



## **OPERATIONS COMMITTEE AGENDA**

**Thursday, May 26, 2011  
11:30 a.m. – 1:30 p.m.**

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

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

**Dr. Mark Novak, Chair  
Rose Amador, Vice Chair  
Martha Morado, 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 Martha Morado (408) 794.1169. To request an accommodation or alternative format for work2future meetings, events or printed materials, please call Martha Morado at (408) 794.1169 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 Dr. Mark Novak, and in my capacity as Chair of the [Operations Committee](#) I would like to welcome you to the Operations Committee meeting of May 26, 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 Chair will read the opening remarks.
- Members of the public wishing to make a comment will then be given two (2) 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.”

**OPERATIONS COMMITTEE**  
**May 26, 2011**  
**11:30 a.m. – 1:30 p.m.**

**ORDER OF BUSINESS**

**I. QUORUM VERIFICATION**

**II. OPENING REMARKS**

**III. CONSENT ITEMS**

**{Action}** 5 Min.

Recommendations:

- a) Accept the Rapid Response Report of May 11, 2011.
- b) Accept the Grant Report of May 1, 2011.
- c) Accept the BOS Report of May 11, 2011.
- d) Accept the Marketing Report of May 12, 2011.
- e) Accept the April American Recovery and Reinvestment Act (ARRA)/Integration Report of May 11, 2011.
- f) Accept the March LMI Report of April 15, 2011

**IV. AGENDA ITEMS.**

**A. Old Business**

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

**B. New Business**

- 1. **CQI Dashboard Reporting Update** **{Discussion}** 10 Min.  
*Fran Vader and Tamia Brown, Customer Service Team (CST)*

CST lead staff will present the Quarterly CQI Dashboard Report.

- 2. **NUMMI Transition Center** **{Discussion}** 10 Min.  
*Christopher Donnelly, Assistant Director*

Update on Career Transition Center's activities.

- 3. **work2future's Five-Year Business Model and Relocation** **{Discussion}** 20 Min.  
*Christopher Donnelly, Assistant Director*

An update of the new business model and a status of the relocation.

4. **work2future 2011-2012 Budget** {Discussion} 20 Min.  
*Christopher Donnelly, Assistant Director*

An update of the proposed budget will be presented.

5. **ARRA Final Summary Report** {Discussion} 15 Min.  
*Jeff Ruster, Executive Director*

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

6. **Small Business Social Media Conference** {Information} 10 Min.  
*Dhez Woodworth, Economic Development Officer*

An update on the City of San Jose and BusinessOwnerSpace.com social media event will be provided.

- C. **Set Items for Next Agenda** 5 Min.

- D. **Announcements** 5 Min.

- E. **Next Meeting**  
 The next Operations Committee meeting is currently scheduled to take place on August 4, 2011 at 11:30 a.m. at the San Jose One Stop, 1290 Parkmoor Avenue, San Jose.

**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 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.

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

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

### **Recommendations:**

- (a) Accept the Rapid Response Report of May 11, 2011
- (b) Accept the Grant Report of May 1, 2011
- (c) Accept the BOS Report of May 11, 2011
- (d) Accept the Marketing Report of May 12, 2011
- (e) Accept the April American Recovery and Reinvestment Act (ARRA)/Integration Report of May 11, 2011.
- (f) Accept the December LMI Report of April 15, 2011.

[Action]

<b>Rapid Response Contact Report</b>															
<b>4/1/11- 4/30/11</b>															
			<b>April11</b>	<b>May11</b>	<b>June11</b>	<b>July11</b>	<b>Aug11</b>	<b>Sep11</b>	<b>Oct11</b>	<b>Nov11</b>	<b>Dec11</b>	<b>Jan12</b>	<b>Feb12</b>	<b>March12</b>	<b>YTD</b>
<b>Number of Businesses</b>															
San Jose			5	0	0	0	0	0	0	0	0	0	0	0	5
Other Cities			0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>			5	0	0	0	0	0	0	0	0	0	0	0	5
<b>Number of Layoffs</b>															
San Jose			581	0	0	0	0	0	0	0	0	0	0	0	581
Other Cities			0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>			581	0	0	0	0	0	0	0	0	0	0	0	581
<b>Current Month - # Warn Notices Received</b>															
Lockheed Martin			6												
County of Santa Clara			350												
Community Child Care Council			25												
Metro Educational District			100												
*Ericsson			100												
<b>Total Expected Layoffs</b>															
					581										
<b>Number of contacted businesses laying off</b>															
					3										
<b>* Indicates WARN notice received</b>															



5/1/2011	Grants	Due Date	Award Date		<u>work2future</u>		
<u>Contact</u>	<u>Funding Source/Sponsor</u>	<u>Submitted</u>	<u>TBD</u>	<u>Name</u>	<u>Funding Request</u>	<u>Status</u>	<u>Lead/Partners</u>
<b>PENDING</b>							
1	Lawrence/Javier	Department of Labor	6/2/2011		H1B Training Grant	\$5,000,000	Development NOVA/work2future
2	Richard	CA WIA Green Jobs	6/1/2010		PENDING	\$500,000	Development Work2future/WI
<b>SUBMITTED</b>							
3	Richard	USDOL-ETA	3/1/2011	Jun-11	Civic Justice Corp Youth Juvenile offenders	\$1,500,000	Submitted work2future
4	Chris	EDD--25%	9/30/2010	TBD	Additional Assistance Dislocated Workers	\$985,000	Submitted work2future
5	Chris	<b>*Federal Earmark/Senator</b>	<b>Nov-10</b>	<b>2012</b>	<b>Library Technology</b>	<b>\$250,000</b>	<b>Submitted work2future</b>
6	Chris	<b>*Federal Earmark/Senator</b>	<b>Nov-10</b>	<b>2010</b>	<b>Green Jobs Training</b>	<b>\$450,000</b>	<b>Submitted work2future</b>
7	Jeff	<b>*Federal Earmark/Senator Boxer</b>	<b>2010</b>	<b>2011</b>	<b>Green HC Training Program</b>	<b>\$400,000</b>	<b>Submitted work2future</b>
8	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>Awarded</b>							
9	BJ	Wells Fargo Bank	6/1/2010	TBD	BOS	\$5,000	Awarded work2future
10	Chris	EDD--25%	2010	7/1/2010	Additional Assistance Public Sector	\$975,000	Awarded work2future
11	Chris	EDD	2010	7/1/2010	Additional Assistance NUMMI	\$970,000	Awarded work2future
12	Chris	NEG	2010	7/1/2010	Emergency Numi	\$2,006,901	Awarded work2future
13	Javier	EDD	2010	6/30/2010	Green Inovations (Workforce Inst)	\$150,000	Awarded workforce Insti/w2f
14	Javier	California Workforce Board	11/19/2009	2/14/2010	Regional Clusters of Opportunity	\$100,000	Awarded NOVA/w2f
15	Chris	NEG OJT	5/2/2010	TBD	OJT	\$725,642	Awarded work2future
16	Javier	DOL	10/5/2009	2/22/2010	ARRA Health Care Sector SGA/DFA	\$60,000	Awarded SJS Foundation
17	BJ	Federal earmark/Cong. Honda	2009	TBD	BOS support Minority Business	\$200,000	Submitted work2future
18	BJ/Joy	City General Fund	2009	2009	BOS Support	\$100,000	Awarded work2future
19	BJ/Joy	Wells Fargo	2009	2009	BOS Network	\$10,000	Awarded work2future
20	BJ/Joy	Wells Fargo	2009	2009	BOS	\$5,000	Awarded work2future
21	BJ	Federal Earmark/Cong.Honda	2009	2009	BOS support	\$245,000	Awarded work2future
22	Chris	Target Foundation	2009	2009	Celebracion	\$5,000	Awarded work2future
<b>NOT AWARDED</b>							
23	Richard	EDD 25%	2/1/2011	4/1/2011	Cal Grip Youth	\$500,000	Submitted work2future
24	Lawrence	EDD	6/1/10	Jun-10	Green Innovations Challenge	\$4,000,000	Not awarded work2future
25	Javier	DOL	9/29/2009	TBD	Pathways Out Of Poverty	\$2,500,000	Not awarded work2future
26	Javier	CA Green Energy Training Prog PY 09/10			EDD/CA Department of Energy	\$545,000	Not awarded work2future
27	Jeff	Federal Earmark	FY 2010		Small Business/BOS	\$250,000	Not awarded work2future
28	Javier	DOL	4/29/2010	TBD	Community Based Job Training Grant	\$400,000	Submitted West valley Coll/w2f
29	Javier	US Dept of HHS	8/5/2010	Dec-10	Health Opportunity Grant TANF (5Yrs)	\$1,400,000	Submitted work2future/NOVA
30	Jeff/Scott	EDA (e-ric)	2010	Summer2010	Energy Efficiency Training	\$2,500,000	Submitted CSJ-SF-CET

