

V (A) (1)

APPROVAL OF MINUTES
(February 4, 2010)

[Action]

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OPERATIONS COMMITTEE MINUTES
FEBRUARY 4, 2010
11:30 A.M.

CTO: 11:39 a.m.

I. ROLL CALL:

Present: Chair, Dr. Mark Novak, Vice Chair Rose Amador. Brian Chrisman, Pam Moore, Rashad Said, Janeen Dittrick

Absent: Katherine Ricossa, Richard Friberg, Michelle Montoya

II. OPENING REMARKS: The Chair introduced Board Member Brian Chrisman from Borgata Recycling, who reported on his activities and expressed his interest in becoming part of the Operations Committee. After the introduction, the Chair read the opening remarks.

III. PUBLIC COMMENT: There were no public comments.

IV. CONSENT ITEMS

Recommendations:

(1) Accept Rapid Response Report (November 2009-December 2009).

(2) Accept BOS Report (through January, 2010)

The Chair called for a motion with the following results:

Motion: Rose Amador

Second: Rashad Said

The consent items were approved by unanimous vote.

V. AGENDA ITEMS

A. Old Business

1. Minutes Approval

The minutes of the November 5, 2009 work2future Operations Committee meeting were approved by unanimous vote.

Motion: Janeen Dittrick

Second: Rose Amador

B. New Business

1. Mandate for Operations Committee/Chair Reports

The Chair reviewed the draft "Mandate for Operations Committee/Chair Reports." He requested the following changes: (i) Add "CQI-receive reports, staff activities as necessary" re-added to the mandate, possibly as a consent item. (ii) The items, Procurement Systems Oversight, Performance Oversight, and Business and Marketing reflect what was discussed at the last

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meeting. (iii) item # 7 would be a bullet point under item #6. Use of task groups per "work" plan need the word "work" to be re-added. This will show under "Special Projects and Labor Market Studies". (iv) Approve annual work plan calendar – re-add the word "approve" to reflect action item.

A question was raised about the grievance process and why it did not appear in the Mandate and Committee report. The Assistant Director explained that staff could report that if there is a grievance, but until it had been through the grievance procedure, staff would be unable to discuss it with the Committee.

Regarding the appeal process, the Assistant Director advised that a better place would be under CQI as the appeal process in this document deals primarily with procurement. The Committee agreed.

The Committee Chair Report and Approval of Operations Committee Mandate draft 2/4/10 was approved by unanimous vote with the amendments mentioned above.

Motion: Janeen Dittrick
Second: Rose Amador

The Assistant Director recognized David Baer's arrival and reported that he is a Board member who is interested in joining the Operations Committee.

The Chair asked if the Committee was willing to move to item number 8 because Committee members may have to leave early. The Committee agreed.

8. Nominations for Chair and Vice Chair

Nominations were as follows: The Committee Chair nomination was for Dr. Mark Novak; motion was made by Rashad Said, and seconded by Rose Amador. There were no other nominations. Pam Moore moved to close nominations for Committee Chair and it was seconded by Rashad Said. The motion to approve the nomination was made by Pam Moore and seconded by Rose Amador and was passed unanimously.

Nominations for Vice-Chair were opened; Pam Moore nominated Janeen Dittrick. Rashad Said nominated Rose Amador and it was seconded by Janeen Dittrick. There were no further nominations. Rashad Said moved to close nominations and it was seconded by Janeen Dittrick. The Committee elected Rose Amador as Co-Chair by unanimous vote.

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The Committee Chair thanked everyone for the nominations and votes.

2. work2future Performance Update

The Assistant Director presented a review of final PY 08-09 WIA Performance Measures on Youth, Adult, and Dislocated Workers. He advised that performance measure requirements for the Department of Labor are 85% but work2future's requirements are higher at 100%. work2future met and exceeded 9 out of 9 performance measures this year at 100%. Next year the projection is to meet 7 out of 9 at the 100% level and 9 out of 9 @ the 85% level due the high unemployment rate and the economy.

The Department of Labor may recalculate performance measures based on the unemployment rate in specific areas and the local WIB's performance. For example, one WIB in Southern California enrolled 123 people and had an entered employment rate of 85% or 104 people found work. work2future enrolled 8,000 people and had an entered employment rate of 45% or 3,800 people exited from the program found employment

The Committee Chair commented on the unexpectedly high levels of literacy/numeracy achievement rates in the youth program. He asked what methods staff was using to achieve this result. The Assistant Director advised that the results were based on the number of youth that were out of school and were basic skills deficient at the time of enrollment. The youth contractors are responsible in their contracts to elevate the youth performance by two (2) grade levels. They have a year to do this before they are required to retest the youth. The sub-contractors are doing a very good job meeting this outcome.

