



## **EXECUTIVE COMMITTEE AGENDA**

**Monday, May 16, 2011**

3:00 p.m. – 5:00 p.m.

San Jose One-Stop  
1290 Parkmoor Ave.  
San Jose, CA 95126  
408.794.1100

[www.work2future.biz](http://www.work2future.biz)

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

The City of San Jose is committed to open and honest government and strives to consistently meet the community's expectations by providing excellent service, in a positive and timely manner, and in the full view of the public. For additional information, please view:

[http://www.sanjoseca.gov/clerk/cp\\_manual/CPM\\_0\\_15.pdf](http://www.sanjoseca.gov/clerk/cp_manual/CPM_0_15.pdf)

For questions regarding this agenda, please call Elizabeth Kaylor at (408) 794.1125. To request an accommodation or alternative format for work2future meetings, events or printed materials, please call Elizabeth Kaylor at (408) 794.1125 or call 408.294.9337 (TTY) as soon as possible, but at least three business days before the meeting/event.

## **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 May 16, 2011.

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**  
**May 16, 2011**  
**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 American Recovery and Reinvestment Act (ARRA)/Integration Report of April 4, 2011.
- (b) Accept the March CQI Dashboard Report of April 8, 2011.
- (c) Accept the Grant Report of April 1, 2011.
- (d) Accept the BOS Report of April 6, 2011.
- (e) Accept the February LMI Report of March 30, 2011.

**IV. AGENDA ITEMS**

**A. Old Business**

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

**B. New Business**

- 1. **Committee Updates [Deferred]** **{Information}** 0 Min.  
*Benny Boveda, Board and Executive Committee Chair*

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

- 2. **ARRA Final Summary Report** **{Discussion}** 25 Min.  
*Jeff Ruster, Executive Director*

Discussion of ARRA service impacts, expenditures versus allocations, audits and outstanding issues.

- 3. **Proposed ARRA/WIA Expenditure Adjustments** **{Action}** 15 Min.  
*Joy Salandanan, Supervising Accountant*

Approval of proposed ARRA and WIA expenditure adjustments.

- 4. **Performance Update** **{Discussion}** 10 Min.  
*Christopher Donnelly, Assistant Director*

An update will be provided regarding work2future's performance.

5. **work2future Relocation and Technology Update** {Discussion} 15 Min.  
*Christopher Donnelly, Assistant Director*

An update will be provided regarding the move from Parkmoor to three community centers and proposed new technologies.

6. **Small Business Study Follow-Up** {Discussion} 15 Min.  
*BJ Sims, Business Services Manager*

Staff will provide a demonstration of New York City's interactive Business Wizard website.

7. **501(c)3 Update** {Discussion} 10 Min.  
*Christopher Donnelly, Assistant Director*

An update will be provided regarding development of work2future's new 501(c)3 entity.

8. **State Senate Bill 776** {Discussion} 10 Min.  
*Jeff Ruster, Executive Director*

A discussion of proposed workforce investment-related legislation will take place.

- 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 on June 2, 2011 at 3:00 p.m. at the San Jose One-Stop, 1290 Parkmoor Ave., San Jose, 794.1100.

## 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 American Recovery and Reinvestment Act (ARRA)/Integration Report of April 4, 2011.
- (b) Accept the March CQI Dashboard Report of April 8, 2011.
- (c) Accept the Grant Report of April 1, 2011.
- (d) Accept the BOS Report of April 6, 2011.
- (e) Accept the February LMI Report of March 30, 2011.

[Action]



ARRA/INTEGRATION UPDATE  
ADULT/DISLOCATED WORKERS AND YOUTH 2010-2011  
April 4, 2011

**Key update:**

- Evening workshops are now available at the San Jose One-Stop through June 2011 – Intermediate Software courses are also available
- March 22, 2011 Job Fair at the Mexican Heritage Plaza: over 500 in attendance
- Feb 25, 2011 Youth Job Fair at the City Hall Rotunda: approximately 800 in attendance
  
- o Training Information
  - 124 Individuals in Occupational Skills Training
  - 495 Metrix licenses issued
  - 388 ED2Go signups
  - 1102 Certificated workshop participants

**Data for March 2011 for Adult and DW Programs:**

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

- o **571** for the month of March 2011 (Adult: 342 and DWP: 229 )
- o **4,864** for year-to-date

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

- o **7,619** for the month of March 2011
- o **68,284** for year-to-date (included early sign ups - future dates)

C – Please see agenda item regarding ARRA/WIA expenditure adjustments.



**Customer Satisfaction Performance Dashboard  
Monthly Summary - March 2011**

**Report Date: April 8, 2011**

**Total Number of Responses: 182**

**Volume:**

- Number of new customers completing initial assessment and coaching:
  - 571 for the month
  - 4,864 year to date
  - Average number of new customers per day: 23
  
- Number of services core, intensive, training, misc. provided to customers:
  - 7,619 for the month
  - 68,284 year to date
  - Average number of services per customer during reporting period: 13

**Conclusions and Analysis:**

- Overall customer satisfaction is holding steady at slightly over 90%.
- Majority of customers find that services offered meet or exceed expectations.
- Customers recognize staff as being helpful and knowledgeable.

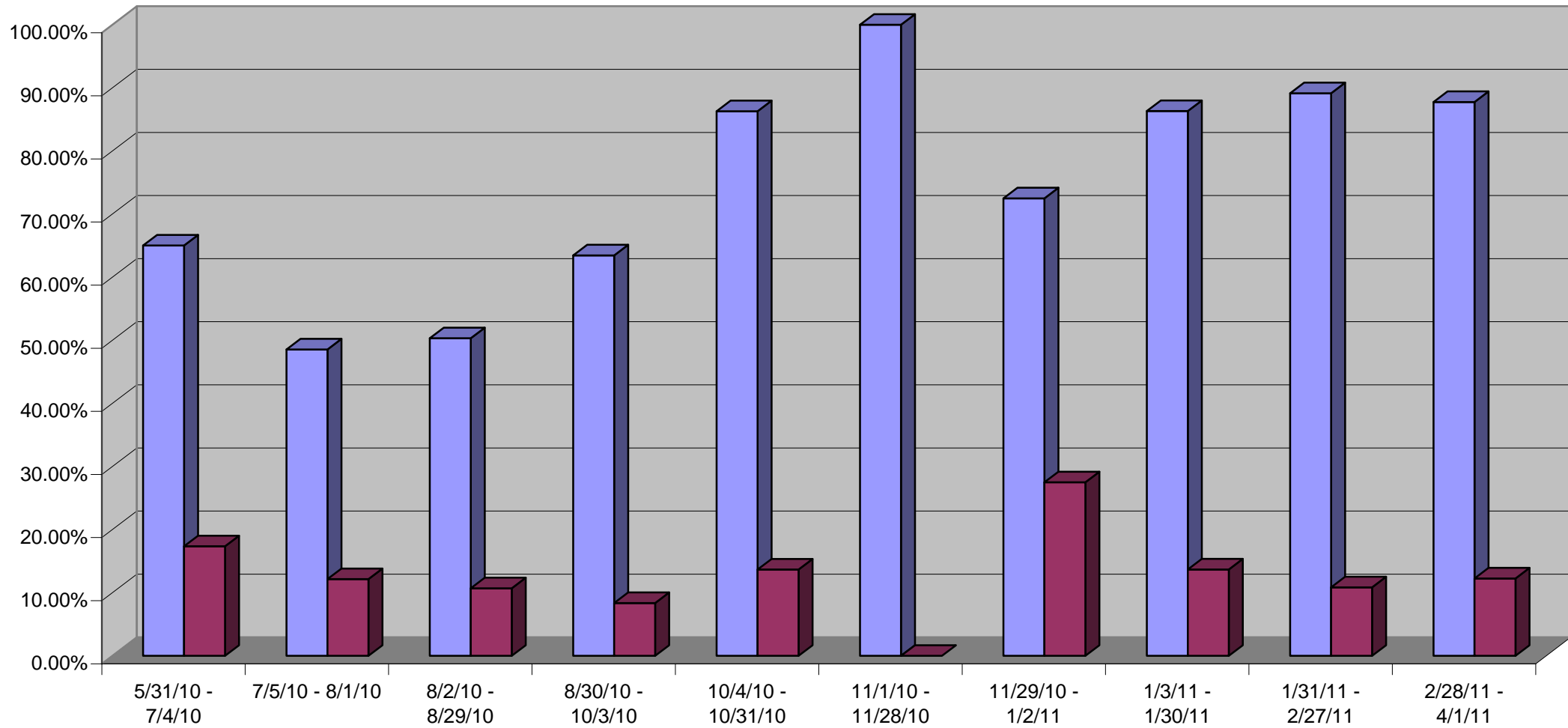
**Summary of Trends:**

- Customers are very complimentary of staff.
- Customers want more job fairs.
- Customers have difficulty reaching a live person on the phone.
- Customers want more staff assistance in the computer lab.
- Customers want specific information regarding applying for jobs online, i.e. we send out postings, indicate they need to apply online, but don't give web address.
- Customers want most current version of Microsoft Office.

Graphs attached for questions 2, 5, 6, 7 & 8. These have been identified as Key Performance Indicators (KPIs).

