

**ADOPTED**  
**Minutes of the Monterey County Workforce Investment Board**  
**Oversight Committee Meeting**  
 Thursday, August 28, 2008, 8:30 A.M.  
**Seaside One Stop, 1760 Fremont Boulevard, Building D-2, Seaside, CA 93955**

<b>MEMBERS PRESENT</b>	<b>REPRESENTING</b>
Mary Ann Leffel, <i>Chair</i>	Business
Judith Profeta	Business
Jim Nakashima	Housing
Theresa Ream	Business
Teresa Sullivan	Older Americans
Rosalinda Batsford	Business
Cesar Lara	Labor
Joseph Werner	WIB Executive Director, Ex-Officio Member
<b>MEMBERS ABSENT</b>	<b>REPRESENTING</b>
Michael Oprish	Business
Al Davis	Community Based Organizations
<b>OTHERS PRESENT</b>	<b>REPRESENTING</b>
Manley Bush	WIB Staff
Marleen Esquerria	WIB Staff
Leslie Rostron	WIB Staff
Rosie Chavez	Turning Point
Wil Moore	Shoreline Workforce Development Services
Mary Concepcion	Arbor Career Center
Lynda Dunn	Office for Employment Training
Harry Gamotan	Office for Employment Training

**CALL TO ORDER/INTRODUCTIONS:**

Ms. Leffel called the meeting to order at 8:38am. She welcomed those in attendance and called for introductions from those present. A quorum was established.

**CHANGES TO THE AGENDA:**

In accordance with the WIB protocol and procedures policy, Ms. Leffel accepted and distributed handouts to support agenda item #6 regarding the review of Management Information Systems (MIS) and fiscal reports for WIA Title I Adult subcontractors for Program Year (PY) 2007-08 and handouts #7 through #9 regarding the adult subcontractors program services and activities for Turning Point, Arbor and Shoreline. Shoreline also provided an updated handout on the Certified Nursing Assistant (CNA) Pipeline program.

**PUBLIC COMMENT:** None.

**BUSINESS MEETING:**

**1. Action: Approve the minutes of the July 15, 2008 Oversight Committee meeting.**

**Motion:** Mr. Nakashima

**Second:** Ms. Sullivan

Ms. Leffel inquired if WIB staff had sent a letter to Mr. Robinson regarding the lack of MIS program information provided to the Oversight Committee for the 4<sup>th</sup> Quarter of FY 2007-08. Although it was discussed, Mr. Werner stated that the minutes and discussion did not direct him to send the correspondence. Ms. Leffel stated that she believed a letter should have been prepared for her signature. She inquired if the Oversight Committee members agreed to such a correspondence and they concurred. Mr. Werner stated that he would prepare a correspondence for Ms. Leffel's review and approval, following the meeting. Ms. Leffel asked that her request be reflected in the minutes for the development of a correspondence to Mr. Robinson regarding the lack of MIS program data.

**Motion passed with four abstentions:** Mr. Lara, Ms. Ream, Ms. Batsford and Ms. Sullivan

**2. Action: Approve the Final Monitoring Report for the Offices for Employment Training's (OET) Workforce Investment Act (WIA) Title I Adult and Dislocated Worker Programs for Program Year (PY) 2007-08.**

Mr. Werner stated that WIB staff received a draft response from OET two days before the required development of the Oversight agenda meeting packet. Since there were discrepancies in the data presented by OET and the findings discussed, Mr. Werner stated that he could not resolve the draft findings prior to the request to the Oversight Committee to approve the draft monitoring report. The original deadline for OET to submit a response to the draft monitoring report was July 28, 2008. A three-week extension was granted until August 17, 2008, however the response was not received until August 20, 2008

**Finding 1:** OET did not comply with the request of the board to develop a set-aside and expend an account of \$190,000 from the 2007-08 Dislocated Worker and Adult formula funds for new enrollments. Mr. Bush stated that his review of all new written ITA

contracts reflect that 7 contracts were written all year for Adults and Dislocated Workers, expending a total of \$24,500 (13%) of the \$190,000 set-aside. There were no other enrollments, expenditures or OJT contracts written during this period. In discussing this issue with Ms. Dunn of OET, she indicated that there may be new enrollments that were not captured from the Virtual One Stop (VOS) case management system, due to the system upgrade and data conversion which began in March 2008. Mr. Bush stated the report recommended that OET coordinate with Geographic Solutions, the VOS developer, to extract data from VOS that would support any new enrollments and expenditures for FY 2007-08. Per the WIB's direction, OET should have tracked this expenditure more closely or recorded the status of the expenditures to the WIB's Oversight Committee as a scheduled agenda item.

