

**WORKFORCE CONNECTIONS
ADULT & DISLOCATED WORKER PROGRAM COMMITTEE**

Wednesday, January 14, 2015

9:00 AM

6330 W. Charleston Blvd., Suite 150

Las Vegas, NV 89146

Voice stream link: <http://www.nvworkforceconnections.org/mis/listen.php>

This meeting has been properly noticed and posted in the following locations:

City of North Las Vegas, 2250 Las Vegas Blvd. N., North Las Vegas, NV
City of Las Vegas, City Clerk's Office, 495 S. Main St., Las Vegas, NV
Clark County, County Clerk's Office 500 S. Grand Central Parkway, Las Vegas, NV
Esmeralda County Courthouse, 233 Crook Street, Goldfield, NV
Henderson City Hall, 240 Water Street, Henderson, NV
City Hall, Boulder City, 401 California Ave., Boulder City, NV
Workforce Connections, 6330 W. Charleston Blvd., Las Vegas, NV
Nevada JobConnect, 3405 S. Maryland Pkwy., Las Vegas, NV
Lincoln County 181 Main Street Courthouse, Pioche, NV
Nye County School District, 484 S. West St., Pahrump, NV
Pahrump Chamber of Commerce, 1302 S. Highway 160, Pahrump, NV

This Agenda is also available at www.nvworkforceconnections.org.

COMMENTARY BY THE GENERAL PUBLIC

This Board complies with Nevada's Open Meeting Law, by taking Public Comment at the beginning of the meeting immediately after the Board approves the Agenda and before any other action is taken, and again before the adjournment of the meeting

As required by Nevada's Open Meeting Law, the Committee may only consider items posted on the agenda. Should you wish to speak on any agenda item or comment on any other matter during the Public Comment Session of the agenda; we respectfully request that you observe the following:

1. Please state your name and home address for the record
2. In fairness to others, groups or organizations are requested to designate one spokesperson
3. In the interest of time, please limit your comments to three (3) minutes. You are encouraged to give brief, non-repetitive statements to insure that all relevant information is presented.

It is the intent of the Committee to give all citizens an opportunity to be heard.

Copies of non-confidential supporting materials provided to the Committee are available upon request.

Request for such supporting materials should be made to Kelly Ford at (702) 638-8750 or at kford@snvwc.org. Such supporting materials are available at the front desk of WorkforceCONNECTIONS, at 6330 W. Charleston Blvd., Suite 150, Las Vegas, Nevada 89146.

Auxiliary aids and services are available upon request to individuals with disabilities by notifying Dianne Tracy, or Suzanne Potter in writing at 6330 W. Charleston Blvd., Suite 150, Las Vegas, Nevada 89146; or by calling (702) 638-8750; or by fax (702) 638-8774. The TTY/TDD access number is (800) 326-6868 / Nevada Relay 711. A sign language interpreter may be made available with twenty-four (24) hours advance notice.

An Equal Opportunity Employer/Program

NOTE: MATTERS IN THIS AGENDA MAY BE TAKEN OUT OF ORDER

Adult & Dislocated Worker Program Committee members: Hannah Brown; Chair; Daniel Rose, Vice-Chair; Chelle Bize; Matt Cecil; Mark Edgel; Dr. David Lee; Dr. Cecilia Maldonado; Valerie Murzl; Lynda Parven; Bart Patterson; Charles Perry; Maggie Arias-Petrel; Bill Regenhardt and Candace Young-Richey.

All items listed on this Agenda are for action by the Adult and Dislocated Worker Program Committee unless otherwise noted. Action may consist of any of the following: approve, deny, condition, hold or table. Public Hearings may be declared open by the Chairperson, as required for any of the items on this Agenda designated for discussion or possible action or to provide direction and recommendations to Workforce Connections.

AGENDA

1. Call to order, confirmation of posting and roll call.
2. **DISCUSSION AND POSSIBLE ACTION:** Approve the agenda with inclusions of any emergency items and deletion of any items.
3. **FIRST PUBLIC COMMENT SESSION:** Members of the public may now comment on any matter posted on this Agenda, which is before this Committee for consideration and action today. Please clearly state and spell your name and state your address for the record. Each public comment will be limited to three (3) minutes.
4. **DISCUSSION AND POSSIBLE ACTION:** Approve the meeting minutes of October 8, 2014 4
5. **DISCUSSION AND POSSIBLE ACTION:** Approve staff’s recommendation to extend Easter Seals Nevada’s PY 2013 contract until June 30, 2015, and award additional funding in an amount not to exceed \$97,456.00 10
6. **DISCUSSION AND POSSIBLE ACTION:** Approve staff’s updates to the objectives, strategies, timelines and measurements of Goal #3 of Workforce Connections Two Year Strategic Goals Matrix ... 12
7. **INFORMATION:** Welcome new ADW member, Dr. Cecilia Maldonado 15
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11. **INFORMATION:** Adult and Dislocated Worker Funding Plan-Monthly Update 27
12. **INFORMATION:** One-Stop Career Center Consortium report 29
13. **INFORMATION:** Director’s Report ~ Ricardo Villalobos, Workforce Development Programs..... 33
14. **INFORMATION:** ADW Committee Member Comments
15. **SECOND PUBLIC COMMENT SESSION:** Members of the public may now comment on any matter or topic, which is relevant to or within the authority or jurisdiction of the Board. You may comment now even if you commented earlier, however, please do not simply repeat the same comment you previously made. Please clearly state and spell your name and state address for the record. Each comment will be limited to three (3) minutes.
16. Adjournment

Agenda Item #3. **FIRST PUBLIC COMMENT SESSION:**

Members of the public may now comment on any matter posted on this Agenda, which is before this Board for consideration and action today. Please clearly state and spell your name and your address for the record. Each public comment will be limited to three (3) minutes.

Agenda Item #4. **DISCUSSION and POSSIBLE ACTION:**

Approve the ADW Committee meeting minutes of October 8, 2014

WORKFORCE CONNECTIONS
ADULT & DISLOCATED WORKER COMMITTEE MINUTES

October 8, 2014 - 9:00 a.m. -- Bronze Conference Room
6330 W. Charleston Blvd., Ste. 150
Las Vegas, NV 89146

Members Present

Maggie Arias-Petrel (via telephone)
Hannah Brown, Chair
Lynda Parven
Charles Perry

Chelle Bize'
Matt Cecil
Dr. David Lee
Bill Regenhardt

Members Absent

Mark Edgel
Valerie Murzl
Dan Rose, Vice-Chair

Candace Young-Richey
Bart Patterson

Staff Present

Ardell Galbreth
Heather DeSart
Jim Kostecki
Brett Miller
Carol Turner

Kelly Ford
Debra Collins
Jeannie Kuennen
Jake McClelland

Others Present

Nield Montgomery, TLC
Stacey Bostwick, SNRHA
Shawnae Mack, FIT
Stacy Smith, NYE Communities Coalition
Helicia Thomas, GNJ Family Life Center
Jodi Gilliland, UNLV-Continuing Education
Margaret (Peg) Rees, UNLV
Tenesha McClulloch, Goodwill of Southern Nevada

Janet Blumen, FIT
Jennifer Casey, FIT
Maria Flores, BCA
Susan Ullrich
Dr. Tiffany Tyler, Nevada Partners, Inc.
Janice Rael, NPI
Al Ballista, NHA
David Robeck, CEO, Bridge Counseling Associates

(It should be noted that not all attendees may be listed above)

Agenda Item 1 – Call to Order, confirmation of posting, roll call:

The Chair called the meeting to order at 9:04 a.m. Staff confirmed the meeting was properly posted in accordance with the Nevada Open Meeting Law. Roll call taken and the quorum confirmed.

Agenda Item 2 - Action: Approval of the agenda with the inclusions of any emergency items, and deletion of any items.

A motion to approve the agenda as presented, was made by Charles Perry and seconded by Chelle Bize. The motion carried.

Agenda Item 3 - First Public Comment Session: Members of the public may now comment on any matter posted on this Agenda, which is before this committee for consideration and action today. Please clearly state and spell your name and your address for the record. Each public comment will be limited to three (3) minutes.

Hearing no comments, Hannah Brown, Chair, closed the Public Comment session.

Agenda Item 4 - Discussion and Possible Action: Approve the meeting minutes of August 13, 2014.

