

NORTEC
WDB AND GOVERNING BOARD AGENDA
THURSDAY, AUGUST 23, 2018
10:00 AM – 2:00 PM
CANYON OAKS COUNTRY CLUB
CHICO, CA

Our Vision

Partners combining their diverse strengths to support healthy and thriving communities.

Our Mission

To develop strategic partnerships that meet the workforce needs of businesses and job seekers, promoting the economic growth of our region.

I. CALL TO ORDER

II. PLEDGE OF ALLEGIANCE

III. ROLL CALL

IV. APPROVAL OF AGENDA (ACTION)

Recommended Action:

WDB approval of the agenda, with revisions if needed, as posted.

Governing Board approval of the agenda, with revisions if needed, as posted.

V. PUBLIC COMMENT

Members of the public will be invited to make brief comments regarding any aspect of NoRTEC business.

VI. WORKFORCE DEVELOPMENT BOARD APPOINTMENTS (INFORMATION)

Harry Ellis, a Workforce Development Board member representing the Department of Rehabilitation, is retiring and will no longer be able to serve on the NoRTEC Workforce Development Board.

David Wayte, Redwood Empire District Administrator, has nominated Deb Speer, Staff Services Manager out of the Redding office, for appointment by the Governing Board to this seat.

[Application](#)

[Nomination Letter](#)

Recommended Action:

Governing Board appointment of Deb Speer to fill the vacant At-large Department of Rehabilitation Seat on the NoRTEC Workforce Development Board.

VII. EXECUTIVE COMMITTEE REPORT (ACTION)

The Executive Committee met on August 9, 2018, for a facilitated planning session to discuss the future of NoRTEC’s operational structure and service delivery model.

As a result of that planning session, the Committee developed a set of guiding principles for staff to use in the development of the Request for Proposal (RFP) document for WIOA services beginning July 1, 2019. A copy of the guiding principles developed by the committee can be accessed here: [Draft RFP Guiding Principles](#)

Michael Cross will provide a brief history of NoRTEC’s funding levels and discuss the impacts on the NoRTEC service delivery system.

John Chamberlin will introduce the Guiding Principles developed by the Executive Committee and facilitate additional discussion by members of both the Workforce Development Board and the Governing Board.

Recommended Action:

WDB approval of the Draft Guiding Principles outlined above to be utilized by staff in the development of the RFP for the provision of WIOA programs and services in the NoRTEC region for the next procurement cycle beginning in PY 2019/2020.

Governing Board approval of the Draft Guiding Principles outlined above to be utilized by staff in the development of the RFP for the provision of WIOA programs and services in the NoRTEC region for the next procurement cycle beginning in PY 2019/2020.

VIII. NORTEC STRATEGIC GOALS (INFORMATION)

Strategic Goal #4 – Increase Awareness of NoRTEC Activities, Fostering Regional Awareness and Partnerships

Last August, Christie Hernandez of the Del Norte Workforce Center (STEP Inc.) gave a presentation on the 2017 E3 Summer Youth Program in Crescent City. This summer, the E3 model was expanded to additional NoRTEC counties. Kathy Sarmiento of the Job Training Center in Tehama County will present an overview of their 2018 summer youth program.

IX. CONSENT AGENDA (ACTION)

A request was made to staff by the Chairs of the Workforce Development Board and the Governing Board to pull the Program and Finance Reports from the consent agenda at least twice each program year. This request was made to assure that new members to both boards would be given an in-depth review of information presented in these reports as well provide a refresher for veteran members on both boards.

After consultation with staff, it was decided to review one of these reports at each meeting, alternating each quarter. The Finance Reports would be reviewed during the October and April meetings, and Program Reports would be reviewed during the January and August meetings. The consent agenda for each meeting will then contain

the minutes from the previous quarterly meeting and whichever report is not being reviewed in-depth during that meeting.

Click on the link for each item below to view the full document:

A. [WDB/Governing Board Meeting Minutes, April 26, 2018](#)

Click on the link above for access to the minutes from the April meeting.

B. [Financial Report](#)

This quarter's report provides routine information on available funding and expenditures for the full program year (July 1, 2017, through June 30, 2018), as well as information about on-site monitoring of the Service Providers by NoRTEC.