### Waited Less than 10 Minutes

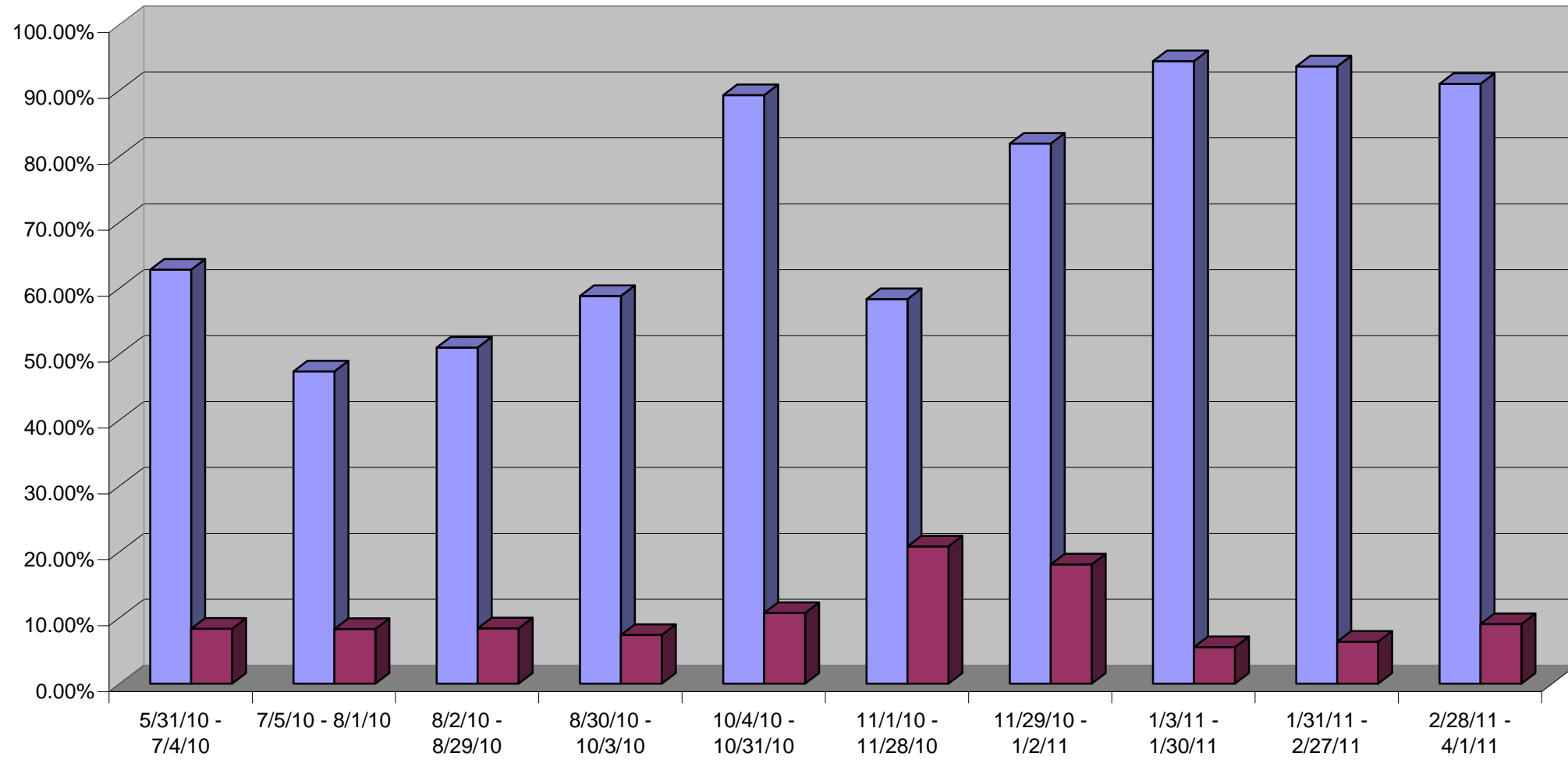
Strongly Agree/Agree Disagree/Strongly Disagree



NOTE: Data from October forward is Survey Monkey and does not include Strumpf Associates

### Information Was Useful in Job Search

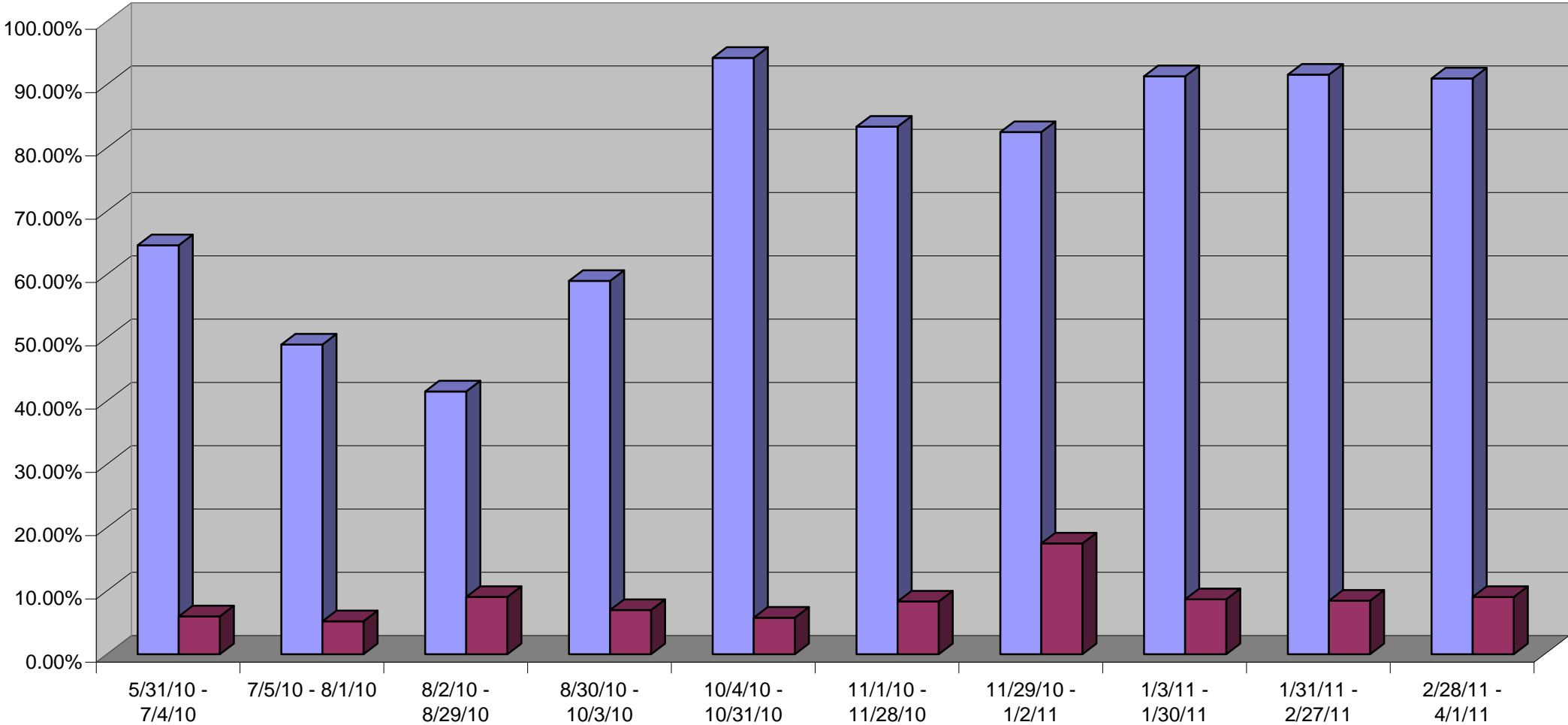
Strongly Agree/Agree Disagree/Strongly Disagree



NOTE: Data from October forward is Survey Monkey and does not include Strumpf Associates

### Services Used Were of Quality

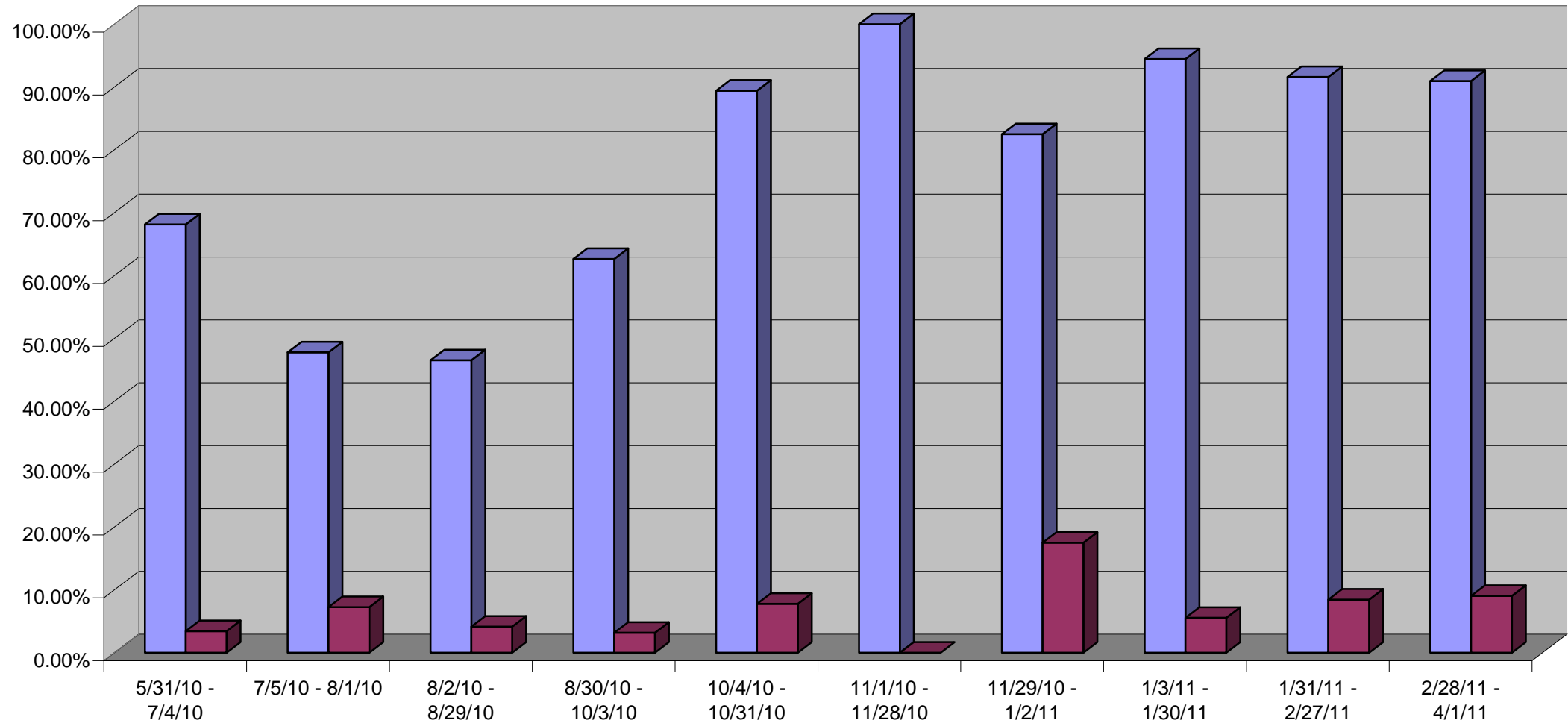
Strongly Agree/Agree Disagree/Strongly Disagree



NOTE: Data from October forward is Survey Monkey and does not include Strumpf Associates

