr. Baquerizo described the plans he developed to identify performance measures and training programs.

This was an information item.

6. **America's Job Center of California Certification and Continuous Improvement Plan**

Phyllis Stogbauer, Senior Deputy Director, FRWDB, presented the America's Job Center of California Certification and Continuous Improvement Plan for the Council's recommendation to the FRWDB.

Ms. Stogbauer stated that the State approved the certification of the AJCC comprehensive and affiliate sites in December 2021, and the certification goes through June 30, 2024. Ms. Stogbauer explained that in addition to the approval, a continuous improvement plan was required, which resulted in indicators that identified areas of improvement. Ms. Stogbauer stated that partner surveys and other activities had been implemented to show the State that the continuous improvement areas have been met by the timelines indicated.

**OLIVARES/WATKINS – RECOMMENDED THAT THE FRWDB ACCEPT THE AMERICA'S JOB CENTER OF CALIFORNIA CERTIFICATION AND CONTINUOUS IMPROVEMENT PLAN. VOTE: YES – 3 NO – 0 (UNANIMOUS)**

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

Ms. Escareno presented the Program Year (PY) 2021-2022 Second Quarter Workforce Innovation and Opportunity Act (WIOA) Participant Training Report for the Council's recommendation to the FRWDB.

Ms. Escareno stated that the training expenditures required to be spent for PY 2020-2021 is 30%. Ms. Escareno noted that the expenditures were showing a little low, but she stated that historically the first and second quarters look low, but the expenditures increase in the third and fourth quarters as the training payments begin to be processed. Ms. Escareno noted that the 30% minimum expenditure is usually met by the fourth quarter.

**OLIVARES/WATKINS – RECOMMENDED THAT THE FRWDB ACCEPT THE WORKFORCE INNOVATION AND OPPORTUNITY ACT ADULT AND DISLOCATED WORKER PARTICIPANT TRAINING REPORT FOR THE FIRST AND SECOND QUARTER OF PROGRAM YEAR 2021-2022. VOTE: YES – 3, NO – 0 (UNANIMOUS)**

8. **Second Quarter Local Performance Results Reports for Program Year 2021-2022**

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

Ms. Escareno reviewed the reports, which reflected the numbers served, expenditures, placement and credential rates, placement median wage earnings, and measurable skills gain for Adult and Dislocated Worker clients, by Provider. Ms. Escareno reviewed each report and stated that there were currently no concerns, as everything was on track to meet expenditures.

Ms. Escareno shared that FRWDB was currently working with providers Equus and CLC Partnership to develop and implement an outreach and marketing program in order to focus more on areas that are hard to reach, and to make sure services are being provided system-wide.

**OLIVARES/WATKINS – RECOMMENDED THAT THE FRWDB ACCEPT THE SECOND QUARTER LOCAL PERFORMANCE RESULTS REPORTS FOR PROGRAM YEAR 2021-2022. VOTE: YES – 3, NO – 0 (UNANIMOUS)**

9. **Second Quarter Providers of Services' Monitoring Report for Program Year 2021-2022**

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

Mr. DeWitt stated that at the time of the Second Quarter, no Adult program reviews had been completed, nor were any in process. Mr. DeWitt reported that on the fiscal monitoring side, the annual fiscal closeout for West Hills Community College District had been completed and there were no findings. The annual fiscal closeout for Fresno Economic Opportunities Commission Local Conservation Corps had also been completed, and there were no findings.

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

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

Mr. DeWitt presented the Second Quarter Providers of Services' Customer Complaint Report for Program Year 2021-2022 for the Council's recommendation to the FRWDB.

Mr. DeWitt reported that the FRWDB received two (2) complaints during the second quarter. Both complaints were against United Truck Driving School. Mr. DeWitt stated that the problem was a lack of equipment and instructors available for training, which began in the beginning of November 2021. By the time FRWDB found out about the problem at the end of November 2021, United Truck Driving School already had a corrective action plan in place. Mr. DeWitt reported that he verified the corrective action plan and that the school was working on it. The school's fleet was back up to speed by the middle of December 2021, at which time Mr. DeWitt closed out the complaints. Mr. DeWitt stated that he has continued to monitor the school closely and conducted site visits. Mr. DeWitt concluded that the complaints were resolved with both of the clients.

Director Riojas asked if the clients who filed the complaints were able to participate in the training. Mr. DeWitt stated that both clients did participate in the training. The school offered trainings on the weekends to speed things up, and both clients have completed and received their licenses and are either employed or about to become employed.

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

11. **Second Quarter Job Seeker Customer Satisfaction Report for Program Year 2021-2022**

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

Mr. DeWitt reviewed the reports and noted that for Basic Career Services there has been a significant increase in response rates between the First and Second Quarters, and is now a typical response rate.

**OLIVARES/WATKINS – RECOMMENDED THAT THE FRWDB ACCEPT THE SECOND QUARTER JOB SEEKER CUSTOMER SATISFACTION REPORT FOR PROGREAM YEAR 2021-2022. VOTE: YES – 3, NO – 0 (UNANIMOUS)**

12. **Second Quarter Adult and Dislocated Worker Demographics Report for Program Year 2021-2022**

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

This was an information item.

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

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

This was an information item.

14. **Agenda Items for April 28, 2022, Meeting**

There were no items suggested for the April 28, 2022, Adult Council Meeting.

15. **Meeting Feedback**

None

Meeting adjourned at 4:39 p.m.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	2
MEETING DATE:	May 18, 2022
ACTION:	RECOMMEND TO APPROVE

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**TO:** Adult Council

**FROM:** Blake Konczal, Executive Director  
Brenda Budke, Human Resources Consultant

**SUBJECT:** Human Resources Role

## **RECOMMENDATION:**

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

## **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:	3
MEETING DATE:	May 18, 2022
ACTION:	INFORMATION

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**TO:** Adult Council

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

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

## **INFORMATION:**

The Fresno Regional Workforce Development Board's 2021 Participant Outstanding Achievement Award for the Third Quarter has been awarded to Jaime Castro and the Fourth Quarter to De'Andre Jackson. A link to the YouTube video will be provided to the Adult Council via email.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	4
MEETING DATE:	May 18, 2022
ACTION:	RECOMMEND TO APPROVE

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**TO:** Adult Council

**FROM:** Blake Konczal, Executive Director

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

## **RECOMMENDATION:**

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

## **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, 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:	5
MEETING DATE:	May 18, 2022
ACTION:	RECOMMEND TO APPROVE

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**TO:** Adult Council  
**FROM:** Phyllis Stogbauer, Senior Deputy Director  
**SUBJECT:** Local Demand Occupational Sectors

## **RECOMMENDATION:**

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

## **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
- Healthcare
- Government
- 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:	6
MEETING DATE:	May 18, 2022
ACTION:	INFORMATION

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**TO:** Adult Council

**FROM:** Ashley Matthews, Senior Project Coordinator

**SUBJECT:** High Road Construction Careers Grants

**INFORMATION:**

Ashley Matthews, Senior Project Coordinator, will provide an overview of the High Road Construction Careers grants.

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	7
MEETING DATE:	May 18, 2022
ACTION:	RECOMMEND TO APPROVE

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**TO:** Adult Council

**FROM:** Stephen DeWitt, Monitoring Department Manager

**SUBJECT:** Insurance Agent/Brokerage Services Award Recommendation

## **RECOMMENDATION:**

Recommend that the Fresno Regional Workforce Development Board (FRWDB) approve the award of a sole source contract for Insurance Broker Services.

## **REASON FOR RECOMMENDATION:**

On February 28, 2022, the 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:	8
MEETING DATE:	May 18, 2022
ACTION:	RECOMMEND TO APPROVE

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**TO:** Adult Council  
**FROM:** Stephen DeWitt, Monitoring Department Manager  
**SUBJECT:** Janitorial Services Award Recommendation

## **RECOMMENDATION:**

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

## **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 (I), 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:	9
MEETING DATE:	May 18, 2022
ACTION:	RECOMMEND TO ACCEPT

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**TO:** Adult Council

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

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

## **RECOMMENDATION:**

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

## **REASON FOR RECOMMENDATION:**

In 2012, the State of California passed Senate Bill (SB) 734, which mandated local workforce boards to a training expenditure requirement of their WIOA Adult and Dislocated Worker formula fund allocations for workforce training services. These workforce training services include: Vocational Skills Training, Transitional Jobs (paid work experience) and On-the-Job Training activities. This initially required local boards to expend a minimum of 25% of funding beginning in PY 2012-2013, and increase the mandated expenditure requirement to 30% in PY 2016-2017.

The WIOA formula funding has a two (2) year life cycle, and local areas are mandated to fully expend the required training funding by June 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:	10
MEETING DATE:	May 18, 2022
ACTION:	RECOMMEND TO ACCEPT

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**TO:** Adult Council

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

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

## **RECOMMENDATION:**

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the attached Adult and Dislocated Worker Program Providers of Services Local Performance Results Reports for the Third Quarter of Program Year (PY) 2021-2022.

## **REASON FOR RECOMMENDATION:**

The FRWDB Joint Powers Agreement states, in part, that FRWDB staff shall fulfill administrative responsibilities as set forth in the Workforce Innovation and Opportunity Act (WIOA), including the administering of programs as described in the WIOA, as well as developing budgets and administrative plans. Additional administrative responsibilities shall include assessing the performance and evaluating the benefit, productivity, and impact of all programs funded under the WIOA, as amended or superseded, and submitting progress reports. FRWDB staff will submit both upon request, but not less often than every quarter.