A motion to approve the minutes of August 13, 2014, as presented, was made by Bill Regenhardt and seconded by Matt Cecil. The motion carried.

Agenda Item 5 - Discussion and Possible Action: Review, Discuss, and Approve staff's recommendation to update goal #3 of Workforce Connections' Two-Year Strategic Plan.

Jaime Cruz, Chief Strategy Officer, Workforce Development, presented the recommended update to the strategic initiative to reflect, "Promote Quality Employment and Training Services for Adult and Dislocated Workers." Currently, goal #3 states, "Establish a One-Stop Delivery System and a Comprehensive One-Stop Career Center," and this goal has been accomplished. Mr. Cruz stated if approved, staff will update the strategies, measures, and timelines in the Strategic Plan Matrix.

A motion to approve staff's recommendation to update goal #3 of Workforce Connections' Two-Year Strategic Plan as presented was made by Bill Regenhardt and seconded by Charles Perry. The motion carried.

Agenda Item 6 - Information: Training and Employment Reports

Brett Miller, Manager, Strategic Planning & Analysis, presented the Training and Employment Reports on pages 8 and 9 of the agenda packet reflecting the first two months of the program year. WC has completed 365 trainings with 310 participants that have entered employment across a variety of sectors. Mr. Miller disclosed the report (page 11 of the agenda packet) presented to the Board on employment reflected an understatement of the participants that entered employment due to a technical issue in updating the worksheet that has since been corrected. The importance of this disclosure is relevant in that it reflects there is on-going improvement in data integrity throughout the system.

Agenda Item 7 – Discussion and Possible Action: Review, and Accept the Adult and Dislocated Worker Fiscal Reports.

Jim Kostecki, Manager, Financial Services, presented the Adult and Dislocated Worker Fiscal reports on page 12 and 13 of the agenda packet, which reflects invoicing through August. Mr. Kostecki stated each of the service providers has a Home Office contract (adult and a dislocated worker) and a One-Stop contract (adult and a dislocated worker) for reporting purposes. Mr. Kostecki stated there is a correction to the report - - the start dates on all of the contracts should reflect July 1, 2014.

Mr. Kostecki focused on the WIA PY14 NEG grant where \$1,585 of approximately \$1.2 million expended. WC is diligently working on creative and innovative ways to expend funds. Heather DeSart, Deputy Executive Director, added that the NEG funds are for individuals on unemployment over 27-weeks or longer, the challenge is the individual must have exhausted their unemployment benefits to become eligible. Ms. DeSart stated the outreach efforts are what the agency provides through the Local Elected Officials, internal initiatives, blanketing flyers across the community at resource centers, welfare offices, DMV, and libraries. DETR does have information in their system regarding individuals receiving unemployment benefits, and can identify long-term unemployed; however, due to confidentiality DETR is unable to relinquish this

information. DETR was able to send out on WC's behalf, approximately 4800 flyers to individuals in the community identified as long-term unemployed. This effort did not net WC a large response, but could be the result of individuals no longer living at the address on record, insufficient mailing address information, or a number of other reasons.

Ardell Galbreth, Executive Director stated that the NEG grant ends June of 2015. If the funds are not expended at that time, approximately \$1.2 million must be returned to the State.

Matt Cecil queried if there was a means of spending a portion of the money on billboards perhaps saying, "If you were out of work this long, maybe we can help!" Ms. DeSart stated it is prohibited for WC to use the funds in any type of advertising or marketing.

Ricardo Villalobos stated the Super Hiring Event slated for the end of October is placing an emphasis on long-term unemployed. Ms. DeSart added WC is reaching out to legislators to promote Town Hall meetings where they can ask constituents within their community to attend and relay the information.

Charles Perry queried if there is public service media (radio stations, televisions, etc.) accessible for outreach purposes. Ms. DeSart responded that the Business Engagement Team is working on two media events in the next sixty days that are print or broadcast. Mr. Galbreth reiterated that WC could not use NEG funds for the purpose of advertising or marketing.

Maggie Arias-Petrel concurred with the comments from the Committee regarding the Board of Directors assisting in the NEG outreach effort, and offered her assistance in reaching out to the community.

Hannah Brown stated Commissioner Lawrence Weekly has a radio show suggesting it might be appropriate to contact him for airtime. Ms. DeSart responded that Kenadie Cobbin-Richardson, Director of Business Engagement and Communications, broadcasts at Commissioner Weekly's radio station, and she has been out in the community. Mr. Perry extended a sincere thank you to Kenadie Cobbin-Richardson for her extensive visibility in and around the community.

Mr. Perry suggested reaching out to the various Chambers of Commerce. Mr. Villalobos responded the beneficial opportunities the Chambers could create would be providing OJT opportunities for the long-term unemployed.

Mr. Cecil extended his sincere appreciation to staff for the hard work they do with oversight, clean audits, document preparation, reports that are comprehensive yet easy to read and understand, transparency, tracking the funds, and keeping the Committee apprised at all times.

Carol Turner presented the Adult and Dislocated Worker Funding Plan PY2014 Projections on page 14 of the agenda packet. Ms. Turner referenced the new initiative in the pending contracts PY2014 Higher Education Nursing Collaboration Training (UNLV).

Ms. DeSart provided additional information that the program is a compliment to the Nevada Hospital Association 20/20 program addressing the educational needs and skill gaps of the RN or LPN in the academic environment, and the bridge prior to entering the clinical environment. It is highly effective in helping the new graduate nurses get into employment, retention of employment in the hospitals and the healthcare organization. Additionally, Ms. DeSart stated letters of support from Nevada State College, College of Southern Nevada, and promising letters from employers to collaborate in work experience, internship, and employment.

Ms. Turner continued with a brief update on the pending contracts:

- PY2014 Core Services RFP
- PY2014 Adults with Disabilities RFP
- PY2014 New Rural Contracts (Laughlin/Mesquite)

A motion to accept the Adult and Dislocated Worker Fiscal Reports presented, was made by Matt Cecil and seconded by Charles Perry. The motion carried.

Agenda Item 8 - Information: Sector Council Snapshot Update

Mr. Miller presented the Sector Council Snapshot Update on page 15 of the agenda packet. Mr. Miller highlighted the activities of the Local Employer Advisory Panel (LEAP) committee. There are thirteen members (all business leaders in the community) that represent the individual sectors with hiring and decision-making capabilities within their companies. WC uses the intelligence from the businesses that provide feedback on our system on an on-going basis. July 30, 2014, was the last meeting. WC displayed STEM workshops and collateral items used within the Business Engagement Team with positive feedback.

Agenda Item 9 - Information: Timely Data Entry Report

Mr. Villalobos presented the Timely Data Entry Report on page 16 of the agenda packet. The expectation is 100% with the report color coded as to where a service provider stands with regard to timely data entry from the moment of providing a service to an Adult or Youth client. The service provider has eight days to enter the data into the management information system (NVTrac).

Chelle Bize queried what was the biggest excuse (e.g. lack of staff, do not understand NVTrac, etc.) for not entering the data timely? Discussion ensued regarding potential reasons and quantity of clients serviced versus quality in data entry from both the Home Office and One-Stop Career Center. Ms. DeSart added clarification to the report. It is a new report, an internal report that staff plans to use as a tool to bring to the committee whenever they would like to see it. This tool is a result of the Department of Labor and WISS coming out, conducting data validation, and finding a serious problem with our data entry both timely and accurately.

Agenda Item 10 - Information: One-Stop Career Center Consortium report

Janet Frasier Blumen, Consortium Chair, presented the One-Stop Career Center Consortium report on page 17-19 of the agenda packet. Ms. Blumen presented brief information on the following operations as outlined in the report for the following areas:

- Formation of a Customer Flow Committee
- Formation of three standing committees: Executive Committee, Customer/Client Service Committee, and Compliance and Performance Committee
- Customer Satisfaction Surveys (measuring satisfaction: Seated staff satisfaction survey, customer satisfaction survey, and an employer business satisfaction survey)

Ms. Bize queried a concern regarding privacy and/or confidentiality within the cubicles at the One-Stop Career Center, and how to address this issue, knowing not every client needs privacy. Ms. Blumen concurred. Hannah Brown queried if there was a vacant office to utilize for that purpose of sensitive issues and privacy. Dr. Tyler stated there will be an inquiry and observations conducted to identify privacy/confidentiality space availability.