### Would Recommend Center to a Friend

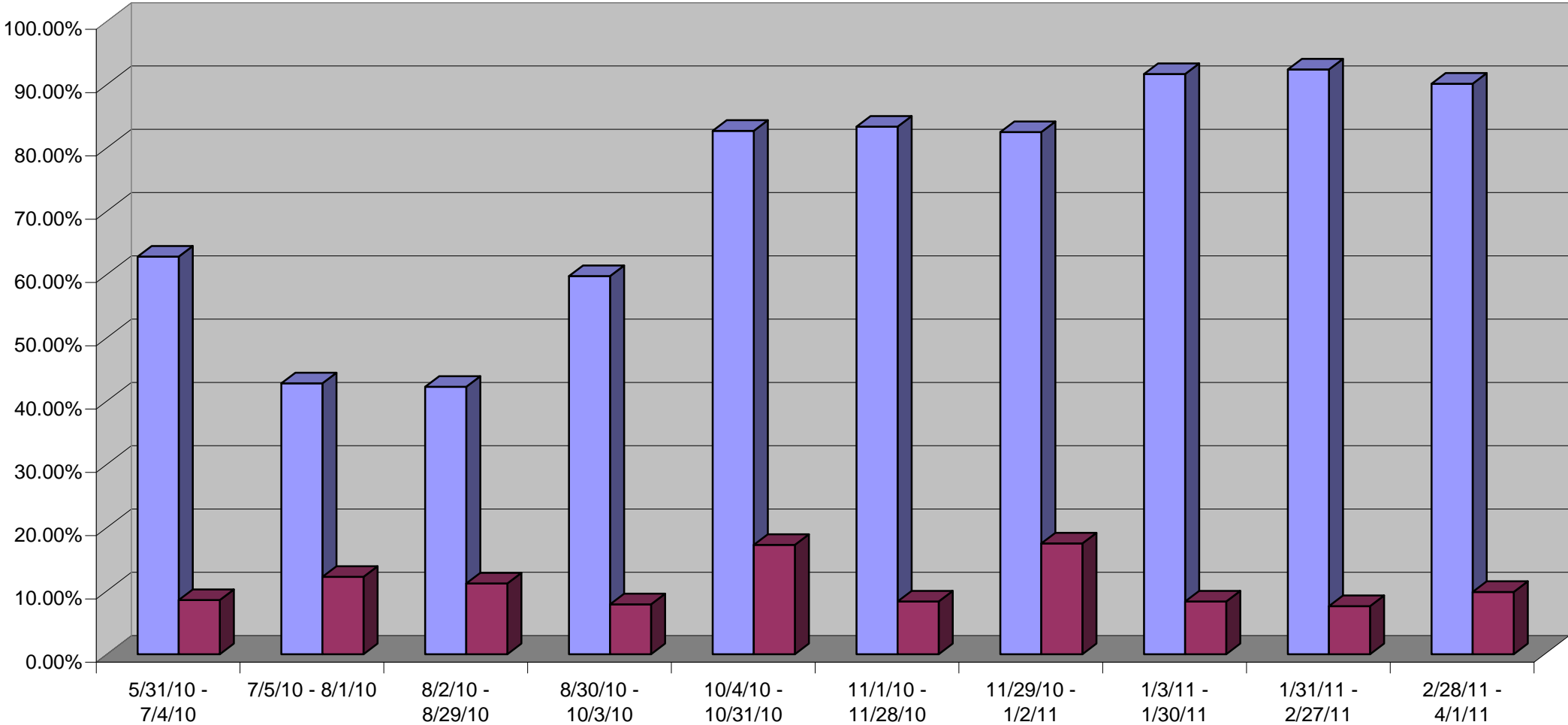
Strongly Agree/Agree    Disagree/Strongly Disagree



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### Satisfied With Overall Experience

Strongly Agree/Agree Disagree/Strongly Disagree



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4/1/2011	Grants	Due Date	Award Date		<u>work2future</u>		
Contact	Funding Source/Sponsor	Submitted	TBD	Name	Funding Request	Status	Lead/Partners
<b><u>PENDING</u></b>							
<b><u>SUBMITTED</u></b>							
1	Richard	USDOL-ETA	3/1/2011	Jun-11	Civic Justice Corp Youth Juvenile offenders	\$1,500,000	Submitted w2f
2	Chris	EDD--25%	9/30/2010	TBD	Additional Assistance Dislocated Workers	\$985,000	Submitted w2f
3	Richard	EDD 25%	2/1/2011	4/1/2011	Cal Grip Youth	\$500,000	Submitted work2future
4	Chris	*Federal Earmark/Senator	Nov-10	2012	Library Technology	\$250,000	Submitted work2future
5	Chris	*Federal Earmark/Senator	Nov-10	2010	Green Jobs Training	\$450,000	Submitted work2future
6	Jeff	*Federal Earmark/Senator Boxer	2010	2011	Green HC Training Program	\$400,000	Submitted work2future
7	NOTE	<i>*Senate Appropriations Committee Chairman Daniel Inouye's announced a 2-year earmark moratorium, for FY2011 and FY2012, as the Committee works towards reform efforts. we won't have a clearer picture until after the President's budget release and Congress determines what they're going to do for the remainder of FY2011 by early March.</i>					
<b><u>Awarded</u></b>							
8	BJ	Wells Fargo Bank	6/1/2010	4/13/2011	BOS	\$5,000	Awarded w2f
9	Chris	EDD--25%	2010	7/1/2010	Additional Assistance Public Sector	\$975,000	Awarded work2future
10	Chris	EDD	2010	7/1/2010	Additional Assistance NUMMI	\$970,000	Awarded work2future
11	Chris	NEG	2010	7/1/2010	Emergency Numi	\$2,006,901	Awarded work2future
12	Javier	EDD	2010	6/30/2010	Green Inovations (Workforce Inst)	\$150,000	Awarded workforce Insti/w2f
13	Javier	California Workforce Board	11/19/2009	2/14/2010	Regional Clusters of Opportunity	\$100,000	Awarded NOVA/w2f
14	Chris	NEG OJT	5/2/2010	TBD	OJT	\$725,642	Awarded work2future
15	Javier	DOL	10/5/2009	2/22/2010	ARRA Health Care Sector SGA/DFA	\$60,000	Awarded SJS Foundation
16	BJ	Federal earmark/Cong. Honda	2009	TBD	BOS support Minority Business	\$200,000	Submitted work2future
17	BJ/Joy	City General Fund	2009	2009	BOS Support	\$100,000	Awarded work2future
18	BJ/Joy	Wells Fargo	2009	2009	BOS Network	\$10,000	Awarded work2future
19	BJ/Joy	Wells Fargo	2009	2009	BOS	\$5,000	Awarded work2future
20	BJ	Federal Earmark/Cong.Honda	2009	2009	BOS support	\$245,000	Awarded work2future
21	Chris	Target Foundation	2009	2009	Celebracion	\$5,000	Awarded work2future
<b><u>NOT AWARDED</u></b>							
22	Richard	EDD 25%	2/1/2011	4/1/2011	Cal Grip Youth	\$500,000	Submitted work2future
23	Lawrence	EDD	6/1/10	Jun-10	Green Innovations Challenge	\$4,000,000	Not awarded work2future
24	Javier	DOL	9/29/2009	TBD	Pathways Out Of Poverty	\$2,500,000	Not awarded work2future
25	Javier	CA Green Energy Training Prog PY 09/10			EDD/CA Department of Energy	\$545,000	Not awarded work2future
26	Jeff	Federal Earmark	FY 2010		Small Business/BOS	\$250,000	Not awarded work2future
27	Javier	DOL	4/29/2010	TBD	Community Based Job Training Grant	\$400,000	Submitted West valley Coll/w2f
28	Javier	US Dept of HHS	8/5/2010	Dec-10	Health Opportunity Grant TANF (5Yrs)	\$1,400,000	Submitted work2future/NOVA
29	Jeff/Scott	EDA (e-ric)	2010	Summer2010	Energy Efficiency Training	\$2,500,000	Submitted CSJ-SF-CET

# BOS Tracking Report Launch YTD

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Oct-07-YTD
Website Number	4087	5432	***5777	***10494	5624	7073	5115	5581	4669	4071	4754	5115	3202	3687	3603	4389	187143
Unique	2900	4026	4289	7606	2335	5310	3983	3947	3564	3266	3677	1566	2518	2929	2856	3564	139885

## Top Most Popular Linked Sites

- 1 SVSBDC
- 2 Alliance for Community Development, Hispanic Chamber
- 3 CSJ-OED, Ecology Action, EBC, Women's Initiative

QLBS Assessments	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Oct-07-YTD
	2	2	5	10	0	8	2	3	2	2	6	1	3	2	2	0	150

Online Registrations	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Oct-07-YTD
	23	31	39	54	23	41	25	26	23	17	20	12	14	18	17	24	895

Toll Free Calls	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Oct-07-YTD
	21	17	44	30	45	28	38	17	23	12	20	27	11	29	45	40	1026

Partner Services	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Oct-07-YTD
*	35	66	***915	***715	733	****1537	698	317	****1647	1359	3713	651	853	187	1486	1024	39754

## Grand Total Oct 07 -YTD

226897

Vietnamese Website Clients	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Oct-07-YTD
	147	302	200	334	384	404	292	379	417	280	498	292	466	503	416	509	8083

## Most Viewed Page Business Plan Template

Spanish Website Clients	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Oct-07-YTD
	43	39	74	55	46	65	71	68	67	80	70	71	41	49	66	66	1495

## Most Viewed Page Locating Private Investors

1561

ARC Loans from CA Lenders	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Oct-07-YTD
	49	55	59	46	57	9	24	20	21	25	0	0	0	0	0	0	462

