

work²future

opportunity • jobs • success

EXECUTIVE COMMITTEE AGENDA

Thursday, January 19, 2012

3:00 p.m. – 5:00 p.m.

San Jose One-Stop
1601 Foxworthy Avenue
San Jose, CA 95118
408.794.1100

www.work2future.biz

Benny Boveda, Chair
Joseph Flynn, Vice Chair
Christopher Donnelly, Secretary
Elizabeth Kaylor, Committee Staff

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NOTICE TO THE PUBLIC

Good afternoon, my name is Benny Boveda, and in my capacity as Chair of work2future I would like to welcome you to the Executive Committee meeting of January 19, 2012.

Members of the public who wish to address the Committee should identify themselves and state their addresses for the record. You should complete a blue Comment Card located near the door, prior to making comments, and hand to any work2future staff member.

The procedure for this meeting is as follows:

- The Committee Secretary will verify quorum; the Chair will read the opening remarks.
- Members of the public wishing to make a comment will then be given one (1) minutes each to comment.
- work2future staff and/or Committee Members will present recommendations for each action item on the agenda.
- Committee members may ask questions of work2future Staff and other Committee Members.
- The Committee may take action on each action item.
- Copies of the agenda have been placed on the table near the door for your convenience.
- work2future Committee members may only discuss items listed on the Agenda pursuant to the “Brown Act.”

EXECUTIVE COMMITTEE
January 19, 2012
3:00 p.m. – 5:00 p.m.
ORDER OF BUSINESS

I. QUORUM VERIFICATION

II. OPENING REMARKS

III. CONSENT ITEMS

{Action} 5 Min.

Recommendations:

- (a) Accept the Training Report of December 19, 2011.
- (b) Accept the Grant Report of January 5, 2012.
- (c) Accept the BusinessOwnerSpace.com (BOS) Report of January 10, 2012.
- (d) Accept the November Labor Market Report of December 21, 2011.

IV. AGENDA ITEMS

A. Old Business

- 1. **Minutes Approval** **{Action}** 5 Min.
Approval of the November 17, 2011 work2future Executive Committee Minutes.

B. New Business

- 1. **Committee Updates** **{Discussion}** 5 Min.
Benny Boveda, Board and Executive Committee Chair

Committee Chairs will provide reports on current and future committee projects.

- 2. **Department of Labor Performance Update** **{Discussion}** 10 Min.
Christopher Donnelly, Assistant Director

An update will be provided regarding work2future's DOL performance.

- 3. **work2future Budget Update** **{Discussion}** 10 Min.
Jeff Ruster, Executive Director

An update will be provided regarding work2future's budget.

- 4. **Technology Planning Update** **{Discussion}** 20 Min.
Lawrence Thoo, Workforce Intelligence Team

An update on work2future's technology planning efforts will be provided by staff.

5. **Customer Service Team & Client Enrollment Update** {Discussion} 15 Min.
Tamia Brown and Charles Paisley, Customer Service Team

An update on work2future's Customer Service efforts and client enrollments will be provided.

6. **Revenue Generation Update** {Discussion} 10 Min.
Javier Vanga, Workforce Intelligence Team

An update on work2future's revenue generation efforts will be provided.

7. **Workforce Legislation Update** {Discussion} 10 Min.
Christopher Donnelly, Assistant Director

An update on recent workforce legislation will be provided.

8. **work2future Board Development & Committee Structure** {Discussion} 20 Min.
Jeff Ruster, Executive Director

A discussion will be held regarding Board development and the structure of work2future's committees.

C. **Set Items for Next Agenda** 1 Min.

D. **Announcements** 1 Min.

E. **Next Meeting**

The next Executive Committee meeting is currently scheduled to take place at 3:00 p.m. on February 16, 2012 at work2future's Business Services and Administration Center, 5730 Chambertin Drive, San Jose, 95118.

V. PUBLIC COMMENT

VI. ADJOURNMENT

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at the San Jose One-Stop, 1290 Parkmoor Avenue, San Jose, California at the same time that the public records are distributed or made available to the legislative body.

CITY OF SAN JOSE CODE OF CONDUCT FOR PUBLIC MEETINGS IN THE COUNCIL CHAMBERS AND COMMITTEE ROOMS

The Code of Conduct is intended to promote open meetings that welcome debate of public policy issues being discussed by the City Council, Redevelopment Agency Board, their Committees, and City Boards and Commissions in an atmosphere of fairness, courtesy, and respect for differing points of view.

1. Public Meeting Decorum:

- a) Persons in the audience will refrain from behavior which will disrupt the public meeting. This will include making loud noises, clapping, shouting, booing, hissing or engaging in any other activity in a manner that disturbs, disrupts or impedes the orderly conduct of the meeting.
- b) Persons in the audience will refrain from creating, provoking or participating in any type of disturbance involving unwelcome physical contact.
- c) Persons in the audience will refrain from using cellular phones and/or pagers while the meeting is in session.
- d) Appropriate attire, including shoes and shirts are required in the Council Chambers and Committee Rooms at all times.
- e) Persons in the audience will not place their feet on the seats in front of them.
- f) No food, drink (other than bottled water with a cap), or chewing gum will be allowed in the Council Chambers and Committee Rooms, except as otherwise pre-approved by City staff.
- g) All persons entering the Council Chambers and Committee Rooms, including their bags, purses, briefcases and similar belongings, may be subject to search for weapons and other dangerous materials.

2. Signs, Objects or Symbolic Material:

- a) Objects and symbolic materials, such as signs or banners, will be allowed in the Council Chambers and Committee Rooms, with the following restrictions:
 - No objects will be larger than 2 feet by 3 feet.
 - No sticks, posts, poles or other such items will be attached to the signs or other symbolic materials.
 - The items cannot create a building maintenance problem or a fire or safety hazard.
- b) Persons with objects and symbolic materials such as signs must remain seated when displaying them and must not raise the items above shoulder level, obstruct the view or passage of other attendees, or otherwise disturb the business of the meeting.
- c) Objects that are deemed a threat to persons at the meeting or the facility infrastructure are not allowed. City staff is authorized to remove items and/or individuals from the Council Chambers and Committee Rooms if a threat exists or is perceived to exist. Prohibited items include, but are not limited to: firearms (including replicas and antiques), toy guns, explosive material, and ammunition; knives and other edged weapons; illegal drugs and drug paraphernalia; laser

**CITY OF SAN JOSE CODE OF CONDUCT FOR PUBLIC MEETINGS IN
THE COUNCIL CHAMBERS AND COMMITTEE ROOMS (CONT'D)**

pointers, scissors, razors, scalpels, box cutting knives, and other cutting tools; letter openers, corkscrews, can openers with points, knitting needles, and hooks; hairspray, pepper spray, and aerosol containers; tools; glass containers; and large backpacks and suitcases that contain items unrelated to the meeting.

3. Addressing the Council, Redevelopment Agency Board, Committee, Board or Commission:
- a) Persons wishing to speak on an agenda item or during open forum are requested to complete a speaker card and submit the card to the City Clerk or other administrative staff at the meeting.
 - b) Meeting attendees are usually given two (2) minutes to speak on any agenda item and/or during open forum; the time limit is in the discretion of the Chair of the meeting and may be limited when appropriate. Applicants and appellants in land use matters are usually given more time to speak.
 - c) Speakers should discuss topics related to City business on the agenda, unless they are speaking during open forum.
 - d) Speakers' comments should be addressed to the full body. Requests to engage the Mayor, Council Members, Board Members, Commissioners or Staff in conversation will not be honored. Abusive language is inappropriate.
 - e) Speakers will not bring to the podium any items other than a prepared written statement, writing materials, or objects that have been inspected by security staff.
 - f) If an individual wishes to submit written information, he or she may give it to the City Clerk or other administrative staff at the meeting.
 - g) Speakers and any other members of the public will not approach the dais at any time without prior consent from the Chair of the meeting.

Failure to comply with this Code of Conduct which will disturb, disrupt or impede the orderly conduct of the meeting may result in removal from the meeting and/or possible arrest.