Discussion ensued regarding the results of the Seated Partner Satisfaction Survey. Ms. DeSart extended a thank you to the committee on behalf of WC for conducting the survey, because there is nothing more important than facing your own demons when it comes to trying to create improvement and the One-Stop

Career Center is going to get better as a result. Ms. Brown concurred on the improvements made since the inception of the One-Stop Career Center.

Agenda Item 11 – Discussion and Possible Action: Update on WC’s monitoring of the funded partners

Mr. Villalobos presented the Program Year 2013 Monitoring – summary of Findings on page 20 of the agenda packet. He indicated the majority of the findings have been closed, and those that remain open relate to data entry.

Agenda Item 12 – Information: ADW Committee Member Comments

Hearing no comments, Hannah Brown, Chair, closed the ADW Committee Member Comments session.

Agenda Item 13 – Second Public Comment Session: Members of the public may now comment on any matter or topic, which is relevant to or within the authority or jurisdiction of the Board. You may comment now even if you commented earlier, however, please do not simply repeat the same comment you previously made. Please clearly state and spell your name and state address for the record. Each comment will be limited to three (3) minutes.

David Robeck, Chief Executive Officer, Bridge Counseling Associates introduced himself. He stated his position is a change for Bridge Counseling Associates from the traditional licensed therapist as an Executive Director.

Agenda Item 14 - Adjournment: The meeting adjourned at 10:05 a.m.

Agenda Item #5. **DISCUSSION and POSSIBLE ACTION:**

Approve staff's recommendation to extend Easter Seals Nevada's PY 2013 contract until June 30, 2015, and award additional funding in an amount not to exceed \$97,456.00.

**ADW Committee
January 14, 2015**

Agenda Item # 5

Program Year:	2013
Program/Agency Name:	Easter Seals Nevada Employment Solutions Program
Location:	6200 W. Oakey Blvd. Las Vegas, Nevada 89146
Program Type: <i>(Please note the funding stream)</i>	WIA Adult/Dislocated Worker
Program Dates:	April 1, 2013 – June 30, 2015
Former Amount Awarded:	\$ 800,000
Additional Amount Recommended:	\$97,456
Total Amount:	\$897,456
Target Population:	Adults and Dislocated Workers with Disabilities
Description:	With our grant extension, we will assist individuals with disabilities through career counseling, skill set and interest assessment, formal training and education, job readiness preparation, and empowerment to find long term, gainful employment. Our grant dollars will be utilized towards increasing the quality of a candidate's skill set and partnering with training providers to further completion of certifications and job-related tools so that we may present a dignified workforce that shatters stereotypes of workers with a disability. Through the increasing number of new relationships we are building throughout the community, we will assist businesses by providing loyal, qualified people who may grow with an organization.
Contact Person & Info.:	April Guinsler, Director Employment Solutions 702.677.3583 April.guinsler@eastersealsnevada.org

Agenda Item #6. **DISCUSSION AND POSSIBLE ACTION:**

Approve staff's updates to the objectives, strategies, timelines and measurements of Goal #3 of Workforce Connections Two-Year Strategic Goals Matrix.

Workforce Connections
Southern Nevada Workforce Investment Area Strategic Goals Matrix
Mission, Goals, Objectives and Strategies
2 – Year Strategic Goals (April 30, 2013 – June 30, 2015): December 30, 2014

Goal 3				
Promote Quality Employment and Training Services for Adult and Dislocated Workers - ADW Committee				
Objective	Strategy/Action	Timeline	Measurement	Status
3.1. Solicit partnership agreements from both required and non- required partners to participate in Southern Nevada Workforce Investment Area One-Stop Delivery System.	1. Maintain and establish when appropriate, agreements with required and non-required One-Stop Delivery System partners.	Ongoing and throughout program year.	Executed MOUs.	MOUs are being renewed as of June 30, 2014
	2. Continually review and discuss system requirements and setup training schedules for system partners.	Quarterly	Give quarterly updates of system-wide training activities.	Quarterly trainings have been completed with the following consultants: • Macey Prince • Greg Newton
	3. Continue to build capacity throughout the system by providing comprehensive training through the WDA.	Ongoing and throughout program year	Give quarterly updates of WDA enrollments.	40 participants have completed the WDA academy
	4. Conduct ongoing One- Stop Delivery System partnership meetings for the purpose of updating system partners and revealing new/revised system changes or upcoming modifications.	Quarterly	Give quarterly updates of system-wide training and meeting activities.	WC participates in / or coordinates the following meetings: • One-Stop Career Center Consortium • Executive Director meetings • Program Manager meetings
3.2. Transition and maintain a WIOA compliant One-Stop Career Center Operator.	1. Initiate a competitive procurement process and execute an MOU for a One-Stop Center Operator in the Local Workforce Investment Area.	June 2015	Executed MOU.	In Process

Workforce Connections
 Southern Nevada Workforce Investment Area Strategic Goals Matrix
 Mission, Goals, Objectives and Strategies
 2 – Year Strategic Goals (April 30, 2013 – June 30, 2015): December 30, 2014

Goal 3 (continued)				
Promote Quality Employment and Training Services for Adult and Dislocated Workers - ADW Committee				
Objective	Strategy/Action	Timeline	Measurement	Status
3.2. Transition and maintain a WIOA compliant One-Stop Career Center Operator. (continued)	2. Provide technical assistance to One-Stop Career Center Operator to facilitate execution of WIOA compliant MOU's with Center partners.	June 2015	Executed MOUs.	In Process / Pending selection of One-Stop Career Center Operator
	3. Develop transition plan detailing potential barriers to effective and timely transition to WIOA compliant Operator.	March 2015	Plan	In Process
3.3. Continue to streamline access to employment and training service delivery	1. Review policies and associated directives addressing effective WIOA service delivery.	Ongoing	Detailed staff status report.	Monthly
	2. Solicit inputs from contracted service providers to streamline service delivery process.	Ongoing	Receipt of feedback / inputs contracted service providers.	November 2013
	3. Review and assess merit value with regard to enhancing clients' services processes.	Ongoing	Detailed staff reports.	Monthly
	4. Revise, modify and / or develop Workforce Connections' policies and associated contracts to provide incentives for clients' rapid / prompt access to quality service delivery.	December 2013	Published policy with effective implementation date.	January 2014
3.4. Effectively transition Adult and Dislocated Worker service delivery from WIA to WIOA compliance.	1. Develop a plan to transition from WIA to WIOA which prioritizes necessary changes to system.	March 2015 and Ongoing	WIOA Transition Plan.	In Process
	2. Revise, modify and / or develop Workforce Connections' policies and associated contracts to ensure WIOA Compliance.	Ongoing	Update and advise board and committees as needed.	In Process
	3. Communicate plan and necessary changes to stakeholders through training and technical assistance.	Ongoing	Update and advise board and committees as needed.	In Process
	4. Evaluate implementation and transition plan for effectiveness and modify as necessary.	Ongoing	Update and advise board and committees as needed.	In Process

Agenda Item #7. **INFORMATION:**

Welcome new ADW member, Dr. Cecilia Maldonado.

Agenda Item #8. **INFORMATION:**

2015 ADW Meeting Schedule.



workforce **CONNECTIONS**
PEOPLE. PARTNERSHIPS. POSSIBILITIES.