# BOS Tracking Report Launch YTD

Website Number Unique	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	Oct-07-YTD
Number	7073	5115	5581	4669	4071	4754	5115	3202	3687	3603	4389	3943	191086
Unique	5310	3983	3947	3564	3266	3677	1566	2518	2929	2856	3564	3145	143030

## Top Most Popular Linked Sites

- 1 Women's Initiative
- 2 work2future, SVSBDC,NMEC
- 3 CSJ-ESD, CSJ-Finance, CSJ- Planning, SVSJ Chamber

QLBS Assessments	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	Oct-07-YTD
	8	2	3	2	2	6	1	3	2	2	0	1	151

Online Registrations	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	Oct-07-YTD
	41	25	26	23	17	20	12	14	18	17	24	21	912

Toll Free Calls	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	Oct-07-YTD
	28	38	17	23	12	20	27	11	29	45	40	68	1094

Partner Services	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	Oct-07-YTD
	1537	698	317	1647	1359	3713	651	853	187	1486	1359	811	40900

Vietnamese Website Clients	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	Oct-07-YTD
	404	292	379	417	280	498	292	466	503	416	509	190	8273
Most Viewed Page	Business Plan Template												

Spanish Website Clients	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	Oct-07-YTD
	65	71	68	67	80	70	71	41	49	66	66	55	1550
Most Viewed Page	Business Licenses												

**Grand Total Oct 07 -YTD**

**231986**

# Marketing Report

Date	Type	Location	Target Audience	Attendees
5/3/2010	Grand Opening	City Hall Rotunda & Innovation Center	SBA	50
5/15/2010	District 9 Resource Event	Camden Community Center- 3369 Union Ave. SJ	Community	50
5/22/2010	Resource Fair	1290 Parkmoor	Business Owners	50+
5/21/2010	Resource Fair	SJ Vet Center	Veterans and Public	200+
5/26/2010	Non profit Resource Fair	1290 Parkmoor	non profits	25
5/26/2010	Small Business Resource	Rotunda	Small Businesses	105
5/26/2010	Job Fair	Rotunda	Job Seekers	1003
6/24/2010	Job Fair	Morgan Hill Community Center	Job Seekers	302
6/25/2010	CalWorks Resource Health and Wellness Fair	Raging Waters	Calworks clients	300
6/30/2010	Catholic Charities Employer Advisory Committee meeting	2625 Zanker Rd. SJ 95134	Business Community	25
7/8/2010	Presentation	Morgan Hill Library	Job Seekers	10
7/20/2010	Presentation	Gilroy Library	Job Seekers	7
8/10/2010	Presentation	Campbell Library Pleasanton	Job Seekers	50
8/11/2010	Job Fair	Fair Grounds	NUMMI Job Seekers	2000
8/12-14/10	Target Mass Hiring	SJOS	Job Seekers	500
9/17/2010	Country Hill residence Mid Peninsula housing Svcs	124 Ranch Dr. SJ	Residence	35
9/23/2010	SCC & SVCN Probation Resource Fair	1400 Parkmoor, SJ	Probation Officers	200
10/2/2010	District 8 Day in the Park Resource Fair	Lake Cunningham	Community	2000
10/2/2010	Wellness Fair & Celebration	Rebeka Children's Ctr	Community	500
10/5/2010	Target Grand Opening	North First St Store	Public	500
10/8/2010	13th Annual Walk to End Domestic Violence	City Hall Rotunda & Innovation Center	Community	650

# Marketing Report

Date	Type	Location	Target Audience	Attendees
10/8/2010	Festiv'ALL	Santa Clara Convention Ctr.	Business	2000
10/9/2010	Job Corp Neighborhood Resource Fair	East Foothill Dr, SJ	Community	50
10/12/2010	Seasonal Youth Job Fair	CTC 749 Story Rd., SJ	Youth 17-21	159
10/28/2010	Federal Reserve Bank of SF Foreclosure Workshops	Santa Clara Board of Realtor 1651 N. First St. San Jose	Real Estate Professionals	25
10/29/2010	Exporter's Forum	SJSV Chamber 101 W. Santa Clara St. SJ	Small Business Exporters	100
11/4/2010	Honor a Hero Hire a Vet	Holiday Inn First St.	Veterans and Public	250
11//2010	Green Cadre Outreach	Community Centers Teen Ctrs County Probation Dpt. CalWorks Foster Care Agencies Bill Wilson Ctr. WIC Ctrs. Clean Slate Program	Youth	369
11/17/2010	Project Homeless Connect 2010-11	Loaves & Fishes- St. Maria Goretti, SW San Jose	Homeless	26
12/7/2010	SJSU Great Ideas	SJSU University Ballroom	Students	100
12/9/2010	Berryessa Business Association Mtg	Denny's Rest.	Business	20
1/22/2011 8:30 - 1:30 pm	Mayor's Gang Task Force	Seven Trees Community Center 3590 Cas Dr. SJ	Youth	300
2/9/2011	Superior Court Community Leadership and Liaison Program	11 N. Market St., SJ	Justice System and Community Service Providers	69
2/25/2011	Youth Job Fair	City Hall Rotunda	Youth	850

## Marketing Report

Date	Type	Location	Target Audience	Attendees
3/17/2011	Berryessa Business Association	Panera Bread on Berryessa Rd	Businesses	25
3/22/2011	Job Fair	Mexican Heritage Plaza	Job Seekers	500
3/24/2011	SCC Pretrial Services	County Civic Center, R, 130	Pretrial case managers	30
3/30/2011	Business Accerator	City Hall Rotunda	Businesses and International Incubator Organizations	175
4/1/2011	Willow Glen Library	Willow Glen library	Library Staff	50
4/9/11 & 4/27/11	Habitate for Humanity	Morgan Hill Construction Site	Community	100
4/10/11-4/13/11	NBIA	Fairmont Hotel	Businesses, Economic Development and International Incubator Org.	600
4/15/2011	Green Careers Expo	San Jose	Community	100
4/26/2011	Latina Business Expo	CTC, Story Rd, SJ	Businesses, Entrepreneurs, Community	200
4/27/2011	50+ Worker Presentation	Campbell Library	Job Seekers & Community	55
4/29/2011	CSJ - Earth Day Celebration "Bright Green Day"	Rotunda	Community	700
4/30/2011	Rebuilding Together Day	Rebuilding Together San Jose	Community	20
4/30/2011	Go Green School Conference	Mexican Heritage Plaza	Community	120
5/7/2011	!st Annual Unity Day for Street Peace	Most Holy Trinity Church- San Jose	Community	100
5/18/2011	CalWorks Resource and Job Fair	San Jose One Stop	Calworks clients	
5/24/2011	Youth Job Fair	Mexican Heritage Plaza	Youth	
6/1/2011	CalWorks Resource and Job Fair	Gilroy OneStop	Calworks clients	
6/23/2011	Small Business Social Media Event	City Hall Rotunda	Businesses	
6/29/2011	DOL Event	San Jose One Stop	Businesses , Public & Federal contractors	