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

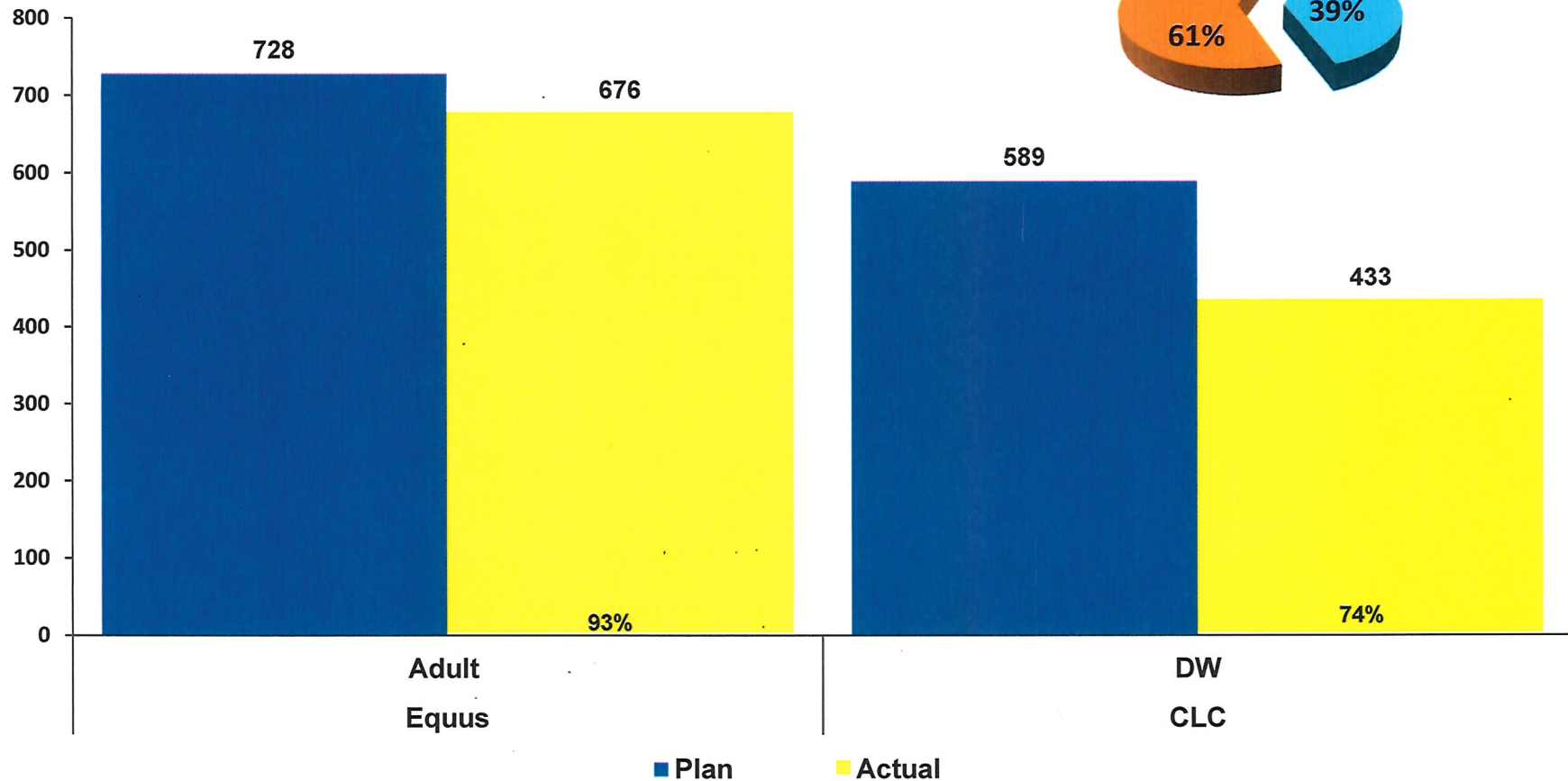
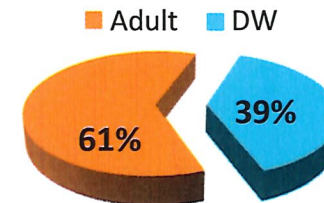
## **ATTACHMENT:**