Adult & Dislocated Worker Meeting Schedule 2015

2ND Wednesday at 9:00 a.m. in *workforce* **CONNECTIONS**
Suite 150

January 14, 2015

February 11, 2015

March 11, 2015

April 8, 2015

May 13, 2015

June 10, 2015

July 8, 2015

August 12, 2015

September 9, 2015

October 14, 2015

November 11, 2015

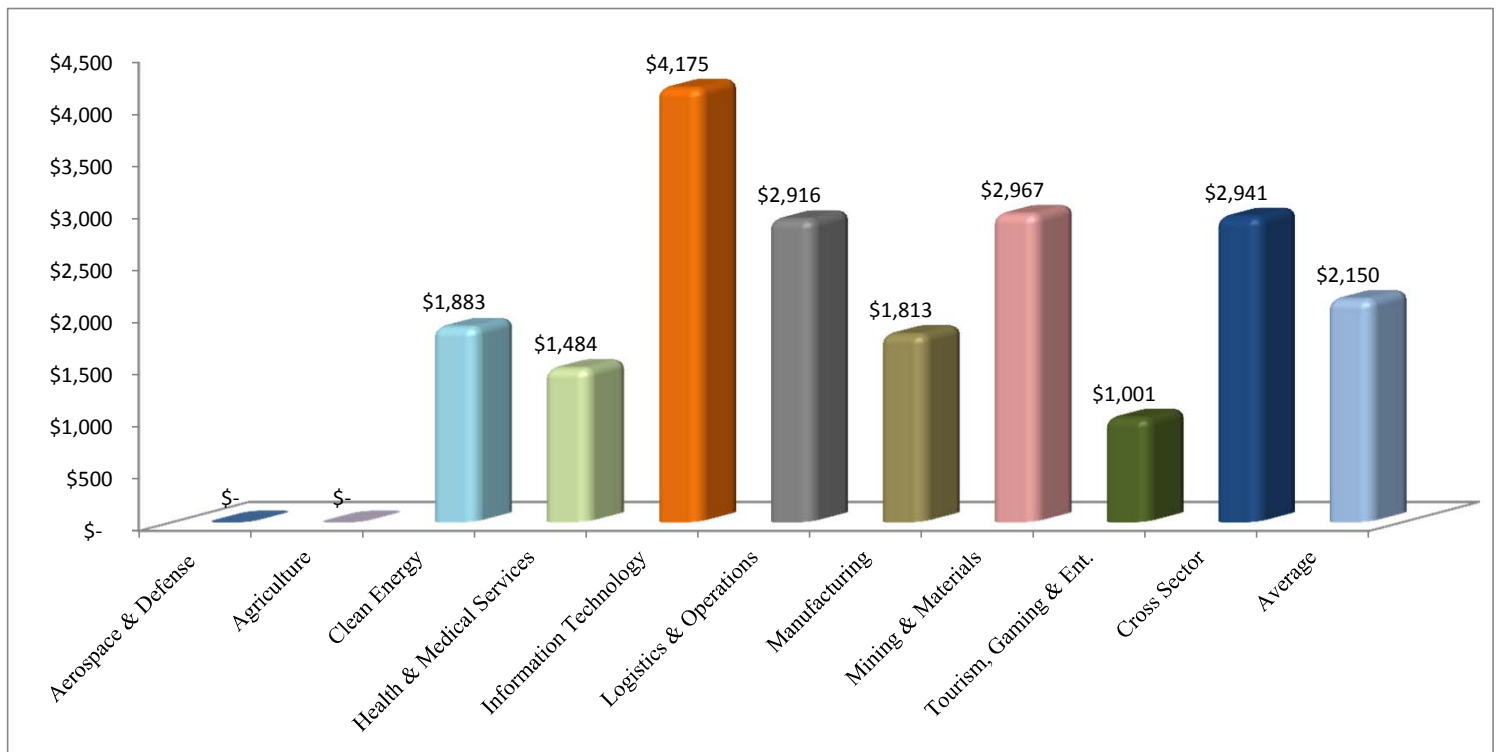
December 9, 2015

Agenda Item #9. **INFORMATION:**

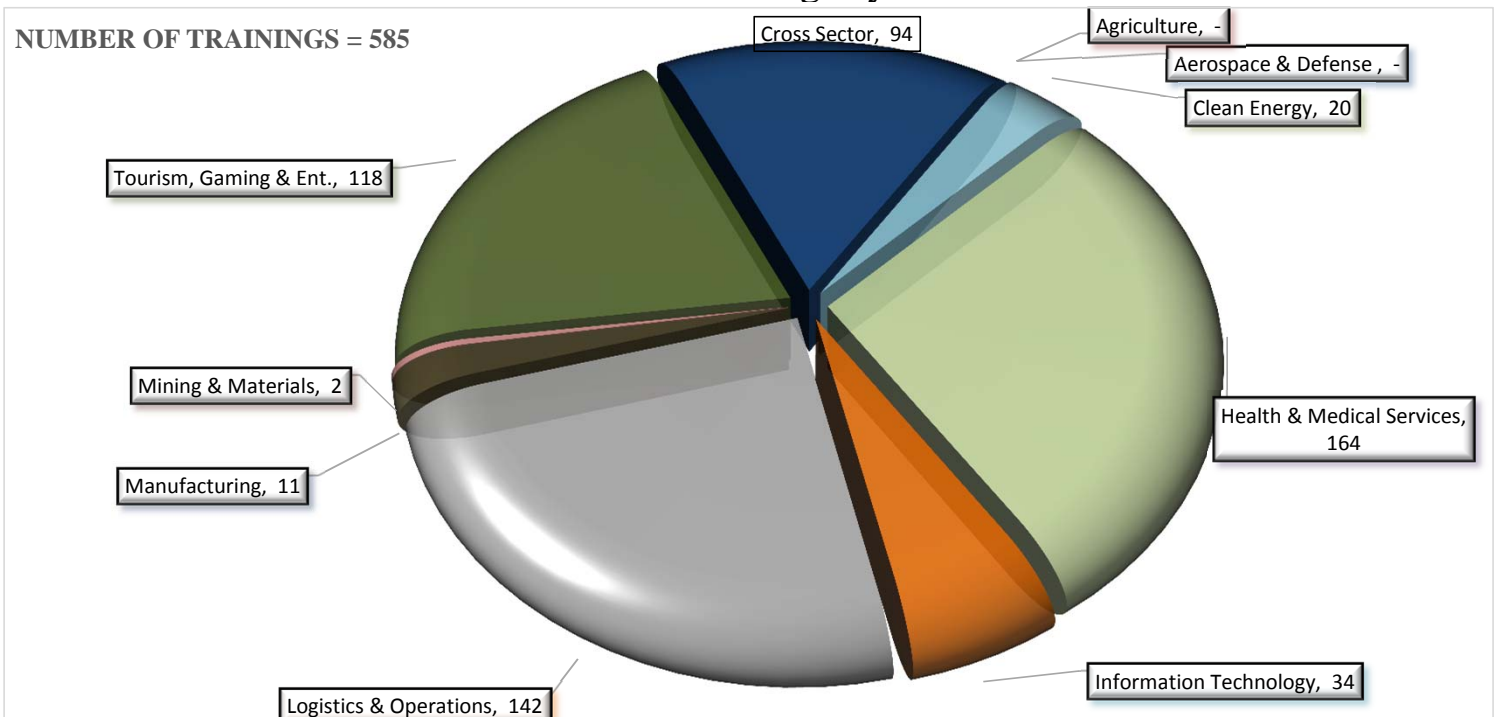
Training and Employment Reports.

Adult and Dislocated Workers Trained by Industry Sector July 1, 2014 through November 30, 2014