ARRA/INTEGRATION UPDATE  
ADULT/DISLOCATED WORKERS AND YOUTH 2010-2011  
May 11, 2011

**Key updates:**

Youth Job Fair – May 24, 2011 Mexican Heritage Plaza

Professional Development Series - Motivational Speakers

Professional Re-invention: The *YOU* Factor – Presented by **Marquesa Pettway**

May 25, 2011, 9:00 am - 5:00 pm

The Success Principles Workshop – Presented by **Jack Canfield**

June 8, 2011, 9:00 am - 5:00 pm

- o Training Information
  - 138 Individuals in Occupational Skills Training
  - 534 Metrix licenses issued
  - 388 ED2Go signups
  - 126 San Jose City College Courses
  - 1247 Certificated Workshops
  - 32 Cohort

**Total            2,436**

Month of April 2011 for both Adult and DWP Programs:

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

- o **476** for the month of April 2011 (Adult: 315 and DWP: 161)
- o **5,358** for year-to-date

B - Number of core, intensive, training and Misc. services provided to customers (New and carried over clients):

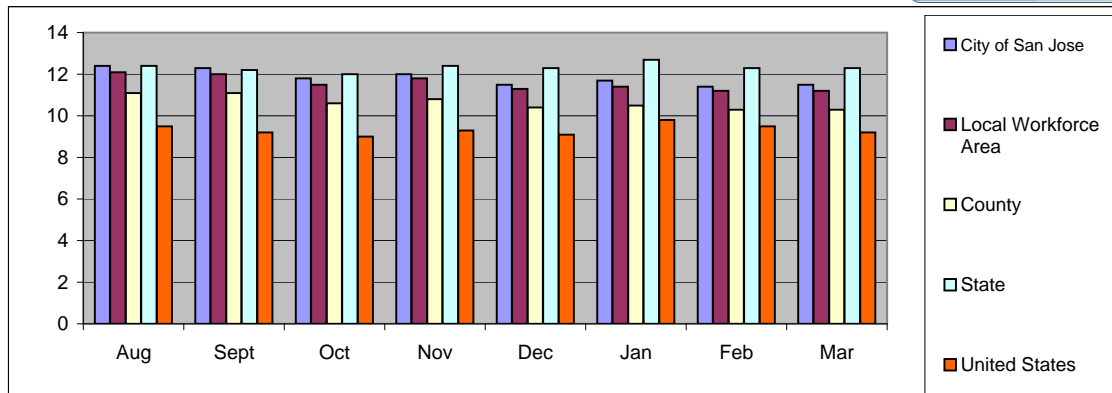
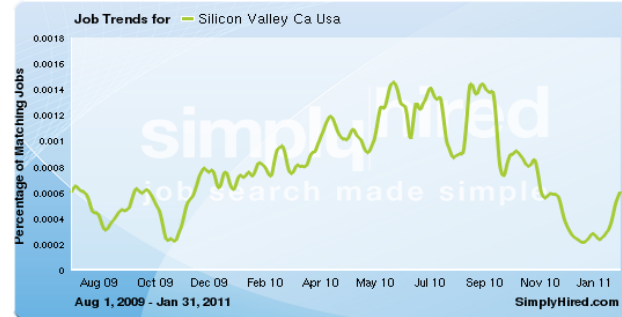
- o **7,324** for the month of April 2011
- o **75,779** for year-to-date (included early sign ups - future dates)

### March 2011 Local Unemployment Data

Apr-11

Data Source: LMID

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



Between March 2010 and March 2011, total employment in the San Jose-Sunnyvale-Santa Clara MSA, which also includes San Benito County, grew by 18,200 jobs, or 2.1 percent.

- Professional and business services; information; and manufacturing led the job expansion from last March, adding 6,500 jobs, 5,700 jobs, and 4,300 jobs, respectively. Together, these major groups (which are dominated by high-tech industries) accounted for nearly 91 percent of the year-over job gains in the San Jose metro area.
- Private educational and health services registered a gain of 4,100 jobs. Private health care expanded by 2,800 jobs, with the largest increase occurring in hospitals (up 1,800 jobs). Private colleges, universities, and professional schools added 700 jobs, and social assistance establishments gained 600 jobs.
- Trade, transportation, and utilities rose by 1,800 jobs. Wholesale trade added 900 jobs. Retail trade gained 700 jobs, and transportation, warehousing, and utilities inched up by 200 jobs.
- Meanwhile, government (down 3,600 jobs) continued to trim payrolls.

**Santa Clara and San Benito Counties produced 3500 jobs last month, and its biggest companies are on track to add thousands more in 2011.**

**SimplyHired.com**, a search engine for job listings, says that nearly 40 percent of the 130,000 open positions in Silicon Valley are for software engineers. Innovations in social media, mobile and cloud computing are driving the growth, said Dion Lim, SimplyHired's president.

San Jose Business Journal April 2011

IV(A)(1)

Approval of Minutes  
(February 17, 2011)

[Action]



**OPERATIONS COMMITTEE**  
**February 17, 2011**  
**Meeting Minutes**  
**CTO: 1:09 p.m.**

**I. QUORUM VERIFICATION**

**Present: Dr. Mark Novak, Rose Amador, Janeen Dittrick, Richard Friberg, Pamela Moore, Rashad Said. Absent: Brian Chrisman, Van Le.**

**II. OPENING REMARKS** Read by Committee Chair Mark Novak

**III. CONSENT ITEMS**

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

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

**IV. AGENDA ITEMS.**

**A. Old Business**

**1. Minutes Approval**

Upon motion by Committee Member Janeen Dittrick, seconded by Rose Amador, abstention; Richard Friberg the May 6, 2010 work2future Operations Committee Minutes were approved with Committee Member Richard Friberg abstaining.

**B. New Business**

**1. 2011 Meeting Schedule**

Upon motion by Richard Friberg, seconded by Pamela Moore, the proposed Operations Committee meeting schedule was approved.

**2. CQI Dashboard Reporting Update**

Tamia Brown and Fran Vader, members of the Customer Service Team (CST), provided an update of the development of the CST, reported on the CQI Dashboard, and additional time was granted by the Chair to report on the Annual Customer Survey.

With respect to the development of the CST, Ms. Brown discussed that in the past there was a Continuous Quality Improvement Team along with a Design Team. The Continuous Quality Improvement Team served the function of creating, designing, and implementing new processes and improvements. The Design Team served the function of determining which process improvements directly impacted customer satisfaction. The purpose of combining the two teams into one was to create a more cohesive team, minimize workload impacts, and improve staffing efficiencies. In October, a retreat was held and the teams were combined and renamed the Customer Service Team (CST). In addition, a work plan was developed with the following six focus areas:

1. Customer satisfaction
2. Monthly talent coach reporting
3. Workshop evaluations
4. Responding to customer feed back
5. New technologies
6. Workforce development specialist certificate.

The team meets and reports out biweekly. In the course of the last few months, the Survey Monkey was implemented for data collection since the Strumph and Associates agreement expired. The Survey Monkey data retrieval is done in-house by staff members and data can be retrieved at any time. Kiosk machines have been implemented with customer feed back comment cards. A revision of the comment card questions is currently in progress.