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

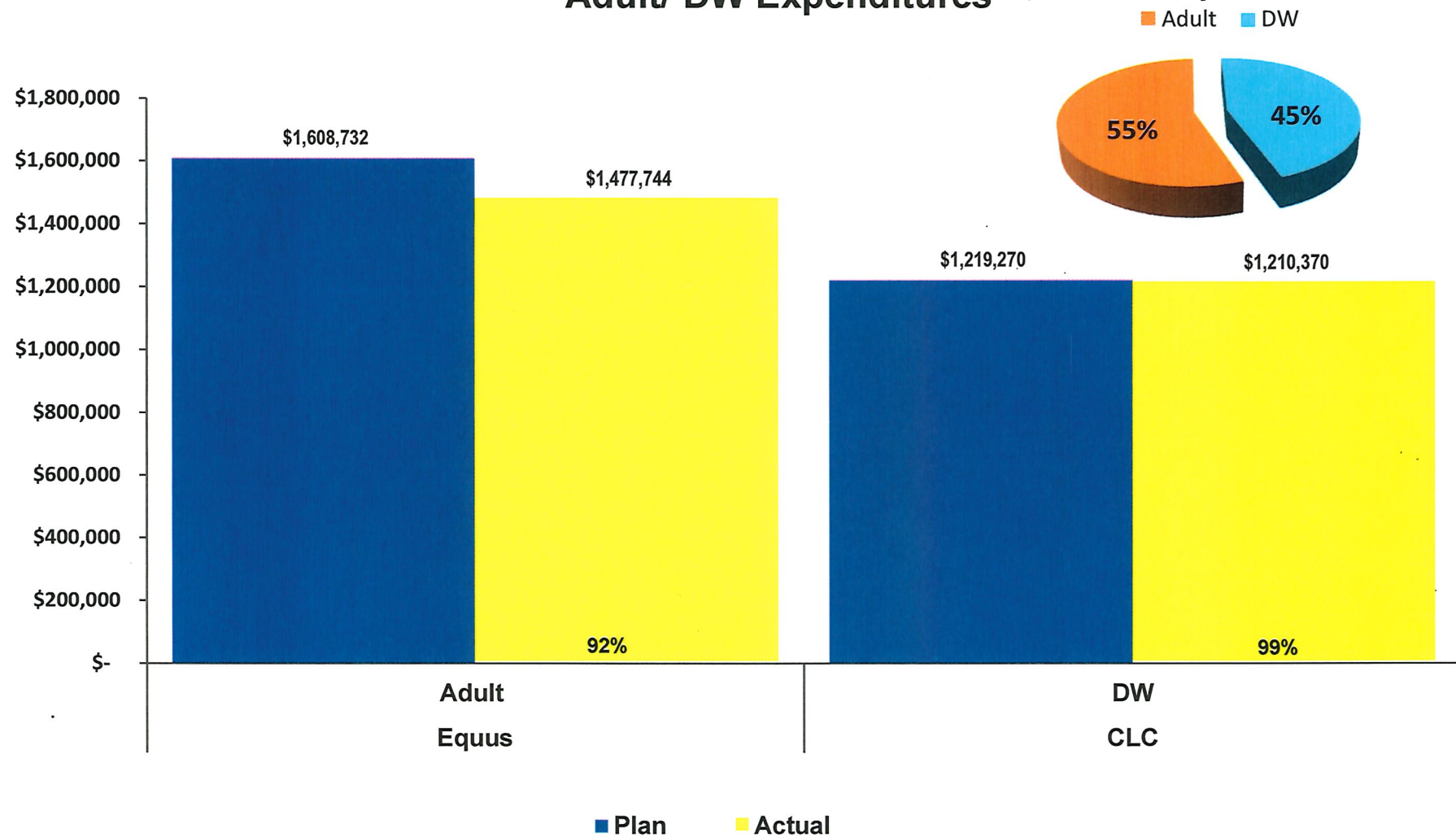
Total Served- 1109



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

## Adult/ DW Expenditures

## Total Expenditures



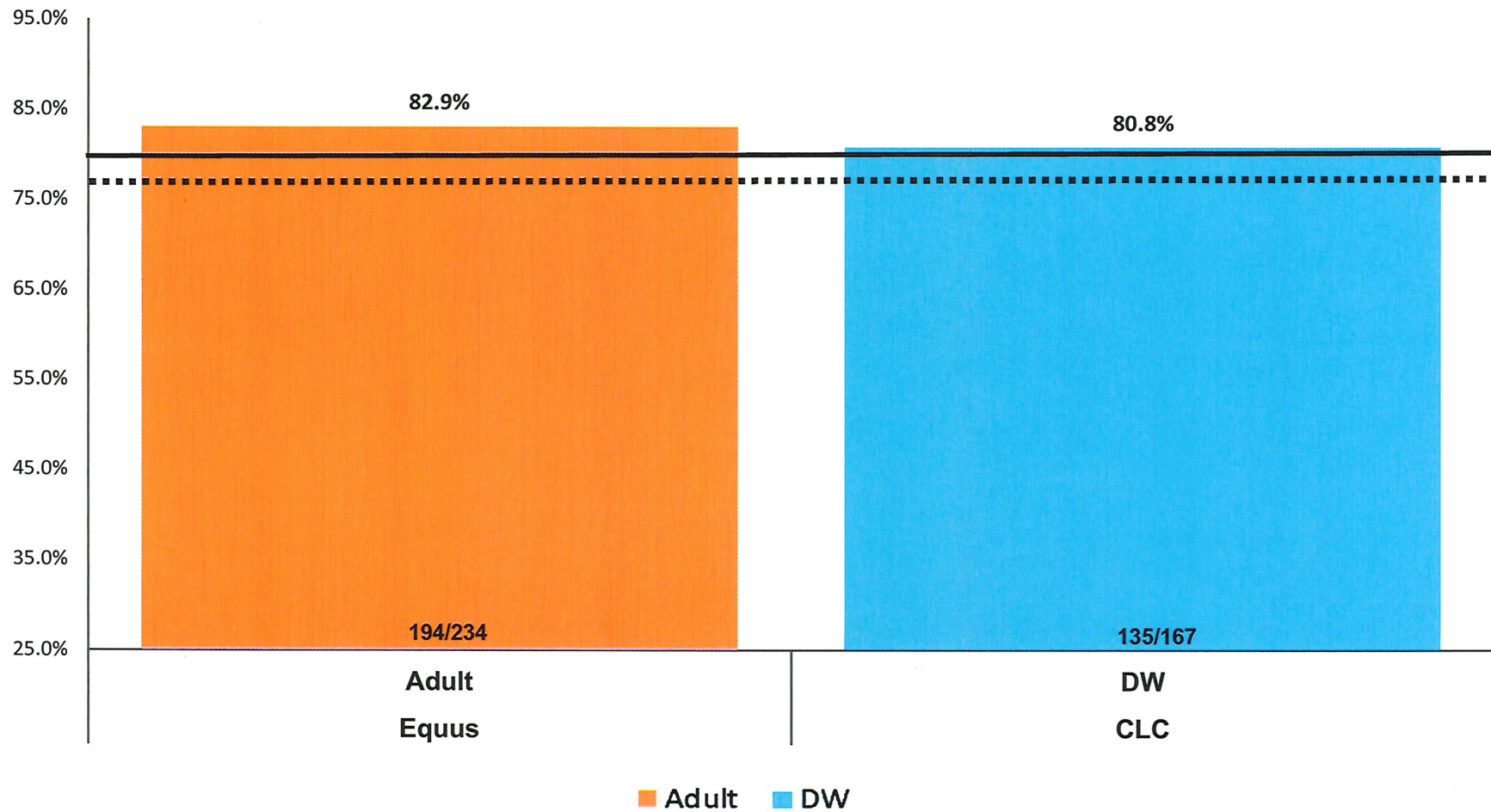
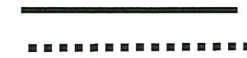
Note: Adult/DW Expenditures goal is 95% to 100%.

