

Santa Barbara County Workforce Development Board

Performance Committee Meeting Minutes

WRC, Ortega Main Conference Room

130 East Ortega St, Santa Barbara, CA 93110

Tuesday, December 19, 2017

1:00 p.m. – 3:00 p.m.

Committee Members in Attendance:

Ray McDonald, Glenn Morris, Laurel Shockley

Committee Member not in Attendance:

Kristen Miller, Kevin Walthers

County Staff in Attendance:

Omulo Amoke, Jessica Sampson, Jennie Esquer

Guests:

No Guests

Contractor Staff (KRA & Pathpoint)

Gabriel Morales, Maxine Suka and Mary Jo Asusion (KRA) & Jaime Rutiaga, PathPoint

I. Call to Order/Roll Call:

Meeting called to order by Glenn Morris, Performance Committee Chair 1:02 p.m. A quorum was established.

II. Opening Remarks/Introductions

III. Public Comments

No public comment was heard.

IV. Agenda Items

A. Reorganization to the Agenda

No changes to the agenda.

B. Old Business

1. Approval of August 31, 2017 Minutes

Laurel Shockley moves motion to approve the August 31, 2017 minutes. Glenn Morris seconds, all in favor, none opposed, motion carries.

New Business

1. Proposed Reporting Template-KRA

WDB Executive Director Ray McDonald gave an update to the board addressing the members of the board committee referencing the last board meeting and activities that both program operators were engaged in and what they have accomplished. There was an inquiry from the board members on how to gather and formulate a document that can easily capture the performance measures numbers pertaining to WIOA participants? Mr. McDonald noted that KRA representative Maxine Suka had mentioned that there was a template that she had used previously on how the program was progressing and wanted the performance committee to consider and that this afternoon she is going to present the reporting template and walk the committee members through that template. Mr. McDonald commented that this was not listed as an action item but would like to get feedback from both members to be included on the next agenda as a full action item for your approval. Mr. McDonald also noted that he would confer with County Counsel to see if we can move forward without it having to be an action item.

KRA Program Operator Maxine Suka

KRA Program Operator Maxine Suka responded to the board committee request to formulate a document that can easily capture the performance measures numbers pertaining to WIOA participants. Ms. Suka described in detail the WRC AJCC monthly performance template process to the board committee noting that the WIOA Adult/Dislocated Worker is a document that could be easily translated into the WIOA youth programming and commented that the numbers can be captured on this particular template only focusing on WIOA counts as intensive services and focusing on individuals who are actually enrolled into the program. Ms. Suka also noted all of these particular measures that are on this blank template are what is recorded into our safe system which is CalJobs and that is actually what the State is capturing and also at the local level which the Santa Barbara County Board has set before us.

Action Item:

Ray - The question back to the committee is sort of the right balance? Because that's where Maxine was going we could actually be presenting something that is 7 or 8 pages long. We don't what to do that because that is too much but again we what to give you enough to feel at least a niche the right balance to have getting information is something you feel is very important is missing I guess that is the real question. So let me turn it back to the committee.

2. **One-Stop Operator Self Certification Process in January**

KRA One-Stop Operator Gabriel Morales reported to the board committee, that the self-assessment survey results were completed by the support staff as well as EDD and KRA management teams from Santa Barbara and Santa Maria offices. Surveys were reviewed separately; also information was compiled along with each staff member. Mr. Morales also noted that this task could not have been accomplished without the good works and valuable assets of Maxine Suka assisting with transcription reviewed and discussed with staff all of the hallmark sections indicators and also rebuilt at any given time the results of those surveys that were done online. KRA One-Stop Operator Gabriel Morales reported to the board committee, that the self-assessment survey results were completed by the support staff as well as EDD and KRA management teams from Santa Barbara and Santa Maria offices.

3. **Update on Hallmarks of Excellence Certificate Process in January**

KRA Program Operator Maxine Suka gave an brief summary on the Hallmarks of Excellence Certification process to the board addressing the members of the committee; the process started off with a three day time frame to fully complete the self-assessment piece, earlier a survey through survey monkey was sent out to all of the WIOA staff and all of the Wagner – Peyser staff. KRA and EDD community leadership shared all of the results with the team the leadership also had the opportunity to take the survey also compared the leadership's point of view to what the frontline staff was also experiencing. The self-assessment process piece was delayed due to the Hallmarks eight to ten key indicators evaluated each of those key indicators to come up with the scoring for that entire Hallmark and able to translate the five pages for each of the those documents for submittal to the Board last Friday.