Committee Member Rashad Said inquired if the questions were pertinent to the particular environment and if there was a significant difference between the questions from Strumph and Associates. Ms. Brown responded that work2future is using the same questions originated from the Design Team prior to integration and that the questions used to collect data for the Dashboard report would not change. Ms. Vader added that the intent of the revision was to develop questions that would extract more exact data from the customers in order to better serve them. Committee Member Rose Amador asked what method generates the best response from the clients. Ms. Brown responded that each of the three methods used is designed to pull a specific type of data. For example, the Mystery Shopper method is used to pinpoint site and focus in each area; the annual satisfaction survey targets customers who exit the program after receiving services; and comment cards are used to obtain real-time feedback.

Committee Chair Dr. Novak noted the trends in the graphs range from 60% to 100% and asked what action is taken by staff when faced with the lower number and if an example could be provided. Ms. Brown responded that staff will drill down to the actual comment to pinpoint why a rating has dropped while also taking into consideration other factors that may impact responses such as holidays, Mondays or Fridays. The example provided consisted of customers not getting the best customer service with respect to the return of phone calls or scheduling appointments. work2future's response was to

designate a staff to return calls within 24 hours and communicate the issue at the coaches and front end staff meetings. Committee Member Janeen Dittrick asked staff to clarify that the kiosks were only in operation at the work2future site during the time of data collected in this report. Ms. Vader acknowledged that and noted December did have a low response of 21.

The Annual Customer Survey Report was based on 6,000 surveys sent out with a bounce back of 1500. This year's response rate was 1.5% compared to last year's survey response of 2%. Comparatively results from last year to this year were about the same. Satisfaction overall is pretty high with some areas of excellence being courteous, patient, and polite. Ms. Brown listed the areas of improvement reported as:

- 12% or less thought staff's explanation of service was not clear.
- 15% were displeased with access to information regarding how to get a job or job opportunity
- 15% felt resources received could have been acquired on their own.

Committee Chair Dr. Novak inquired about what is being done to address the area of not getting information. Ms. Vader responded by suggesting staff training and that all centers have the necessary resources. Committee Member Rashad Said acknowledged that staff was doing a great job with this issue given the lack of staff and the mood and emotions that people bring with them when they come in. They may not just be just lashing out, but lasing out at the world. He also added, as part of the discussion, that if they (the clients) do not get what they are looking for, which may not be something that we can offer the. Ms. Vader added that work2future is also focusing on identifying the client's talents and best skills to provide them with a better direction. The Assistance Director added that Talent Coaches meet bi-monthly with the client which provides the opportunity for training and updates on the comment cards. There are also weekly stand up meetings where staff review and discuss comment cards. There is a continued recognition of what clients are looking at with respect to areas of improvement, how to make changes, and also where there are areas for improvement for staff leadership and professional growth. He went on to highlight that work2future has received money from the State for capacity building. Therefore, all work2future staff, including Fiscal, MIS, and Administration staff, and various EDD staff will be participating in achieving a nationally recognized professional development certificate through Dynamic Works Institute. Committee Chair Dr. Novak commented that continued education is great and a good idea and is something also practiced by the University. Committee Member Richard Friberg cautioned that one needs to be sensitive to the changes and impacts as a result of budgets and the potential staffing moves and bumping that may occur within EDD, community colleges, and City staffing. People may not feel good even if they still have a job. We need to be sensitive to having a plan to support staff and find ways to address the situation given as it can take a while to acclimate. He also added, as part of the discussion, that consideration should be taken that this impact could be reflected in the evaluations as well. Business Services Manager BJ Sims commented that we have been facing that

(situation) for the last two years. It is an ongoing project to bring staff onboard that may have had a different environment and assist them with the transition. Committee Chair Dr. Novak commented that the University faces this as well. He also noted that it was not only about the negative or positive ratings, but what can be learned and understood better. If we are not getting enough fine information, we are not learning anything-it is just a checked box. The goal is to truly understand what is going on and what is needed. Dr. Novak went on to comment that he thought staff is sensitive to this and is doing the best they can. Committee Member Pamela Moore asked a question regarding assessments and if the tools have changed. Ms. Vader responded that work2future utilizes WorkKeys which is already an extensive tool so she did not believe that the assessment tools would need to be changed.

3. **NUMMI Transition Center**

Assistant Director Chris Donnelly noted that we are approaching a year since the NUMMI layoffs occurred. Currently work2future is planning a regional-wide job fair to be held sometime in April or May. There are close to 538 enrolled clients, 116 in training, and 55 clients having entered employment. We continue to see enrollments and have noted that there are clients enrolling from outside our area such as Alameda County, San Joaquin County, and other counties. Negotiations are underway to increase the NUMMI Transition Center's space by approximately another 2,000 square feet to accommodate growth. He went on to add that NUMMI clients are more comfortable to have services provided at the NUMMI Transition Center rather than engaging in workshops held at work2future. The NUMMI Transition Center offers networking, remediation classes, and is considering providing an assessment lab for the WorkKeys assessment. Clients are still adjusting to the shock of their layoff situation with some still hoping for the potential of a Tesla hiring: Tesla has reached the 500 mark with respect to hiring. work2future understands the majority of those hired positions have been for high end engineers working for NUMMI with very few line staff positions. The clients are still in need of remediation considering that most were making \$100-\$110K a year and the majority of jobs for their current skill sets are in the range of \$12 to \$15 an hour. Also, TAA has been extended to the end of March. After March the benefit will not be available, so clients are being encouraged to enroll in TAA by March 30th. Committee Member Pamela Moore expressed kudos to Karen Ledoux for the phenomenal job she is doing. She went on to acknowledge the challenges that some clients/applicants may be having with reading and writing skills in addition to the culture shock and adjustment of having had great paying jobs to now finding themselves laid off. She went on to say that she was impressed with the sincere outreach that is occurring. Assistant Director Chris Donnelly also acknowledged that for some it was about getting back to basics.

Committee Member Richard Friberg asked about the National Labor Relations Board as it relates to Tesla and Toyota with the hiring of people. Assistant Director Chris Donnelly responded that Tesla and Toyota are both nonunion. The NUMMI plant had a joint agreement with United Auto

Workers and Toyota and that NUMMI was the only unionized plant. Committee Member Richard Friberg then asked how then does the National Labor Relations Board look at that particular relationship. Mr. Donnelly responded that he was not certain of that situation. Tesla is not unionized and took over the plant. There was an interest with shared resources and technology regarding the electric vehicle. He added that work2future may be able to find further information. A committee member asked about the occupation of the NUMMI site and Mr. Donnelly responded that Tesla had bought a portion of the NUMMI plant and they are not expanding but only taking on a smaller portion.

#### 4. **Labor Market Studies**

Business Services Manager B.J. Sims introduced David Keen of BBC Research and Consulting. The entire report will be posted on the website. This presentation of the Small Business Study aides to provide an understanding of small businesses in Santa Clara County and San Jose; entrepreneurship and the role of both in the local economy; how it relates to San Jose and their partners; and suggested recommendations. Mr. Keen presented this item to the committee, explaining that he believes the emphasis should be on entrepreneurs, since new businesses tend to create jobs early in their life cycles as opposed to small businesses that, according to the results of the study, do not appear to be a major force for job creation and which may, in fact, be a net destroyer of jobs. Based on this data, he recommended that, to ensure job growth, the City should do what it can to boost the success rate of the high-growth “gazelle” firms that will be most successful.

Mr. Keen also reported that the rate of entrepreneurship in the Silicon Valley region lags the nation, thus providing local economic development entities the opportunity for leverage in terms of assisting new companies, especially tech companies, to thrive and generate jobs. Economic growth comes from firms forming and hiring workers.