III

Consent Items

- (a) Accept the Training Report of December 19, 2011.
- (b) Accept the Grant Report of January 5, 2012.
- (c) Accept the BusinessOwnerSpace.com (BOS) Report of January 10, 2012.
- (d) Accept the November Labor Market Report of December 21, 2011.

[Action]



ADULT/DISLOCATED WORKERS 2011-2012 Training Report

work2future was able to make available a variety of training options to job seekers to assist them to enhance their qualifications for employment.

NUMBER OF CUSTOMERS/JOB SEEKERS TAKING ADVANATGE OF TRAINING		
ELIGIBLE TRAINING PROVIDER LIST (ETPL)	The ETPL provides customer-focused employment training for Adults and Dislocated Workers. Training providers who are eligible to receive Individual Training Accounts (ITAs) through WIA Title I-B funds are listed on the ETPL.	42
COHORT	Participants enroll in training programs as groups of customers, instead of as isolated individuals, creating enhanced opportunities for networking and peer support.	0
Other Training	Participants enrolled in partner agencies (e.g., Adult Education, Apprenticeship, Job Corps, TAA, Older Workers, Veterans, Vocational Rehabilitation).	1
Ed2Go (On-line)	Hundreds of online courses through 1800+ college and university partners — from Creating Web Pages to Accounting Fundamentals, Speed Spanish to Grant Writing — and everything in between.	97
San Jose City College (SJCC)	For-credit courses	0
METRIX (On-line)	A METRIX Learning license allows single users to access to over 5,000 courses for a period of 90 days, 24 hours a day from any computer with an internet connection. The course library contains thousands of desktop computing, business, information technology and health-related topics from industry-leading providers.	224
12+ Certificate Workshops	Workshops 12 hours or longer that result in a certificate (e.g., Microsoft Office Suite, QuickBooks, ESL, GED, Business Writing, Project Management, Business Entrepreneurship, Leadership Boot Camp).	904
GRAND TOTAL		1,268



2011-2012 GRANTS REPORT

1/5/2012 <u>Contact</u>	<u>Grants Funding Source/Sponsor</u>	<u>Due Date</u>	<u>Award Date</u>	<u>Name</u>	<u>work2future Funding Request</u>	<u>Status</u>	<u>Lead/Partners</u>
PENDING							
1 Chris	Federal Earmark	2012	2012	Youth Employment	\$400,000	Pending	work2future
2 Chris	Federal Earmark	2012	2012	Green Jobs Training Program	\$400,000	Pending	work2future
SUBMITTED							
3 Lawrence/Javier	EDD-25% DW Additional Assistance	10/5/2011	TBD	Cisco Systems Layoffs	\$3,000,000	Submitted	work2future
4 Javier	US Dept. of Labor	11/17/2011	TBD	H1B Project	\$5,000,000	Submitted	NOVA/work2future
5 Javier/Lawrence	EDD-25%	TBD	TBD	Additional Assistance Solyndra	\$2,000,000	Submitted	work2future
AWARDED							
6 Chris	EDD--25%	9/30/2010	6/1/2011	Additional Assistance Dislocated Workers	\$985,000	Awarded	work2future
7 BJ	Wells Fargo Bank	6/1/2010	6/1/2011	BOS	\$5,000	Awarded	work2future
8 Chris	EDD--25%	6/2/2010	7/1/2010	Additional Assistance Public Sector	\$975,000	Awarded	work2future
9 Chris	EDD	6/2/2010	7/1/2010	Additional Assistance NUMMI	\$970,000	Awarded	work2future
10 Chris	NEG	6/2/2010	7/1/2010	Emergency NUMMI	\$2,006,901	Awarded	work2future
NOT AWARDED							
11 Javier	EDD-DOL H1B Statewide Concept	9/9/2011	TBD	H1B Skills Accelerator Project	\$1,000,000	Not awarded	NOVA/work2future
12 Richard	USDOL-ETA	3/1/2011	6/1/2011	Civic Justice Corps Youth Juvenile Offenders	\$1,500,000	Not awarded	work2future
13 Lawrence	EDD	6/1/2010	8/1/2010	Green Innovations Challenge	\$4,000,000	Not awarded	work2future
14 Javier	US Dept of HHS	8/5/2010	12/1/2010	Health Opportunity Grant TANF (5 Yrs)	\$1,400,000	Not awarded	work2future/NOVA
15 Chris	*Federal Earmark/Senator	11/1/2010	2010	Green Jobs Training	\$450,000	Not awarded	work2future
16 Jeff	*Federal Earmark/Senator Boxer	2010	2011	Green HC Training Program	\$400,000	Not awarded	work2future
17 Jeff/Scott	EDA (e-ric)	9/1/2010	12/1/2010	Energy Efficiency Training	\$2,500,000	Not awarded	CSJ-SF-CET

BOS Tracking Report Launch YTD

Website	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Oct-07-YTD
Number	5115	3202	3687	3603	4389	3943	4496	5635	3329	3791	4362	4262	2990	219951
Unique	1566	2518	2929	2856	3564	3145	3535	4430	2646	1815	3115	3109	2335	165100

Top Most Popular Linked Sites

- 1 SCORE
- 2 Pacific Community Ventures
- 3 Alliance for Community development, Anewamerica, MBEC, Women's Initiative

QLBS Assessments	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Oct-07-YTD
	1	3	2	2	0	1	0	0	1	1	4	0	6	163

Online Registrations	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Oct-07-YTD
	12	14	18	17	24	21	29	22	67	220	84	18	15	1367

Toll Free Calls	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Oct-07-YTD
	27	11	29	45	40	68	95	55	27	39	60	87	82	1539

Partner Services	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Oct-07-YTD
	651	853	187	1486	1359	811	2805	800	1200	1044	1071	4358	1901	52616

Vietnamese Website Clients	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Oct-07-YTD
	292	466	503	416	509	190	359	413	N/A	N/A	N/A	N/A	N/A	9045
Most Viewed Page	Business Strutures													

Spanish Website Clients	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Oct-07-YTD
	71	41	49	66	66	55	108	61	N/A	N/A	N/A	N/A	N/A	1719
Most Viewed Page	Business Licenses													

Grand Total Oct 07 -YTD

272567

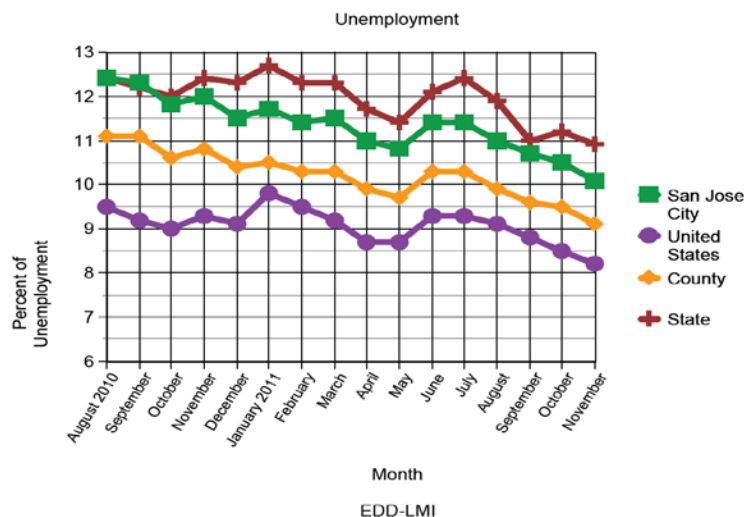
November Unemployment and Labor Force Update

Between November 2010 and November 2011,

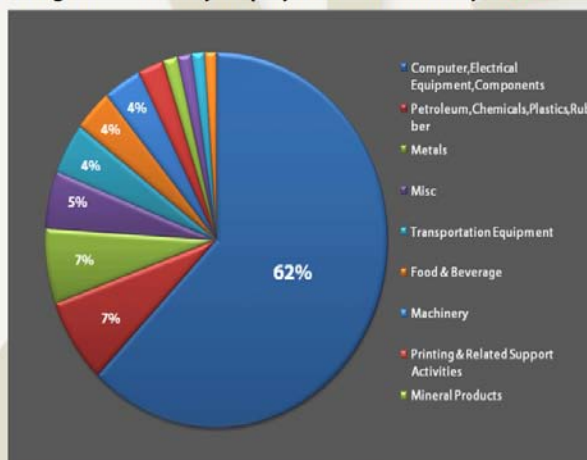
Total employment in the San Jose-Sunnyvale-Santa Clara MSA, which also includes San Benito County, rose by 28,400 jobs, or 3.3 percent.