# Adult/DW Placement

## Placement Goals

DW 80.5 %

Adult 76.5%

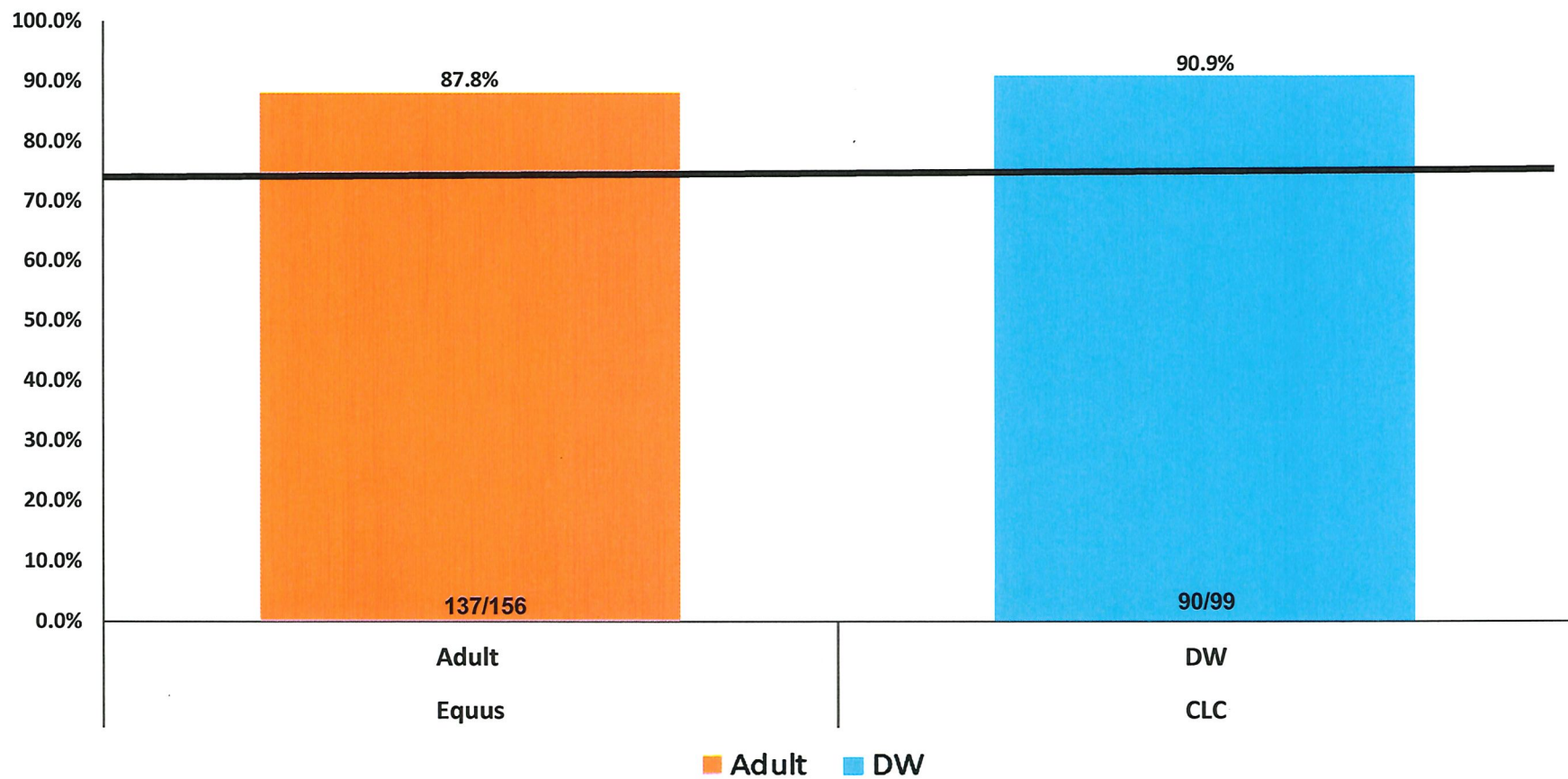


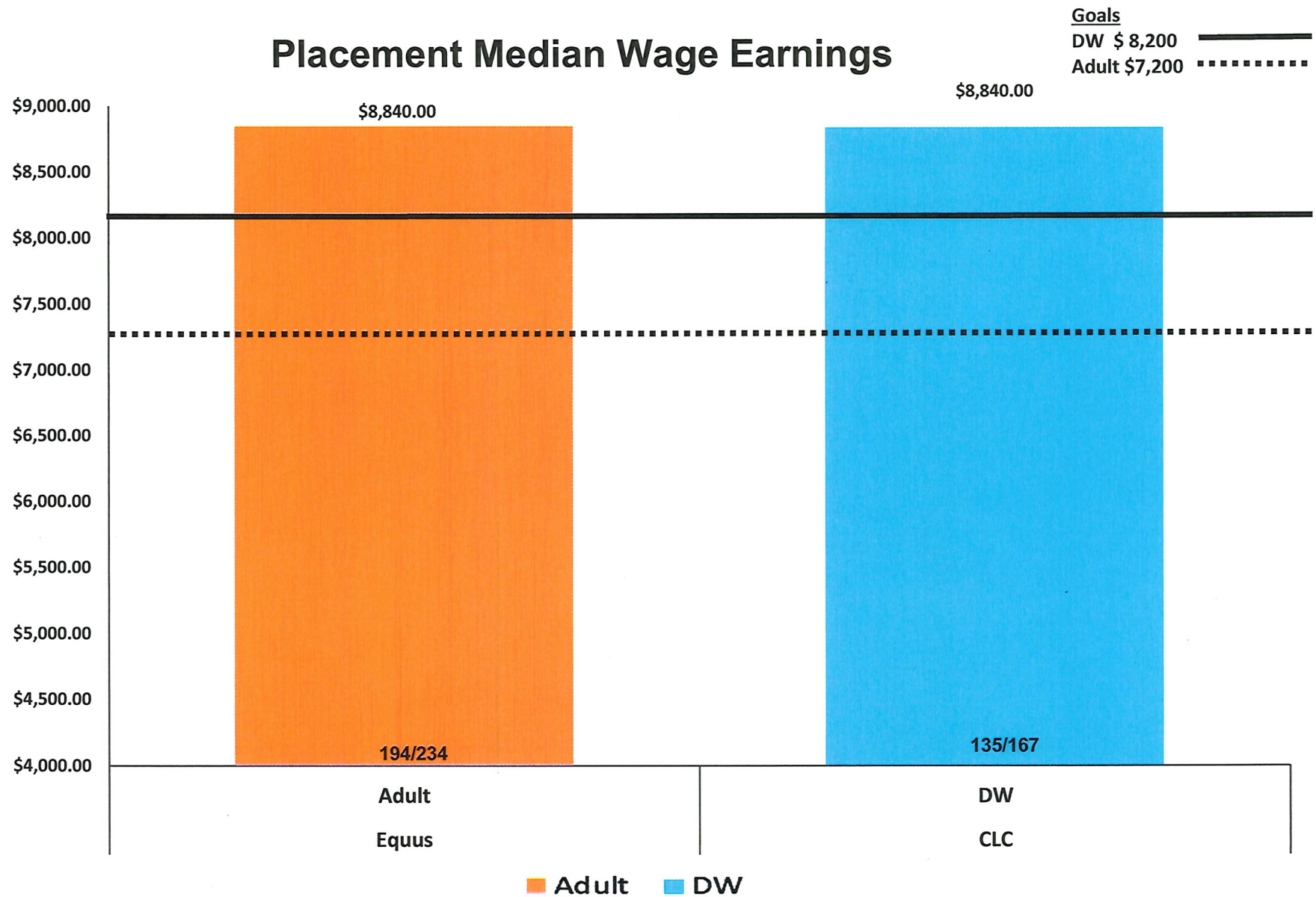


Certificate of Attainment Goal

Adult/DW 73.2%

## Adult/DW Credential Rate



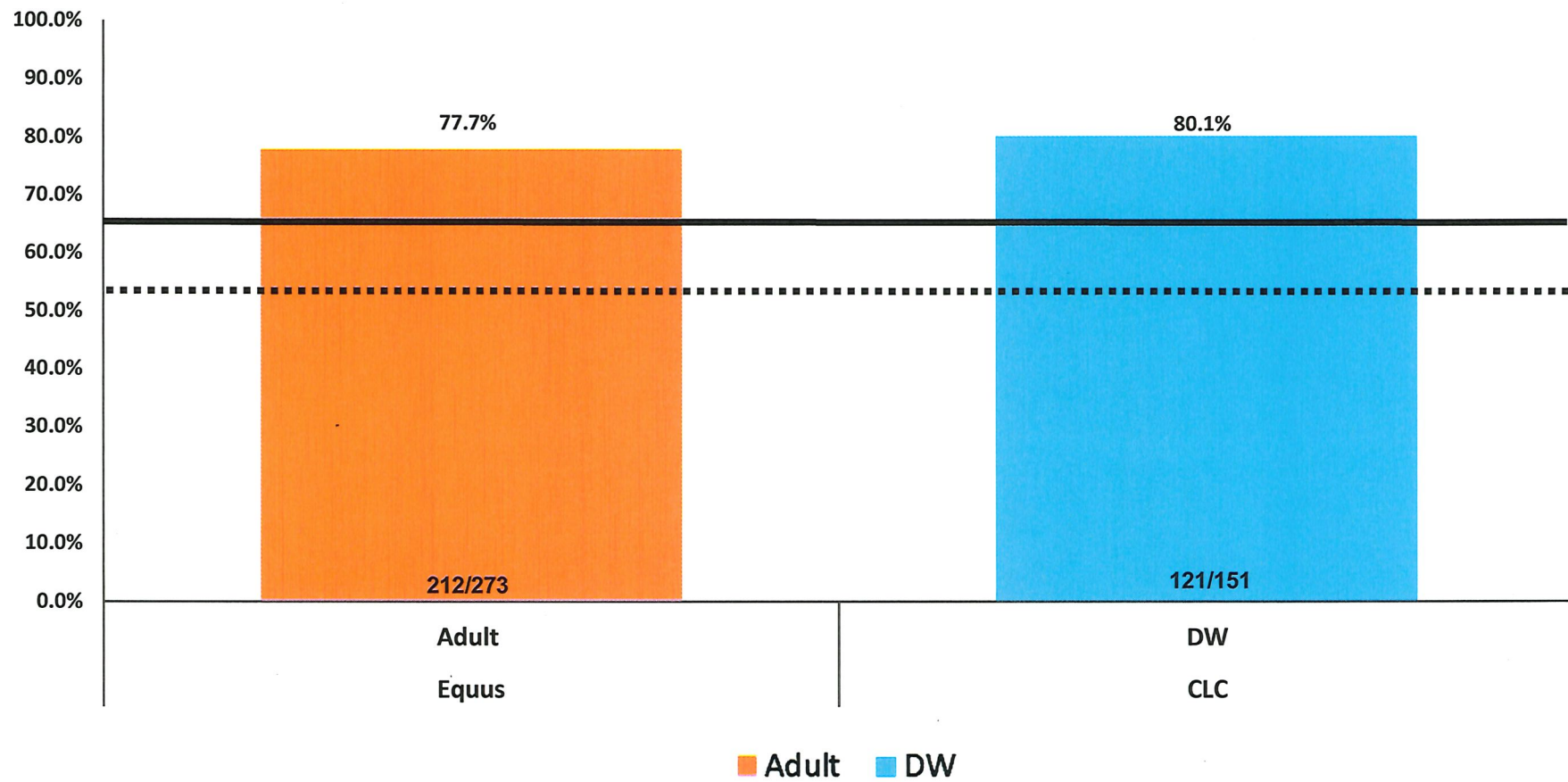


## Measurable Skills Gain

Goals

Adult 53% .....

DW 66% ———





# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	11
MEETING DATE:	May 18, 2022
ACTION:	RECOMMEND TO ACCEPT

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**TO:** Adult Council

**FROM:** Stephen DeWitt, Monitoring Department Manager

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

**RECOMMENDATION:**

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the following Providers of Services' Monitoring Report for the Third Quarter of Program Year 2021-2022.

**REASON FOR RECOMMENDATION:**

FRWDB staff conducts programmatic and fiscal monitoring of all contracts to ensure compliance with federal, state, and local regulations and/or policies.

**ATTACHMENT:**

Adult Provider of Services Monitoring Report - 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:	12
MEETING DATE:	May 18, 2022
ACTION:	RECOMMEND TO ACCEPT

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**TO:** Adult Council

**FROM:** Stephen DeWitt, Monitoring Department Manager

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

## **RECOMMENDATION:**

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the Adult and Dislocated Worker Customer Complaint Report for the Third Quarter of Program Year (PY) 2021-2022.

## **REASON FOR RECOMMENDATION:**

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

No complaints were received during the Third Quarter of PY 2021-2022

# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	13
MEETING DATE:	May 18, 2022
ACTION:	RECOMMEND TO ACCEPT

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**TO:** Adult Council

**FROM:** Stephen DeWitt, Monitoring Department Manager

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

## **RECOMMENDATION:**

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

## **REASON FOR RECOMMENDATION:**

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

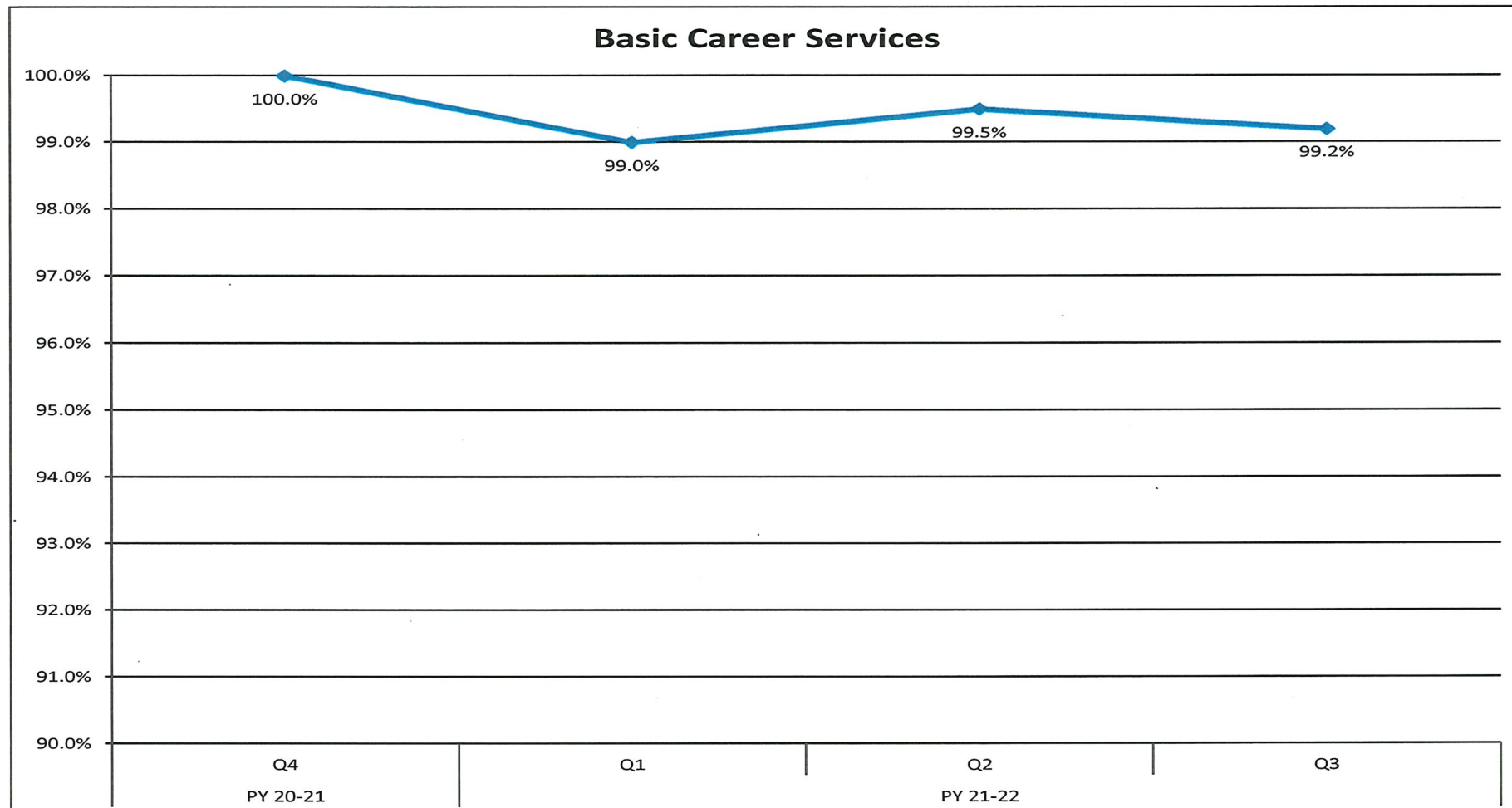
As part of this responsibility, FRWDB staff has implemented the Job Seeker Customer Satisfaction process and data collection system. The FRWDB's sub-contracted providers of services submit their data to staff on a monthly basis. The data is accumulated, analyzed and reviewed on a quarterly basis and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