Business Services Manager B.J. Sims provided a brief online demonstration of The NYC business “one-stop” ([www.nyc.gov/portal/site/businessexpress](http://www.nyc.gov/portal/site/businessexpress)). This automated approach assists entrepreneurs, through a series of logic questions, to navigate the resource and regulatory landscape. Ms. Sims went on to indicate that this was a concept worth exploring and that there have been conversations with City of San Jose departments such as Finance, Planning and OED regarding the potential usefulness and development of this type of tool.

Committee Chair Dr. Novak asked why firms shed jobs. Mr. Keen responded that it was due to the creative destruction idea and that, on net, more firms are contracting or going out of business. Committee Member Richard Friberg asked about the definition of small employers. Mr. Keen responded that if we looked at employers with under 100 employees, the San Jose metro area contains about 30% of the private sector jobs and which lags compared to other cities in this country. Committee Member Pamela Moore commented

that she was excited that resources were directed to a small business study since small businesses tend to acknowledge the incentives and are more willing to take a chance on hiring the disabled population which she serves. She went on to comment that at a recently attended meeting, with the discussion centered on the larger type expansions such as the airport and rail systems, there does not appear to be a focus on small business. Committee Member Janeen Dittrick had a comment to the Committee regarding the Employer Advisory Council of Santa Clara County, Gilroy, and Hollister as it pertains to resources to small business. This program, through EDD, has a membership cost of about \$70.00 a year and provides education on HR and legal issues. The consultant commented that oftentimes the challenge is marketing these resources to small businesses because they do not know that they exist. Committee Member Richard Friberg commented about an iteration of the New York website with respect to working with different ethnic communities to overcome some of the cultural myths of how things are done. The consultant responded that in a past study with ethnic chambers, one method was through translations and another method was to utilize the trainer concept by engaging those professionals such as lawyers, accountants, chambers, and those people doing outreach that are already giving advice and working with these communities to communicate about the different resources. Committee Member Pamela Moore commented that she had thought that the BOS website concept was envisioned to be that “one-stop” for online services resource. Business Manager B.J. Sims responded that due to the different economic development and structures between Campbell, Gilroy, and San Jose and that the current function is disseminating information. The next step would be to address how to handle the complexity of incorporating this type of logic into a table concept.

#### Rapid Response Study

Business Services Manager B.J. Sims introduced Annette Keen of BBC Research & Consulting. The study will be posted online. This study was done in conjunction with work2future and NOVA. The study investigated and addressed some key areas regarding overall Rapid Response effectiveness by NOVA and work2future, Rapid Response best practices, WARN notice respond rates, and BBC recommendations.

The consultant identified that overall NOVA and work2future do a good job of providing Rapid Response services. Dislocated workers and businesses rate the services received as high and “flexible” and “available.” Ms. Keen noted that nationally one of the best practices is to make Rapid Response a critical service staffed by well trained, professional staff dedicated to the Rapid Response service. Although many best practice components are already in place, there are opportunities to learn from other Rapid Response providers regarding proactive engagement with businesses, effective marketing of services, performance measurement, and customer feedback.

The response rate to WARN notice is high averaging 85% combined for NOVA and work2future. Some challenges noted were the timeliness of

receiving notification and some resistance from businesses to early entry. It is suggested to strengthen communication channels with EDD and strengthen ties with the business communities. In addition, improving and raising awareness by promoting services offered through various outreach methods including in person outreach efforts was also suggested. Other suggestions included exploring opportunities for partnerships with others such as outplacement firms, lawyers, and others in the private sector. The Dun & Bradstreet Financial Stress Score was mentioned as an example of one type of affordable tool to be considered as part of an early warning system.

Committee Member Pamela Moore had a comment regarding rapid response efforts provided when businesses lay off in segments such as with the PW Market. BJ Sims responded that Rapid Response efforts were still able to be done prior to the store closing.

5. **work2future's Five-Year Business Model**

Prior to this discussion, the Assistant Director made mention of the email that was sent to all committee members from the Executive Director regarding the status of the Federal budget and the continuing resolution before the House of Representatives. There is a proposed \$175 million funding elimination for the 2010 allocation and an \$86 billion elimination for WIA and Adult and Dislocated program next year. At this time work2future anticipates having a budget, however; they may expect to see the total allocation reduced by a large percentage.

The Assistant Director provided an update of the Five Year Business Model. This model addresses the potential \$15 million deficit by examining resource sharing, a staffing model, and a reduction in rent. As part of the development of the business model and budgets, a time study was done for direct and indirect time associated with client services. The results of which indicate a staffing plan for 24 FTE with the possible addition of some services contracted out for the Adult and Dislocated Worker program. There is an estimated reduction of 12 staff of the current staffing of 52. Three budget scenarios have been proposed: \$9 million, \$10 million, and \$12 million. However, for the purpose of this discussion the \$10 million budget scenario was presented. There was also information presented regarding the development process of the proposed move to three community centers. Today work2future will be presenting the 2011-2012 budget to the Executive Committee, a recommendation to terminating the Parkmoor lease and moving forward with negotiations with the PRN department to relocate to three centers, and the staffing plan. In March the final budget and recommendations will be presented to the Board and if approved notification to terminate the lease will be given. The final budget will be presented in June. The \$10 million budget was presented in line item format, highlighting any changes. It was also clarified that the budget is based on the anticipation that work2future will stay with the line items for Tenant Improvements in the event of a move. Committee Member Richard Friberg asked about the reserve rate and also commented if the reserves could be taken by the State. The

Assistant Director responded that we could carry over up to 30% and acknowledged that there could be a rescission.

Site overview: It is proposed that the Kirk Community Center will provide the Adult and Dislocated program services, the Shirakawa Center will serve the Youth Program, and the Almaden Winery Community Center will house the Business Services Unit and the administration functions such as the Contract Unit, Special Projects, and the Fiscal Unit. An initial site evaluation has been conducted by EDD space planners. Depending on the age of the buildings, asbestos certifications will be required. The preliminary results indicate some possible seismic concerns at the Kirk Community Center and a potential public access concern since the PRNS department will continue to operate their preschool operation at that site. Although several of the buildings have undergone recent renovation and are compliant with City ADA, there were some concerns noted for ADA requirements by the State with respect to access with the elevator and stairs. In addition, a lack of fire sprinklers and alarms were noted. Costs to address corrections are not yet unknown.

Dr. Novak asked if there was still a consideration to move ahead in light of the potential difficulties. The Assistant Director indicated that we would still be moving forward due to the significant cost savings of \$750K to \$1 million annually which would help offset the deficit in addition to taking into consideration the high costs of ongoing repairs and maintenance to an aging building. For example, \$60K had recently been spent in heating and air conditioning repairs. Committee Member Richard Friberg asked if there has been consideration to relocate with the Campbell/ EDD site. Committee Member Janeen Dittrick responded that is an older building as well, the lease on that building will be expiring soon, and that there were space and parking concerns. She acknowledged that we would hope to be located jointly in one center and a joint site search has been done in the past prior to the move to the Parkmoor building, but it did not work out. In this instance, the City is the lead for a site search and she acknowledges the substantial savings associated with these available sites. Based on how the buildings are now, it may be problematic to continue with the consideration to move in. Committee Member Pamela Moore also inquired about the availability of other sites. The Assistant Director responded that an extensive search was done in conjunction with City of San Jose's Real Estate Division. Other sites in Santa Clara and downtown San Jose were considered with the community centers providing the better fit.

- C. **Set Items for Next Agenda**
  - **Business Model update**
  - **Budget**
  - **NUMMI one year update**
- D. **Announcements** –none



**E. Next Meeting**

The next Operations Committee meeting is currently scheduled to take place on May 26, 2011 at 11:30 a.m. at the San Jose One Stop, 1290 Parkmoor Ave., San Jose.

