

DRAFT
OPERATIONS SPECIAL COMMITTEE MEETING MINUTES
SEPTEMBER 3, 2009
11:30-1-1:30 p.m.

- I. ROLL CALL: Present:** Dr. Mark Novak, Janeen Dittrick, Richard Friberg, Michelle Montoya, Kathy Ricossa, **Absent:** Rose Amadore, Van Le, Rashad Said
- II. OPENING REMARKS:** Read by Chair Dr. Mark Novak
- III. PUBLIC COMMENT:** There were no public comment cards submitted to the Chair.
- IV. CONSENT ITEMS:**
There were no public comment cards submitted to the Chair.

V. AGENDA ITEMS

A. Old Business

Action: Motion to approve May 7, 2009 Minutes made by Dr. Novak and seconded by Kathy Ricossa. Motion approved.

B. New Business

1. Chair Report

Dr. Novak stated that oversight in the operations of the One Stop is still a crucial role of the Operations Committee. This group, he stated, looks in detail at customer service issues. He'd like the handout he distributed on the Mandate of the Operations Committee initiated in December 2008, reviewed by the next meeting. Richard Friberg talked about the Committee maintaining its role in procurement and in contract oversight. The Committee is also a place where ideas are "bounced around." Mr. Friberg also stated that another purpose is to review items prior to going to the Board, so that items before the Board are moved quickly.

2. Update on American Recovery and Reinvestment Act

Youth ARRA -- The Executive Director credited the staff for good work in getting the ARRA Youth program off the ground quickly. Richard Martinez, the ARRA Youth Director, stated there was a team of 20 people putting people to work in 87 work sites. There has been one graduation ceremony, with two more scheduled. For the summer program, 2,400 applicants were received, 918 were selected to participate, and 147 went

to work in City Departments. Start dates were staggered: June 20, July 6, and July 20. Target Stores and California Waste Solutions participated from the private sector. The top five employers were City of San Jose, East Side Unified High School District, Santa Clara County, Morgan Hill Unified School District, and California Waste Solutions. In addition, 41 of the youth who participated were Special Education students from the East Side Unified High School District who attended work readiness classes only.

Adult/Dislocated Worker ARRA -- Monique Melchor, Adult/Dislocated Worker Program Manager, reported that under Adult/Dislocated Worker ARRA, more services via expanded hours and workshops have been offered. Hiring additional staff with ARRA funds has allowed the One Stops to serve more clients, and potentially reduce wait times for services. In addition to on-line courses being offered, a 25% increase in the number and the variety of workshops was also offered largely due to client demand and the additional funds made available through ARRA. Funds were also provided for additional training via schools listed on the ETPL (Employment Training Provider List). Currently, 50 customers have been sent to training, and we are working on achieving a goal of 200 customers into training. Richard Friberg asked whether customers were applying for loans in order to take these classes, and was concerned they were taking on too much debt. We confirmed that customers were not taking on excessive loans. At this point, vendors are reducing prices for classes/courses.

The Assistant Director reported on the Request for Information (RFI) recently issued to solicit information on Green Awareness Technology trainings. work2future is planning to send cohorts to classes offered in such subjects as electrical maintenance, heating and air conditioning, auto mechanics, and carpentry that would prepare students for occupations in these fields. Additional hours in these types of courses would also be used to teach green awareness technology.

In addition, two events that brought job seekers and employers together were the HP Arena Job Fair held in July 2009 and annual Celebracion de Campo, held in August 2009. The HP Job Fair event had 30 employers, resource providers, and 4,400 attendees. The Executive Director mentioned that Monster.com also wanted to be a part of the HP event, and had hosted a job fair on the same day, in a different location. Since it was too late to merge the two events, they agreed to shuttle their clients and ours back and forth from both job fairs. This was a win/win for both customer bases. The Assistant Director also stated Safeway hired approximately 160 people from the One Stop as a result of the job fair.

Celebracion de Campo had 5,000 to 6,000 people in attendance and was held for the first time this year at Uesugi Farms in Morgan Hill. In addition to a job fair, there were multiple entertainment activities for families in attendance. Several employers set up tables for job applicants.

Although it was an event designed to honor the contributions of the area's farm workers, the presence of the Mobile One Stop, work2future's job counselors, various employers, and printed materials in multiple languages contributed to a feeling of "true celebration" in conjunction with a job and resource fair. There was something for everyone who attended.

The Executive Director described the HP job fair and Celebracion as "signature events" for work2future. Richard Friberg suggested that in the future the Rotary Club could be a co-sponsor to provide buses to take high school students to future job fairs.

3. work2future Clean & Green Labor Market Study and Workforce Intelligence: LMI Update

Javier Vanga introduced the intern working on the Clean and Green Labor Market study, Aaron Wilcher, who talked about the direction of the clean and green movement in the labor market. The goal is to convene a Green Building Advisory Council and to position work2future as the center of knowledge and information for South County, especially since we are currently in collaboration with NOVA. Mr. Friberg suggested Metro Ed and the Regional Occupational Program as partners to the Council. Ideally, members of the Board would ask employers to contribute and participate. The Assistant Director mentioned that there would be 40-hour workshops in Clean and Green Technology, and on-line training will allow an additional 300-400 people to participate.

4. work2future Performance Update

Although performance outcomes are still to be negotiated with the State, the Assistant Director presented the Adult/Dislocated Worker program performance goal numbers to date. Performance targets for Adults and Dislocated Workers have not been met, so a performance team has been convened to ensure that going forward, we meet our Adult Entered Employment performance target. The problem is not the data, which is accurate and obtained from the State. Under Integration, almost 8,000 customers have come through the program; we have no control over client exits, which impacts our ability to reach performance targets. The youth program, however, met or exceeded all of its performance outcomes.

5. Disability Program Navigator (DPN)

Fran Vader announced that we are applying for a grant to hire a dedicated "Navigator" for disabled persons. It is a 22-month grant in which a staff person is hired to provide outreach and specialized services for our disabled clients. The grant is scheduled to start September 1, 2009.

6. Special Projects Update

An update was provided on Project Hope, New Americans, Small Business Incubator, and Clean and Green grant projects. Problems with

the New Americans grant include that clients want jobs, but not training. However, an extension to the grant will be requested so that additional enrollments may occur. Project Hope is funded by the Housing Trust Fund and is experiencing the same problem with clients needing jobs instead of training. work2future may apply for additional funds under ARRA from the Housing Trust.

7. Integration

Monique Melchor presented the results of the first year of Integration. The goal is to reach 100% customer satisfaction. Although Integration is still a learning process, other WIBs have visited to see work2future's learning lab.

D. Announcements

New staff assignments were announced.

E. Next Meeting

The next Operations Committee meeting is scheduled for November 5, 2009 at 11:30 a.m. in the Boardroom at the San Jose One-Stop, 1290 Parkmoor Ave., San Jose, California.

F. Adjournment

Action: A motion was made to adjourn the meeting by Kathy Ricossa and seconded by Richard Friberg. .