FRWDB staff work with service providers to improve the processes used to increase the satisfaction level with 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



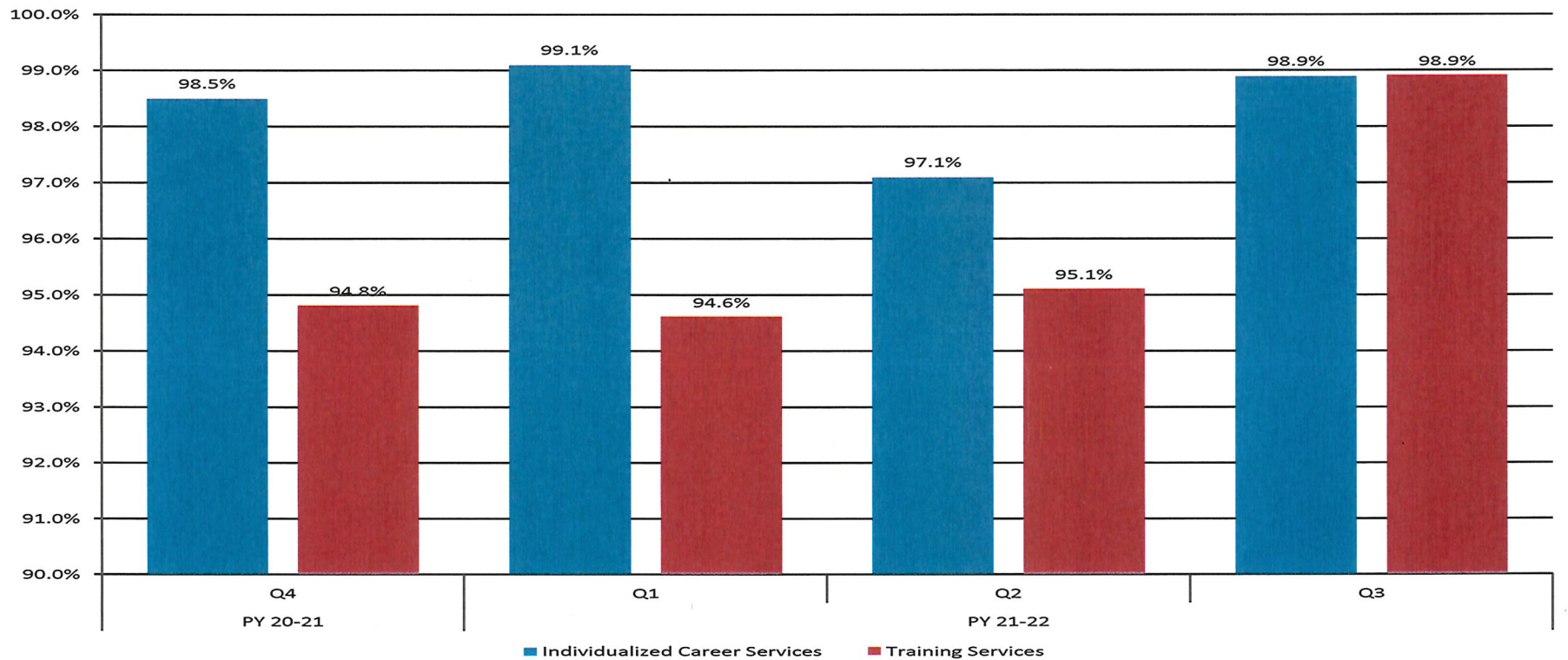
**Staff Notes:**

	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.

### Placement Satisfaction



#### 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
Survey Response Rate	100%	75%	92.6%	70.9%	64.3%	65.9%	60.0%	60.3%

#### 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:	14
MEETING DATE:	May 18, 2022
ACTION:	RECOMMEND TO ACCEPT

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**TO:** Adult Council

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

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

## **RECOMMENDATION:**

Recommend that the Fresno Regional Workforce Development Board (FRWDB) accept the attached Adult and Dislocated Worker Workforce Innovation and Opportunity Act (WIOA) Local Area Performance Results for Program Year (PY) 2020-2021.

## **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>2019 Final Goals</b>	<b>2019 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



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	15
MEETING DATE:	May 18, 2022
ACTION:	INFORMATION

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**TO:** Adult Council

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

**SUBJECT:** Third Quarter Adult and Dislocated Worker Demographics Reports for Program Year 2021-2022

## **INFORMATION:**

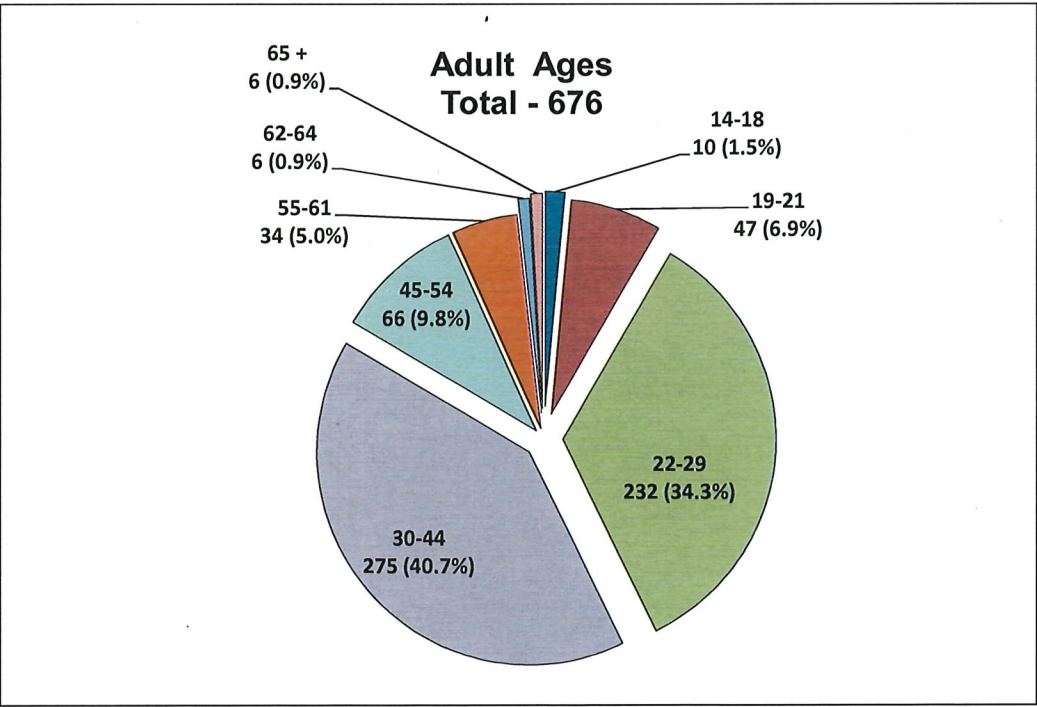
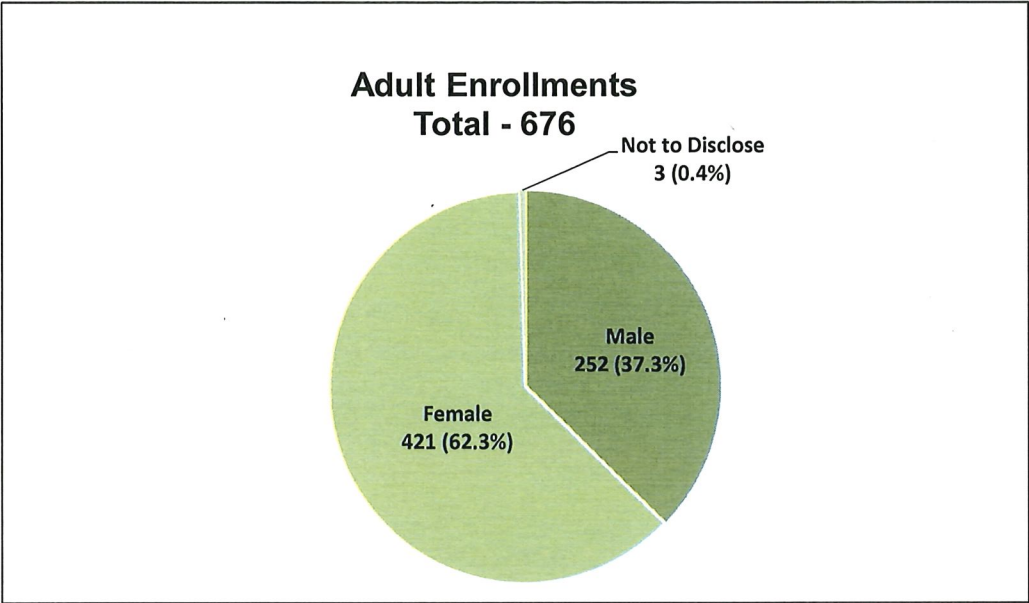
Per the Adult Council's direction, Fresno Regional Workforce Development Board (FRWDB) staff provides cumulative quarterly reports of various demographics for the FRWDB's Adult and Dislocated Worker enrollments. Attached are the demographics reports for the Third Quarter of Program Year 2021-2022.