Average Training Cost by Sector

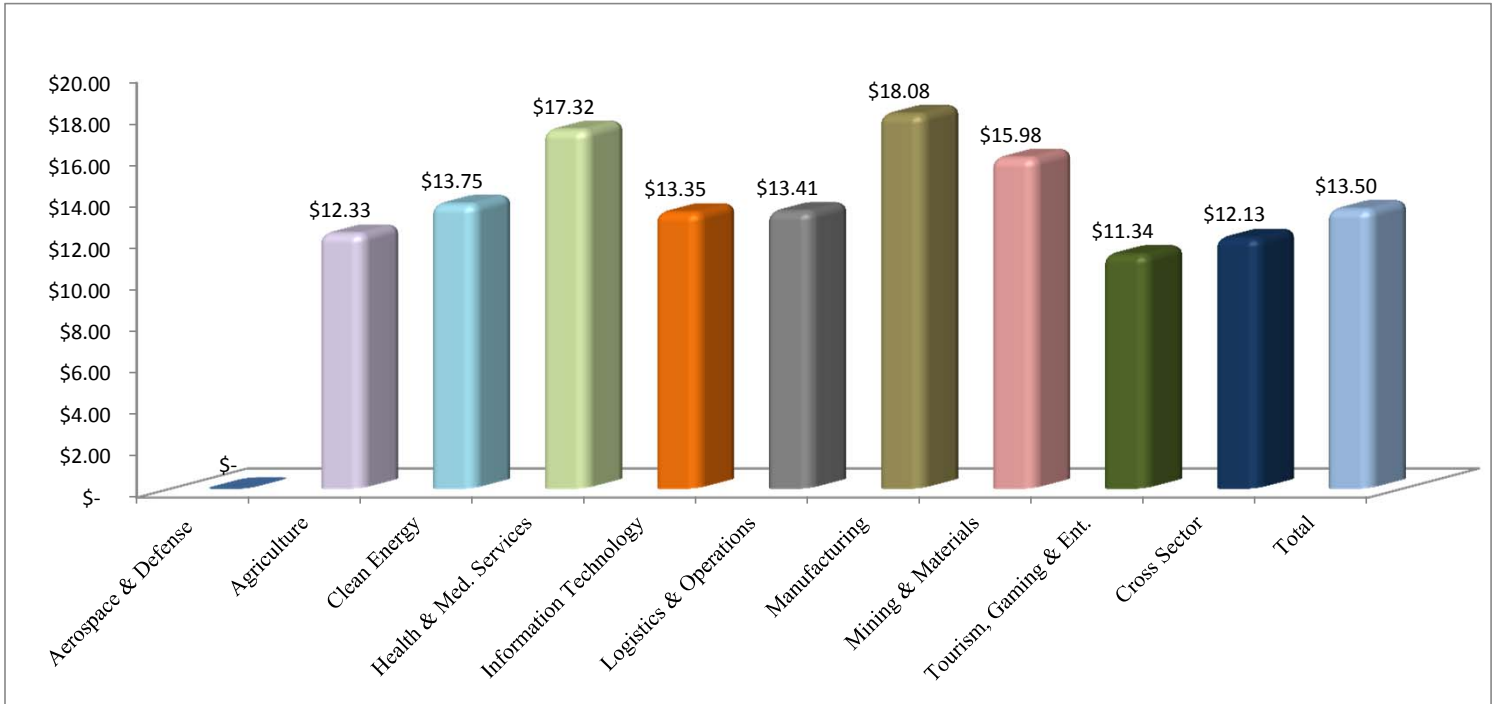


Number of Trainings by Sector

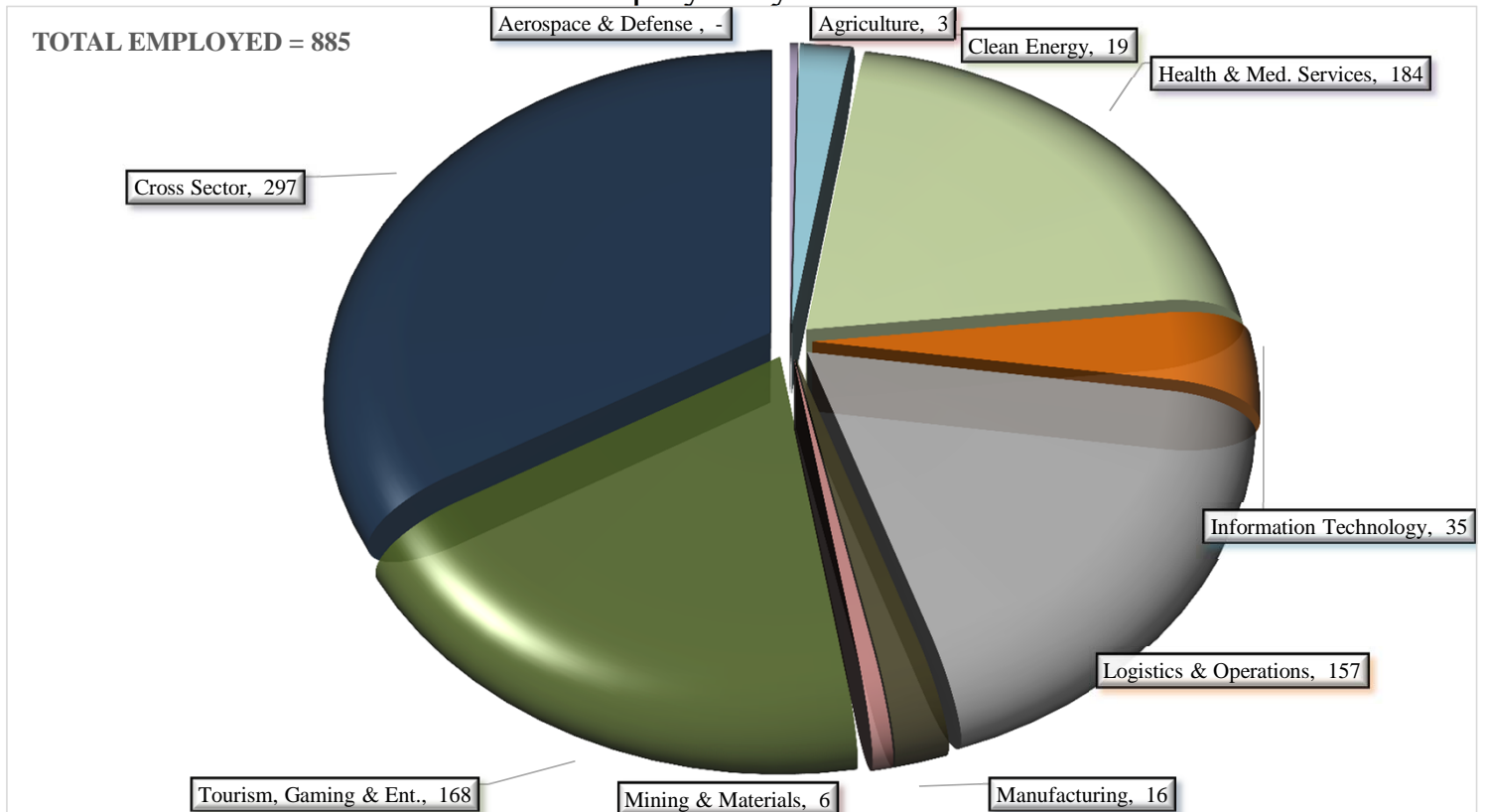


Adult and Dislocated Workers Employed by Industry Sector July 1, 2014 through November 30, 2014

Wage by Sector



Employed by Sector



workforce CONNECTIONS
ADW Training Snapshot by Provider
July 1, 2014 through November 30, 2014

Provider	Occupational Skills Training			OJT			Total Training		
	Trainings	Training \$	Avg Cost Per Training	Trainings	Training \$	Avg Cost Per Training	Trainings	Training \$	Avg Cost Per Training
<u>Main Office</u>									
Bridge Counseling Associates	33	\$67,920	\$2,058	0	\$0	\$0	33	\$67,920	\$2,058
Easter Seals of Southern Nevada	20	\$114,451	\$5,723	1	\$1,758	\$1,758	21	\$116,209	\$5,534
FIT	10	\$41,991	\$4,199	1	\$1,667	\$1,667	11	\$43,657	\$3,969
FIT Re-Entry	55	\$97,539	\$1,773	2	\$5,733	\$2,867	57	\$103,272	\$1,812
GNJ Family Life Center	16	\$17,261	\$1,079	1	\$4,750	\$4,750	17	\$22,011	\$1,295
Goodwill of Southern Nevada	18	\$60,201	\$3,344	14	\$49,508	\$3,536	32	\$109,708	\$3,428
Academy of Human Development	8	\$15,597	\$1,950	11	\$17,764	\$1,615	19	\$33,360	\$1,756
Lincoln County Adult			\$0			\$0	0	\$0	\$0
Nevada Hospital Association South	33	\$22,120	\$670	19	\$19,706	\$1,037	52	\$41,826	\$804
Nevada Partners Inc	30	\$37,654	\$1,255	4	\$9,333	\$2,333	34	\$46,986	\$1,382
Nye Communities Coalition	25	\$72,105	\$2,884	0	\$0	\$0	25	\$72,105	\$2,884
Southern Nevada Regional Housing Authority	26	\$71,184	\$2,738	0	\$0	\$0	26	\$71,184	\$2,738
The Salvation Army	4	\$0	\$0	0	\$0	\$0	4	\$0	\$0
Main Office Total	278	\$618,021	\$2,223	53	\$110,217	\$2,080	331	\$728,238	\$2,200
<u>One-Stop Career Center</u>									
Bridge One Stop	1	\$3,450	\$3,450	0	\$0	\$0	1	\$3,450	\$3,450
FIT One Stop	19	\$51,567	\$2,714	2	\$4,281	\$2,140	21	\$55,847	\$2,659
GNJ One Stop	19	\$33,190	\$1,747	3	\$10,000	\$3,333	22	\$43,190	\$1,963
Goodwill One Stop	30	\$62,225	\$2,074	16	\$40,976	\$2,561	46	\$103,201	\$2,243
Academy of Human Development One Stop	45	\$61,489	\$1,366	2	\$3,240	\$1,620	47	\$64,729	\$1,377
LV Urban League One Stop ⁽¹⁾	14	\$26,748	\$1,911	0	\$0	\$0	14	\$26,748	\$1,911
Nevada Partners One Stop	54	\$108,419	\$2,008	6	\$12,374	\$2,062	60	\$120,792	\$2,013
SNRHA One Stop	43	\$111,284	\$2,588	0	\$0	\$0	43	\$111,284	\$2,588
One-Stop Career Center Total	225	\$458,371	\$2,037	29	\$70,870	\$2,444	254	\$529,240	\$2,084
One-Stop Delivery System	503	\$1,076,392	\$2,140	82	\$181,087	\$2,208	585	\$1,257,478	\$2,150