- Private educational and health services expanded by 7,700 jobs over the year. Private schools and health care each gained 3,600 jobs, while social assistance added 500 jobs.
- Manufacturing netted an increase of 5,300 jobs, as a gain in computer and electronic products more than offset losses in various other durable goods manufacturing industries and in food processing. Check out the chart
- Professional and business services (up 5,200 jobs) marked its 19th consecutive month of job gains on a year-over basis. Professional, scientific, and technical services (up 3,900 jobs) accounted for most of the increase.

Source-EDD LMI November 2011



Manufacturing Sub-Sectors by Employment, Silicon Valley - 2011



Source: EconoVue Services 10-2011

It was the best of times. It was the worst of times. -Charles Dickens from A Tale of Two Cities

“In a low-tech society you don’t see much variation in productivity. If you have a tribe of nomads collecting sticks for a fire, how much more productive is the best stick gatherer going to be than the worst? A factor of two? Whereas when you hand people a complex tool like a computer, the variation in what they can do with it is enormous” ~Paul Graham

When written in Chinese the word "crisis" is composed of two characters - one represents danger and the other represents opportunity. ~John F. Kennedy, address, 12 April 1959

A nickel ain't worth a dime anymore. ~Yogi Berra

We must become the change we want to see. ~ Mahatma Gandhi

Everyone have a great Holiday Season and a Happy New Year.

From your,
Workforce Intelligence Team

IV (A) (1)

Meeting Minutes

[Action]

DRAFT EXECUTIVE COMMITTEE MINUTES
Thursday, November 17, 2011
CTO: 3:10 p.m.

I. QUORUM VERIFICATION:

Present: Denise Boland, Joe Flynn, Dr. Mark Novak (arrived late), Steve Preminger, Rashad Said.
Absent: Benny Boveda.

II. OPENING REMARKS: Read by Executive Committee Vice Chair Joe Flynn.

III. CONSENT ITEMS

Upon motion by Committee Member Rashad Said, seconded by Committee Member Steve Preminger, and unanimously approved, the consent items below were accepted:

- (a) Integration Report of November 4, 2011.
- (b) Grant Report of November 1, 2011.
- (c) Continuous Quality Improvement (CQI) Report of November 4, 2011
- (d) August Budget Variance Report of November 2, 2011.

IV. AGENDA ITEMS

A. Old Business

1. Minutes Approval

Upon motion by Committee Member Denise Boland, seconded by Steve Preminger, the November 17, 2011 work2future Executive Committee Minutes were approved.

B. New Business

- 1. Underemployment in Santa Clara County** [This item was heard out of order.]
Josh Williams of BW Research Partnership, Inc. provided a presentation on the study of underemployment in Santa Clara County. The main objectives of the research were: (1) to better understand underemployment in Santa Clara County; (2) to assess residents' perceptions of Silicon Valley's economy and employment opportunities; (3) to assess residents' employment profile, including job satisfaction and underemployment; and (4) to identify residents' utilization of training and educational courses for purposes of enhancing current employment or obtaining future employment.

He divided the underemployed in Santa Clara County into three major categories:

- Unemployed: those looking for work (10.2%) and those who have given up looking but would work if offered employment;
- Underused (includes Unemployed): part-time workers and multiple job holders who would prefer a single full-time position (21.2%); and
- Underutilized (includes Unemployed and Underused): workers whose qualifications exceed the needs of their current positions (27.7% to 38.5%).

Mr. Williams mentioned that while 37% of residents questioned feel that Silicon Valley's economy and the opportunities for employment in the region are staying about the same, 30% said that the economy and employment opportunities were getting worse, and 29% said that they were getting better.

In addition, 80% of employed residents surveyed reported being satisfied with their current job, with just over a third reporting that they were very satisfied. Further, 28% of employed respondents had held a position within the last five years that paid more than their current employment. Finally, of the 29% of employed respondents who are looking for another job, 44% were seeking higher pay.

When Mr. Williams looked at respondents' utilization of training and educational courses, he determined that 17% of respondents have attended, or are attending, college or university courses for the purpose of employment, and that 25% have completed, or are attending, training programs or skills development courses not provided by a college or university.

Joe Flynn asked what the next steps would be for work2future, given the data and analysis from the study. Because Mr. Williams had found that underused and underutilized individuals are more likely to be hired by emerging green employers, he recommended that work2future categorize its job seekers into three basic groups (initial job seekers, underutilized job seekers, and underutilized job seekers) for purposes of providing more appropriate training programs and identifying job opportunities for specific customers. Staff will also present the findings of the study to work2future's Talent Coaches.

2. Committee Updates

Based on the infrequency of recent Operations Committee meetings due to low attendance, Operations Committee Chair Dr. Mark Novak said that it may be appropriate to review and restructure the Operations Committee.

3. 2012 Executive Committee Meeting Dates

ACTION: Unanimous approval of the meeting schedule for 2012 Executive Committee meetings.

Motion: Steve Preminger

Seconded by: Rashad Said

4. work2future Budget Update

To begin the annual budget cycle, Executive Director Jeff Ruster provided the committee with three budget scenarios: a \$7M budget, an \$8.5M budget, and a \$9.7M budget. He explained that the budget scenarios are not highly detailed at this point, but would provide a framework for subsequent discussion.

Under the low-case \$7M scenario, a 10% to 15% probability, he said that staff is proposing that the carryover reserve would be reduced from 15% to 10% to increase the amount available for operations. It is anticipated that staffing would be reduced by eight FTEs under a \$7M scenario. The Executive Director mentioned a conversation with Joe Flynn last year in which Joe had addressed the assumption that necessary cuts would be implemented in equal shares; Joe had observed that it

may not make sense to cut staff and services (such as workshops) equally, since staff would be needed for critical operations such as monitoring and customer service.

Under the \$8.5M budget, the carryover reserve would remain at 15%, and staffing would be reduced by seven FTEs. The Executive Director mentioned that, even under the best-case scenario of a \$9.7M budget, it is likely that staffing would need to be slightly reduced to accommodate anticipated increases in benefits costs.

The three budget scenarios will be brought to the Finance Committee for its December 7, 2011 meeting. The actual funding level will not be known until April, after the March Board meeting, so staff will request sufficient flexibility to implement any necessary adjustments to work2future's operations once work2future is advised of its FY 2012-2013 funding levels.

Assistant Director Christopher Donnelly said that the budget scenarios as presented do not take into account the requirement from recently signed SB 734 to allocate a specific percentage of funding to training. The Executive Director agreed, adding that the State's definition of *training* would determine whether additional service cuts, staff layoffs, and one-stop closures would be needed to comply with SB 734.

Denise Boland asked whether work2future has considered using contracted staff as a way to keep the needed staffing levels while avoiding overhead. The Executive Director responded that the overhead work2future actually pays to the City is very low, but that staff is looking into using the work2future Foundation as part of a longer-term plan in which some functions may be outsourced.

Dr. Novak added that the universities are undergoing similar financial difficulties, and suggested that the work2future Foundation be used to generate additional revenues, and that a plan should be developed for a three- to five-year time frame.

5. Youth Services and Adult/Dislocated Worker Workshops RFPs

The Assistant Director reported that work2future would release RFPs for youth services and for re-employment workshops in January 2012. He mentioned that work2future will host a community forum at its Almaden site on November 29, 2012 to focus on a new model that incorporates some of the results from recent labor market studies. He said that the current youth services model was based on occupational training, and that the new model would build on the current model by offering occupational training in conjunction with other important aspects of youth development, such as career pathways, civic engagement, and job search/placement.