There are no other areas of concern.

The Finance Committee has reviewed the information and recommends approval of the Financial Report to the WDB and Governing Board.

Recommended Action:

WDB approval of the consent agenda reports.

Governing Board approval of the consent agenda reports.

X. PROGRAM REPORT (ACTION)

Michele Piller, Program Committee Chair, will give the report.

A. Program Monitoring

NoRTEC staff completed the spring schedule of on-site monitoring visits, reviewing the Adult, Dislocated Worker, Youth, and Storm project programs. In addition, the review focused on the details of each Service Provider's OJT program, their utilization of Individual Training Accounts (ITAs) that provide assistance with the cost of occupational classroom training at community colleges and private training vendors, the provision of supportive services to participants (assistance with childcare, travel, and other expenses associated with obtaining employment), the provision of incentive payments to participants in the Youth program (financial incentives paid for successful completion of employment and training activities), and the documentation of post-program contacts with former participants to see if they are still working throughout the year after they leave the WIOA program.

There were no findings at any of the Service Provider sites.

Staff are currently working to schedule fall on-site monitoring visits that will take place October-December 2018.

B. State/Federal Monitoring of NoRTEC

1. Storm Project (NDWG) – The State conducted a program monitoring review of NoRTEC's National Dislocated Worker Storm Project the week of July 16-20, 2018. In addition to reviewing information at the NoRTEC administrative office, the monitors reviewed participant files in Crescent City (Del Norte County) and Chico (Butte County). Staff are awaiting the draft monitoring letter, but it

appears NoRTEC may have a finding regarding “missing language” in our Grievance Policy. This is not a major issue and staff are working on correcting the wording of the policy.

2. Adult and Dislocated Worker Program – The State has scheduled a review of NoRTEC’s Adult and Dislocated Worker programs the week of November 6-10, 2018. They will review program documentation at the administrative office and visit some of our AJCCs to conduct a review of participant files. The actual AJCCs they will visit have not yet been determined.

C. Universal Services, Client Enrollment, and Contract Performance

1. Universal Services Tracking: [Career Center Visits](#)

The Workforce Innovation and Opportunities Act provides for “universal services” which means anyone who walks in the door may access basic services without enrolling in the WIOA program. This would include “self-services” such as job postings, labor market information, computer access, etc., that do not require much staff attention. NoRTEC’s service providers track the total number of visits, as well as the number of unique visitors. The report contained in the link above shows the number of visits for the 2017-2018 program year (July 1, 2017 – June 30, 2018). Over 77,000 unique individuals accessed our thirteen centers during the year and over 130,000 visits were recorded.

2. Job Seekers Enrolled in the WIOA Program: [Enrollments](#)

The number of individuals enrolled in each program in each county in the consortium can be accessed by clicking on the above link. During the 2017-2018 program year, over 2,000 individuals were enrolled in the Adult, Dislocated Worker, Youth, Sector NEG, Storm, Milestone/Sears/Rideout, Wildfire, and STEPS programs.

3. WIOA Service Provider Contract Performance: [Adults, Dislocated Workers, and Youth](#)

Starting with the 2017/2018 program year, new WIOA performance standards are being used by the state to evaluate the performance of workforce boards. These measures are now uniform for the Adult, Dislocated Worker, and Youth programs.

Measures include:

- Employment Rate in the Second Quarter After Exit
- Median Earnings in the Second Quarter After Exit
- Employment Rate in the Fourth Quarter After Exit
- Credential/Degree Attainment Rate in the Fourth Quarter After Exit

Additional performance standards will be added in PY 2018/2019 that include a measure of skills gain during the program year, and employer satisfaction measures. Data from the current and previous program years will be utilized by the Department of Labor to negotiate minimum levels of performance for these

measures. The State will then use these rates to negotiate performance levels with NoRTEC.

- a. Adult Program – NoRTEC is meeting all the benchmarks for the Adult program for the program year. All four Service Providers are meeting all performance measures for the Adult program.
- b. Dislocated Worker Program - NoRTEC is meeting all the benchmarks for the Dislocated Worker program for the program year.