**Observation 2:** WIB staff conducted a file review of 46 files or 20% sampling. Observations noted that there were issues with little or no interaction between participants and case-managers, EEO/Complaint forms need to be updated and a high percentage of participants refused to complete the basic skills testing. Mr. Bush stated the monitoring report recommended that OET submit a corrective action plan that includes administrative oversight of these services to improve case-management, the coordination of appropriate workshops, and ensure that OET supervisors provide more oversight and technical support for case-managers.

**Observation 3:** OET does not require an assessment review if participants receive program incentives, based on the current OET Incentive Policy. Mr. Bush stated the monitoring report recommended that OET submit a corrective action response to ensure that participants are found eligible to receive incentives. Ms. Leffel requested a flow chart be made available to the Oversight Committee at their next meeting that describes how participants receive services through the One Stop system. Ms. Profeta inquired if participants are being contacted or interviewed once every two months. Ms. Profeta inquired if the reason for lack of contact was due to staff re-assignments and newly assigned staff members. Ms. Profeta stated her concern is continuity in the delivery of services. Ms. Leffel asked if Ms. Dunn had any comments and Ms. Dunn stated not at this time. Ms. Leffel asked the members to anticipate the next Oversight Committee meeting to be longer, due to the greater review of monitoring responses. For the new members, Ms. Dunn stated that she would arrange to have an OET representative give a brief presentation on OET's delivery of services and present a flow chart of services. Mr. Gamotan suggested that WIB members tour the One-Stop. Ms. Leffel agreed and requested that staff scheduled time that is convenient with the board members to tour the facilities. Ms. Profeta stated that the case notes reflect a 7% complaint rate and she believed this was a good response. Ms. Leffel inquired as to why the Adult enrollments were low and Mr. Bush stated the monitoring only reflects a snapshot in time from July 2007 to December 2007. Ms. Leffel requested an information update on the enrollments be provided to the Oversight Committee.

**Motion:** Mr. Nakashima made a motion to accept the report as stated.

**Second:** Ms. Profeta

**Motion passed unanimously**

*Ms. Leffel requested that it be noted that Mr. Nakashima left at 9:10am, indicating that the remaining members are new to the Oversight Committee.*

### **3. Information: Review the Draft Monitoring Report for OET's WIA Title I Rapid Response Grant for PY 2007-08.**

Mr. Werner stated that Mr. Bush conducted the monitoring of OET's Rapid Response program during the period of July 1, 2007 to June 30, 2008. WIB staff conducted a fiscal review and determined that the program was fully expended as of June 30, 2008. Mr. Werner explained that Rapid Response activities occur when businesses close or layoff workers. The State of California Employment Development Department (EDD) is notified by these businesses affected and Worker Adjustment and Retraining Notification Act (WARN) Notice are submitted and sent to OET to provide Rapid Response activities and document the services provided on a WIA Form 121. Prior to the WIA Form 121 being submitted, EDD has the responsibility of notifying the local point of contact in the affected local workforce investment area about the WARN Notice. This notice is the means in which the One-Stop Career Center team uses to coordinate their visits to the affected businesses. The Rapid Response grant funds are used by OET to pay for this function. Upon completion of the Rapid Response visit, OET's Rapid Response team is required by the State of CA EDD to report that they have visited the affected businesses and provided services to the assist workers to quickly return to new employment positions in the labor force as well as assist employers to explore alternatives to layoffs through human resource solutions. During the monitoring there were two findings:

**Finding 1:** OET failed to report one WIA Form 121. OET requires that every WARN visit be noted in a Rapid Response log. During the Rapid Response visit, OET staff neglected to provide information that the WIA Form 121 was submitted for Chiquita/Fresh Express Company.