The Assistant Director also noted that proposals to provide youth services must demonstrate strong linkages with employers to ensure that the training offered to youth is fully aligned with the labor market and that relevant internships will be provided. Joe Flynn asked whether a requirement for significant business linkages had been a part of the old youth services model. The Assistant Director responded that, while employer linkages had been a part of the RFP that procured existing youth services, it had been found that in practice, such linkages were not as robust as needed.

The Assistant Director added that, based on work2future handling case management as it has done with its Green Cadre program, training providers would not need a strong WIA background to provide services to youth under the new model.

The Adult/Dislocated Worker workshops RFQ is anticipated to provide re-employment workshop-related services under the existing model, which involves contractor scheduling of workshops and instructors. It is possible that more than one workshops provider may be selected.

Joe Flynn suggested that important new aspects of service delivery under the RFP and RFQ should be matched with key performance indicators, since what is inspected is what is respected. The Executive Director added that, in addition to looking at how proposers will address the RFP/RFQ requirements, the evaluation teams will examine the financial health of the proposers.

C. Set Items for Next Agenda

- Discussion regarding review/restructuring of Operations Committee
- New workforce legislation
- Budget
- EconoVue update

D. Announcements

E. Next Meeting

The next Executive Committee meeting is currently scheduled to take place on **Thursday, January 19, 2012** at 3:00 p.m. at work2future's San Jose One-Stop at 1601 Foxworthy Ave., San Jose, 95118.

V. PUBLIC COMMENT: no Public Comment cards were received.

VI. ADJOURNMENT: The meeting was adjourned at 4:30 p.m.

IV (B) (1)

Committee Updates

[Discussion]

IV (B) (2)

Department of Labor Performance Update

[Discussion]

work2future
WIA Performance Outcomes Report (Draft)
(Run Date: 11/10/2011)

PY 11-12 (2nd Quarter - without/Updated Base Wage)

	Perf. Goals /a	Actual	SuccRate
ADULT and ARRA ADULT			
ACE Entered Employment Rate	44.00%	40.62%	92.32%
ACA Average Earnings	\$13,000	\$13,223	101.72%
ACR Employment Retention Rate	76.00%	75.02%	98.71%
DISLOCATED WORKERS and ARRA DWP			
DCE Entered Employment Rate	52.20%	50.48%	96.70%
DCA Average Earnings	\$16,500	\$19,498	118.17%
DCR Employment Retention Rate	83.00%	79.57%	95.87%
YOUTH and ARRA YOUTH			
YCP Placement in Employment or Education	65.00%	77.08%	118.58%
YCD Attainment of a Degree or Certificate	61.00%	60.00%	98.36%
YCL Literacy and Numeracy Gains	40.00%	66.67%	166.68%
Overall Performance - Local Target (100%)	Exceeded 4/9		
Overall Performance - State Target (80%)	Exceeded 9/9		
Projected Overall Performance - Local Target (100%)	Exceeded 6/9		
Projected Overall Performance - State Target (80%)	Exceeded 9/9		

/a -Local Performance goals are based on the Directive Transmittal WSD 10-11 dated 12/08/2010.

IV (B) (3)

Work2future Budget Update

[Discussion]

work2future Budget Parameters
FY 2012-2013 & 7m mil 10% carry over
WIA Adult/Dislocated/Youth Program Budget

10	USES	Budget 11-12	Proposed Budget 12-13	% to total	Inc/(Dec)	% Inc(Dec)	
11	Personnel (32 FTE)	4,501,150	3,999,497	53%	(501,653)	-11%	24 FTE @ 150,000; OED \$224,497; PRNS \$175,000
12	Non -Personnel Cost:						
13	Rent & Utilities	606,218	462,122	6%	(144,096)	-24%	3 City owned facilities=phones and copy machines
14	Supplies, Travel, Marketing, Other Professional Services, etc.	703,554	703,554	9%	0	0%	
15	Subtotal Personnel and Non-Personnel	5,810,922	5,165,173	68%	(645,749)	-11%	
16	Client Related Services						
17	Adult Client Related Svcs						
18	Adult and DW Case Mngt (2.75 FTE)	386,000	270,200	4%	(115,800)	-30%	
19	Workshops	603,100	422,170	6%	(180,930)	-30%	See decrease in Training access to large menu of workshops
20	Supportive Services	150,413	60,247	1%	(90,166)	-60%	
21	Training (ETPL/Cohort/OJT/Online)	500,000	350,000	5%	(150,000)	-30%	
22	Other Client Related Costs	100,000	70,000	1%	(30,000)	-30%	
23	Subtotal Adult Client Related Services	1,739,513	1,172,617	16%	(566,896)	-33%	
24							
25	Youth Client Related Svcs						
26	Youth Case Mngt	900,000	630,000	8%	(270,000)	-30%	
27	Hospitality Program	0	0	0%	0	100%	
28	Green Cadre Prgm	506,315	354,421	5%	(151,895)	-30%	
29	Supportive Services/Incentives	130,000	95,609	1%	(34,391)	-26%	
30	Total - Youth Client Related Services	1,536,315	1,080,030	14%	(456,286)	-30%	
31							
32	Total - All Client Related Services	3,275,828	2,252,647	30%	(1,023,181)	-31%	
33	One Time Funding						
34	One Stop Relocation: Move / Tenant Improvements	700,000	0	0%	(700,000)	-100%	
35	Automated Services	400,000	125,000	2%	(275,000)	-69%	
36	Unallocated Reserve (Excess Sources over Uses)	60,197	0	0%	(60,197)	-100%	
37	Subtotal One Time Funding	1,160,197	125,000	2%	(1,035,197)	-89%	
38							
39	Total Program Expenditures	10,246,947	7,542,820	100%	(2,704,127)	-26%	
40	Over/Short	0	0		0	0	

Training Analysis:

Allocation (100%)	4,690,000	
Admin (10%)	469,000	
Program Allocation (90%)	4,221,000	
AB 734 - 25% of Program Allocation	1,055,250	25%

Scenario 1-Liberal Interpretation

Training Includes w/s, staff, etpl, ss	1,102,617	26%
Over by:	47,367	

Scenario 2- Moderate Interpretation

Trng includes w/s, etpl, ss	832,417	20%
Short by:	-222,833	

Scenario 3- Conservative Interpretation

Trng includes etpl and SS only	410,247	10%
Short by:	-645,003	

work2future Budget Parameters
 FY 2012-2013 & 8.5 mil 15% carry over
 WIA Adult/Dislocated/Youth Program Budget

10	USES	Budget 11-12	Proposed Budget 12-13	% to total	Inc/(Dec)	% Inc(Dec)	
11	Personnel (37 FTE)	4,501,150	4,149,497	50%	(351,653)	-8%	25 FYE@150,000; OED \$224,497; PRNS \$175,000
12	Non -Personnel Cost:						
13	Rent & Utilities	606,218	462,122	6%	(144,096)	-24%	3 City owned facilities=phones and copy machines; Gilroy Facilities
14	Supplies, Travel, Marketing, Other Professional Services, etc.	703,554	703,554	8%	0	0%	
15	Subtotal Personnel and Non-Personnel	5,810,922	5,315,173	64%	(495,749)	-9%	
16	Client Related Services						
17	Adult Client Related Svcs						
18	Adult and DW Case Mngt (3.25 FTE)	386,000	312,660	4%	(73,340)	-19%	
19	Workshops	603,100	488,511	6%	(114,589)	-19%	
20	Supportive Services	150,413	121,835	1%	(28,578)	-19%	
21	Training (ETPL/Cohort/OJT/Online)	500,000	532,034	6%	32,034	6%	
22	Other Client Related Costs	100,000	81,000	1%	(19,000)	-19%	
23	Subtotal Adult Client Related Services	1,739,513	1,536,040	18%	(203,473)	-12%	
24							
25	Youth Client Related Svcs						
26	Youth Case Mngt	900,000	783,234	9%	(116,766)	-13%	
27	Hospitality Program	0			0	0%	
28	Green Cadre Prgm	506,315	440,626	5%	(65,689)	-13%	
29	Supportive Services/Incentives	130,000	117,749	1%	(12,251)	-9%	
30	Total - Youth Client Related Services	1,536,315	1,341,608	16%	(194,707)	-13%	
31							
32	Total - All Client Related Services	3,275,828	2,877,648	35%	(398,180)	-12%	
33	One Time Funding						
34	One Stop Relocation: Move / Tenant Improvements	700,000	0	0%	(700,000)	-100%	
35	Automated Services	400,000	125,000	2%	(275,000)	-69%	
36	Unallocated Reserve (Excess Sources over Uses)	60,197	0	0%	(60,197)	-100%	
37	Subtotal One Time Funding	1,160,197	125,000	2%	(1,035,197)	-89%	
38							
39	Total Program Expenditures	10,246,947	8,317,821	100%	(1,929,126)	-19%	
40	Over/(Short)	0	(0)		(0)	(0)	