## **ATTACHMENTS:**

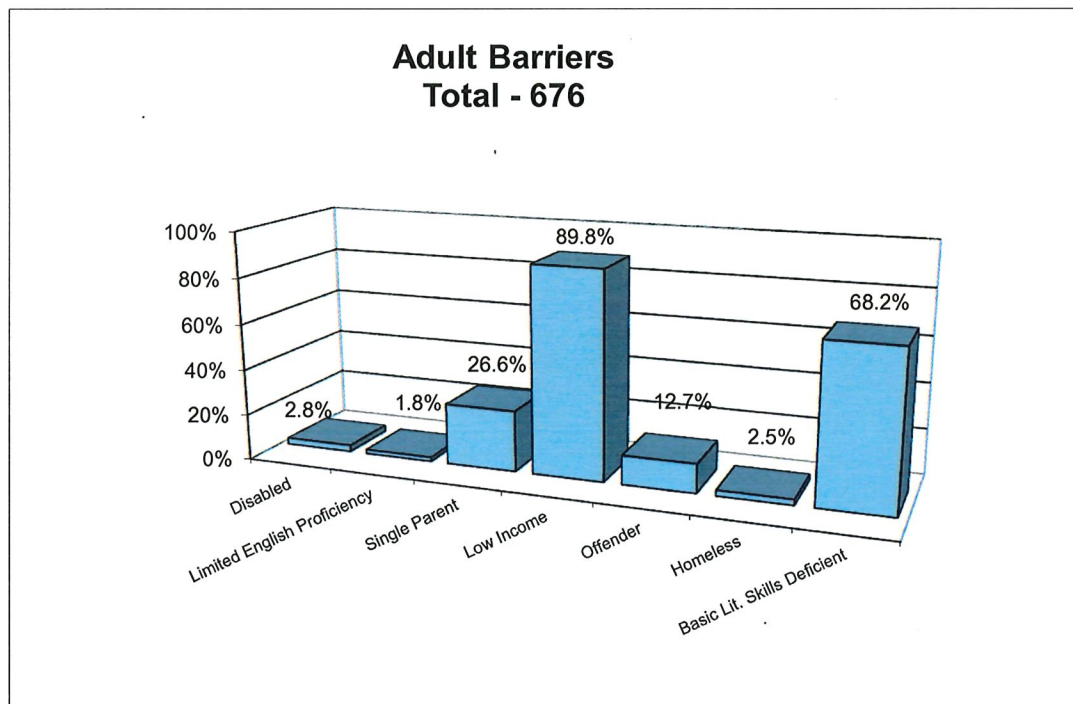
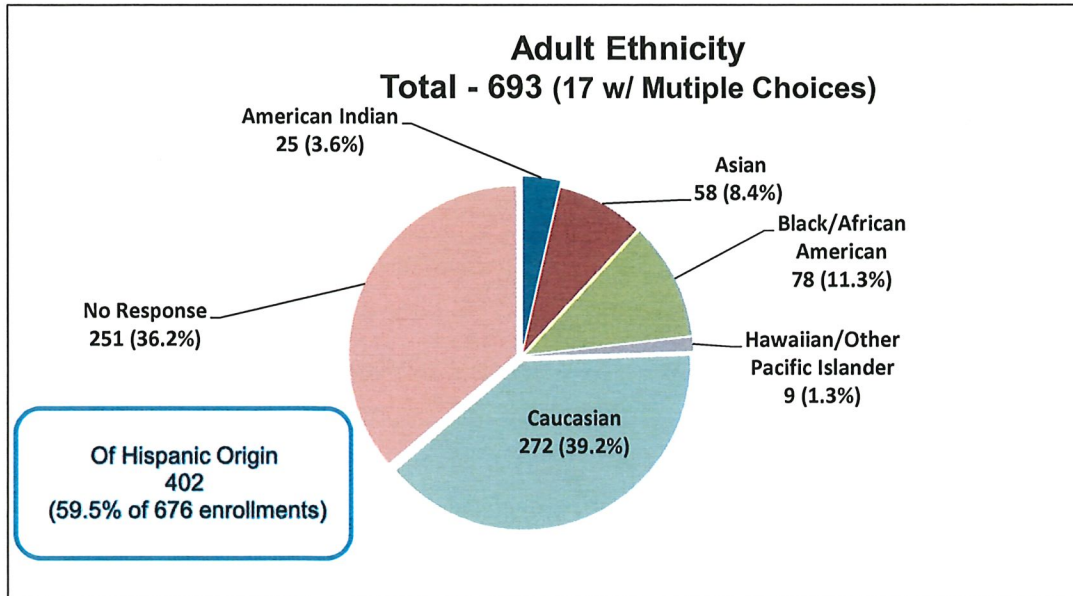
ATTACHMENT I: Adult Demographics Third Quarter, Program Year 2021-2022  
ATTACHMENT II: Dislocated Worker Demographics Third Quarter, Program Year 2021-2022



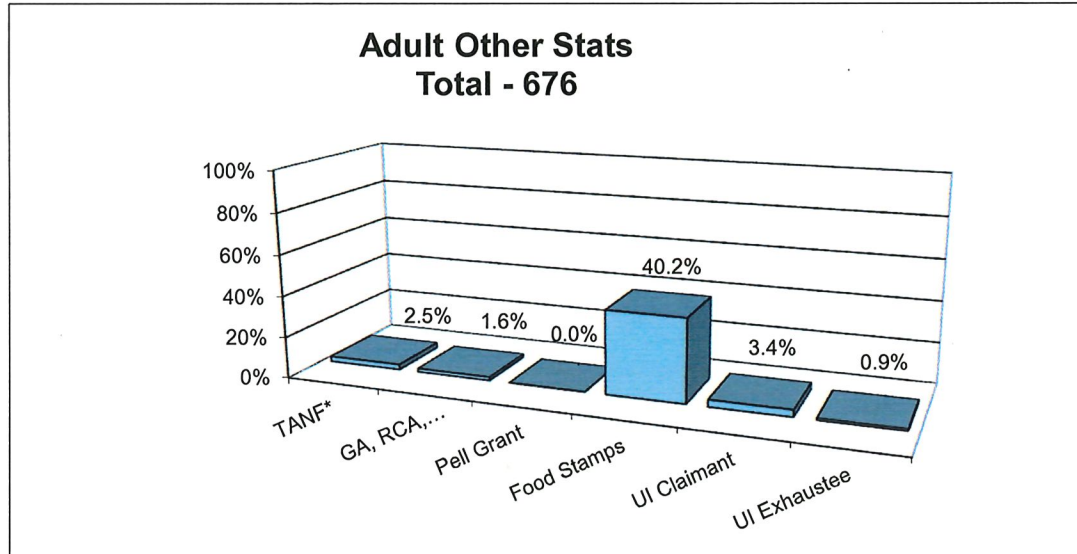
**Adult Demographics**  
**Third Quarter, Program Year 2021-2022**



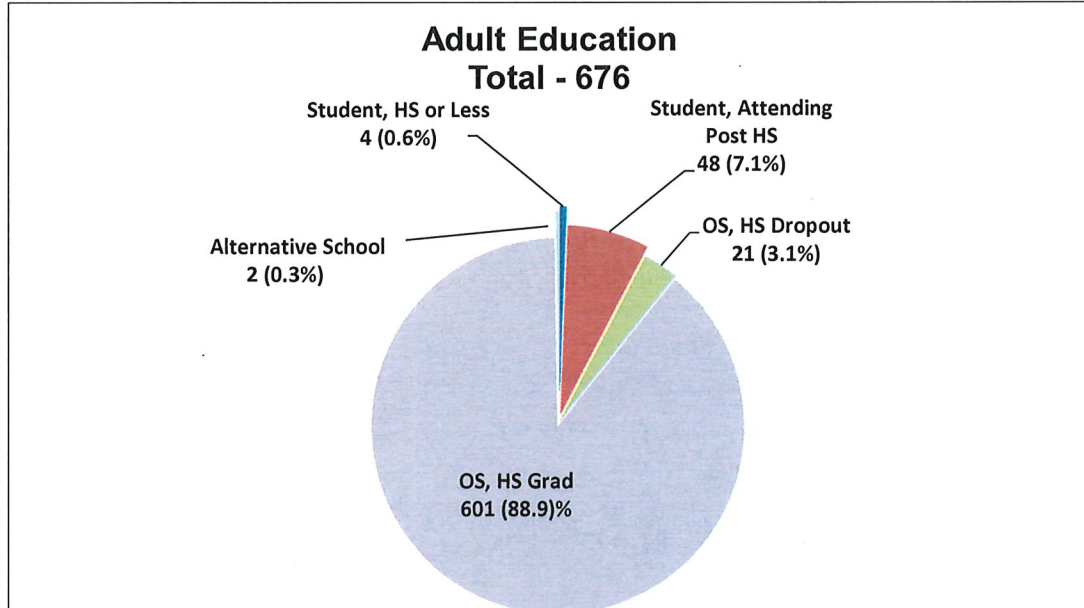
## Adult Demographics Third Quarter, Program Year 2021-2022