The Summer Jobs for Youth program was not included in these performance numbers as it was an American Recovery and Reinvestment Act (ARRA) program which has a "work readiness" certificate as its only performance measure. There are 45 youth participating in an extended program and these youth will be included in the ARRA year-end youth program performance numbers.

The Committee Chair commended staff for the performance results.

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3. CQI Updates

Monique Melchor, Integration/Adult Program Manager gave an update on Customer Feedback, Mystery Shopper Reports and Grievance Procedures.

Her report focused on CQI's top issues, especially wait time for clients, which sometimes reaches three hours. The current system for clients to receive services is "first come, first served" so that staff can see and advise as many clients as possible. However, the volume of people coming through the door is very high and impacts the wait time and performance. Also, there is a Mystery Shopper Report from Lori Strumpf which addresses five key areas: wait time, Business Services, consistency of information, marketing materials and the web page. Wait time is the biggest issue and is the focus of today's report. The Leadership and CQI team have convened and decided to start appointments for coaches and orientations for clients in San Jose only. This process will launch on March 8th 2010 and staff hopes that this will address the issue of wait time for the large number of people looking to receive services. Campbell One Stop has additional requirements from EDD, which increase client flow such as PJ's and Reemployment Assistance (REA). These programs are designed to bring clients into the One Stop for appointments to learn about services as a requirement from EDD to receive unemployment insurance.

Rashad Said asked how staff was handling the stress caused by the onslaught of clients seeking services and what assistance was being given to the staff to manage the stress. The program manager responded that the best thing that is being done is the appointment scheduling. It will allow staff to manage breaks, lunches, and time in between clients more effectively, taking the sensation of "rushing" out of the work and restore a higher quality of service. Dr. Novak asked if fewer people will be served with this system and the program manager responded that the system will be streamlined according to days that we know more clients are coming in such as the first day of workshops or the first day of the month for bus passes are available.

Richard Friberg arrived at 12:21 p.m.

The Committee Chair commented that the CQI protocol is important to manage the One Stops, staff has been well trained in this protocol, and it is one that should be maintained into the future.

Pam Moore asked if the statistics were tracked separately for each One Stop. The Assistant Director advised the One Stops were tracked separately by coding clients according to which One Stop they will be using during the enrollment process. The San Jose One Stop enrolls the highest number of clients. Janeen Dittrick advised

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that Campbell enrollees were not fewer by a large number but the clients coming into Campbell were coming in expecting different services.

Elizabeth Kaylor, Customer Relations Manager, reported on the Complaint Policy. There are three paths a complaint will take based on its elements. The first is the incident report for fraud, negligence, and abuse. If a complaint were filed, the submission would go to the state and federal government. The second is discrimination and equal opportunity complaints and Ms. Kaylor's role is to package it and submit it to the City's Office of Employee Relations and DOL (Dept. of Labor). The third is the grievance type complaints, which is the area we have had the most activity at work2future. There have been two complaints that have been heard by an impartial hearing officer, two complaints that have been escalated to the state, and one complaint that has reached the federal level. It is uncertain when work2future will know that communication has been satisfied regarding these complaints, but once this occurs, staff will report to the Committee regarding the outcome of the grievances.

Richard Friberg asked who pays for the hearing officer and the Assistant Director responded that the hearings were heard by the hearing officers on a pro-bono basis. Dr. Novak asked what kind of person files these complaints. Ms. Kaylor responded that the two complaints that were heard were client complaints and heard by an Impartial Hearing Officer.

3. NUMMI Update

The Assistant Director gave an update on current and future Rapid Response Activities to NUMMI employees. He reported that the Business Services Manager and he were attending meetings with Alameda County and other counties. work2future is providing Rapid Response services and weekly workshops at the NUMMI location. The statistics regarding the NUMMI closure are: 4,700 people, all NUMMI employees, are being laid off on 3/31/10; 818 of these are from Santa Clara County; 665 of these are in the work2future service area; and most of the 665 live in the City of San Jose.

NUMMI is TAA eligible, which means each employee is entitled to COBRA benefits, extended unemployment insurance benefits, and up to \$12K in training benefits. work2future has requested \$2.5M and Alameda County has requested \$10M from the federal government in discretionary grants to pay for services for the displaced NUMMI workers. This money is separate from the TAA money, which is distributed by the state.