Training Analysis:

Allocation (100%)	5,695,000	
Admin (10%)	569,500	
Program Allocation (90%)	5,125,500	
AB 734-25% of Program Allocation	1,281,375	25%

Scenario 1-Liberal Interpretation

Training includes w/s, staff, etpl/ss	1,455,040	28%
Over by:	173,665	

Scenario 2-Moderate Interpretation

Training includes w/s, etpl,ss	1,142,380	22%
Short by:	-138,995	

Scenario 3-Conservative Interpretation

Trng includes etpl, SS only	653,869	13%
Short by:	-627,506	

work2future Budget Parameters
FY 2012-2013 & 9.7 mil 15% carry over
WIA Adult/Dislocated/Youth Program Budget

10	USES	Budget 11-12	Proposed Budget 12-13	% to total	Inc/(Dec)	% Inc(Dec)	
11	Personnel (32 FTE)	4,501,150	4,899,497	53%	398,347	9%	30 FTE @150,000; OED \$224,497; PRNS \$175,000
12	Non –Personnel Cost:						
13	Rent & Utilities	606,218	462,122	5%	(144,096)	-24%	3 City owned facilities=phones and copy machines; Gilroy Facilities
14	Supplies, Travel, Marketing, Other Professional Services,etc.	703,554	703,554	8%	0	0%	
15	Subtotal Personnel and Non-Personnel	5,810,922	6,065,173	66%	254,251	4%	
16	Client Related Services						
17	Adult Client Related Svcs						
18	Adult and DW Case Mngt (3.5 FTE)	386,000	335,920	4%	(50,080)	-13%	
19	Workshops	603,100	524,854	6%	(78,246)	-13%	See decrease in Training access to large menu of workshops
20	Supportive Services	150,413	130,898	1%	(19,515)	-13%	
21	Training (ETPL/Cohort/OJT/Online)	500,000	567,559	6%	67,559	14%	
22	Other Client Related Costs	100,000	87,026	1%	(12,974)	-13%	
23	Subtotal Adult Client Related Services	1,739,513	1,646,257	18%	(93,256)	-5%	
24							
25	Youth Client Related Svcs						
26	Youth Case Mngt	900,000	810,000	9%	(90,000)	-10%	
27	Hospitality Program	0			0	0%	
28	Green Cadre Prgm	506,315	455,684	5%	(50,632)	-10%	
29	Supportive Services/Incentives	130,000	121,615	1%	(8,385)	-6%	
30	Total - Youth Client Related Services	1,536,315	1,387,299	15%	(149,017)	-10%	
31							
32	Total - All Client Related Services	3,275,828	3,033,556	33%	(242,273)	-7%	
33	One Time Funding						
34	One Stop Relocation: Move / Tenant Improvements	700,000	0	0%	(700,000)	-100%	
35	Automated Services	400,000	125,000	1%	(275,000)	-69%	
36	Unallocated Reserve (Excess Sources over Uses)	60,197	0	0%	(60,197)	-100%	
37	Subtotal One Time Funding	1,160,197	125,000	1%	(1,035,197)	-89%	
38							
39	Total Program Expenditures	10,246,947	9,223,729	100%	(1,023,219)	-10%	
40	Over/(Short)	0	0		0	0	

Training Analysis:

Allocation (100%)	6,504,278	
Admin (10%)	650,428	
Program Allocation (90%)	5,853,850	
AB 734-25% of Program Allocation	1,463,462	25%

Scenario 1- Liberal Interpretation

Training includes w/s, staff, etpl, ss	1,559,231	27%
Over by:	95,769	

Scenario 2- Moderate Interpretation

Training includes w/s, etpl,ss	1,223,311	21%
short by:	-240,151	

Scenario 3- Conservative Interpretation

Trng incl. etpl, ss	698,457	12%
Over by:	-765,005	

IV (B) (4)

Technology Planning Update

[Discussion]

Technology Planning Update
Executive Committee
01-19-12

ThirdWave Corp., the firm whose selection as planning consultant for the technology advancement project was approved by the Executive Committee in October 2011, began work on the project immediately following the Committee's action.

Work Plan

The agreed-upon work plan is comprised of five major components:

1. **Gap analysis, supplemental research, and needs and capacity assessment:** Review prior assessments and research prepared by work2future staff and conduct additional assessments and research, as determined to be needed. Conduct a half-day needs workshop with staff. Research the California Workforce Services Network, the replacement for the state's existing workforce data management systems, which is scheduled to be rolled out in June-July 2012. Assess I-Train in context of the preceding. *Completion est.: January 21, 2012*
2. **Specifications:** Develop technical specifications for the procurement of a new technology solution to address work2future's customer service and client management needs, including a migration plan for existing data and a plan for interfacing with other systems with which a work2future system must communicate. *Completion est.: February 7, 2012*
3. **Procurement/solicitation plan:** Develop a procurement plan and budget, including needs identification, potential solutions, licensing, maintenance and support, any long-term costs and issues, and identification of vendor qualities and outreach strategies. *Completion est.: March 1, 2012*
4. **RFP:** Draft technical specifications for inclusion in a Request for Proposals using the City's form. Finalize specifications following required City inputs and approvals. Add to the RFP distribution list, as available. *Completion est.: June 15, 2012*
5. **Vendor selection:** Facilitate vendor outreach. Serve as a member of the RFP evaluation team. *Completion est.: August 31, 2012*

The consultant's formal responsibilities conclude once vendor selection has been concluded successfully. Staff will be responsible for contract negotiations with the vendor and for working with the vendor to implement and roll out the new system(s) that result from this project.

Status

ThirdWave has completed its review of the staff's previous assessments and conducted its "rapid workflow workshop" with more than a dozen work2future staff participating. It has received a system demonstration of the state's new system and conducted discussions with the state's project managers, and is on schedule to deliver a written report for component 1 above.

IV (B) (5)

Customer Service Team &
Client Enrollment Update

[Discussion]



INTEGRATION & PERFORMANCE DASHBOARD REPORT 2011-2012

Report Period: December 1 – December 31, 2011

INTEGRATION:

A – Number of new customers completing initial assessment and coaching (enrollments):

- o **234** for the month of December 2011 (Adult: 154 and DWP: 80)
- o **1,937** for year-to-date

B – Number of existing clients: **2,416** (Total served year-to-date is **4,353**)

C – Number of core, intensive, training and misc. services provided to customers (new and carried over clients):

- o **3,380** for the month of December 2011
- o **27,858** for year-to-date, at **6.4** services per client

KEY UPDATES:

- The San Jose One-Stop's multipurpose room has a tentative completion date of March 31, 2012.