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

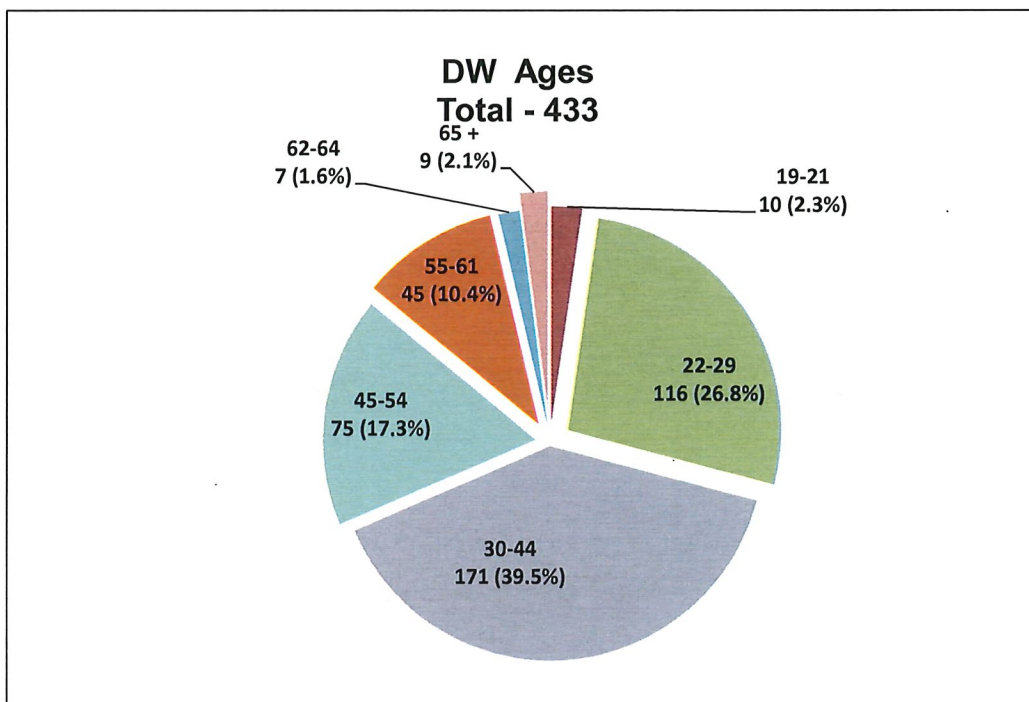
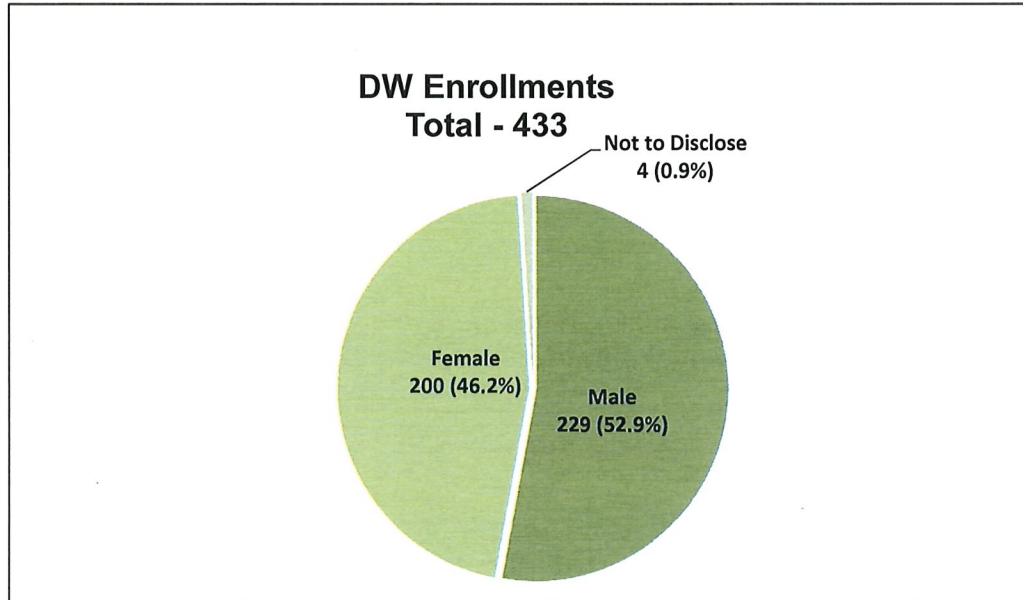


TANF - Temporary Assistance for Needy Families  
 GA - General Assistance, RCA - Refugee Cash Assistance, SSI - Supplemental Security Income  
 UI - Unemployment Insurance



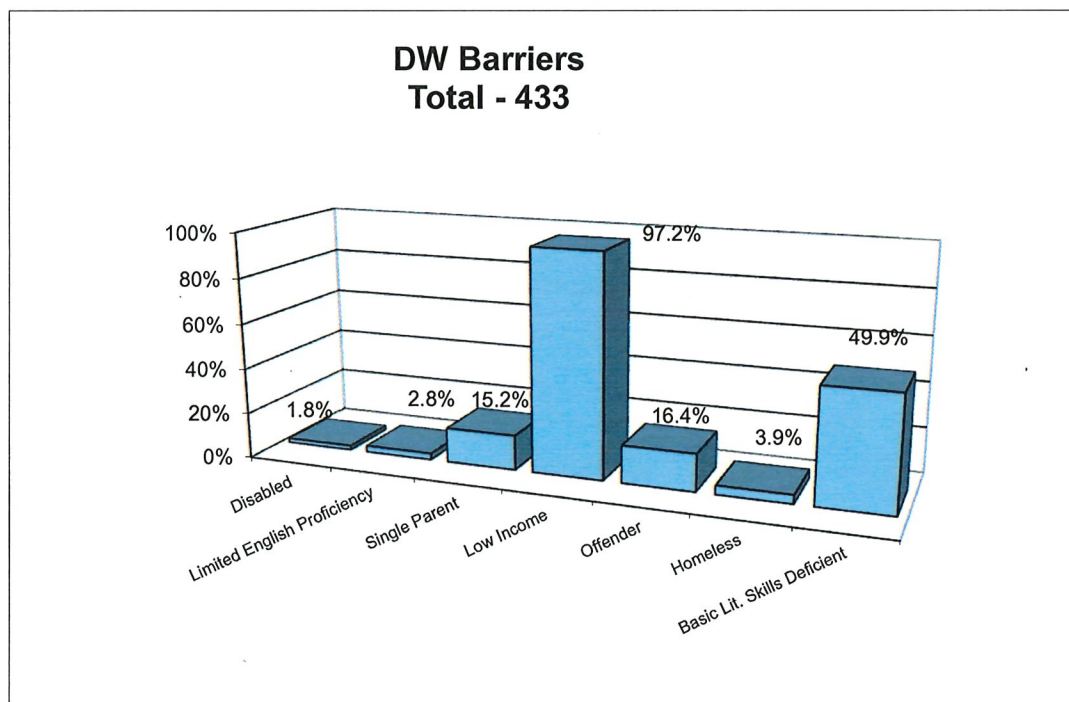
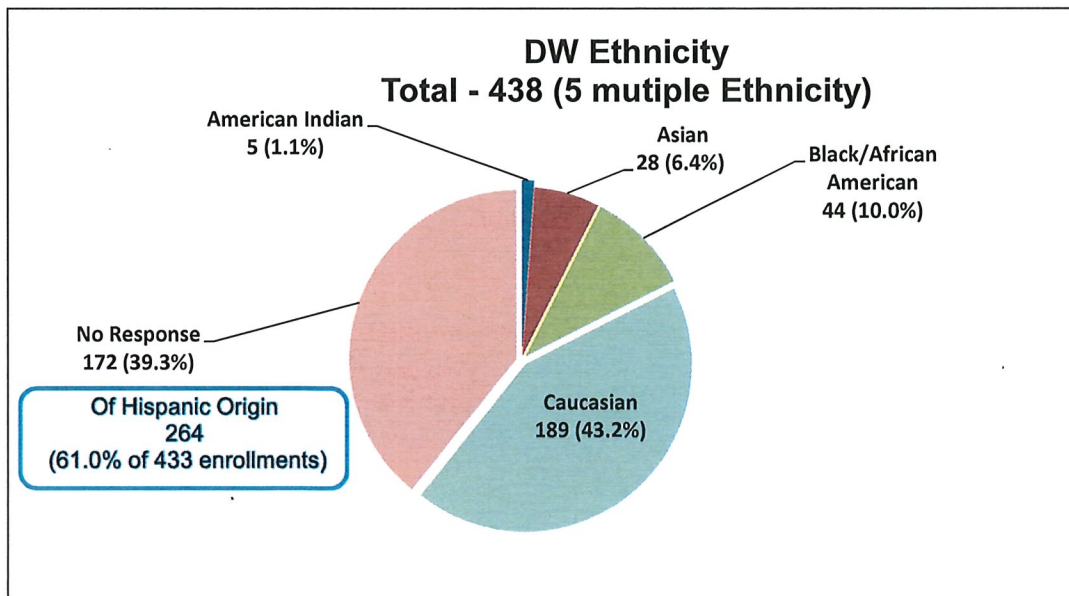