1) The Urban League Veteran's contract commenced on February 1, 2014.

workforce CONNECTIONS
ADW Employment Snapshot by Provider
Participants Active During Current Contract Year
July 1, 2014 through November 30, 2014

Provider	Performance Metric				Avg Wage
	Enrollments	Active Participants	Employed	% Employed	
<u>Main Office</u>					
Bridge Counseling Associates	43	91	20	22%	\$14.94
Easter Seals of Southern Nevada	30	146	25	17%	\$11.90
FIT	36	101	51	50%	\$13.07
FIT Re-Entry	66	117	53	45%	\$11.03
GNJ Family Life Center	44	52	33	63%	\$11.62
Goodwill of Southern Nevada	75	114	32	28%	\$14.75
Latin Chamber of Commerce Community Foundation	1	9	1	11%	\$9.25
Lincoln County Adult	7	23	5	22%	\$12.92
Nevada Hospital Association South	57	61	34	56%	\$30.49
Nevada Partners Inc	54	188	35	19%	\$17.03
Nye Communities Coalition	50	109	48	44%	\$10.38
Southern Nevada Regional Housing Authority	68	158	46	29%	\$10.77
The Salvation Army	48	48	8	17%	\$10.04
Academy of Human Development	49	80	35	44%	\$12.80
Main Office Totals	628	1,297	426	33%	\$14.08
<u>One-Stop Career Center</u>					
Bridge One Stop	1	55	36	65%	\$15.20
FIT One Stop	92	123	56	46%	\$11.58
GNJ One Stop	89	97	55	57%	\$11.26
Goodwill One Stop	91	141	30	21%	\$12.44
Latin Chamber One Stop	4	16	4	25%	\$10.36
LV Urban League One Stop ⁽¹⁾	79	108	39	36%	\$16.30
Nevada Partners One Stop	97	290	97	33%	\$12.59
NHA One Stop	0	38	19	50%	\$12.66
SNRHA One Stop	101	151	37	25%	\$10.40
Academy of Human Development One Stop	80	94	49	52%	\$12.67
One-Stop Career Center Total	634	1,113	422	38%	\$12.69
One-Stop Delivery System Total	1,262	2,410	848	35%	\$13.38

1) The Urban League Veteran's contract commenced on February 1, 2014.

This report reflects the employment status of all participants who were active at some point during the reporting period. This report does not reflect common measures.

workforce CONNECTIONS
Timely Data Entry for Case Notes and Activities
2nd Quarter, PY2014

Partner	# of Case Notes and Activities			%	
	On-Time	Late	Grand Total	On-Time	Late
Adult	16,946	498	17,444	97.1%	2.9%
Bridge	1,002	13	1,015	98.7%	1.3%
Easter Seals of Southern Nevada	668	41	709	94.2%	5.8%
FIT	2,222	57	2,279	97.5%	2.5%
GNJ Family Life Center	1,277	7	1,284	99.5%	0.5%
Goodwill of Southern Nevada	2,622	48	2,670	98.2%	1.8%
Lincoln County	47	3	50	94.0%	6.0%
LV Urban League One Stop	569	85	654	87.0%	13.0%
Nevada Partners Inc	2,366	25	2,391	99.0%	1.0%
NHA	1,021	8	1,029	99.2%	0.8%
NYE	706	5	711	99.3%	0.7%
SNRHA	2,344	62	2,406	97.4%	2.6%
Salvation Army	432	119	551	78.4%	21.6%
Academy of Human Development	1,670	25	1,695	98.5%	1.5%
Youth	14,185	443	14,628	97.0%	3.0%
GNJ Family Life Center	1,104	43	1,147	96.3%	3.7%
Goodwill of Southern Nevada	1,320	13	1,333	99.0%	1.0%
Help of Southern Nevada	4,156	207	4,363	95.3%	4.7%
Lincoln County	54	3	57	94.7%	5.3%
Nevada Partners Inc	3,821	27	3,848	99.3%	0.7%
NYE	458	0	458	100.0%	0.0%
Olive Crest	916	28	944	97.0%	3.0%
SNRHA	1,213	50	1,263	96.0%	4.0%
Youth Advocate Programs	706	52	758	93.1%	6.9%
St Jude's	14	3	17	82.4%	17.6%
Academy of Human Development	423	17	440	96.1%	3.9%
Grand Total	31,131	941	32,072	97.1%	2.9%

Agenda Item #10. **INFORMATION:**

Adult and Dislocated Worker Awards and Expenditures Report –
Monthly Update

**Workforce Connections
Awards and Expenditures
Program Year 2012/2013/2014 Adult/Dislocated Worker Programs
November 30, 2014**

Amounts for Providers reflect invoiced allowable expenditures through Nov 2014. Starred lines only reflect expenditures through Oct 2014.

Providers highlighted in red are on high risk status.

Providers highlighted in pink have an active pink paper.

WIA PY14 One-Stop Adult

Provider	Contract Dates	Contract Award	Adult Expenditures	DW Expenditures	Total Invoiced	% Spent	Remaining Balance
Academy of Human Development	11/1/14-6/30/15	\$ 100,000	\$ -		\$ -	0.00%	\$ 100,000
Foundation for an Independent Tomorrow	7/1/14-6/30/15	\$ 480,000	\$ 75,049		\$ 75,049	15.64%	\$ 404,951
GNJ Family Life Center	7/1/14-6/30/15	\$ 200,000	\$ 38,166		\$ 38,166	19.08%	\$ 161,834
Goodwill of Southern Nevada	7/1/14-6/30/15	\$ 480,000	\$ 103,682		\$ 103,682	21.60%	\$ 376,318
Latin Chamber Foundation	7/1/14-6/30/15	\$ 200,000	\$ 72,762		\$ 72,762	36.38%	\$ 127,238
Nevada Partners, Inc	7/1/14-6/30/15	\$ 480,000	\$ 228,408		\$ 228,408	47.59%	\$ 251,592
So. NV Regional Housing Authority	7/1/14-6/30/15	\$ 480,000	\$ 140,179		\$ 140,179	29.20%	\$ 339,821
Total		\$ 2,420,000	\$ 658,246	\$ -	\$ 658,246	27.20%	\$ 1,761,754

WIA PY14 One-Stop DW

Provider	Contract Dates	Contract Award	Adult Expenditures	DW Expenditures	Total Invoiced	% Spent	Remaining Balance
Academy of Human Development	11/1/14-6/30/15	\$ 150,000		\$ -	\$ -	0.00%	\$ 150,000
Foundation for an Independent Tomorrow	7/1/14-6/30/15	\$ 320,000		\$ 41,573	\$ 41,573	12.99%	\$ 278,427
GNJ Family Life Center	7/1/14-6/30/15	\$ 250,000		\$ 36,281	\$ 36,281	14.51%	\$ 213,719
Goodwill of Southern Nevada	7/1/14-6/30/15	\$ 320,000		\$ 43,941	\$ 43,941	13.73%	\$ 276,059
Latin Chamber Foundation	7/1/14-6/30/15	\$ 250,000		\$ 65,958	\$ 65,958	26.38%	\$ 184,042
Nevada Partners, Inc	7/1/14-6/30/15	\$ 320,000		\$ 56,149	\$ 56,149	17.55%	\$ 263,851
So. NV Regional Housing Authority	7/1/14-6/30/15	\$ 320,000		\$ 67,243	\$ 67,243	21.01%	\$ 252,757
Total		\$ 1,930,000	\$ -	\$ 311,145	\$ 311,145	16.12%	\$ 1,618,855