\* BOS Festival Event

\*\* BOS HP Event

\*\*\* BOS Small Business Tax Assistance

\*\*\*\* BOS Small Business Resource Fair & CH job Fair

\*\*\*\*\*SV Chamber event 1474

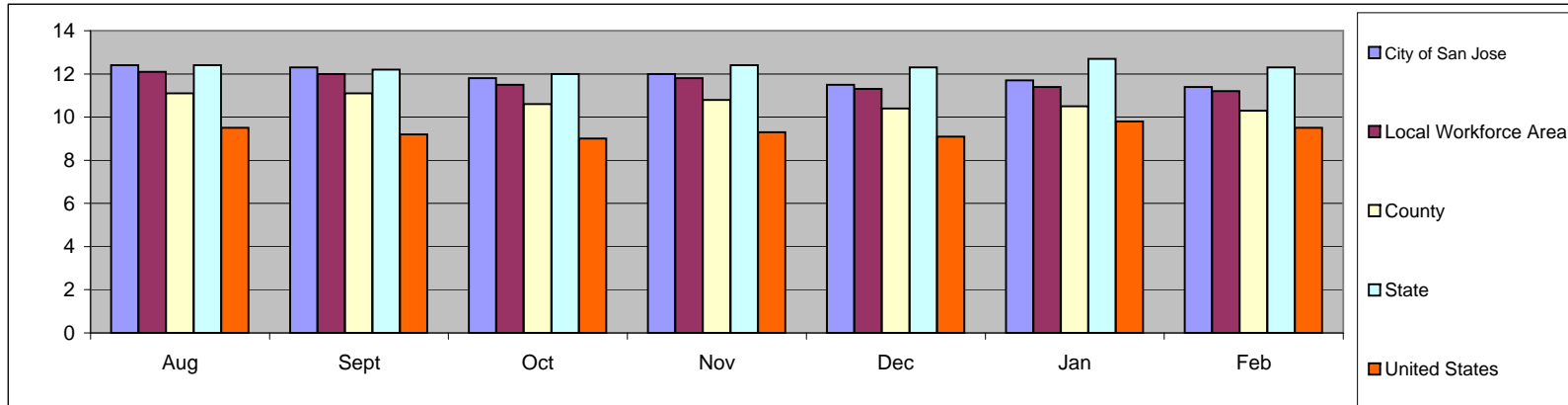
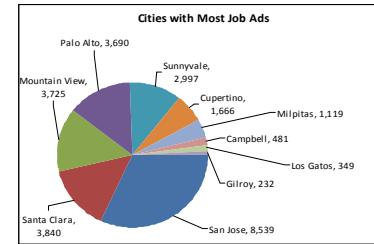


## February 2011 Local Unemployment Data

Mar-11

Data Source: LMID

	2010				2011		
	Aug	Sept	Oct	Nov	Dec	Jan	Feb
<b>San Jose City</b>	12.4	12.3	11.8	12	11.5	11.7	11.4
<b>Local Workforce Area</b>	12.1	12	11.5	11.8	11.3	11.4	11.2
<b>County</b>	11.1	11.1	10.6	10.8	10.4	10.5	10.3
<b>State</b>	12.4	12.2	12	12.4	12.3	12.7	12.3
<b>United States</b>	9.5	9.2	9	9.3	9.1	9.8	9.5



Between February 2010 and February 2011, total employment in the San Jose-Sunnyvale-Santa Clara MSA, which also includes San Benito County, grew by 17,400 jobs, or 2.1 percent.

- Professional and business services expanded by 6,400 jobs from last February. Detailed industries with notable gains included computer systems design (up 2,800 jobs) and employment services (up 1,700 jobs).
- Information rose by 4,700 jobs, posting its 13th consecutive month of job gains on a year-over basis.
- Manufacturing gained 4,400 jobs, with nearly three-fifths of the increase occurring in computer and electronic products.
- Private health services recorded an increase of 2,400 jobs, primarily in hospitals (up 1,700 jobs). Social assistance grew by 600 jobs, while private schools gained 500 jobs.
- Government cut back 4,500 jobs from last February, mostly at the local level.

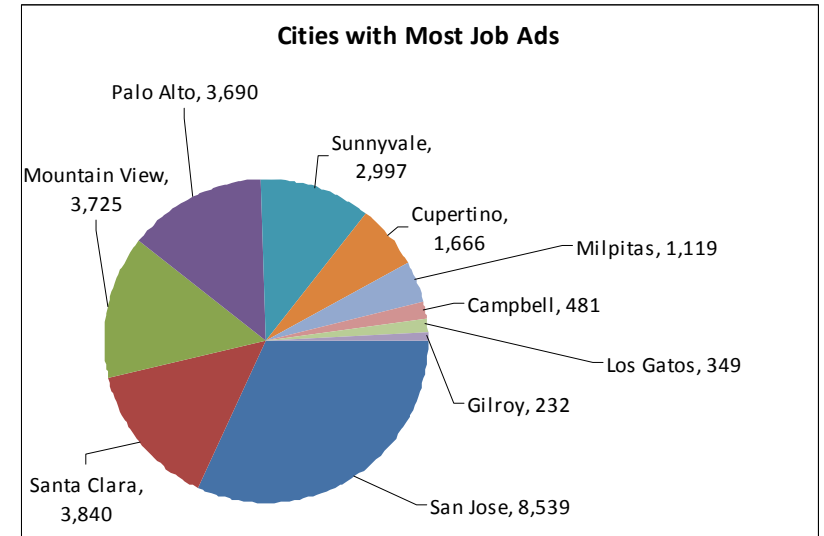
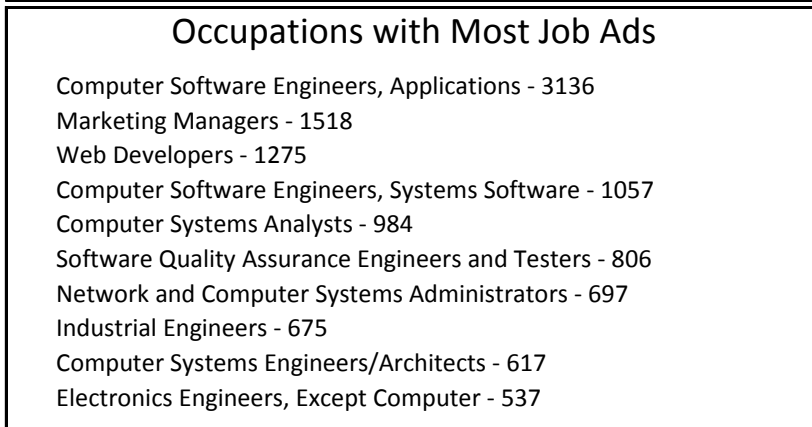
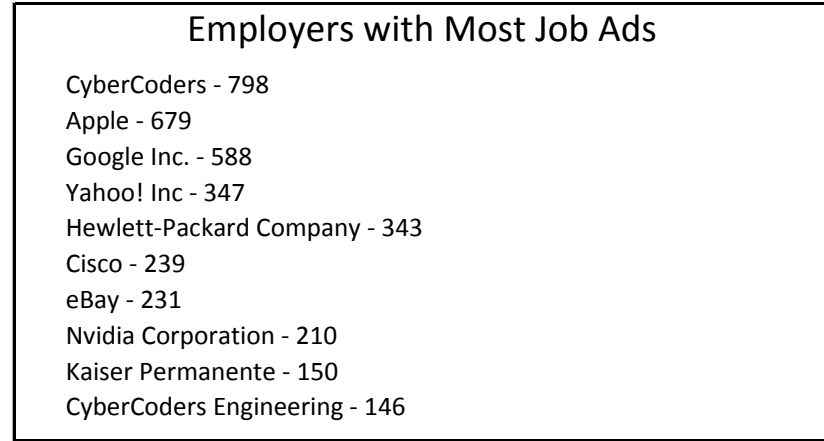
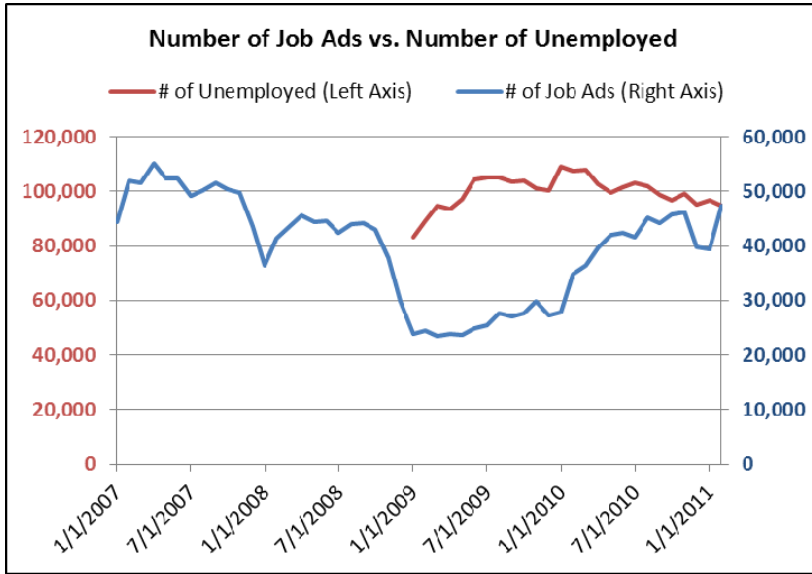
### San Jose MSA

#### Occupations with Most Job Ads

- Computer Software Engineers, Applications - 3136
- Marketing Managers - 1518
- Web Developers - 1275
- Computer Software Engineers, Systems Software - 1057
- Computer Systems Analysts - 984
- Software Quality Assurance Engineers and Testers - 806
- Network and Computer Systems Administrators - 697
- Industrial Engineers - 675
- Computer Systems Engineers/Architects - 617
- Electronics Engineers, Except Computer - 537

# Recent Job Ads for San Jose Sunnyvale Santa Clara MSA

## February 2011



IV (A) (1)

Meeting Minutes

[Action]

**EXECUTIVE COMMITTEE MINUTES**  
**Thursday, February 17, 2011**  
**CTO: 3:15 p.m.**

**I. QUORUM VERIFICATION:**

**Present:** Benny Boveda, Dr. Mark Novak, Steve Preminger, Rashad Said.

**Absent:** Joe Flynn, Bryan VanHuystee.

**II. OPENING REMARKS:** Read by Executive Committee Chair Benny Boveda.

**III. CONSENT ITEMS**

Upon motion by Committee Member Dr. Mark Novak, seconded by Committee Member Rashad Said, and unanimously approved, the consent items below were accepted:

- (a) Accept the American Recovery and Reinvestment Act (ARRA)/Integration Report of February 4, 2011.
- (b) Accept the December CQI Dashboard Report of January 7, 2011.
- (c) Accept the Grant Report of February 1, 2011.
- (d) Accept the BOS Report of February 4, 2011.
- (e) Accept the December LMI Report of January 25, 2011.

**IV. AGENDA ITEMS**

**A. Old Business**

**1. Minutes Approval**

Upon motion by Committee Member Steve Preminger, seconded by Rashad Said, the January 20, 2011 work2future Executive Committee Minutes were approved.

**B. New Business**

**1. Committee Updates**

Dr. Novak mentioned that at its February 17, 2011 meeting, the Operations Committee had heard a very good report on small business in San Jose and the Santa Clara Valley, and that the report would be posted on work2future's website.

**2. Spending Plan for FY 2010-2011 Savings**

Supervising Accountant Joy Salandanan presented the December variance report in addition to the proposed spending plan for FY 2010-2011 Savings.