STEP (Del Norte/Siskiyou) is not meeting the *Median Earnings in the Second Quarter After Exit* (goal \$6,760; actual \$6,225). Data calculations have been reviewed with STEP staff, and it has been noted their performance in the two counties was based on a total of 28 workers who were working during the reference period.

Rural counties within NoRTEC are often at a disadvantage compared to our “urban” areas when it comes to earnings. The rural counties also often have a much higher percentage rate of employment opportunities in their labor market that fall into the government sector. These government positions, particularly entry level positions, offer earnings far below NoRTEC’s “goal” of \$6,760 which equates to full-time (40 hours of work, per week) at a wage rate of \$13.00 an hour.

For example, Siskiyou County government sector wage entry level wage rates range from about \$11.20 - \$13.50 an hour. Government workers make up about 27% of employment opportunities in the county (compared to approximately 18% of employment in both Butte and Shasta Counties). In Del Norte County, government workers make up about 42% of employment opportunities in the county, and the starting wage rate for entry level positions with Del Norte County is \$12.16 an hour.

County positions are often considered “good jobs” in our rural areas because they offer not only full-time employment, but a fringe benefit package that includes health care coverage and retirement plans. Small businesses in the area are not often able to compete with county jobs, so the number of high wage occupations in the area are very limited. While program staff work hard to find the best opportunities for every job seeker enrolled in their program, it is a challenge. This challenge, along with small numbers of cohorts, often results in a program in a rural area missing a performance goal due to one or two job seekers. It is generally understood that our larger counties of Shasta and Butte help carry the consortium with respect to performance under the Median Earnings performance measure, due to larger numbers served and higher wages at initial placement. STEP staff continue to work with local employers in their counties to find and/or develop employment opportunities for their job seekers that pay better wages.

All other Service Providers are meeting all performance measures for the Dislocated Worker program.

- c. Youth Program – NoRTEC is meeting all the benchmarks for the Youth program for the program year.

Smart (Shasta/Trinity) is not meeting the *Median Earnings in the Second Quarter After Exit* (goal \$4,160; actual \$3,472).

STEP (Del Norte/Siskiyou) is not meeting the *Median Earnings in the Second Quarter After Exit* (goal \$4,160; actual \$3,671).

As noted under item b. above, our smaller rural counties have a larger challenge than our two “urban” counties with respect to median earnings, especially in the youth program. When NoRTEC’s goal was negotiated, it was based upon a wage between \$10.50 and \$11.00 per hour, for about 30 hours of work per week, resulting in the goal of \$4,160 in the quarter of measure.

STEP had 25 youth included in the calculation (19 in Del Norte County and six in Siskiyou County). Their median earnings were \$3,671.

SMART had 45 youth included in the calculation (43 in Shasta County and two in Trinity County), and their median earnings were substantially lower at \$3,472. Due to the larger service area and labor market, this low performance by SMART is of considerable concern. If the program in Butte County or Shasta County (which together total almost 60% of youth in the measurement cohort) are below NoRTEC’s goal, the chances of NoRTEC not meeting performance are much higher than if a rural county with small numbers does not perform.

Both programs have submitted corrective action plans that describe modifications to program design. NoRTEC staff have reviewed the corrective action plans and believe the modifications are a good start, but will provide additional input on program design along with providing additional technical assistance. Staff will closely monitor service provider performance during the current program year and may implement sanctions if performance does not improve.

All other Service Providers are meeting all performance measures for the Youth program.

D. Customer Satisfaction Survey: [Results](#)

In addition to monitoring performance, NoRTEC wants to ensure the needs of our clients are met in a helpful and professional manner. To that end, NoRTEC has created a survey to measure the “satisfaction” of customers accessing our centers.

Walk-In Clients fill out surveys at the AJCCs, either directly on-line or through paper surveys. These individuals are “self-service” customers, and therefore do not provide contact information such as mailing or e-mail addresses. If our AJCCs do not collect satisfaction data before they leave the facility, we would have no way of tracking their “satisfaction” with the system. Of the over 2,500 survey responses collected, the results were overwhelmingly positive.