WIA PY14 Home Office Adult

Provider	Contract Dates	Contract Award	Adult Expenditures	DW Expenditures	Total Invoiced	% Spent	Remaining Balance
Academy of Human Development	11/1/14-6/30/15	\$ 100,000	\$ -		\$ -	0.00%	\$ 100,000
Bridge Counseling Associates	7/1/14-6/30/15	\$ 200,000	\$ 114,198		\$ 114,198	57.10%	\$ 85,802
Foundation for an Independent Tomorrow	7/1/14-6/30/15	\$ 200,000	\$ 62,844		\$ 62,844	31.42%	\$ 137,156
GNJ Family Life Center	7/1/14-6/30/15	\$ 200,000	\$ 47,804		\$ 47,804	23.90%	\$ 152,196
Goodwill of Southern Nevada	7/1/14-6/30/15	\$ 275,000	\$ 90,592		\$ 90,592	32.94%	\$ 184,408
Latin Chamber Foundation	7/1/14-6/30/15	\$ 200,000	\$ 45,515		\$ 45,515	22.76%	\$ 154,485
Nevada Hospital Association	7/1/14-6/30/15	\$ 200,000	\$ 72,269		\$ 72,269	36.13%	\$ 127,731
Nevada Partners, Inc	7/1/14-6/30/15	\$ 275,000	\$ 86,404		\$ 86,404	31.42%	\$ 188,596
Salvation Army *	7/1/14-6/30/15	\$ 250,000	\$ 15,168		\$ 15,168	6.07%	\$ 234,832
So. NV Regional Housing Authority	7/1/14-6/30/15	\$ 275,000	\$ 80,337		\$ 80,337	29.21%	\$ 194,663
Total		\$ 2,175,000	\$ 615,132	\$ -	\$ 615,132	28.28%	\$ 1,559,868

**Workforce Connections
Awards and Expenditures
Program Year 2012/2013/2014 Adult/Dislocated Worker Programs
November 30, 2014**

Amounts for Providers reflect invoiced allowable expenditures through Nov 2014. Starred lines only reflect expenditures through Oct 2014.

Providers highlighted in red are on high risk status.

Providers highlighted in pink have an active pink paper.

WIA PY14 Home Office DW							
Provider	Contract Dates	Contract Award	Adult Expenditures	DW Expenditures	Total Invoiced	% Spent	Remaining Balance
Academy of Human Development	11/1/14-6/30/15	\$ 100,000		\$ -	\$ -	0.00%	\$ 100,000
Bridge Counseling Associates	7/1/14-6/30/15	\$ 195,000		\$ 36,175	\$ 36,175	18.55%	\$ 158,825
Foundation for an Independent Tomorrow	7/1/14-6/30/15	\$ 195,000		\$ 56,181	\$ 56,181	28.81%	\$ 138,819
GNJ Family Life Center	7/1/14-6/30/15	\$ 195,000		\$ 49,623	\$ 49,623	25.45%	\$ 145,377
Goodwill of Southern Nevada	7/1/14-6/30/15	\$ 185,000		\$ 56,107	\$ 56,107	30.33%	\$ 128,893
Latin Chamber Foundation	7/1/14-6/30/15	\$ 195,000		\$ 35,849	\$ 35,849	18.38%	\$ 159,151
Nevada Hospital Association	7/1/14-6/30/15	\$ 195,000		\$ 48,995	\$ 48,995	25.13%	\$ 146,005
Nevada Partners, Inc	7/1/14-6/30/15	\$ 185,000		\$ 65,237	\$ 65,237	35.26%	\$ 119,763
So. NV Regional Housing Authority	7/1/14-6/30/15	\$ 185,000		\$ 64,020	\$ 64,020	34.61%	\$ 120,980
Total		\$ 1,630,000	\$ -	\$ 412,186	\$ 412,186	25.29%	\$ 1,217,814

WIA PY11/12/13 Other (Disabilities, Re-Entry, Rural, Veterans)							
Provider	Contract Dates	Contract Award	Adult Expenditures	DW Expenditures	Total Invoiced	% Spent	Remaining Balance
Foundation for an Independent Tomorrow - Re-Entry	7/1/14-6/30/15	\$ 700,000	\$ 264,427		\$ 264,427	37.78%	\$ 435,573
Easter Seals Nevada - Disabilities	4/1/13-3/31/15	\$ 800,000	\$ 592,458	\$ 101,916	\$ 694,373	86.80%	\$ 105,627
Las Vegas Clark County Urban League - Veterans	2/1/14-6/30/15	\$ 800,000	\$ 88,274	\$ 160,581	\$ 248,855	31.11%	\$ 551,145
Lincoln County - Rural	7/1/14-6/30/15	\$ 100,000	\$ 18,084	\$ 4,201	\$ 22,285	22.28%	\$ 77,715
Nevada Department of Corrections	11/12/14-9/30/15	\$ 800,000	\$ -	\$ -	\$ -	0.00%	\$ 800,000
Nye Communities Coalition - Rural	7/1/14-6/30/15	\$ 700,000	\$ 160,379	\$ 59,987	\$ 220,366	31.48%	\$ 479,634
Total		\$ 3,900,000	\$ 1,123,622	\$ 326,684	\$ 1,450,306	37.19%	\$ 2,449,694

WIA PY14 NEG							
Provider	Contract Dates	Contract Award	Adult Expenditures	DW Expenditures	Total Invoiced	% Spent	Remaining Balance
Academy of Human Development	11/1/14-6/30/15	\$ 100,000		\$ -	\$ -	0.00%	\$ 100,000
Bridge Counseling Associates	7/1/14-6/30/15	\$ 120,000		\$ -	\$ -	0.00%	\$ 120,000
Foundation for an Independent Tomorrow	7/1/14-6/30/15	\$ 170,000		\$ -	\$ -	0.00%	\$ 170,000
GNJ Family Life Center	7/1/14-6/30/15	\$ 220,000		\$ -	\$ -	0.00%	\$ 220,000
Goodwill of Southern Nevada	7/1/14-6/30/15	\$ 125,000		\$ -	\$ -	0.00%	\$ 125,000
Latin Chamber Foundation	7/1/14-6/30/15	\$ 220,000		\$ 3,128	\$ 3,128	1.42%	\$ 216,872
Nevada Hospital Association	7/1/14-6/30/15	\$ 120,000		\$ 7,798	\$ 7,798	6.50%	\$ 112,202
Nevada Partners, Inc	7/1/14-6/30/15	\$ 125,000		\$ 800	\$ 800	0.64%	\$ 124,200
So. NV Regional Housing Authority	7/1/14-6/30/15	\$ 125,000		\$ -	\$ -	0.00%	\$ 125,000
Total		\$ 1,325,000	\$ -	\$ 11,726	\$ 11,726	0.88%	\$ 1,313,274

Total PY11-PY12 Adult/DW		\$ 13,380,000	\$ 2,397,000	\$ 1,061,740	\$ 3,458,740	25.85%	\$ 9,921,260
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69%

31%

Agenda Item #11. **INFORMATION:**

Adult and Dislocated Worker Funding Plan – Monthly Update.