Chair Benny Boveda asked, based on the ongoing discussions in Congress, whether the \$10.7 million allocation for FY 2010-2011 could be affected by congressional action. Executive Director Jeff Ruster replied that this year's \$10.7 million allocation is obligated, but any unspent funds are subject to congressional action. He added that work2future calibrates its expenditure rates with a prudent spending plan.

Assistant Director Christopher Donnelly mentioned that one of the highlights of the proposed spending plan involves a new partnership between work2future and the City's library system to create a youth entrepreneur program to provide training for up to 80 youth to operate coffee carts at local libraries. The Executive Director added that this program could generate revenue for work2future's programs.

The Assistant Director also discussed a proposed expenditure of \$20K for software to predict the behavior of at-risk youth clients based on background history, and to assist staff to determine potentially effective intervention programs and referrals to appropriate service providers. The Executive Director clarified that the software is a performance management tool that may be applicable to our adult clients as well, that it would flag potential risks that could negatively impact work2future's performance, and that it is not used for profiling. The tool, currently in use in three states, would also be used to assist the Mayor's Gang Prevention Task Force.

Benny Boveda asked whether work2future should be spending some of the savings on a summer youth jobs program, as opposed to renovating a facility for youth services. The Executive Director replied that work2future, by itself, does not have sufficient funding to provide a summer work experience program for youth; the prior two years' work experience programs were provided through more flexible stimulus funding received from the Department of Labor and the County. The ability to move into the new facilities and the investments contemplated in the spending plan will allow work2future to save approximately \$1.2M in the long run, an up-front investment that is recovered very quickly in terms of savings on rent, maintenance, and utilities. The Executive Director added that a summer work experience program is not an eligible use of the funding in the spending plan.

The Executive Director said that there were two components to the \$1.4M spending plan. In addition to new savings of about \$1 million, largely as a result of projected personnel savings from not being able to bring or retain staff on board in the anticipated time frame, the Board had approved an unallocated client reserve of \$300K-\$400K as part of the budget last June. The savings not projected to be spent on personnel is now proposed for client-related services and investments to support relocation to the three community centers. The key thing to remember, he explained, is that if the spending plan is approved, work2future's spending rate would be 78% for a 22% carry-over, an acceptable carry-over for a WIB, particularly in these times of uncertainty regarding the future of WIA.

Upon motion by Steve Preminger, seconded by Dr. Novak, the proposed spending plan for FY 2010-2011 savings was unanimously approved.

### **3. One-Stop Relocation Actions and Related Budget**

The Assistant Director presented the recommendations relating to relocation: that the Executive Committee approve (1) actions necessary to effectuate termination of the Parkmoor lease; (2) staff authority to negotiate with City Parks, Recreation, and Neighborhood Services; (3) relocation to three City-owned community centers; and (4) the budget associated with relocation from Parkmoor. If approved by the Executive Committee, the recommendations would be provided to the Finance Committee and full Board.

The Assistant Director explained that the Shirakawa center would become a hub for youth services funded by WIA and non-WIA sources; the Kirk center would house the WIA Adult and Dislocated Worker program; and the Almaden center would house the Business Services and Administration staff.

Dr. Novak mentioned that, in his experience, having staff located at different sites may affect staff synergies and operational coordination, and asked how that would be addressed. The Executive Director replied that he and work2future Board Chair Benny Boveda had discussed the pros and cons of the issue prior to the January Executive Committee meeting. He said that the management team had met on several occasions to address the communication challenges anticipated to arise, and had committed to over-communication and the use of technology to mitigate the impacts of moving into multiple locations.

Steve Preminger asked about whether EDD would be collocated with work2future, given their additional ADA, seismic, and facilities layout requirements. The Assistant Director said that work2future would prefer to have EDD employees at the three facilities as part of an integrated service model, but that we need to move forward in a timely fashion to take advantage of the once-in-a-lifetime opportunity to dramatically lower work2future's facilities costs. The Executive Director added that PRNS needs to know as soon as possible, for budget purposes, what level of income will be generated by these three community facilities.

Benny Boveda observed that few questions had been asked at the February 16, 2011 community meeting to discuss the relocation from the Parkmoor facility, one of which concerned the splitting of youth and adult services into different sites. He mentioned that a zip code analysis of current client residential locations had been performed. The Executive Director added that this analysis had shown that (1) that 80% of the youth served by work2future live near the Shirakawa center, and (2) because the Kirk facility is located within a large concentration of our current clients, the transition impact on the clients as a result of relocation would be much lower than from work2future's prior move.

The Executive Director mentioned that, at the February 16, 2011 community meeting, Board member Denise Boland had asked how we planned to inform our clients that we would be moving from Parkmoor. He had answered that work2future has set aside marketing money that, once the formal decision is made, will be used to communicate with our clients regarding why the decision to move was made and where work2future's services will be located.

Upon motion by Dr. Novak, seconded by Rashad Said, the recommendations relating to relocation were unanimously approved.

#### **4. Introducing Technology**

Lawrence Thoo of work2future's Workforce Intelligence Team discussed various contemplated upgrades and new technologies to improve work2future's internal communication and reporting capacity, allow fewer people to provide more client services, and assist clients to access services more quickly.

Benny Boveda asked whether the need to upgrade technology is unique to this WIB, or is it basically the same situation for all of the WIBs. Mr. Thoo said that one of the work teams is looking at what other WIBs are doing in this area, but that there is much variation. A relatively small number of WIBs, he explained, have deployed an integrated solution that covers the entirety of their operations; most WIBs have deployed technology to cover slices of what they do, such as job search, reporting, and tracking functions.

work2future's Regional Advisor, Doug Orlando, added that there is always room for improvements to technology, and enhancements that get individuals back into the labor market quicker and cheaper are a good thing.

Benny Boveda asked whether multiple WIBs could collaborate to lower the cost of new technologies. Mr. Thoo said that work2future is in contact with its immediate neighbor WIBs to determine the areas in which collaboration might work to reduce costs.

Steve Preminger asked whether these new technologies have the potential to drop work2future's hours spent per client by as much as three hours, without sacrificing the quality of the interaction or the client's ability to benefit from the system. Mr. Thoo replied that work2future may not be able to realize savings from technology commensurate with a three-hour reduction in staff time with each client, but that his working group's goal is to maximize work2future's efficiency and effectiveness through technology, without sacrificing the quality of our services.

The Executive Director commended Mr. Thoo for his work on this item and the many other valuable contributions he has made to work2future to date.

**5. FY 2011-2012 Budget**

The Executive Director focused on the \$10M budget as the base case, but also presented \$9M and \$12M budgets to ensure that work2future will be able to (1) take advantage of opportunities to relocate operations and improve technologies, and (2) address any needed staffing adjustments, layoffs, and reductions to contracted services, as needed, once work2future's allocation is received.

He also noted that, since the budget proposals had been developed, a serious threat to work2future's funding had materialized in the form of potential cuts to, or elimination of, WIA and other key federal programs. He acknowledged the Board members and others in the community who wrote letters of support for work2future and WIA. Since less federal funding is anticipated for this year, work2future must move forward to expedite its business restructuring efforts.

The \$10M budget contemplates deep cuts to staffing, beginning with work2future's temporary unclassified personnel, and to contracted services. In addition, \$400K has been set aside for technology upgrades to improve operations and client services. However, because work2future has not had the benefit of a technology audit, it is assumed that the actual total cost for technology enhancements will be under \$400K.

In the \$10M budget, \$1.4M has been set aside for youth program services, with a little over \$400K allocated to work2future's successful Green Cadre program. The in-house Green Cadre program, initiated with ARRA funds, supports the City's Green Vision and has proven to be cost-effective at \$1K less per youth participant relative to our contracted year-round youth program. In addition, work2future is proposing renewal of the contracts for its three year-round youth services providers: Workforce Institute, Conservation Corps, and Center for Training and Careers, at funding levels yet to be determined, based on funding availability and performance.

Other key components of the \$10M budget the Executive Director discussed were:

- A proposed increase to work2future's carry-over account from 5% of the budget to 15%, based on work2future's confidence that it will be able to maintain service levels despite increasing its reserves;
- A proposed \$700K for one-time funding for one-stop relocation expenses to cover the move and tenant improvements;
- A proposed unallocated client reserve of \$566K for client-related services;
- A proposal to zero out Econovue's \$200K revenue target for next year, although some revenue for subscriptions is anticipated to be received;
- A proposal to send 200 people to training in the coming fiscal year; and
- A proposed decrease of 18 youth enrollments for the year-round youth program, and an increase of 18 Green Cadre enrollments for the coming year.

Benny Boveda asked whether work2future's youth services contractors could serve more clients with the same funding levels, through the use of technology or other methods to drop the per-client cost. The Assistant Director responded that moving the youth contractors' programs to the new youth hub at Shirakawa would allow for a reduction to contractors' rent, utility, and other non-personnel costs, thus lowering the cost per participant. The Executive Director added that the in-house Green Cadre program, linked with the green economy and green advocacy opportunities for youth, is about \$1K cheaper per participant, and that such programs allow a performance comparison of the traditional contracted model with new models that may involve work2future providing outreach and case management, and outsourcing training to a contracted provider.

The Executive Director explained the differences between the \$10M budget and the \$9M budget, adding that if the allocation is less than \$9M, it will be necessary to bring the matter back to the Executive Committee and Board. He also briefly discussed the differences between the base case \$10M budget and a \$12M budget. The Executive Director further clarified that the budgets presented do not contemplate discretionary grants such as for NUMMI training and reemployment activities.

Upon motion by Rashad Said, seconded by Steve Preminger, work2future's proposed \$9M, \$10M, and \$12M budgets were unanimously approved.



## **6. Emerging Green Industries Study**

Josh Williams provided a presentation on five key emerging industry sectors in the new, green economy: Energy, Materials and Manufacturing, Specialized Suppliers and Supporting Industries, Transportation, and Water. He explained that although most of the jobs in these industries are very similar to traditional occupational groupings, there are few entry points for low-skilled, low-wage workers. He suggested that, rather than providing training for “green jobs,” work2future should focus on preparing clients with experience from related industries for positions in these high-growth sectors.

He further suggested that new training models should assist job seekers to gain industry experience and a deeper understanding of industry technologies. Moreover, he stated that ongoing data collection on the workforce needs of these sectors will be necessary to ensure that WIBs provide specific training to support job seekers with relevant qualifications who are interested in working in these sectors. The Executive Director discussed job seeker assessments and pre-screening as value-adds for the employers of the five key emerging industry sectors, since these firms do not typically have HR departments.

Dr. Novak suggested that one way to get needed experience for job seekers is to form industry partnerships with these key industry sectors to create internships for work2future’s clients.