CUSTOMER SATISFACTION:

Total Number of Customer Responses: 21

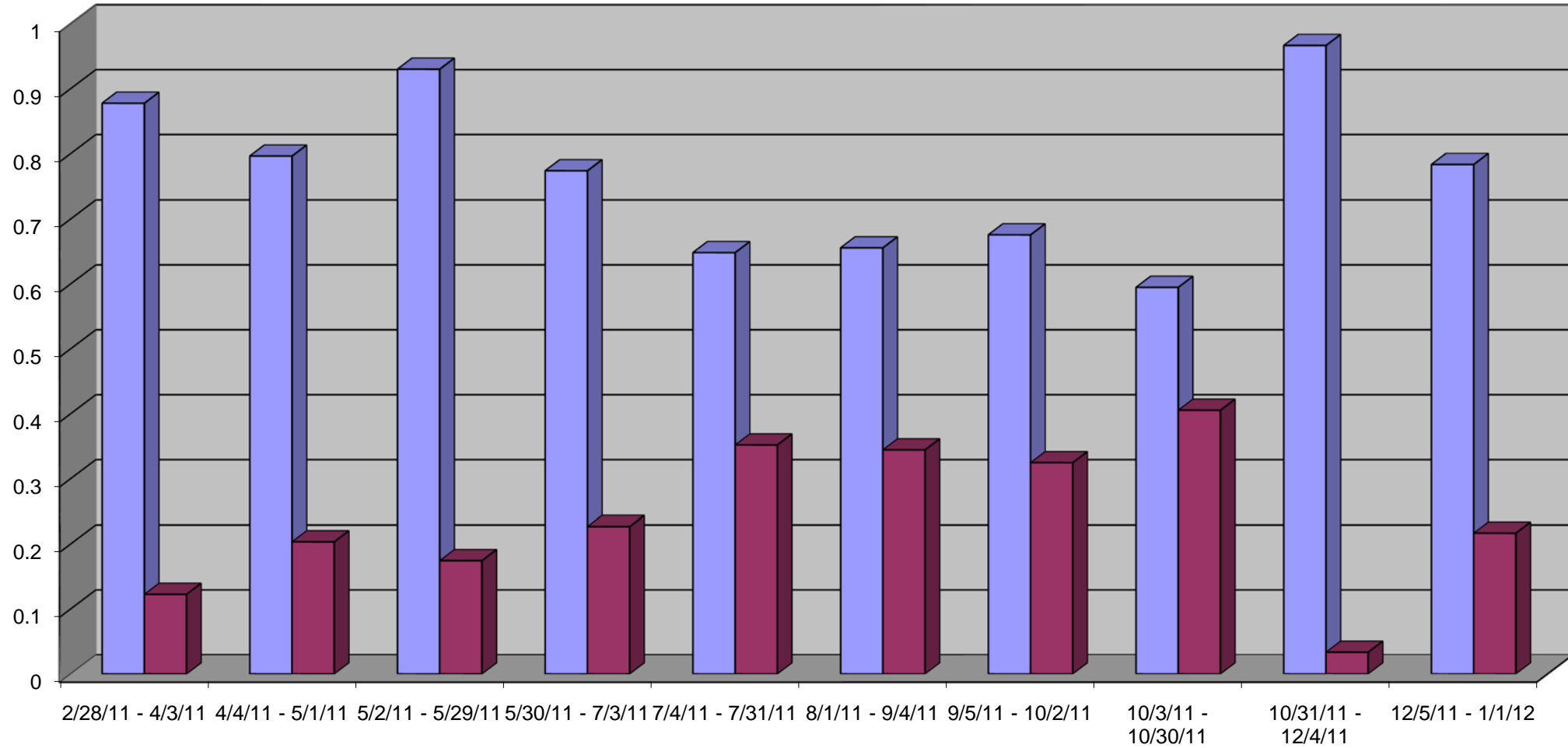
Trends and Analysis:

- Enrollments this fiscal year (1,937 year-to-date) are down relative to last year (3,295 year-to-date), for a 41% decrease. Staff will further assess the decline in new enrollments and will prepare a marketing plan based on further analysis.
- There continues to be a trend regarding low numbers of responses to work2future's customer service survey. Staff is evaluating various software options to make it more convenient for customers to fill out surveys as they access services at the One-Stop.

- Customers are requesting more high-quality job announcements. In response, the Customer Service Team, the Business Services Team and work2future's IT unit will collaborate to determine the feasibility of adding additional online employment sites.
- Customers state the need to unsubscribe or opt out of receiving certain emails that may not pertain to that particular customer. In response, the Customer Service Team will schedule a meeting with staff to change the email parameters for customers.