**Finding 2:** As the main point of contact for Rapid Response activities, OET did not respond to five WARN notices received by the State of California EDD. This notice occurs through fax transmissions from the State to the local point of contact and are posted on the EDD website. WIB staff recommends that OET comply with WIA Directive 04-13 that states a WIA Form 121 must be filed with the Workforce Investment Division for any employer site visit to assist dislocated workers in obtaining reemployment because of permanent closure or layoff employees at a plant, business facility or enterprise. WIB staff also recommended procedures be adopted to insure that every effort is made to effectively provide services to businesses and employers who have been impacted by layoffs. Ms. Leffel inquired if these findings jeopardized Rapid Response funding for our local workforce investment area. Mr. Werner replied that the State tabulates all the responses that occur throughout the state and allocations funds based upon the Rapid Response activities. The more visits that are reported; the more funds a local jurisdiction receives. Failure to submit WIA Form 121s potentially reduces the amount of funds that Monterey County can receive for Rapid Response activities. Ms. Leffel referred to Ms. Dunn and inquired why OET did not do more visits. Mr. Gamotan responded and stated that he met with Mr. Bush to obtain information on the first finding. As for the second finding, Mr. Gamotan stated that he did submit a WIA Form 121 on Chiquita/Fresh Express and forwarded it to Ms. Dunn. Mr. Gamotan stated that he did not file a WIA Form 121 on the five companies identified in finding two, but that Rapid Response activities were conducted. Mr. Bush stated at the time of the monitoring, the OET analyst

provided all reference material and the RR log reports the activities in Monterey County. The log did not indicate or document RR activities on the five companies identified in finding two. Mr. Gamotan asked who is the point of contact to receive WARN Notices in Monterey County. Mr. Gamotan stated that he received WARN Notices from various resources such as the WIB, EDD and OET. Mr. Gamotan recommended that the WIB designate a single point of contact to receive the WARN Notices in a timely manner. Mr. Gamotan also receives WARN Notices from Mr. Robinson of DSES. However, sometimes the WARN Notices are posted late, up to 3 months, on the EDD website as verified by Mr. Garcia of EDD. Mr. Werner stated that EDD has requested a point of contact for WARN Notices and that he will contact the State to find out where they are sending the WARN notifications. Ms. Esquerra stated that Ms. Dunn of OET is the point of contact to receive all WARN Notices in Monterey County via fax. Ms. Leffel requested that Mr. Gamotan contact Shop.com of Ryan Ranch because they were laying off people. Mr. Gamotan stated that he would follow-up after the meeting. Mr. Gamotan reported that OET's Rapid Response team consists of representatives from OET, EDD, and Social Services. Mr. Werner stated that WIB staff will work with OET to resolve the current Rapid Response issues involving WARN Notifications, and the submission of WIA Form 121's to EDD. Ms. Sullivan inquired if Rapid Response activities served workers who are seasonally employed. Mr. Gamotan stated that OET's Rapid Response activities focus on permanent layoffs. Ms. Leffel requested that WIB staff provide all the board members with contact information on all WIB staff and Monterey County One Stop Career Center Operators. WIB staff agreed to provide the information.