**V. PUBLIC COMMENT - none**

**VI. ADJOURNMENT** Meeting was adjourned at 3:01 p.m.

IV(B)(1)

CQI Dashboard Reporting  
Update

[Discussion]

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

**Report Date: May 6, 2011**

**Total Number of Responses: 133**

**Volume:**

- Number of new customers completing initial assessment and coaching:
  - 476 for the month
  - 5,358 year to date
  - Average number of new customers per day: 24
  
- Number of services core, intensive, training, misc. provided to customers:
  - 7,324 for the month
  - 75,779 year to date
  - Average number of services per customer during reporting period: 10

**Conclusions and Analysis:**

- Overall customer satisfaction has dropped from 90% to about 81% for the month.
- Majority of customers find that services offered meet or exceed expectations.
- Customers recognize staff as being helpful and knowledgeable.

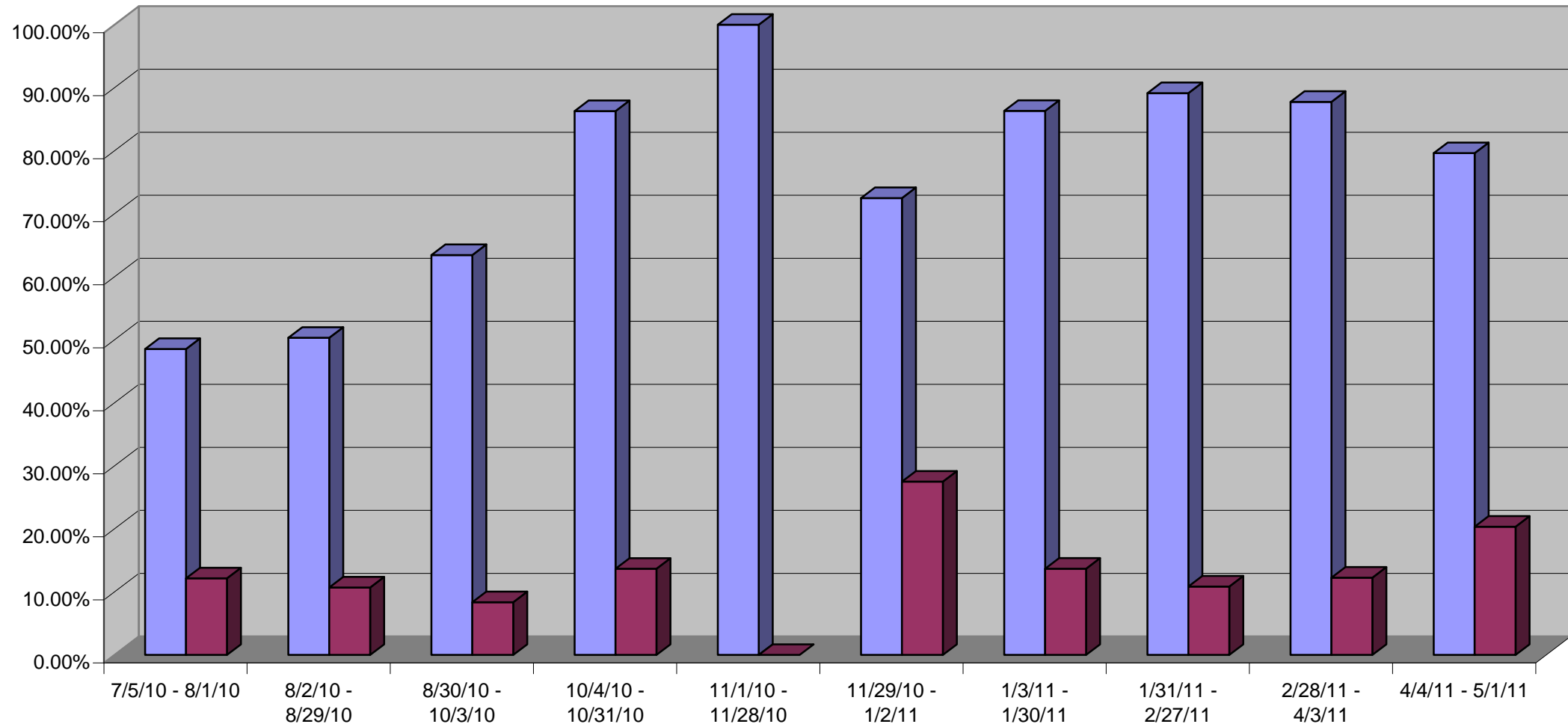
**Summary of Trends:**

- Customers are very complimentary of staff.
- Customer service at front desk (all centers) needs to be addressed.

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

### Waited Less than 10 Minutes

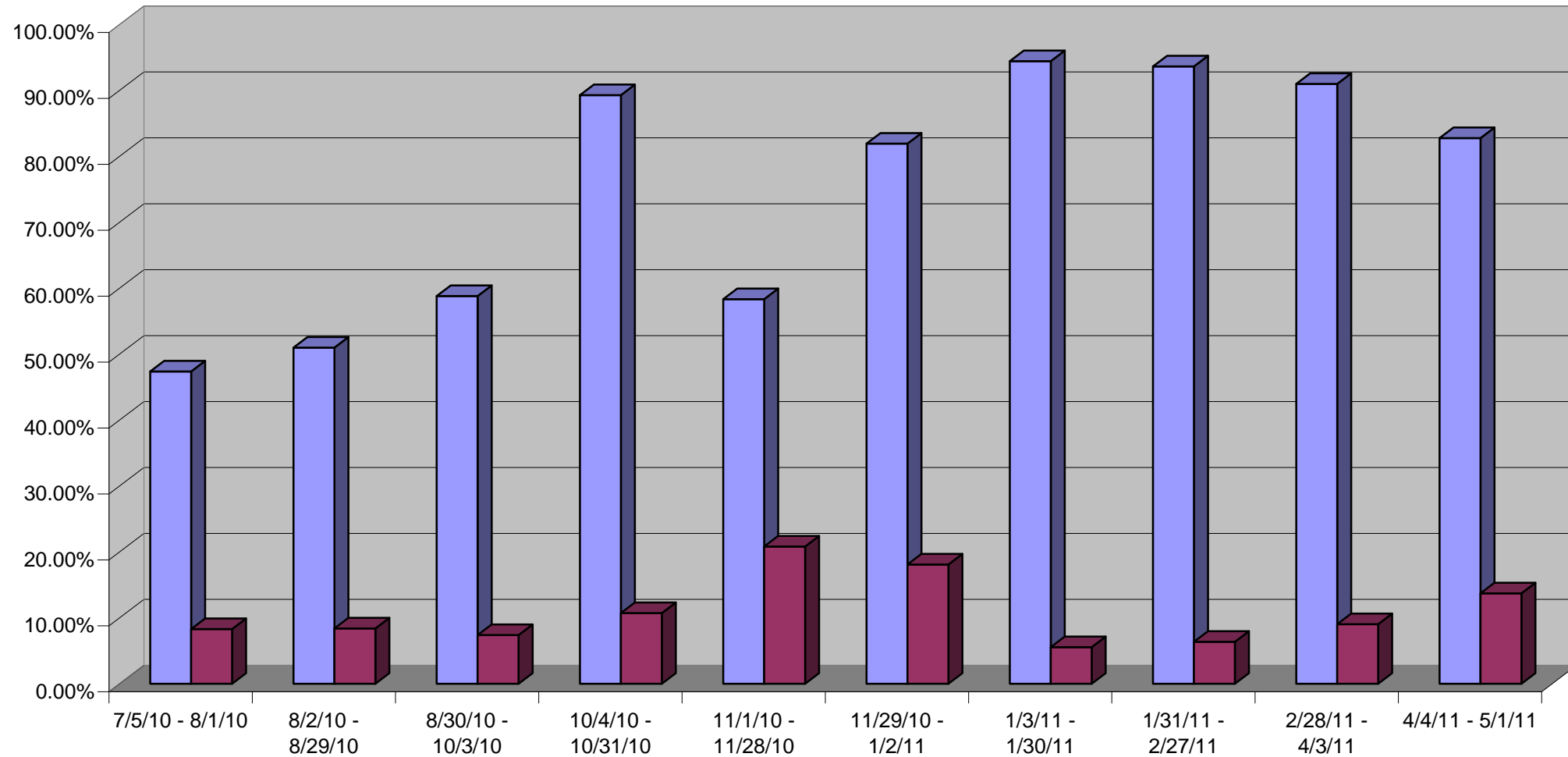
Strongly Agree/Agree Disagree/Strongly Disagree