## **7. Small Business Study Follow-Up**

BJ Sims discussed New York City’s Business Wizard website, noting that the effort to develop the website was process- and customer-driven, as opposed to technology-driven. She explained that, in the conversation between City of San Jose representatives and New York City’s Assistant Commissioner Kevin Kelly, he said that governance had been the single most important point in their effort to develop the website; interdepartmental agreements had been required to ensure ongoing engagement, coordination, and accountability.

Due to the committee’s interest in New York City’s interactive system to streamline the interface between businesses and NYC, the Executive Director requested an update on the Business Wizard website to be part of the April 21, 2011 Executive Committee agenda.

### **C. Set Items for Next Agenda**

- New York City Business Wizard website
- Budget updates

### **D. Announcements**

- A youth job fair will be held at the City Hall Rotunda on February 25, 2011.
- A job fair is planned for March 22, 2011 at the Mexican Heritage Plaza.

**E. Next Meeting**

The next Executive Committee meeting is currently scheduled to take place on **Thursday, April 21, 2011** at 3:00 p.m. at the San Jose One-Stop, 1290 Parkmoor Ave., San Jose, 794.1100.

**V. PUBLIC COMMENT: none.**

**VI. ADJOURNMENT:** The meeting was adjourned at 5:03 p.m.

IV (B) (1)

Committee Updates  
[Deferred]

[Information]

IV (B) (2)

ARRA Final Summary  
Report

[Discussion]

# ARRA FUNDING IMPACT REPORT

7/1/2009 to 3/31/2011

Board Approved Plan - JUNE 2009

ENROLLMENTS (# of clients)					
	PROJECTED ENROLLMENTS	ACTUAL ENROLLMENTS	OVER/(UNDER) GOALS	% ACTUAL/PROJECTED	
ADULT	1,500 - 2,000	2,366			
DW	incl. above	2,701			
<b>TOTAL AD/DW</b>		<b>5,067</b>	<b>+3,067</b>	<b>153%</b>	
YOUTH	1,000	1,067	+67	107%	

TRAINING (# of clients) *					
	PROJECTED TRAINING	ACTUAL TRAINING	OVER/(UNDER) GOALS	% ACTUAL/PROJECTED	
Adult/DW	943	1,757	+814 (i)	186%	

SUPPORTIVE SERVICES					
	PROJECTED # of clients	ACTUAL # of clients	OVER/(UNDER) GOALS	% ACTUAL/PROJECTED	
ARRA	455	651	+195	143%	

WORKSHOPS **							
	AS OF 3/31/11 PRIOR SWAP		AS OF 3/31/11 PRIOR SWAP		AFTER SWAP	PROJECTED AS OF 6/30/11 AFTER SWAP	
Adult/DW	PROJECTED BUDGET	ACTUAL	OVER/(UNDER) GOALS	% ACTUAL/PROJECTED	REVISED BUDGET	OVER/(UNDER) GOALS	% ACTUAL/PROJECTED
ARRA	\$907,565	\$459,089	\$448,476 (ii)	51%	\$459,089	0	100%
WIA	\$966,435	\$891,634	\$74,801	92%	\$1,414,911	<\$74,801>	96%
<b>TOTAL</b>	<b>\$1,874,000</b>	<b>\$1,350,723</b>	<b>\$523,277</b>	<b>72%</b>	<b>\$1,874,000</b>	<b>&lt;\$74,801&gt;</b>	<b>96%</b>

	AS OF 3/31/11 PRIOR SWAP		AS OF 3/31/11 PRIOR SWAP		AFTER SWAP	PROJECTED AS OF 6/30/11 AFTER SWAP	
Adult/DW	PROJECTED HOURS	ACTUAL HOURS	OVER/(UNDER) GOALS	% ACTUAL/PROJECTED	REVISED HOURS	OVER/(UNDER) GOALS	% ACTUAL/PROJECTED
ARRA	5,335	2,700	2,635 (iii)	51%	2,700	0	100%
WIA	5685	5254	440	92%	8,320	<440>	96%
<b>TOTAL</b>	<b>11,020</b>	<b>7,954</b>	<b>3,066</b>	<b>72%</b>	<b>11,020</b>	<b>&lt;440&gt;</b>	<b>96%</b>

(i) Remaining training budget of \$562,906 will be spent out of WIA due to March 31 closeout, representing approximately another 185 clients.

(ii) Remaining ARRA funds will be spent out of WIA funds due to March 31 closeout, representing an additional 2,635 hours.

(iii) Remaining hours will be paid for by WIA funds. Includes certificated and non-certificated workshops.

\* All training is funded out of ARRA.

\*\* WIA workshop numbers pertain to FY 09-10 numbers only.

ARRA Expenditure Adjustments Report  
as of March 31, 2011

ARRA Funding	Adult	Dislocated Worker	Youth	Rapid Response	Additional Assistance	Total
<b>Original Allocation</b>	<b>2,026,103</b>	<b>4,448,400</b>	<b>4,744,413</b>	<b>638,390</b>	<b>902,329</b>	<b>12,759,635</b>
Transfer*	466,785	(466,785)	0	0	0	0
<b>Total Allocation</b>	<b>2,492,888</b>	<b>3,981,615</b>	<b>4,744,413</b>	<b>638,390</b>	<b>902,329</b>	<b>12,759,635</b>
Expenditure 09-10	(1,853,457)	(2,837,933)	(4,224,341)	(371,086)	(246,895)	(9,533,712)
Expenditure to Feb 11	(311,489)	(228,801)	(378,294)	(122,124)	(35,422)	(1,076,130)
Expenditure prior to Adjustments	(40,013)	(46,737)	(2,246)	(17,917)	0	(106,913)
<b>ARRA Adjustments</b>						0
Personnel Costs (Includes Overhead)	0	(510,673)	(139,139)	(65,533)		(715,345)
Case Management	(287,929)	0			(495,237)	(783,166)
Non Personnel Costs		(317,105)	(393)			(317,498)
Professional Services		(40,366)		(61,730)	(124,775)	(226,871)
<b>Total ARRA Adjustments</b>	<b>(287,929)</b>	<b>(868,144)</b>	<b>(139,532)</b>	<b>(127,263)</b>	<b>(620,012)</b>	<b>(2,042,880)</b>
<b>Total Expenditures</b>	<b>(2,492,888)</b>	<b>(3,981,615)</b>	<b>(4,744,413)</b>	<b>(638,390)</b>	<b>(902,329)</b>	<b>(12,759,635)</b>
<b>Total Available After Adjustments</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* Represents State and Board approved transfer amount between Dislocated Worker and Adult funding to allow work2future to serve both Adult and Dislocated Worker clients in a seamless fashion at the One Stop Centers.

WIA Expenditure Adjustments Report  
as of March 31, 2011

WIA Funding	Adult	Dislocated Worker*	Youth	Rapid Response**	Total
<b>Original plus Carry Over Funds</b>	<b>4,484,796</b>	<b>3,653,729</b>	<b>4,380,987</b>	<b>544,536</b>	<b>13,064,048</b>
Encumbrance Prior To Transfer	(651,798)	(455,227)	(741,100)	(136,701)	(1,984,826)
ARRA Encumbrance Transfer	(303,484)	(705,380)	(4,100)	(5,953)	(1,018,917)
<b>Total Commitments including ARRA Transfers</b>	<b>(955,282)</b>	<b>(1,160,607)</b>	<b>(745,200)</b>	<b>(142,654)</b>	<b>(3,003,743)</b>
Expenditure to Feb 11	(1,885,806)	(1,713,710)	(1,465,922)	(243,191)	(5,308,629)
Expenditure prior to Adjustments	(232,849)	(307,761)	(232,744)	(172,434)	(945,788)
<b>ARRA Adjustments</b>					
Personnel Costs (Includes Overhead)	0	510,673	139,139	65,533	715,345
Case Management	287,929	495,237			783,166
Non Personnel Costs		317,105	393		317,498
Professional Services		40,366		186,505	226,871
<b>Total ARRA Adjustments</b>	<b>287,929</b>	<b>1,363,381</b>	<b>139,532</b>	<b>252,038</b>	<b>2,042,880</b>
<b>Total Expenditures including ARRA adjustments</b>	<b>(1,830,726)</b>	<b>(658,090)</b>	<b>(1,559,134)</b>	<b>(163,587)</b>	<b>(4,211,537)</b>
<b>Available Funding After Commitments/Expenditures</b>	<b>1,698,788</b>	<b>1,835,032</b>	<b>2,076,653</b>	<b>238,295</b>	<b>5,848,768</b>
Forecasted Expenditures to 6/11	(1,017,055)	(1,083,511)	(1,133,032)	(238,295)	(3,471,893)
Projected Carry Over to 11-12	681,733	751,521	943,621	0	2,376,875

\* Dislocated Worker Expenditures were transferred to ARRA RR 25% Additional Assistance (\$495,237) and ARRA Dislocated Worker (868,144) for a total amount of \$1,363,381

\*\* Rapid Response Expenditures were transferred to ARRA Rapid Response (\$127,263) and ARRA 25% Additional Assistance (\$124,775) for a total amount of \$252,038.

## work2future Status of State Monitoring Reports

Name of Agency	Period	Type	Date Conducted	Summary of Issues	Corrective Action(s)	Status
EDD	2008-2009	Program (Summer Youth)	8/31/09- 9/3/09	1. Seven case files remain unverified due to lack of adequate documentation for low income status of participants and food stamp benefits.	1. w2f provided documentation for low income and food stamp benefits. Management will assure that: training is provided to staff on acceptability of low-income self-certification and documentation required for verification; documentation of training is recorded for staff; self-certification of low-income eligibility will be an exception and must be approved by youth manager or deputy director.	State EDD approved Corrective Action Plan submitted by work2future; subject to verification by the State.
				2. Four participants were allowed to begin work prior to issuance of the work permit. Six participants did not have work permits.	2. w2f will assure the following processes in any work experience program: in-school youth not allowed to work until high school work permits are received and verified; permit is filed in individual's case file; list of in-school youth with/without work permits will be maintained; checking for valid work permit will be part of worksite assignment process; photocopies of a single serialized permit are not used for issuance of multiple permits. w2f is working closely with school districts to locate missing work permits.	State EDD approved Corrective Action Plan submitted by work2future; subject to verification by the State.
				3. Missing documentation that participants received assessments by w2f (3 questionnaires have not been received). Documentation/ agreements missing between w2f and worksites describing job duties and/or experience & training. Case files did not contain documentation of participant's employer name & job title. Could not verify that information was provided to each worksite supervisor. (w2f subsequently provided copies of its initial job referral, but this is not a worksite agreement.)	3. w2f located 2 of 3 participant assessments, while 3rd was based on interview summary. w2f provided copies of initial job referral to participants and worksite requests. w2f will establish these measures: all worksites will provide job description & job title for every position prior to assignment of participant; work experience program manager or youth manager must approve each job description & job title; participants will be assigned only following approval of each position at each worksite.	State EDD approved Corrective Action Plan submitted by work2future; subject to verification by the State.
				4. Ten of sixteen service providers did not use sign-in/sign-out sheets to account for work/meal periods and total hours. Six service providers used the sheets but did not submit to the case managers.	4. w2f stated following measures will be in place prior to beginning any work experience program: worksite supervisors will be trained to assure timekeeping meets acceptable standards; participant work hours will be reflected on a timecard and on-site records; program liaison/case managers will assure accuracy and resolve discrepancies of timekeeping records and file all reconciled records with time cards; revised timecard will be developed that allows for easy tracking of start/end times including meal periods.	State EDD approved Corrective Action Plan submitted by work2future; subject to verification by the State.



