

WORK2FUTURE BOARD OF DIRECTORS MEETING
THURSDAY, SEPTEMBER 19, 2013
ACTION MINUTES
CTO: 11:48 a.m.

I. QUORUM VERIFICATION:

Present: Rose Amador, Benny Boveda, Janeen Dittrick, Tom Fink, Richard Friberg, Leslie Gilroy, Jose Gonzalez, Dr. Bob Harper, Sue Koepp-Baker, Van Le, Glenn Ledet, Rocky Maddex, Dr. Mark Novak, Rachel Perez, Steve Preminger, Rashad Said, Hermelinda Sapien, Mitch Schoch, Dani Sellers, Lloyd Tran, Henri Villalovoz, Erin Wright, Sima Yazdani.

Absent: Denise Boland, Jeff Burrell, Fabiola Czech, Jack Estill, Joseph Flynn, Bill Guthrie, George Massoud, Olivier Minkowski, Pamela Moore, Ananth Nagaraj, Fernando Sepulveda, Sajeev Sidher, Alex Torres, Sean Washington, Bryan VanHuystee.

II. OPENING REMARKS: Read by Finance Chair Sue Koepp-Baker on behalf of Vice Chair Sima Yazdani.

III. CONSENT ITEMS

ACTION: Upon motion by Steve Preminger, seconded by Dr. Bob Harper, and approved with Benny Boveda and Janeen Dittrick abstaining, the Board accepted the following consent items:

- (a) Grant Report of September 1, 2013.
- (b) Labor Market Information Report of August 20, 2013.
- (c) July Training Report of August 22, 2013.
- (d) August Outreach Report of September 3, 2013.
- (e) July BusinessOwnerSpace.com (BOS) Report of September 3, 2013.
- (f) June Budget Variance Report and Related Budget Variance Spending Plan as approved by the Executive Committee at its meeting of August 15, 2013 and as presented to the Finance Committee for approval on September 11, 2013.

IV. AGENDA ITEMS

A. Old Business

1. Minutes Approval

ACTION: The Minutes of work2future's June 20, 2013 Board meeting were approved.

Motion: Rose Amador

Seconded: Van Le

Abstaining: Benny Boveda

B. New Business

1. work2future 2013-14 Budget & work2future Foundation Updates

Executive Director Jeff Ruster presented this item, thanking the Board for its unified support as well as noting the Board's June 20, 2013 approval of the proposed work2future Budget and related work2future Foundation service delivery model. With City Council's unanimous approval of the new third-party arrangement on August 27, 2013, the Executive Director said that work2future is at the starting point in the creation of a new business model and that, based on serving 5,000 clients this year and the additional work required to set up and staff the work2future Foundation, work2future's customer service ratings and Department of Labor performance levels may be lower during the nine-month transitional period.

The Executive Director added that work2future has a staffing plan and has already developed or adapted most of the policies and procedures that the Foundation will need, as well as having the technology, partnerships and contractual arrangements in place for the new work2future Foundation organization to be fully operational by July 1, 2014. He explained that the contract between the City and the Foundation for \$1.7 million will have strict performance goals and monitoring requirements.

The Executive Director requested ongoing assistance from the Board members in terms of their input, guidance and implementation support for the Foundation, adding that work2future Foundation updates will be provided through the committees, the Board, and periodic emails.

2. Manufacturing Workforce Overview

Workforce Intelligence Team member Javier Vanga presented this item with assistance from researcher Bige Yilmaz. They discussed work2future's study of advanced manufacturing in Santa Clara County in terms of the top ten most important manufacturing subsectors in the local economy.

3. Veterans Initiative Update and Vets101.org Presentation

Workforce Intelligence Team member Richard Martinez provided a brief update on work2future's Veterans Initiative, followed by a presentation of the Vets101.org online tool and targeted information source for veterans provided by Bryon MacDonald from the World Institute on Disability. Following Mr. MacDonald's presentation, the Executive Director noted that the Vets101 tool is very similar to what the Board members driving the Veterans Initiative had planned to produce to better support veterans seeking employment.

4. Business Express Web Permitting Portal

The presentation of the Business Express web permitting portal was deferred to the December 5, 2013 Board meeting.

5. Customer Service Team Update

Customer Service Team member Charles Paisley discussed the mission, vision, and cross-functionality of the team, and reviewed recent efforts to increase customer service survey responses and satisfaction rates. He also distributed new business card-sized outreach materials with the addresses and phone numbers of work2future's one-stop sites and a link to the customer service survey.

6. Department of Labor Performance Update

Director Christopher Donnelly presented this item, saying that according to the 3rd Quarter performance report with updated Base Wage, work2future is currently projected to meet nine out of nine performance goals at 80% of the negotiated level as success is defined by the State, and eight out of nine at 100% of the negotiated level as success is defined by work2future for its local area. On the 4th Quarter performance report without updated Base Wage, work2future is on track to meet eight out of nine goals at both the State (80%) and local (100%) levels.

7. California Workforce Investment Board (CWIB) Updates

The Director presented this item and discussed (1) the plan for CWIB members to work with local WIB members around sector strategies and additional funding opportunities, (2) approval of a new performance structure and requirements for training vendors on the ETPL, (3) approval of seven additional WIA performance measures, and (4) the relationship between this year's proposed and negotiated WIA performance targets and those of prior years. The Director explained that the State's performance goals for work2future in FY 2013-2014 are substantially higher than those of FY 2012-2013 for certain measures.

C. Set Items for Next Agenda

- Foundation Update
- Performance Update

D. Announcements

- **Sue Koepp-Baker:** work2future provided a terrific presentation in Morgan Hill at a hands-on, employer-based information-gathering session convened by the City of Morgan Hill and other stakeholders.
- **B.J. Sims:** work2future will host a job fair at the County Fairgrounds on October 16, 2013.
- **Henri Villalovoz:** Next week is National Employ Older Workers Week.
- **Janeen Dittrick:** On October 30, 2013 EDD will host its annual Honor a Hero, Hire a Vet Job and Resource Fair at the San Jose Airport Garden Hotel. A flyer with additional details will be provided to the Board.

E. Next Board Meeting

The next Board meeting is scheduled for **Thursday, December 5, 2013** at 11:30 a.m. at work2future's San Jose One-Stop, 1601 Foxworthy Drive, San Jose, 95118.

V. PUBLIC COMMENT: There were no public comments.

VI. ADJOURNMENT: the meeting was adjourned at 1:30 p.m.