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

### Information Was Useful in Job Search

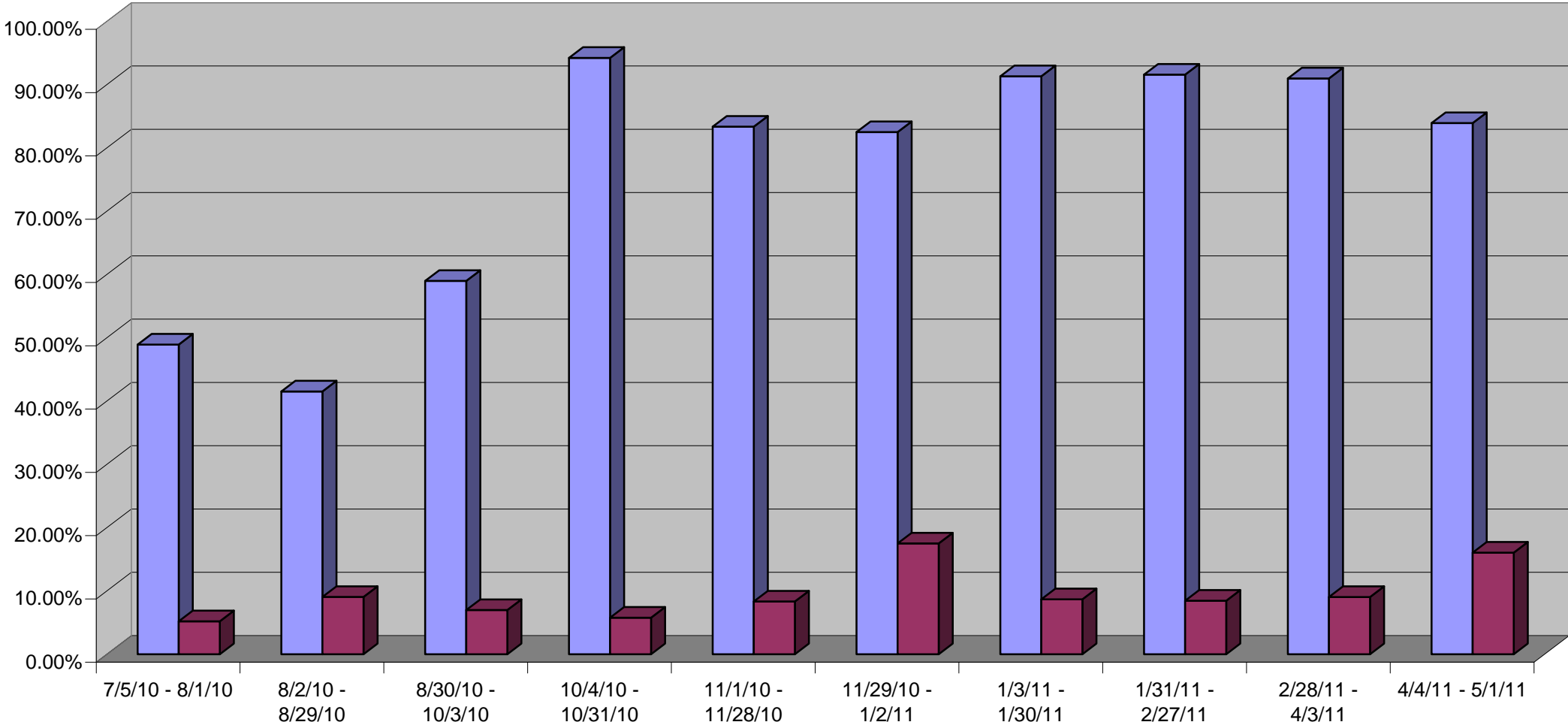
Strongly Agree/Agree Disagree/Strongly Disagree



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

### Services Used Were of Quality

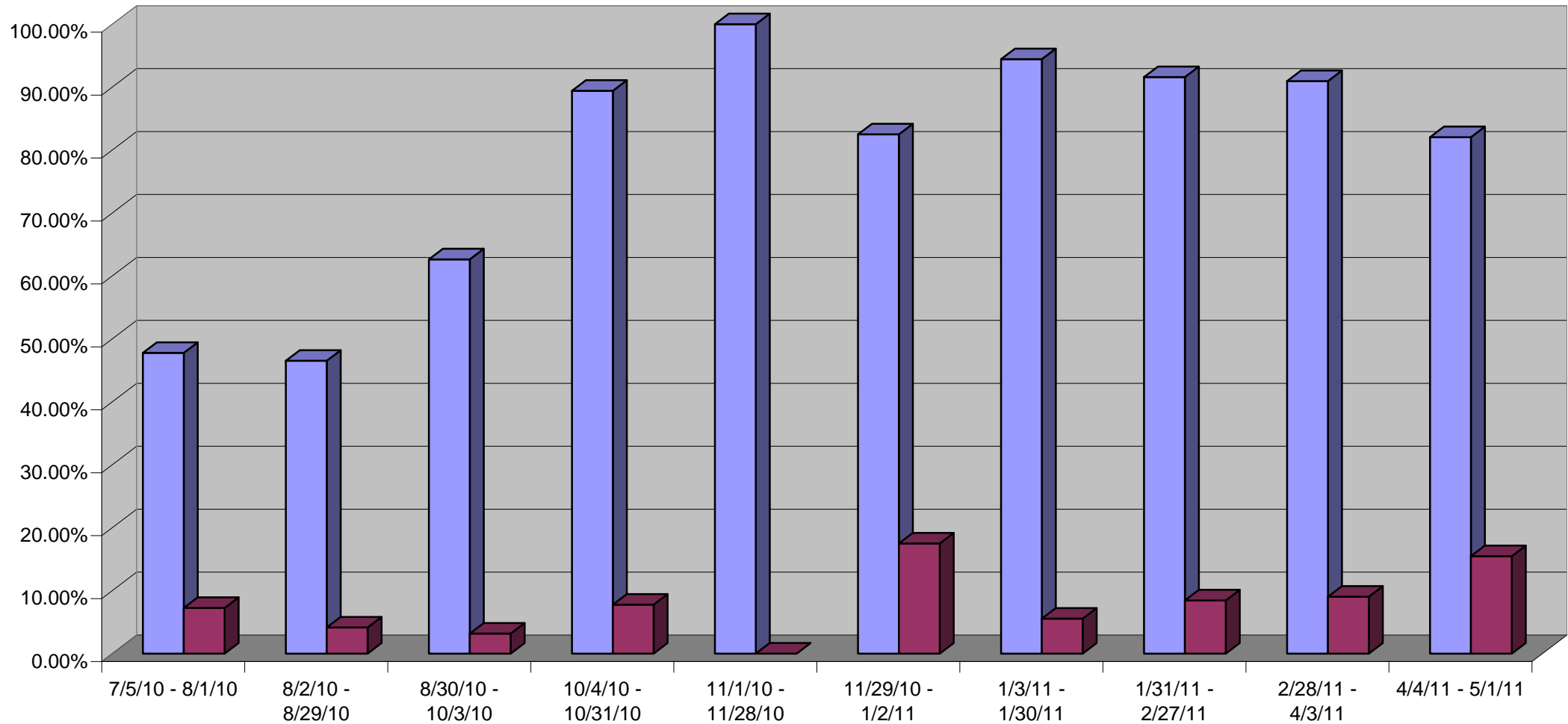
Strongly Agree/Agree Disagree/Strongly Disagree