4. **Update from Youth Contractor**

The youth contractor presentation update was done by Jaime Rutiaga, Director of Program Services with **PathPoint** Employee Services. Jaime reported on projections for North and South for month of October 2017

- North County 6 in-school youth just this for this fiscal year thru October, 26 out of school youth for a total of 32
- Actuals as of the 31st of October were 8 in school youth enrolled and 12 out of school enrolled for a total of 20
- We exceeded in school enrollment by 2 below enrollment out of school by 14 the total enrollment for is 63% of 20 is 32
- 72 for this program year 18 in school 54 out of school currently we are at 28%. Total enrollment since that time we have enrolled at total of 52 enrolled in program the new participates 15 in Santa Maria and another 17 in Lompoc we are making some strives

Update from Youth Contractor - Continued

- 2 exits currently showing up in the report total we have 6 exits in North County
- I will transition now to South County in terms of staffing we had no changes in staffing we have been fully staffed for this fiscal year which is great.
- The projections for South County were 8 in school youth and 23 out of school youth total 31 through October 31st
- The actuals were 9 in school youth enrolled and 21 out of school for a total of 30 people we had 15 carry over's youth from the previous year
- We exceeded enrollment for in school youth by 1 we had a lot of success locally here for in school we have been holding it back try to keep every in balance and we are below out school by 2 total of our total enrollment 31 or 97 percent of expectations
- For program year in school in school is 15 and out of school is 47 for a total of 62 currently we 40% of full enrollment right where we need to be
- Through December we have 54 total youth enrolled and in south county that includes the carry over's which are 39 new youth we some that are pending. We perceive a plan in south county things seem to be working well here.

All learning experience w/employers both large and small – projections for North County

Our projections through October 31st were 15 youth to go through and the expense is about \$30,000 dollars the actual were 9 youth that have gone through below by 6 we are on track in terms of where we should be the work experience seems to be popular in North County as terms of labor market there's jobs but they tend to be very competitive, youth are not getting the opportunity where it is a flip in South County there's jobs but they are getting hired right away they are not getting into the point of youth experience.

For South County the goal was about 16 at an expense of \$23,000 we only had 4 people complete through we had one this fiscal year who were actually hired before he could finish the work experience that's was kind of exciting. A little bit of a challenge so we are a little below expectations about 12 we have about \$4,000 dollars of expense an area of concern again we are dealing with the youth just going straight into the Labor Market. This month we had a youth get hired as a manager of a warehouse and getting paid about \$17.00 an hour high school drop-out too. This is good news of in terms labor market bad news in terms of work experience dollars because we what to expense out.

For North County the expectation was spent out \$134,000 roughly we are at \$76,000 we are at 19% of the total budget through October and the reason why is because of vacancies in the first quarter which is July, August and September we had open positions, two open positions or one and half it turned out to be one full time position a person then a person worked full time but did not work that full quarter and then in terms of work experience are light in our connections here and translate that to North County. For folks in the hospitably hotel industry where it is in demand getting people into the medical field as well those are two areas where we are looking at expanding.

We are increasing staff from full time to part time staff in January and in May to help with the surplus in wages we are also going to discuss a Youth Advocate position hiring to help with some of the services advocating for certain services in North County in Lompoc and Santa Maria because we have surplus in wages we could potentially do that this year; it is a six month position. In Santa Barbara we are on track in terms of expectations we are at \$110,000 we are at \$85,000 expense we are at 26% the difference is going to be in the work experience that's where you will see the difference there. Our plan is to start the Baristas machine program; we will be meeting with Peets Coffee, Peets Coffee has partnered with us locally developed the training and consulting with us on Thursday and we are looking at consulting with Nordstrom's as well to bring in their customer service and to provide the training in the new year. Working on how to use some of that youth expense dollars get the youth in faster they are coming into plug in for work experience training before they get at job that will help us with the youth experience dollars.

5. Open discussion

At our next meeting in February WDB Executive Director Ray McDonald will be discussing Federal and State internal monitoring requirements the Adult as well as the Youth programs and report out – corrective action plan and recapture policy. The policy does kick in the month of December accessed and in January it is implemented; we did do some recapture of funds and so that will also be discussed at our next meeting.

V. Next Meeting

February 2018

Adjourn:

The meeting was adjourned at 2:35 p.m. by Glen Morris.

I will start with North County discussion enrollment discuss South County I will discuss the work experience dollars and total overall expenditures and where we are at in terms of staffing we are at fully staffed 2 vacancies that have cause some challenges in terms of processing referrals enrollment and moving services along but since middle October we were fully staffed things are all right now the staff is doing very well terms of getting people in and moving them thru so the projections for North County thru out October were 6 in school just this fiscal year and 26 out of school for a total of 32. The actual were a total of as of the 31st were ___enrolled and 12 Youth enrolled a total of 20 – 20 carry over youth but I am not discussing them we exceed with 2 enrolled out of school by 14 total enrollment 20 or 32 and 72 for this program year 18 out of school currently we are at 28 percent enrollment since that time we have a enrolled at total of 52 in the program but new participates ___in Santa Maria and another ___in Lompoc