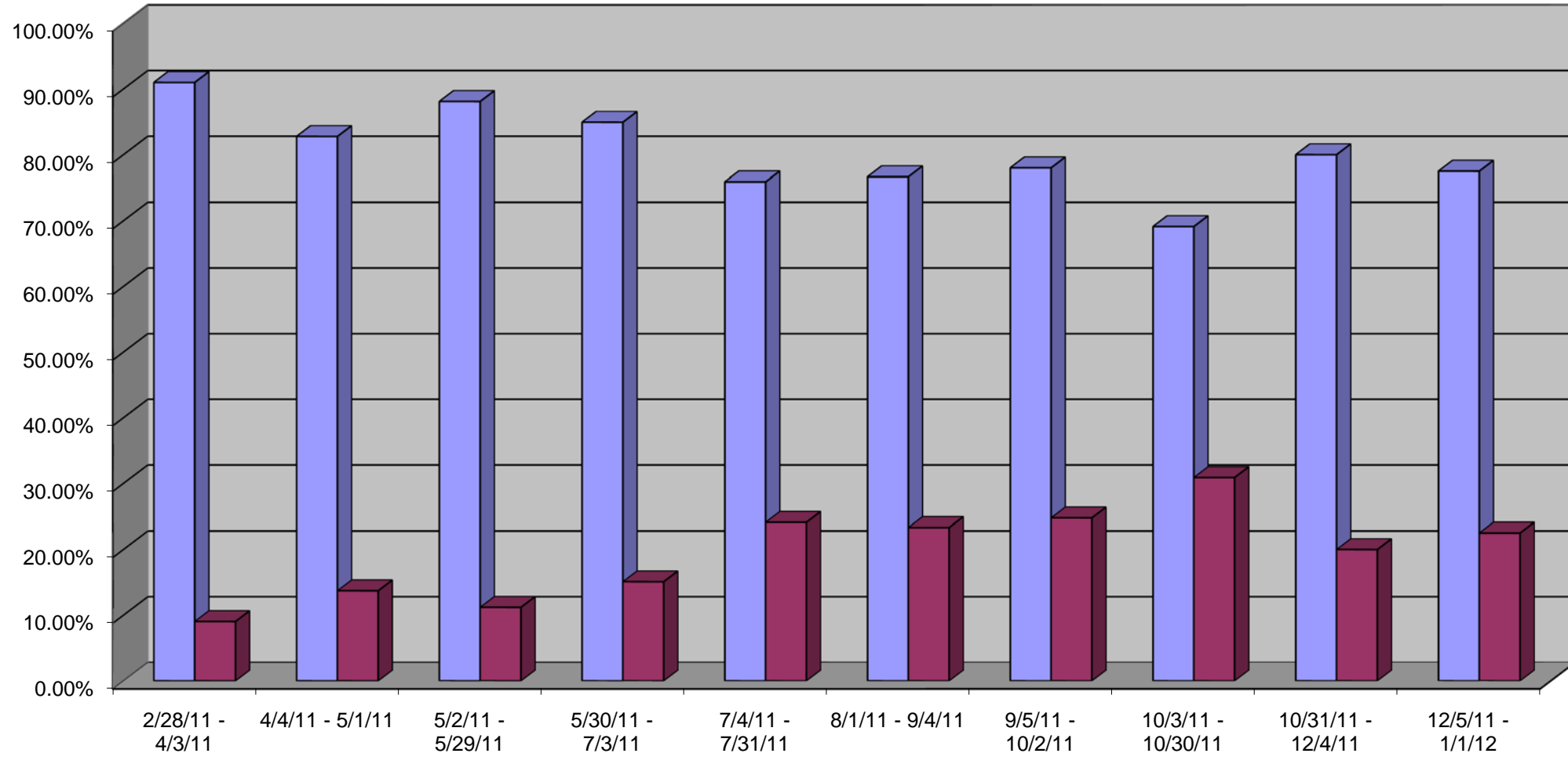
Waited Less than 10 Minutes

Strongly Agree/Agree Disagree/Strongly Disagree



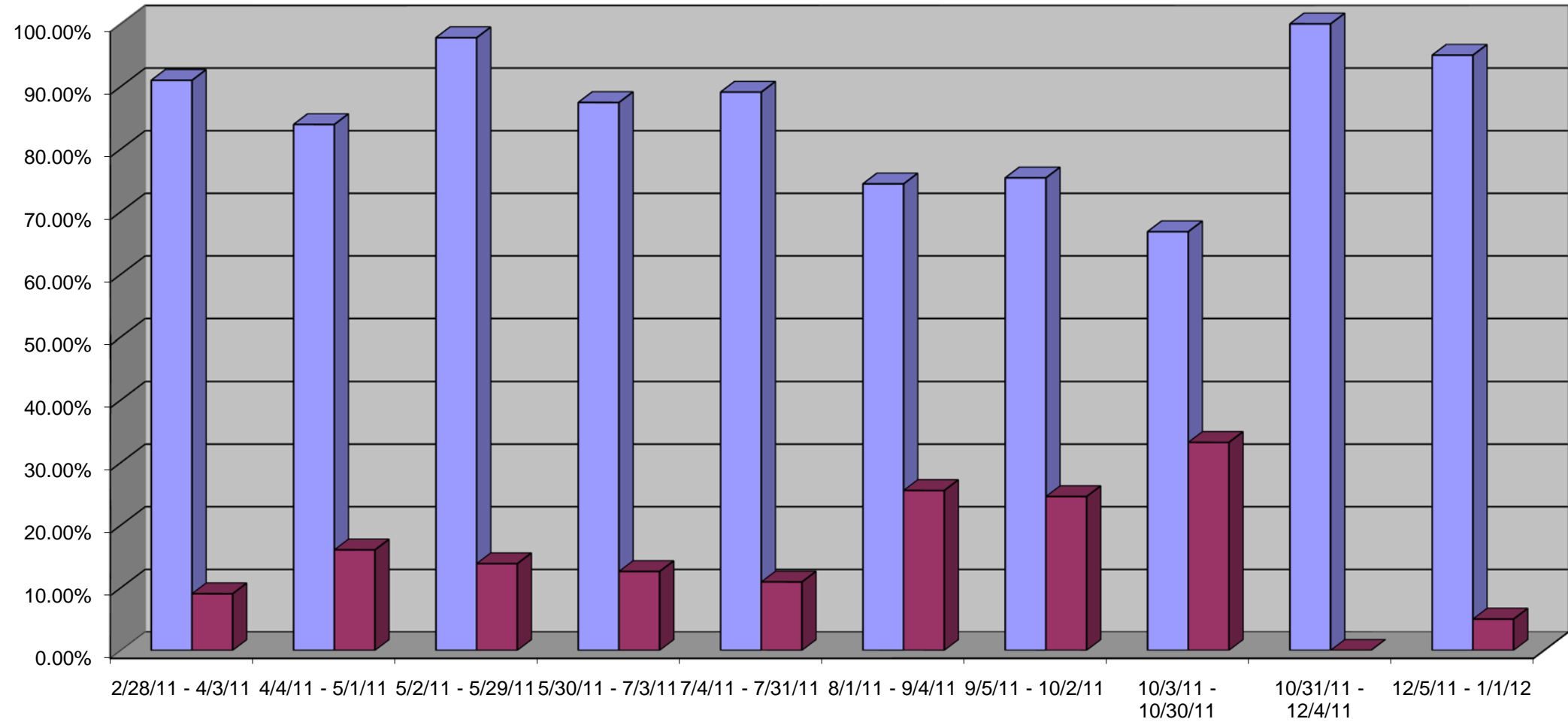
Information Was Useful in Job Search

Strongly Agree/Agree Disagree/Strongly Disagree



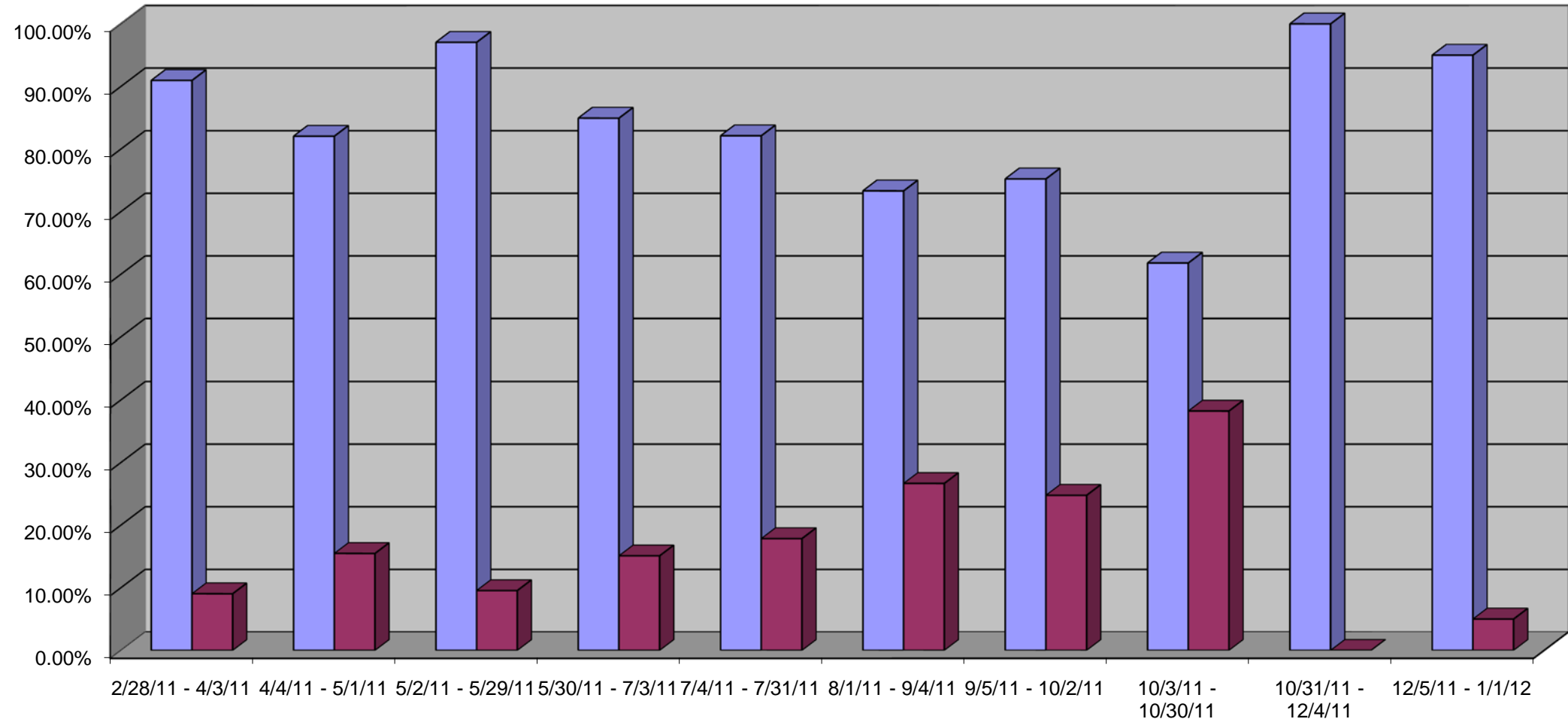
Services Used Were of Quality

Strongly Agree/Agree Disagree/Strongly Disagree



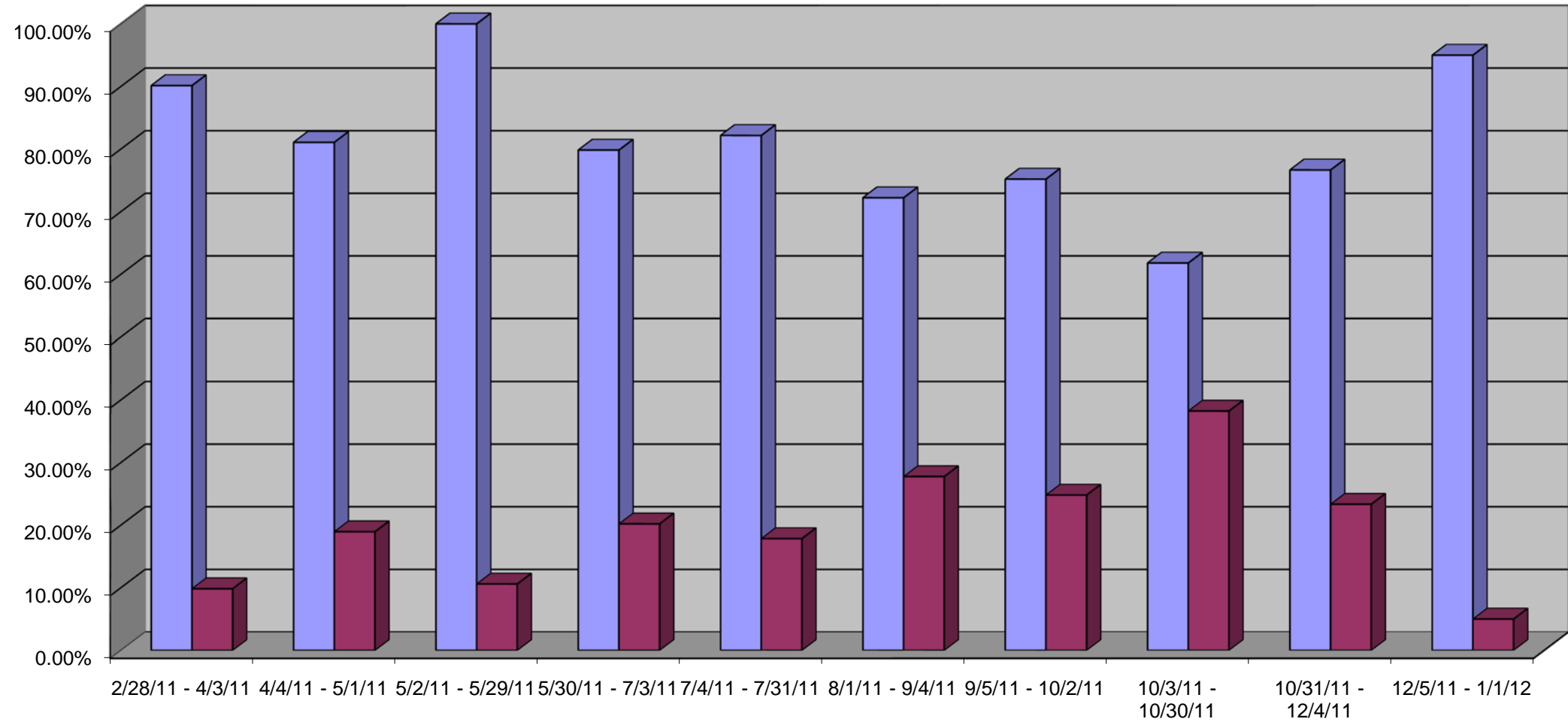
Would Recommend Center to a Friend

Strongly Agree/Agree Disagree/Strongly Disagree



Satisfied With Overall Experience

Strongly Agree/Agree Disagree/Strongly Disagree



IV (B) (6)

Revenue Generation Update

[Discussion]

EconoVue Update: Executive Committee, January 19, 2012

Planned Short Term Strategy for January through June 2012

1. Sales projections are based on current sales, sales in the pipeline, and the launching of EconoVue Prospects, a lead generation module.

1. Actual Sales YTD	\$29,100
2. Current Sales 10/2011-1/2012	\$59,265
3. Sales in Pipeline	\$44,665
4. Projected Sales February through June 2012	\$50,000
Subtotal (2+3+4)	\$153,930
Projected w2f Share of Sales	\$76,965
Projected Expenses	\$10,000
Net Sales	\$66,965

2. The marketing strategy for the remainder of the fiscal year is to continue working on sales in the pipeline, moving forward with regional snapshots, and attending two conferences before the end of June.
3. Staffing will continue at .25 FTE for the remainder of the fiscal year. In July 2012, if sales have not met expectations, only w2f clients and existing subscribers will be served.

IV (B) (7)

Workforce Legislation Update

[Discussion]

Senate Bill 698 Summary

This bill requires the Governor to establish, through the State Board, standards for certification of high-performance Local Workforce Investment Boards (LWIBs), in accordance with specified criteria. The bill also requires the Governor and the Legislature, in consultation with the State Board, to reserve specified federal discretionary funds to high-performance LWIBs. Additionally, it would require the State Board to establish a policy for the allocation of those funds.

The State Board is specifically required to:

- Certify a LWIB as high-performance.
 - Only certified high-performance LWIBs will be eligible to receive any portion of the money reserved for those boards
 - Only high-performance LWIBs will be eligible for any portion of the state's 15-percent discretionary funds.

- Establish a policy for the allocation of incentive moneys to high-performance LWIBs.
- Consult with representatives from LWIBs in initiating a stakeholder process to determine the appropriate metrics and standards for high-performance certification.
 - Standards shall be implemented before January 1, 2013.
 - The first LWIB high-performance certification shall occur before July 1, 2013.
 - Certification and re-certification shall occur at least once every two years.

Senate Bill 734 Summary

This bill requires Local Workforce Investment Boards (LWIBs) to spend a specified percentage of available federal funds for adults and dislocated workers on workforce training programs, consistent with federal law, as prescribed, and would allow the LWIBs to leverage specified funds to meet defined funding requirements.

SB 734 requires LWIBs to spend:

- An amount equal to (at least) 25 percent of available Title I Workforce Investment Act (WIA) funding for adults and dislocated workers on workforce training programs.
 - Begins PY 2012
 - Minimum may be met by spending 25 percent of the base formula funds on training, or by combining a portion of those base formula funds with specified leveraged funds

- An amount equal to (at least) 30 percent of available Title I WIA funding for adults and dislocated workers on workforce training programs.
 - Begins PY 2016
 - Minimum may be met by spending 25 percent of the base formula funds on training, or by combining a portion of those base formula funds with specified leveraged funds
 -

SB 734 defines eligible expenditures.

The bill further authorizes a credit of up to 10 percent for resources leveraged from public education, public or private resources from industry and joint labor management trusts used for training purposes.

The EDD will be required to calculate each LWIB's expenditures and provide that information to the LWIB within a specified timeframe.

Any LWIB that does not meet the specified expenditure levels will be required to submit a corrective action plan, with specified components.

The State Board has no role or responsibility defined in SB 734.

IV (B) (8)

work2future Board Development and Committee Structure

[Discussion]

SB 698 Requirement to Establish Business Services Subcommittee

In addition to other actions required to be performed on or before January 1, 2013 to qualify as a High Performance WIB, it is necessary under SB 698 for a WIB to establish a business services plan that integrates local business involvement with workforce initiatives. The plan, at a minimum, must include:

A. Efforts to partner with businesses to identify (1) workforce training and educational barriers to attract jobs in the relevant regional economy, (2) existing skills gaps reducing the competitiveness of local businesses in the relevant regional economies, and (3) potential emerging industries that would likely contribute to job growth in the relevant regional economy if investments were made for training and educational programs.

B. An electronic system for both businesses and job seekers to communicate about job opportunities.

C. A subcommittee of the local workforce investment board that further develops and makes recommendations for the business service plan for each local workforce investment board in an effort to increase employer involvement in the activities of the local workforce investment board. The subcommittee members should be comprised of business representatives on the local workforce investment board who represent both the leading industries and employers in the relevant regional economy and potential emerging sectors that have significant potential to contribute to job growth in the relevant regional economy if investments were made for training and educational programs.

IV (C)
Set Items for Next Agenda

IV (D)
Announcements

IV (E)
Next Meeting

The next Executive Committee meeting is currently scheduled to take place at 3:00 p.m. on February 16, 2012 at work2future's Business Services and Administration Center, 5730 Chambertin Drive, San Jose, 95118.

V
Public Comment

VI
Adjournment