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

### Would Recommend Center to a Friend

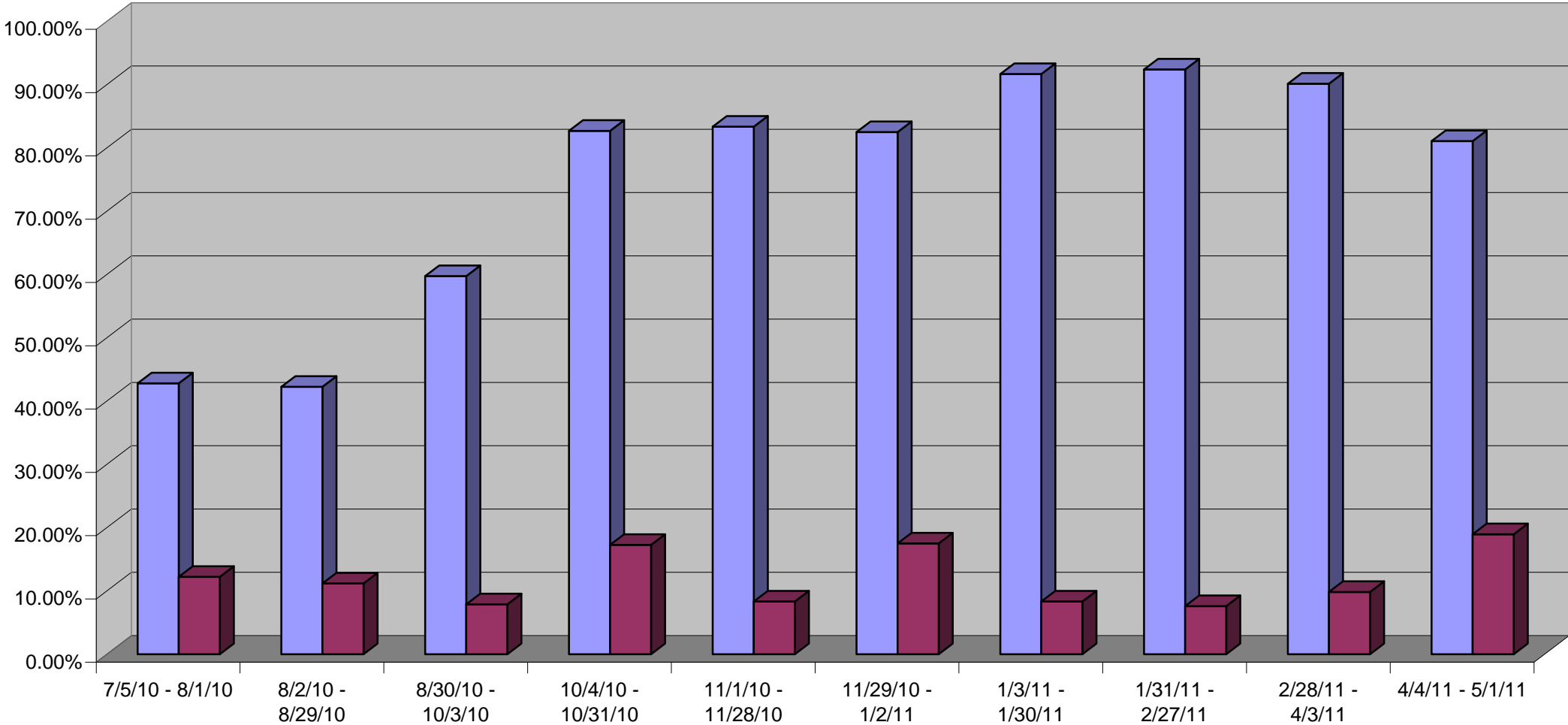
Strongly Agree/Agree    Disagree/Strongly Disagree



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

### Satisfied With Overall Experience

Strongly Agree/Agree    Disagree/Strongly Disagree



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



IV(B)(2)

NUMMI Transition Center

[Information]

**work2future Operations Committee**  
**NUMMI Career Transition Center Update**  
**May 26, 2011**

**Key Updates:**

- The NUMMI Career Transition Center (NCTC) opened March 29, 2010 and work2future received bridge funding of \$970,000 with original National Emergency Grant (NEG)—\$2,006,901.
- The second allocation of funds for the NEG from Department of Labor was requested by the collaborative partnership in April with expectations that the balance of funds will be forthcoming. It was required by DOL that the NEG partners **meet 70% of their performance goals** of the original monies before making the applications for the **remaining \$3,297,871**. The work2future allocation will be approximately **\$1.4M**.
- As of April 13, 2011, there were **547** NCTC enrollments, putting NCTC at **117%** of its 100% enrollment goal.
- An additional grace period was given by TAA to allow clients opportunity to get into a training program utilizing TAA funds. The original end date was April 9 and was **extended to May 9** to allow more clients to submit training packets to TAA reps.
- The total of clients enrolled into training programs, whether funded by WIA/NEG or TAA or a combination of funds is at **293**. The number of clients that have permanent or temporary employment is **69**.
- State auditors spent the first week of March at the NCTC reviewing **50** random files of the **547** enrolled clients for the programmatic audit. They concentrated on program administration, participant eligibility, WIA activities, and MIS reporting.
- NCTC has expanded into the acquired space adjacent to the original Suite 230 **adding 3,141 more square feet** for an additional total cost of **\$5,000** per month. Scheduling of workshops has started on site in preparation for the dissemination of 1290 Parkmoor into three new locations and the elimination of the workshop space there. Furniture has been acquired from work2future and the San Jose City/Evergreen school district warehouse.
- Currently, NCTC is just starting to see the graduation of clients from training programs started in the summer of 2010.

- Job Development activities are intensifying as early clients complete training. A Tuesday morning and a Wednesday evening Job Club are now providing employment information to clients. Job openings, recruitment/job fairs, job readiness coaching, networking, along with camaraderie and support are provided.
- New clients are still enrolling. There have been continuing lay-offs at the plant—now the skeleton crew that disassembled equipment and the administrative staff that mandated last details of the closure. After a year there are clients just now recognizing the need for assistance and others that are transferring , due to the cost of gas, to their local One-Stop (NCTC)

IV(B)(3)

work<sup>2</sup>future's Five-Year  
Business Model and  
Relocation

[Discussion]

IV(B)(4)

Work2future  
2011-2012 Budget

[Discussion]

IV(B)(5)

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	
<b>ADULT</b>	1,500 - 2,000	2,366			
<b>DW</b>	incl. above	2,701			
<b>TOTAL AD/DW</b>		<b>5,067</b>	<b>+3,067</b>	<b>153%</b>	
<b>YOUTH</b>	1,000	1,067	+67	107%	

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

SUPPORTIVE SERVICES					
Adult/DW	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.

IV(C)  
Set Items for Next Agenda

IV(D)  
Announcements

IV(E)  
Next Meeting

The next Operations Committee meeting is scheduled to take place on August 4, 2011 at 11:30 a.m. at the San Jose One Stop, 1290 Parkmoor Avenue, San Jose, CA 95126-3449

V  
Public Comment

VI  
Adjournment