EDD	2009-2010	Fiscal & Procurement	5/3/10-5/6/10	1. w2f failed to issue a monitoring report to subrecipient San Jose Conservation Corps for PY 2008-09.	1. The report in question is a program monitoring report. All PY 2008-09 program monitoring reports to date, including SJCC, have been issued.	State EDD approved the Corrective Action Plan submitted by work2future; subject to verification by the State
				2. w2f does not have a parent of an eligible youth serving as a representative on the Youth Council. W2f staff stated the position has been vacant for about a year.	2. w2f has been actively seeking a parent representative to serve on the Youth Council Committee. On October 5, 2010 a parent was identified as a potential candidate to serve on the Council and was contacted by w2f. w2f will follow up with the potential candidate.	State EDD approved Corrective Action Plan submitted by work2future; subject to verification by the State.
EDD	2009-2010	Program (Adult, Dislocated Worker, Youth)	2/8/10-2/11/11	1. w2f 's youth providers are using the CASAS appraisal test for all steps of its youth literacy and numeracy testing process: appraisal, pre- and post-test. Therefore, the literacy and numeracy scores reported by w2f to the JTA system are based on the improper use of CASAS appraisal test for pre- and post-testing.	1. w2f submitted a "Request for Correction to a Previously Submitted Data Form" to the state for approval to delete or change data. On Tuesday, January 11, 2011 w2f was notified that the data change request was processed, and that all cases with enrollment date before 12/11/2009 were expunged. The 3 remaining open cases with no exits will have their test scores re-entered into the EYTS screen. (w2f attached a Corrective Action Plan to address how currently enrolled and future youth participants' literacy and numeracy gains will be measured and reported)	State EDD approved Corrective Action Plan submitted by work2future; subject to verification by the State.
				2. Two case files do not contain a signed participant program grievance/complaint acknowledgement form. Also these case files do not contain a signed nondiscrimination/equal opportunity acknowledgement form.	2. w2f was able to provide documentation for both the participants. W2f stated that its corrective action plan is to have the Program Manager notify the appropriate parties to issue a formal written corrective action letter to all w2f staff. Also, program management will monitor and meet with staff to ensure w2f provides nondiscrimination and equal opportunity provisions to participants and that signed documents are filed in a secure location.	Closed
				3. Paperless case files did not contain scanned documents or cross match results to verify participant's right to work eligibility. Six adult case files and two dislocated worker files are still missing this documentation.	3. w2f attached a Corrective Action Plan per the CRO's recommendation.	State EDD approved Corrective Action Plan submitted by work2future; subject to verification by the State.
				4. Paperless dislocated worker case files did not contain scanned documents or cross match results to verify the participants' dislocated worker eligibility. Two dislocated worker files are still missing this documentation.	4. w2f attached a Corrective Action Plan per the CRO's recommendation.	State EDD approved Corrective Action Plan submitted by work2future; subject to verification by the State.
EDD	2010-2011	Program (Youth)	2/7/11-2/11/11	1. Three of 40 youth participant case files did not have adequate documentation to verify eligibility for WIA youth services.	1. w2f response currently being drafted.	Final report has not yet been issued.

# IV (B) (3)

## Proposed ARRA/WIA Expenditure Adjustments

[Action]

**work<sup>2</sup>future**  
opportunity • jobs • success

## Memorandum

**TO:** work2future Executive Committee

**FROM:** Joy Salandanan  
Supervising Accountant, work2future

**SUBJECT:** ARRA Expenditure Adjustments Report **DATE:** April 21, 2011

Approved

Date



4/15/11

### RECOMMENDATION

Accept work2future's report on American Recovery and Reinvestment Act (ARRA) expenditure adjustments in the total amount of \$2,042,880 from Workforce Investment Act (WIA) formula funding to ARRA funding, to comply with the State guideline to reflect the full expenditure of ARRA formula, Rapid Response and 25% Additional Assistance funding by March 31, 2011.

### BACKGROUND

On March 2, 2011, work2future received notice from the State of California Employment Department (EDD) to review current ARRA expenditure levels and make appropriate adjustments to enable Local Workforce Investment Areas (LWIAs) to reflect the full expenditure of ARRA Adult, Dislocated Worker, Youth and Rapid Response funding by the end of the March 31, 2011 report period. It is imperative that these adjustments be made as this reduces the chance of California having any unexpended funds available after March 31, 2011 to be returned or rescinded by Congress.

In March 15, 2011, the State provided further clarification on the ARRA 25% Additional Assistance funds regarding possible adjustments similar to those with the WIA and ARRA formula funds. The ARRA 25% Additional Assistance grant is additional funding awarded to LWIAs to augment Dislocated Worker funding, and can be used to fund both Rapid Response and Dislocated Worker program activities. work2future received \$902,329 in ARRA 25% Additional Assistance funding in FY 2009-2010, with a term date of June 30, 2011. The State determined that expenditures incurred against the WIA Dislocated Worker formula could also be moved to support costs for the ARRA 25% Additional Assistance, and that the local area has flexibility to move expenditures from the WIA Rapid Response funding. The adjustments must be made by the March 31, 2011 deadline.

The State also assured LWIAs that it does not intend to invoke the recapture of any WIA FY 2010-11 formula funds, given the uncertainty of the federal budget for the upcoming fiscal year and the need for California to reflect the full expenditures for ARRA funds. Lastly, the LWIAs were granted an extension related to the Rapid Response funding so that any unspent monies as of June 30, 2011 could be carried over to the next fiscal year.

**ANALYSIS**

ARRA funding was originally allocated to be spent by June 30, 2011. As reported to the Executive and Finance Committee, and then to the work2future Board on March 17, 2011, work2future had fully anticipated spending 100% of its ARRA funding by the June 30, 2011 original deadline. In order to meet these sudden and significantly accelerated deadlines, EDD provided written guidance to all LWIAs to apply ARRA funds to cover eligible activities otherwise anticipated to be funded with formula funding.

The following is a summary of the budget actions taken to achieve a 100% expenditure rate for the ARRA formula, Rapid Response, and 25% Additional Assistance funds.

<b>Program funding</b>	<b>Adult</b>	<b>Dislocated Worker</b>	<b>Youth</b>	<b>Rapid Response</b>	<b>25% Addt'l Assist**</b>
<b>Original Allocation:</b>	<b>\$2,026,103</b>	<b>\$4,448,400</b>	<b>\$4,744,413</b>	<b>\$638,390</b>	<b>\$902,329</b>
<b>Transfer *</b>	466,785	(466,785)	0	0	0
<b>Total Allocation</b>	<b>2,492,888</b>	<b>3,981,615</b>	<b>4,744,413</b>	<b>638,390</b>	<b>902,329</b>
<b>Expenditures 09-10</b>	(1,853,457)	(2,837,933)	(4,224,341)	(371,086)	(246,895)
<b>Remaining Allocation</b>	<b>639,431</b>	<b>1,143,682</b>	<b>520,072</b>	<b>267,304</b>	<b>655,434</b>
<b>Expenditure to Feb 11</b>	(311,489)	(228,801)	(378,294)	(122,124)	(35,422)
<b>Expenses prior to adjustment in Mar 11</b>	(40,013)	(46,737)	(2,246)	(17,917)	(0)
<b>Encumbrance Transfer</b>	(242,093)	(790,326)	(4,100)	(17,443)	(315,675)
<b>Unspent Balance:</b>	<b>45,836</b>	<b>77,818</b>	<b>135,432</b>	<b>109,820</b>	<b>304,337</b>
<b>Add Back: Encumbrance</b>	242,093	790,326	4,100	17,443	315,675
<b>Total Avail Balance</b>	<b>287,929</b>	<b>868,144</b>	<b>139,532</b>	<b>127,263</b>	<b>620,012</b>
<b>ARRA Adjustments:</b>					
Sal & Ben (including overhead)	(0)	(510,673)	(139,139)	(65,533)	0
Case Management	(287,929)	(0)		0	(495,237)
Non-Personnel Costs		(317,105)	(393)		
Professional Svcs.		(40,366)	0	(61,730)	(124,775)
<b>Total ARRA Adjustment</b>	<b>(287,929)</b>	<b>(868,144)</b>	<b>(139,532)</b>	<b>(127,263)</b>	<b>(620,012)</b>
<b>Total Avail Funding after adjustments</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

\*Represents State and Board-approved transfer amount between Dislocated Worker and Adult funding to allow work2future to serve both Adult and Dislocated worker clients seamlessly at the One-Stop Centers.

\*\*\$125,573 of the encumbrance total of \$315,675 in the 25% Additional Assistance grant went to the Public Sector grant; only \$190,102 went to WIA Dislocated Worker.

<b>Total ARRA Adjustments</b>	<b>\$2,042,880</b>
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The following table shows the effect of the ARRA expenditure adjustments to WIA formula and Rapid Response funding. ARRA 25% Additional Assistance expenditure adjustments were from WIA Dislocated Worker and Rapid Response program funding.