#### **4. Information: Review OET's Budget for PY2008-09**

Ms. Dunn referred to agenda item #4a to discuss the OET Budget for FY 2008-09. Ms. Dunn described the different funding streams and grants that support all the employment activities of the One Stop to include services to economically disadvantage adults, dislocated workers, youth, disabled individuals, and veterans. She estimated the WIA revenue total at \$6,959,185. Additional Non-WIA funds include Cal Learn, Silver Star, CalWORKS, Temporary Assistance Program (TAP), and ILP programs for an estimated \$963,000. The total estimated budget is \$7,922,185. For the TAP project, workers will be hired to fill vacancies in Monterey County departments that are currently served by outside temp agencies. Ms. Dunn stated that Monterey County is using the Riverside County model for the development of the TAP project. The cost associated with the TAP project is far less than hiring workers through a temporary agency. Ms. Dunn stated that OET would like to start hiring for temporary positions beginning in January of 2009. OET will have to develop the recruitment process and have Monterey County HR approve the concept. Ms. Dunn stated there are on-going meetings to discuss the type of software to be used with the program that will allow OET to operate as a personnel program. County HR dollars are being used to fund this project. OET is looking at the entire county personnel system in developing innovative ways to improve the TAP project. Ms. Dunn stated that the cost of using the temporary agencies is between 41-45% of the temporary employee's salary. OET believes it can provide this service at a much cheaper cost. This will also help OET provide placement services to laid-off workers coming into the One-Stop. Ms. Dunn referred to agenda item #4c, which describes a recap of expenses dated as of 7-31-2008. She reported that the Oversight Committee should receive an update to the budget each month. Ms. Dunn stated this report does not include the subcontractors, but the information will be included at a later date. Ms. Leffel asked Ms. Dunn to include footnotes in the reports to explain the terminology and any anomalies.

#### **5. Information: Update on Veterans Assistance grant**

Ms. Dunn stated the figures reflected in the report were as of March 2008. It shows 39 participants enrolled. Ms. Dunn provided an updated report showing an increase totaling 45 participants enrolled in the project. The number of WIA participants enrolled in training for March 2008 shows 4 participants enrolled in ITA training. Ms. Dunn stated there are approximately 16 enrolled in both WIA and Non-WIA funded training. Ms. Dunn requested that WIB staff contact her to get the updated numbers for the report. Ms. Leffel was concerned with the current reporting process and requested a resolution by the next meeting. Mr. Werner stated that the WIB report only addresses participants enrolled in training where WIA Title I funds associated with discretionary grants are spent. There is a line item in our budget to pay for training, which is reported to the state quarterly. Unspent funds must be returned to the state at the end of the grant period. The 12 people Ms. Dunn described in training are different because the participants are enrolled in public educational courses that require no educational payments that come from WIA funds.

#### **6. Information: Presentation of MIS and fiscal reports for WIA Title I adult subcontractors for PY2007-08**

Ms. Esquerra referred to the handout and presented a side-by-side comparison of each subcontractor plan vs. actual for the previous program year ending June 30, 2008. Ms. Esquerra gave a brief overview of the total expenditures and total enrollments. Arbor expended 86% of their plan expenditures; Shoreline expended 88% and Turning Point expended 95% of plan. In terms of enrollments Arbor is at 98% of plan with one disallowed OJT; Shoreline is 100% and Turning Point is 108% of plan. For total OJT enrollments, Arbor is at 90% of plan and both Shoreline and Turning Point exceeded their planned goals at 103% respectively. In terms of Entered Employment after OJT, Arbor is at 81% of plan; Shoreline exceeded their planned goal at 113% and Turning Point is at 97% of their planned goal.

#### **7. Information: Discussion regarding services and activities of Turning Point's Adult Program for PY2008-09**

Ms. Chavez referred to the handout and presented a brief update on services rendered and accomplishments. Noteworthy accomplishments were two OJT's with new employers with average wages of \$10.24. Turning Point has established relationships with the Department of Rehabilitation and the Center for Employment Training. Outreach and recruitment efforts are ongoing through Turning Point's Residential Home, Veterans Organizations, Sun Street Centers, Parole and Committee Team Meetings, Monterey County Jail, One-Stop Career Centers, Sun Street Center, Monterey County Food Bank, College and Adult Education Programs, Post

Offices and referrals from the Department of Rehabilitation. Most of Turning Point's participant's select occupations within the trade industry.

