



OPERATIONS COMMITTEE AGENDA

Thursday, November 5, 2009

11:30 a.m. – 1:00 p.m.

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

www.work2future.biz

Dr. Mark Novak, Chair
Rose Amador, Vice Chair
Leslie Hallenbeck, Staff
Karen LeDoux, Staff

To request an accommodation or alternative format for work2future meetings, events or printed materials, please call Leslie Hallenbeck at (408) 794.1105 or call 408.294.9337 (TTY) as soon as possible, but at least three business days before the meeting/event.

For questions regarding this agenda, please call Leslie Hallenbeck at (408) 794.1105.

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 November 5, 2009.

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 Staff person will take roll; 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.
- [work2future](#) staff and/or Committee Members will also present informational items as listed.
- 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
NOVEMBER 5, 2009
11:30 A.M. to 1:00 P.M.**

ORDER OF BUSINESS

I. ROLL CALL

II. OPENING REMARKS

III. PUBLIC COMMENT

IV. CONSENT ITEMS

{Action} 5 Min.

Recommendations:

- (1) Accept Rapid Response Report (April through October 2009),
- (2) BOS Report (through October 2009), and
- (3) CQI Dashboard Report for the months of June through September 2009.

V. AGENDA ITEMS

A. Old Business

1. Minutes Approval

{Action} 5 Min.

Approval of September 3, 2009 work2future Operations Committee meeting summary

B. New Business

1. Operations Committee Meeting Schedule for 2010

{Action} 5 Min.

Leslie Hallenbeck, Staff to Operations Committee

Approval of meeting schedule for 2010

2. Chair Report

{Discussion} 10 Min.

Dr. Mark Novak, Chair

Report on the ongoing activities and focus of the Operations Committee

3. Mandate for Operations Committee

{Discussion} 15 Min.

Dr. Mark Novak, Chair

Discussion on new role and strategic direction of Operations Committee

4. **work2future Performance Update** {Discussion} 5 Min.
Rowena Suen, MIS Manager
Monique Melchor, Adult/Dislocated Program Manager
 Update on Youth, Adult, and Dislocated Worker Performance Measures
5. **Update on American Recovery and Reinvestment Act** {Discussion} 5 Min.
Monique Melchor, Integration/Adult Program Manager
 Update on ARRA Adult/Dislocated Workers programs for PY 09/10
6. **GrantsUpdate/501(C)(3)** {Discussion} 5 Min.
Javier Vanga, Special Projects Coordinator
 Update on work2future grants, grant applications, and the progress on the 501(c)(3)
7. **Annual Report Update** {Discussion} 5 Min.
Silvia Montoya, work2future Site Supervisor
 Report on progress of 2009 Annual Report
8. **Annual Customer Satisfaction Summary Report** {Discussion} 15 Min.
Lori Strumpf, Consultant, Strumpf & Associates
 Presentation of First Annual Job Seeker Satisfaction Survey Report

C. Set Items for Next Agenda

D. Announcements

Members will have the opportunity to make announcements of interest to the Committee.

E. Next Meeting

The next Operations Committee meeting is currently scheduled to take place on **Thursday, February 4, 2010** at 11:30 a.m. in the Boardroom at the San Jose One Stop, 1290 Parkmoor Ave., San Jose, 408.794.1100.

F. Adjournment

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.