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Services will also be provided to NUMMI sub-contractors that supported the NUMMI plant. The projected number of individuals that will be impacted by the closure can be estimated as high as 50,000. There are five suppliers in the San Jose service area who employ approximately 400 people.

The San Jose One-Stop cannot handle the influx of people from this closure; staff is researching other sites to house the NUMMI services. Additional staff will be hired.

Janeen Dittrick advised that EDD staff, trained in TAA, is being redirected from Santa Clara County to provide services to this group. EDD is trying to centralize the processing of the NUMMI claims to other locations throughout the state. On April 1, 2010, 4,700 people will file unemployment insurance claims. Phones are already backlogged from the demand of unemployed persons.

5. GeoMapper

Javier Vanga, Special Projects Coordinator presented the update on GeoMapper innovations and improvements. The effort has been ongoing for three and a half years. Geomapper is ready to launch and go live.

GeoMapper accomplishment this year are: (i) state-wide data base for California, (ii) enhancements are in place such as the subscription service and custom ordering, (iii) server software and hardware is ready, (iv) URL and PayPal functions are in place, (v) the credit check and licensing are in place and Dunn and Bradstreet will be downloading information to us and (vi) a partnership with Monster.com is being developed for people to access GeoMapper for use in their job search and business service efforts.

An on-line demonstration was given to show the new layout of the website and map. It is possible to click on an area of the map and the information will pop up showing the job history of the area and the current information. The site is color coded to show the difference between historical and current information.

Dr. Novak is in charge of program for the Continuing Education Association of San Francisco Bay Area and has asked the Program Coordinator to demonstrate the GeoMapper at the next convention. Other demonstrations are being scheduled to market the system. Pricing for subscriptions is based on the number of data records downloaded for each area.

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Richard Friberg asked if there would be cost recovery for the GeoMapper. The Program Coordinator advised cost recovery would happen in approximately two years.

6. **Update on American Recovery and Reinvestment Act**

The Integration/Adult Program Manager presented an update on ARRA Adult/Dislocated Workers programs as of January 28, 2010 for those who have exited into training. The numbers submitted are for customers taking advantage of our services: there are 251 clients receiving ETPL services, five for on the job training, and 255 have registered for twelve cohort training classes which will start on 2/22/10 through 3/22/10. Cohort training is a work2future creation and is being considered "best practices".

7. **work2future Outreach and Marketing Efforts**

The Business Services Manager, BJ Sims, presented an update on marketing efforts and special events. work2future has initiated over 40 outreach activities.

The Summer Jobs for Youth outreach consisted of: 90 high schools, 150 non-profits, all of the City of San Jose Departments, other municipalities, some county departments and over 5,000 CalWorks clients. This activity took several months.

There was: a job fair at HP Pavilion that had over 30 employers and 4,495 job seekers in attendance; Celebracion del Campo had attendance in the thousands; and a job fair at Campbell One Stop for only work2future clients that hosted 17 employers and 375 job seekers. Through invitations from the San Jose City Council we have performed outreach at the "Day in the Park", District 7 Job Fair, District 7 small business tax assistance, Jim Beal's Community outreach events at San Jose City College and Campbell Community Center.

A lot of outreach events with BusinessOwnerSpace has, such as Festiv'al which hosted 1500 attendees; the Women' Economic Summit held at CET had Deb Figone, City Manager as the keynote speaker. A procurement fair was held at the San Jose One Stop. There is small business tax assistance two days a week in San Jose One Stop.

C. **Set Items for Next Agenda**

Mystery Shopper report (full report)
Marketing Report
CQI Update
ARRA Update

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GeoMapper report on Finances
NUMMI Update
Amended Mandate Report – included in packet each meeting
Annual calendar—15 minutes to develop at next meeting
Web Site Report

D. Announcements

Richard Friberg – Echo labs losing 20 people throughout the whole plant. Business Services Manager: They are under the WARN threshold at 20 people, no other information is available.

Janeen Dittrick– EDD.ca.gov website – look re: Operation Welcome Home – newly released veterans outreach out in the community helping them access services

E. Next Meeting

The next Operations Committee meeting is currently scheduled to take place on **Thursday, May 6, 2010** at 11:30 a.m. in the Boardroom at the San Jose One Stop, 1290 Parkmoor Ave., San Jose.

F. Adjournment

Motion: Rashad Said

Second: Pam Moore

Meeting adjourned 1:23 p.m.

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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;

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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.