**8. Information: Discussion regarding services and activities of Arbor's Adult Program for PY2008-09**

Ms. Concepcion referred to the handout and gave a brief overview on the number of OJT contracts, which represent 36 participants, with 25 participants entered into unsubsidized employment after OJT with an average medium wage of \$10.19. Due to contract reductions, Arbor downsized to two fulltime employees. The resource room is limited to three computers. Arbor continues to have busy client activity and the staff offer one-on-one services. Arbor was successful in securing their enrollment numbers for July 2008 by enrolling 6 participants and 4 OJT's. Mr. Werner asked if Arbor was successful in securing jobs for their participants in Greenfield and King City and Ms. Concepcion said yes. Mr. Werner recommended that Ms. Concepcion contact Ms. Dunn to inquire about office space in the One Stop location in South County, which is currently occupied by the Department of Social & Employment Services.

**9. Information: Discussion regarding services and activities of Shoreline's Adult Program for PY2008-09 and the Certified Nursing Assistant (CNA) pipeline grant**

Mr. Moore gave a presentation on Shoreline's OJT program. The average wage per participant is \$12.48. Salary ranges from a low of \$8 to a high of \$34. Mr. Moore stated the \$34/hour wage earner is a nurse whose 72 years of age. Mr. Moore referred to the graph by occupational group and reported on 18 placements in the healthcare group. Not all were CNAs and some were medical receptionist. He reported on the number of participants to include 5 in Education, 5 in Retail, 2 in Manufacturing, 2 in Tourism, 2 in Automotive and 1 in Entertainment. Shoreline met their plan of 4 OJT's for August 2008. Shoreline under-spent their budget for FY 2007-08, driving their cost per participant below the contract levels, which was primarily attributed to staff transitions that resulted in salaries and benefit savings of \$25,000. They are fully staffed and expect to follow the spending plan in the new contract. Challenges for the year were the de-obligation of four OJT contracts resulting in staff changes. Shoreline's staff rebounded by writing nine OJT contracts within a three-month period to overcome the deficit. Shoreline is integrating existing programs to insure higher success rates. If a participant fails in one area they are referred to another. Shoreline is working with the WIB to make their location a One-Stop satellite facility. Mr. Lara recommended that the occupation group be broken down by individual jobs. Mr. Moore referred to the CNA handout. The contract provisions indicate that training should be conducted through the Adult Schools as well as developing OJT's for recent graduates of the Adult School in Emergency Response (ER) Health. The internal goals include 24 trainees put through Adult School programs that include, live scans and CPR. They are over enrolled at 28 participants that went through training anticipating that the grant will be modified. The current expenditure is at \$330,000 with the total grant at \$500,000. Presently five of the participants are in training and at the Soledad Adult School with a waiting list of nine participants. Mr. Werner asked Mr. Moore to explain why they presently do not have the funds for training when the state is showing that Shoreline is under expended. Mr. Moore stated that since they did not originally budget funds for training, they used supportive services funds to offset the costs until the grant modification is approved which allocates funds for training. Mr. Werner stated upon approval of the contract modification, \$168,000 could be used for training. It is anticipated that Shoreline will receive \$480,000. Mr. Moore stated that Shoreline has six new OJT's with two additional OJT's in process. Outreach and recruitment efforts will include ads in the Coast Weekly. Total enrollments are 34. If the contract modification is approved, Shoreline anticipants that they will be able to enroll 46 additional participants with 9 additional OJT contracts with funds to train 37 additional participants. Mr. Werner stated that he will be working on a work statement with the State on the CNA grant.

The Oversight Committee members recognized Arbor for there report format and recommended that the partners adopt a similar format for future reporting.

**ANNOUNCEMENTS OF EVENTS OR SERVICES:**

Ms. Leffel announced the Meeting of the Minds scheduled in September. She reported that the Monterey County Business Council (MCBC) is planning a WorkKeys and Key Train presentation on September 2, to be held at the Monterey Beach Hotel, from 6-9pm. The cost is \$32 per person, which includes dinner. Please RSVP with Carol of the MCBC. The next Oversight Committee meeting is scheduled for September 25, 2008 at 8:00am.

**ADJOURNMENT:**

**Motion:** Ms. Sullivan

**Second:** Ms. Profeta

**Motion Passed Unanimously**

**Ms. Leffel adjourned the meeting at 10:32 AM**