Program funding	Adult	Dislocated Worker*	Youth	Rapid Response**
<b>Original Budget</b>	<b>\$4,484,796</b>	<b>\$3,653,729</b>	<b>\$4,380,987</b>	<b>\$544,536</b>
<b>Expenditure to 2-11</b>	<b>(1,885,806)</b>	<b>(1,713,710)</b>	<b>(1,465,922)</b>	<b>(243,191)</b>
<b>Expenditure prior to adjustment on 3-11</b>	(232,849)	(307,761)	(232,744)	(172,434)
<b>Encumbrances</b>	(651,798)	(455,227)	(741,100)	(136,701)
<b>Encumbrance Transfer</b>	(303,484)	(705,380)	(4,100)	(5,953)
<b>Unspent Balance:</b>	<b>1,410,859</b>	<b>471,651</b>	<b>1,937,121</b>	<b>(13,743)</b>
<b>ARRA Adjustments</b>				
Sal & Ben (including overhead)		510,673	139,139	65,533
Case Management	287,929	495,237		
Non-Personnel Costs		317,105	393	
Professional Svcs.		40,366		186,505
<b>Total ARRA Adjustments</b>	<b>287,929</b>	<b>1,363,381</b>	<b>139,532</b>	<b>252,038</b>
<b>Total Avail Funds after ARRA Adjustments</b>	<b>1,698,788</b>	<b>1,835,032</b>	<b>2,076,653</b>	<b>238,295</b>
<b>Forecast Expenditures to 6/11</b>	<b>(1,017,055)</b>	<b>(1,083,511)</b>	<b>(1,133,032)</b>	<b>(238,295)</b>
<b>Projected Carry Over to 11-12</b>	<b>681,733</b>	<b>751,521</b>	<b>943,621</b>	<b>0</b>

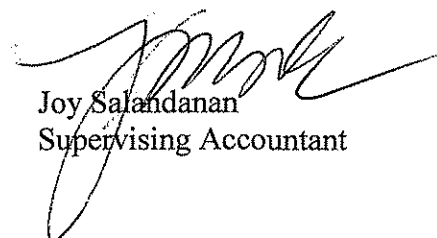
\* Dislocated Worker expenditures were transferred to ARRA Rapid Response 25% Additional Assistance (\$495,237) and ARRA Dislocated Worker (\$868,144) for a total amount of \$1,363,381

\*\*Rapid Response expenditures of \$127,263 went to ARRA Rapid Response, and \$124,775 went to ARRA 25% Additional Assistance, for a total amount of \$252,038.

<b>Total ARRA Adjustments</b>	<b>\$2,042,880</b>
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These budget actions will allow work2future to expend 100% of its ARRA allocation and maintain its ability to sustain its programs for the current year and into the next fiscal year. These actions will have no impact regarding an increase or decrease in the current anticipated savings in WIA formula funds from those projected amounts reported to the Board on March 17, 2011. The final ARRA close out report is due to the State on April 20, 2011 and as currently contemplated will contain these proposed adjustments. These adjustments have been conducted within the scope of WIA and City requirements.

A Budget Reconciliation Summary, including the proposed expenditure adjustments within this memo, will be presented to the Finance Committee in May 2011, and to the Executive Committee and work2future Board in June as part of their consent calendars.

  
 Joy Salandanan  
 Supervising Accountant

IV (B) (4)

Performance Update

[Discussion]

# work2future

## WIA Performance Outcomes Report (Draft)

(Run Date: 04/08/2011)

PY 10-11 (3rd Quarter - without/Updated Base Wage and Projected)

	Perf. Goals /a	Actual	SuccRate	Local Target	State Target	Meeting State Projected
<b>ADULT</b>						
ACE Entered Employment Rate	44.00%	42.36%	96.27%		**	***
ACA Average Earnings	\$13,000	\$16,270	125.15%	*	**	***
ACR Employment Retention Rate	76.00%	77.26%	101.66%	*	**	***
<b>DISLOCATED WORKERS</b>						
DCE Entered Employment Rate	52.20%	42.94%	82.26%		**	
DCA Average Earnings	\$16,500	\$21,020	127.39%	*	**	***
DCR Employment Retention Rate	83.00%	80.62%	97.13%		**	***
<b>YOUTH</b>						
YCP Placement in Employment or Education	69.00%	77.05%	111.67%	*	**	***
YCD Attainment of a Degree or Certificate	65.00%	68.42%	105.26%	*	**	***
YCL Literacy and Numeracy Gains	40.00%	21.15%	52.88%			***
* Overall Performance - Local Target (100%)	Exceeded 5/9					
** Overall Performance - State Target (80%)	Exceeded 8/9					
*** Projected Performance - State Target (80%)	Exceeded 8/9					

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

\* Meets and exceeds Performance Standard.

IV (B) (5)

work2future Relocation and  
Technology Update

[Discussion]



**PROJECT GOALS**

- Time Savings
  - Cost Savings
  - Improved Access to Information and Services
  - Performance Improvement
1. work2future has submitted requests for approval required by the State's EDD and by the City of San Jose's IT Department for the purchase of new servers and iPad or iPad equivalents prior to June 30, 2011. These are part of the \$60,000 for technology upgrades that the Board approved at its March 17, 2011 meeting, most of which are intended to support requirements of the relocation to re-use community centers.

As reported previously, the upgrades will facilitate:

- a. Building a work2future WAN that incorporates the planned multiple locations and allows for user desktop mobility and improved file-sharing;
- b. Improved communication technology for management team to limit the amount of site-to-site travel required for meetings, etc.;
- c. Mobile solution for event registration check-ins (workshops, job fairs, etc.) and manager connectivity (iPad or other touch tablet); and
- d. MS Office upgrade to 2007/2010 for all work2future stations.

Plans for the new infrastructure were revised following a meeting between work2future and City IT staff. work2future will be required to rely on the City for directory services, which provides for certain cost efficiencies (fewer servers are needed), but will also require work2future to negotiate with the City's IT department over how its more restrictive use policies will be applied to work2future, especially with respect to customer use.

2. EDD has delayed its anticipated deployment of the state's new Workforce Services Network to the first or second calendar quarter of 2012, three to six months later than previously announced. Pending further information from EDD, staff is working on the assumption that it will likely be later rather than sooner in the revised window. EDD is working with the platform's vendor, Geographic Solutions, Inc., to define and develop the new system, which will incorporate case management and reporting, customer relations management, and job search into a single, integrated Web-delivered system.
3. As of this writing, work2future's Planning Group work teams are completing the initial discovery phase, providing a first look at customer needs and technology capacity, staff and partner needs, available WIB resources and tools, a survey of California WIBs, and cataloging and assessing the already-planned changes in infrastructure. These findings will be reported back to the Planning Group prior to the Executive Committee meeting on April 21, 2011.
4. Staff is working on a Request for Qualifications (RFQ) for a consultant to refine and build upon the Planning Group's discovery work, assist the project manager in finalizing a procurement plan and developing Requests for Proposals (RFP). The RFP or RFPs are expected to be released this summer in order to effect the re-invented Web presence and implementation of other Internet and telecommunications strategies, new software services, and new model for efficient and effective service delivery to customers that is anticipated will result from this technology advancement project. We'll review the plan as it develops with the Board's ad hoc committee, and continue to work towards articulating the plan for the Board for its June 16, 2011 meeting.

IV (B) (6)

Small Business Study  
Follow-Up

[Discussion]

## **Small Business Study**

Recommendations from study:

- Get assistance into the hands of entrepreneurs through multiple channels
  - Assess new approaches to BOS and partner websites
  - Add partners
  - Jointly market to potential/current entrepreneurs
  - Develop better multi-tiered assistance, especially for high-potential entrepreneurs
- Educate entrepreneurs about credit/new SBA loans; build connections to lenders
- Address barriers to hiring: educate small business owners who see barriers to hiring workers.
- Consider streamlining government approvals for new or expanding businesses:
  - Review NY City Business Express website as a best practice

Follow-up conference call discussion held with NY City Assistant Commissioner Kevin Kelly and City of San Jose representatives from Planning, Finance, and OED facilitated by work2future 2/2/11.

Lessons learned:

- Governance was the single most important point – must have Interdepartmental agreements with the focus on Customer Service
- Eliminate City department turfs
- Not a technology driven solution: the content creators need to be in charge – customer service, process-driven approach; there will also be some process improvements discovered (document the logic; know thyself)
- Movement from paper to electronic approach – data retention and management important; databases need to be tied together (coordinate separate transactions)
- Planning began in 2005; first version was available in 2006. They began with a specific application - restaurant wizard, and now have 26 industries which were easier to implement since there were some overlaps, lower complexity, and smaller size
- System allows for on-line permit submittals, supporting documents, and payments: saves the customer time standing in lines
- Data collection additions helpful (e.g., e-mail addresses) and others deleted
- Savings weren't the driver: economic development and customer service were the priorities

Additional discussion needed:

- Talk to Finance Dept. in depth about on-line payment and form submittal – paying for Business Licenses on Internet, potentially low-hanging fruit but payment should be a city-wide process
- Careful understanding of the processes could help streamline them
- Scalability of project – look to start with one industry with largest potential need (such as food service industry), then move to next target industry
- Cost/timeline

IV (B) (7)

501(c)3 Update

[Discussion]

# IV (B) (8)

## State Senate Bill 776

[Discussion]



## OPPOSE SB 776 (Mark DeSaulnier)

This bill would require that 50% of funds available under WIA Title 1 be spent on training and 75% on direct client services. SB 776 would result in the closer of One-Stop Career Centers and limit your ability to provide career advice, counseling, case management, labor market information and job search skills. At a time when our unemployment rate is over 12%, and job seekers are entering One-Stop Career Centers as much as 5 times more than previous years, now is not the time to cut these vital programs to California's most vulnerable populations.

The California Workforce Association (CWA) has adopted an **oppose position to Senate Bill 776**. The bill, as written, is in direct conflict with the provisions of Public Law 105-220, the federal Workforce Investment Act of 1998 (WIA) and interferes with core tenets of the legislation, namely, local control and individual empowerment.

By imposing a 50 percent training threshold, SB 776 would:

- Force the closure of One-Stop Career Centers, at a time when California's unemployment rate exceeds 12%
- Likely result in putting fewer people into training to meet the training threshold
- Exclude the most vulnerable populations, including homeless, at risk youth, and others who can't afford to be in training
- Usurp the authority of the local workforce investment boards to set policy within their local areas
- Eliminate much needed career counseling and job search assistance
- Impede the ability of the local boards to support the delivery of an array of services needed by area residents as identified in their local plans
- Interfere with the ability of the boards to meet the mandated requirement to establish and ensure the operation of a one-stop service delivery system
- Limit the ability to leverage multiple funding sources

If passed, SB 776 would close career centers throughout the state, return the public workforce system to an antiquated model of siloed funding streams, and limit much needed services to job seekers and businesses during this recession.

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 on June 2, 2011 at 3:00 p.m. at the San Jose One-Stop, 1290 Parkmoor Ave., San Jose, CA 95126, (408) 794-1100.

V  
Public Comment

VI  
Adjournment