## Dislocated Worker Demographics Third Quarter, Program Year 2021-2022

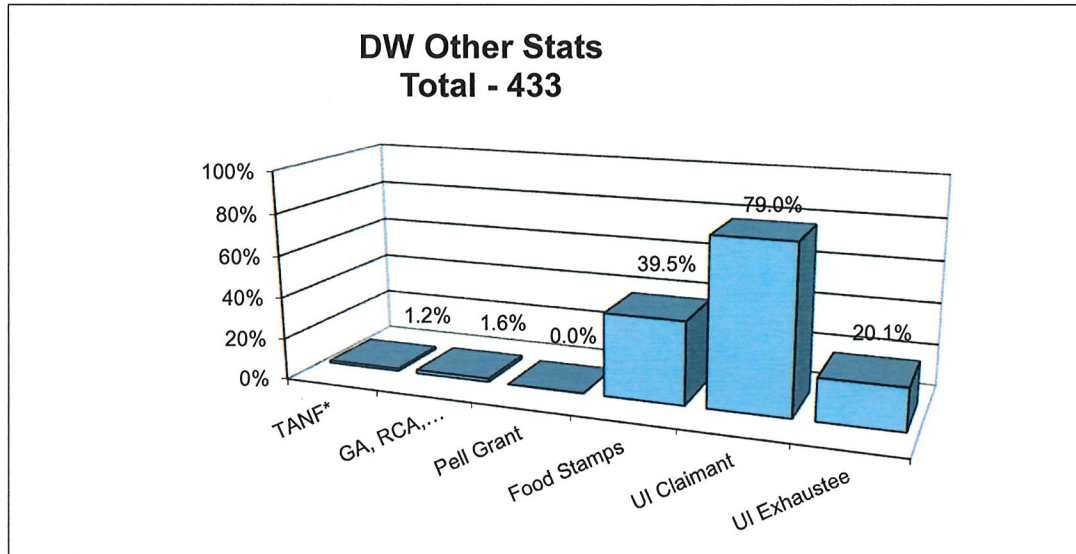




## Dislocated Worker Demographics Third Quarter, Program Year 2021-2022



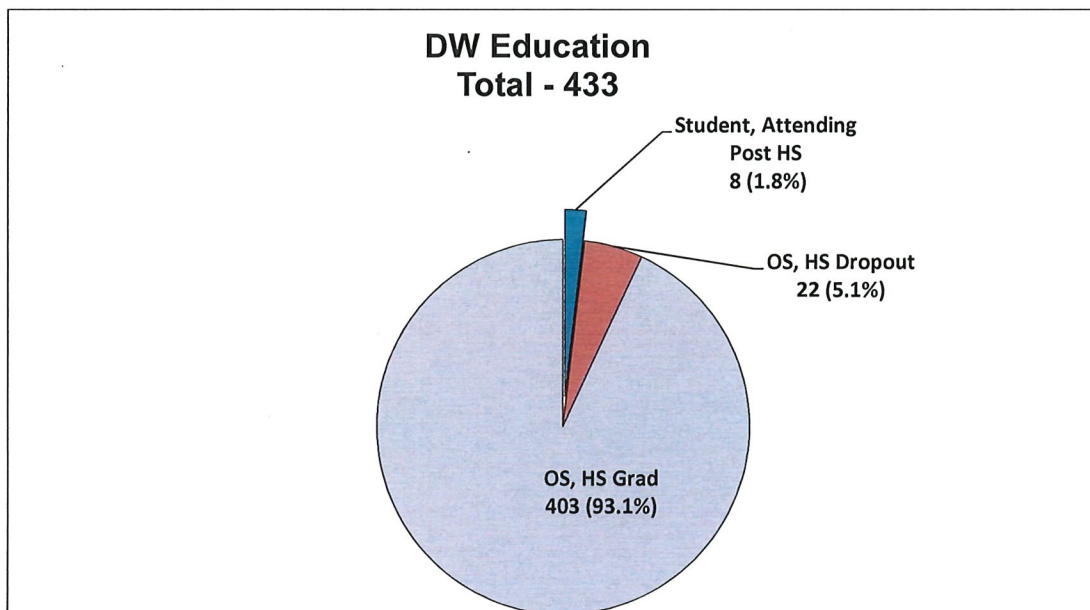
## Dislocated Worker Demographics Third Quarter, Program Year 2021-2022



TANF - Temporary Assistance for Needy Families

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

UI - Unemployment Insurance



# FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

AGENDA ITEM:	16
MEETING DATE:	May 18, 2022
ACTION:	INFORMATION

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**TO:** Adult Council

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

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

**INFORMATION:**

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

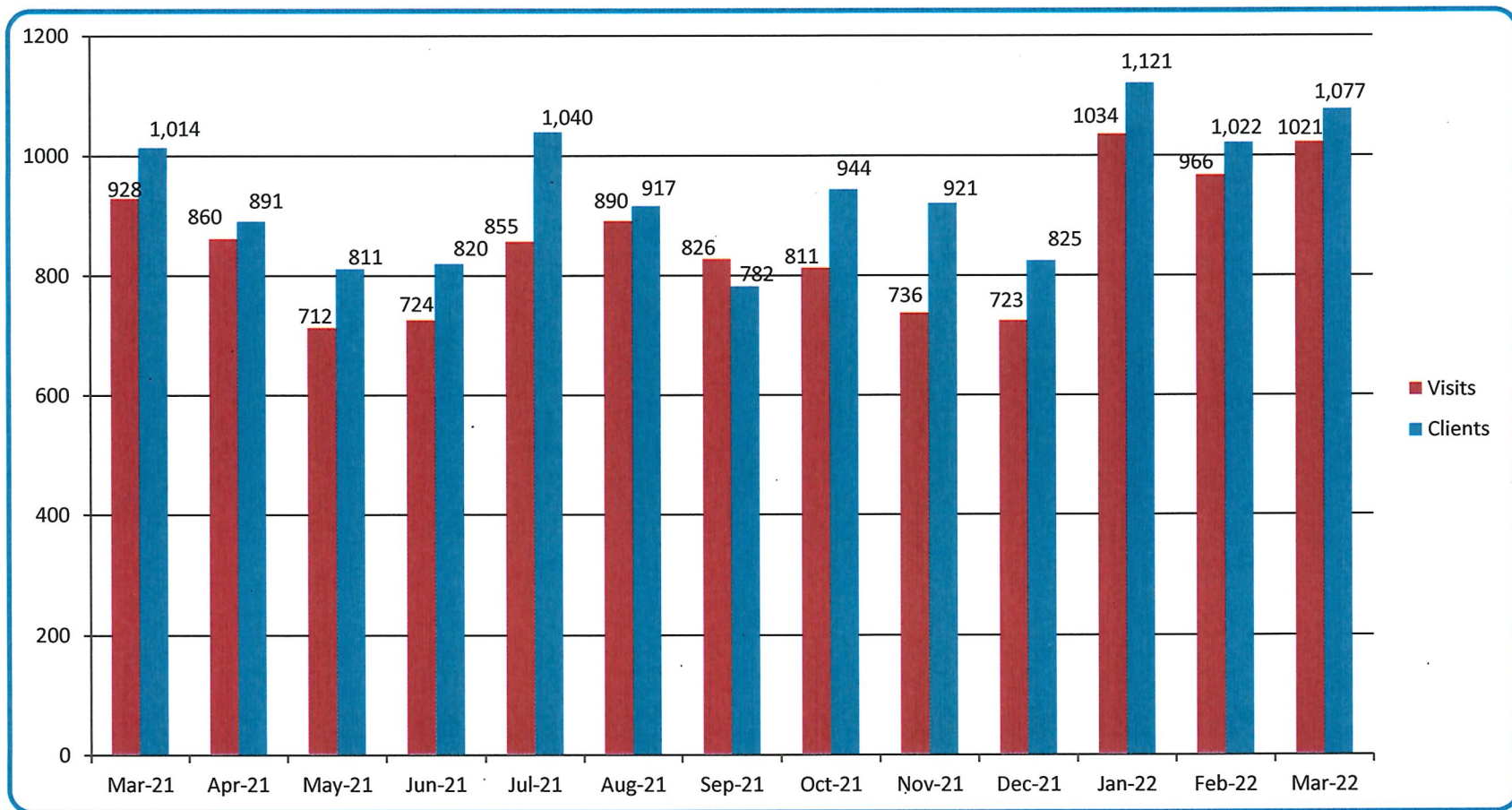
**ATTACHMENT:**

AJCC Clients and Visits Trend Report – March 2022



## AJCC Clients and Visits Trend Report

### March 2022



Clients are unique clients receiving AJCC services in-person or online each period. Clients may be duplicated across periods.

Visits are clients visiting AJCCs. Can be multiple visits for each client per month.