Workforce Connections Adult and Dislocated Worker Funding Plan PY 2014 Projections									
	Prior Year PY2013 Budget	Current Year PY2014 Budget	Remaining Available Funds	Projections Based on Monthly Invoices					
				Oct-Dec 2014 1 Month	Jan-Mar 2015 3 Months	Apr-Jun 2015 3 Months	Next Program Year	Projected PY2014 TOTAL	Remaining
REVENUES (December 31, 2014)									
PY2013 Incentive Funding for Performance		Unknown							
PY2012 Adult and DW Funding	6,670,071								
PY2013 Adult and DW Funding	14,806,576	5,908,064	911,100	911,100				911,100	-
PY2013/2014 DW Natl Emergency Grant (NEG) Funding	1,400,000	1,236,671	1,209,782	5,000	16,500	16,500		38,000	1,171,782
PY2014 Adult and DW Funding		13,469,083	13,469,083	299,900	3,815,000	3,779,975	4,134,000	12,028,875	1,440,208
PY2014 Program Income (One-Stop Billing) and Interest		60,025	60,025	-	-	60,025		60,025	-
TOTAL REVENUES	22,876,647	20,673,843 -9.6%	16,649,990	1,216,000	3,831,500	3,856,500	4,134,000	13,038,000	2,611,990
EXPENDITURES									WIA ADW 1.12 Months
Community Resources									
Home Office ADW Contracts *	5,833,950	3,805,000	2,777,682	210,000	850,000	850,000		1,910,000	
One-Stop Consortium ADW Contracts **	5,045,000	4,350,000	3,380,609	200,000	850,000	850,000		1,900,000	
NEG Contracts ***	1,330,000	1,325,000	1,213,274	5,000	15,000	15,000		35,000	
Rural ADW Contracts (NyE, Lincoln Co.)	678,446	800,000	557,349	51,000	150,000	150,000		351,000	
PY2014 New Adult and DW Contracts (Corrections)		800,000	800,000		100,000	100,000	600,000	800,000	
Adults with Disabilities Home Office (Easter Seals - 3/2015)	729,448	337,470	105,627	30,000	75,000			105,000	
Reentry / Post-Release Home Office (FIT)	782,573	700,000	435,573	60,000	180,000	180,000		420,000	
Veterans One-Stop Partner (Urban League)	800,000	667,289	551,145	20,000	100,000	100,000		220,000	
CSN Apprenticeship Preparation		204,000	204,000		50,000	50,000	104,000	204,000	
PY2014 UNLV Higher Education Nursing GAP Training		200,000	200,000		60,000	60,000	80,000	200,000	
One-Stop System Operations	1,675,012	1,729,039	1,242,228	300,000	300,000	300,000	300,000	1,200,000	
One-Stop Center Operations (Charleston)	665,216	692,121	503,307	40,000	150,000	150,000	50,000	390,000	
Operations									
Administration and Programs	4,617,394	4,203,547	3,017,875	300,000	900,000	900,000	300,000	2,400,000	
PY2013/2014 Administration and Programs (NEG)	70,000	11,671	11,671		1,500	1,500		3,000	
Pending Contracts									
PY2014 Core Services (RFP ~ Jan 2015)		100,000	100,000		50,000	50,000		100,000	
Adults with Disabilities (Extension to June 2015)		90,000	90,000			90,000		90,000	
Adults with Disabilities (Additional NEG Funding)		10,000	10,000			10,000		10,000	
PY2015 Adults with Disabilities (RFP ~ July 2015)		600,000	600,000				600,000	600,000	
PY2015 New Rural Contracts (Laughlin/Mesquite)		100,000	100,000				100,000	100,000	
Next Year Projection - First Quarter Obligations	2,003,865						2,000,000	2,000,000	
TOTAL	24,230,904	20,725,137	15,900,340	1,216,000	3,831,500	3,856,500	4,134,000	13,038,000	

PY2013 funding period is available July 1, 2013 through June 30, 2015 (after two years, remaining funds revert to the State for one additional year)

PY2014 funding period is available July 1, 2014 through June 30, 2016 (after two years, remaining funds revert to the State for one additional year)

* Home Office - Academy of Human Development, Bridge, FIT, GNJ, Goodwill, Latin Chamber, Nevada Hospital, Nevada Partners, Salvation Army, and So. NV Regional Housing

** One-Stop - Academy of Human Development, FIT, GNJ, Goodwill, Latin Chamber, Nevada Partners, and So. NV Regional Housing

*** NEG - Academy of Human Development, Bridge, FIT, GNJ, Goodwill, Latin Chamber, Nevada Hospital, Nevada Partners, and So. NV Regional Housing

Agenda Item #12. **INFORMATION:**

One-Stop Career Center Consortium report.

One-Stop Career Center Consortium
Report for
Adult & Dislocated Worker Program Committee
Wednesday January 14, 2015

I. Organization/Formation Matters

- A. The initial standing committees have been examined by the Consortium. Those committees have been revised slightly and more definitive roles identified. At the One Stop Consortium Meeting, November 14, 2014, the specific role and tasks of each of the committees were established and unanimously adopted. The two committees are now the Compliance Committee and the Customer/Client Services Committee. A copy of the specifications of roles is attached hereto as Attachment A.
- B. Additionally, at the November 14, 2014 One Stop Career Consortium meeting, the Consortium voted to establish a third standing committee: The Taskforce for the Supply and Demand Issues. This committee will be chaired by Jennifer Casey. The role of this committee and its relationship to the other two standing committees are being articulated now. One of the primary responsibilities of the Task Force will be to interface with the Business Engagement Specialist Team (BEST) to align job seekers with job openings.

II. Policies and Procedures Established

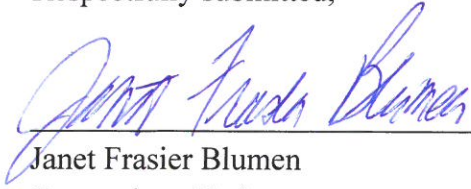
After much consideration and many revisions, the Consortium has adopted policies concerning operations at the One-Stop including adoption of a dress code specifically providing that dress on all days including Friday, unless otherwise specially designated, will be business casual dress.

III. Operation Matters

- A. The Consortium continues to be concerned about the client impression as they first enter the One Stop system. We are suggesting that the orientation video be expanded to include upcoming seminars and pieces about each provider.

B. In October, a major hiring event was organized by BEST, bringing forty-some employers into play. This event was hosted at the One Stop.

Respectfully submitted,



Janet Frasier Blumen
Consortium Chair

One-Stop Consortium Committee Roles

Roles of the Compliance Committee:

- **Advisory** – Compliance Committee will provide regulatory and compliance advice on an ongoing basis. These efforts will involve responding to questions and issues as they arise and proactively apprising the Consortium of regulatory developments and firm policy changes.
- **Policy and Procedures** – Compliance Committee will assist management in the development of policies, procedures and guidelines designed to facilitate compliance with applicable laws and regulations
- **Education/Training** – Compliance Committee may conduct training and education programs to ensure center staff are apprised of policies and procedures and regulatory events. Training should involve both regularly scheduled updates, as well as additional sessions on an as-needed basis to implement new policies or procedures to communicate recent regulatory development. The Compliance Committee will conduct training and education programs upon enactment of the Workforce Innovation and Opportunity Act.
- **Monitoring and Surveillance** – Compliance Committee performs a critical ongoing monitoring and surveillance function. This role often involves a detailed review of center activities, as well as surveillance of center transactions and communications, to identify potential issues.
- **Compliance Reviews** – Compliance Committee, proactively reviews center activities to identify potential regulatory, compliance and reputational risks and to design ways to minimize such risks.
- **Collateral Integrity** – The committee will verify the inclusion of all necessary information and all collateral including date of revision and EEO notifications as well as the Workforce Connections identifying information.

Role of the Customer/Client Services Committee:

- **Oversight** - The Customer/Client Services Committee will assist with oversight of daily center operations, including core services, job referrals, front desk services, resource center services, orientation, Q-Matics, customer appointments, dedicated case documentation time, career fairs, employments and/or any related special events.
- **Staffing** – The Customer/Client Services Committee will assist with ensuring adequate One Stop Career Center staffing, including ensuring the maintenance of a seated partner rotation, cross-agency calendaring, and resource center staffing.
- **Programming** – The Customer/Client Services Committee will support ensuring adequate responsive center programming, including onsite training.
- **Performance** – The Customer/Client Services Committee will support ensuring optimal center performance, including oversight of satisfaction surveys and common measures performance.

Agenda Item #13. **INFORMATION:**

Director's Report ~ Ricardo Villalobos, Workforce Development Programs

Agenda Item #14. **INFORMATION:**

ADW Committee Members Comments.

Agenda Item #15. **SECOND PUBLIC COMMENT SESSION:**

Members of the public may now comment on any matter or topic that is relevant to; or within the authority or jurisdiction of the Board. However; if you commented earlier, please do not repeat the same comment you previously made. Please clearly state and spell your name and your address for the record. Each comment will be limited to three (3) minutes.

Agenda Item #16. **ADJOURNMENT**