Last program year, survey data on enrolled participants and employers were also collected by the AJCCs directly. Knowing direct data collection by the AJCCs was not ideal, on July 1, 2017, NoRTEC began collecting customer satisfaction data directly from enrolled clients and employers via e-mail requests. There was a drop in the number of responses, although the drop was more substantial than anticipated. We have received 21 responses from enrolled clients and 28 from employers. The responses were mostly positive, and NoRTEC continues to work with our service providers to come up with methods to encourage better response rates.

E. Plant Closure Update: [Closures/Layoffs](#)

From July 1, 2017, to June 30, 2018, 62 employers have laid off 1,166 employees. NoRTEC Service Providers are providing rapid response and dislocated worker services as needed.

F. Employer Services: [NoRTEC Employer Services Report](#)

Beginning with the 2017/2018 program year, business services will now be referred to as employer services. The majority of services provided remains the same, but the categories and reporting methods have changed. An explanation of the different categories can be found on pages two and three of the Employer Services Report.

NoRTEC's Service Providers also are using a new system to track employer services. Beginning on July 1, 2017, all Service Providers began entering Employer Services into the CalJOBS System. The State is expecting all workforce development areas to use CalJOBS to track employer services, and will likely make this a requirement during the 2018-2019 program year.

While the services that are reported are essentially the same, the way CalJOBS counts activities is different from the way NoRTEC previously counted services. Due to this difference in the way services are counted, there is a marked decline in the total number of services reported for the year. This does not mean our Service Providers are doing less work, it just means that CalJOBS consolidates some activities into a single service, rather than breaking it out into multiple services as we have done in the past.

Another difference in reporting is there is no longer a narrative section for each Service Provider to clarify or expand on the statistics included in the report. Now, additional information the Service Providers wish to convey with respect to the employer services they are providing will be included in the Headline Program Reports summarized in Item G below.

During the 2017-2018 program year (July 1, 2017 - June 30, 2018), over 1,800 employers received more than 10,000 discrete services from our Service Providers.

G. Headline Program Reports (Information)

Members are encouraged to read the Community Coordinator Reports. These reports are prepared to inform interested members of the events and happenings in

their respective counties. These reports are also full of job seeker success stories. In addition to reviewing the report highlights summarized below, please take a moment to review these success stories. Our Service Providers have helped many individuals make important changes in their lives!

Following are links for the reports received for the period ending June 30, 2018:

[Alliance for Workforce Development \(Butte County\)](#)
[Del Norte Workforce Center \(Del Norte County\)](#)
[Alliance for Workforce Development \(Lassen County\)](#)
[Alliance for Workforce Development \(Modoc County\)](#)
[Alliance for Workforce Development \(Nevada County\)](#)
[Alliance for Workforce Development \(Plumas County\)](#)
[Smart Business Resource Center \(Shasta County\)](#)
[Alliance for Workforce Development \(Sierra County\)](#)
[Siskiyou Training and Employment Program \(Siskiyou County\)](#)
[Job Training Center \(Tehama County\)](#)
[Smart Business Resource Center \(Trinity County\)](#)

A few highlights from this quarter's reports are:

- [Butte County](#) – Butte County had great success with the inaugural Butte County Job Fair, with over 40 employers and 700 job seekers attending. Butte County staff have also been assisting in large hiring events and training programs for new business locations like Harbor Freight, Norfield Inc., United States Thermoelectric Consortium (USTC), and others. Other success stories include participants in the Skills Training Employment Program (STEP), Dislocated Worker program, Summer Youth Employment Boot Camp at Fifth Sun, Youth program and Butte County's Transitional-At-Risk Youth (TAY) program. Additional community supports include workshops targeting industries such as construction and an alliance with Butte County Probation for a cleanup program at Teichert Ponds using National Dislocated Worker Grant funding. Click the link to learn more.
- [Del Norte County](#) – The Del Norte Workforce Center's report shared a success story of a participant finding work with CalTrans through the Storm Project. The Del Norte Workforce Center organized and hosted their largest employer-attended Job Fair to date, with employers attending from multiple counties and sectors. The report highlights the successful start of two summer youth programs as well as a participant success story in Forestry. Check out the full report to read more about the great work going on in Del Norte County.
- [Lassen County](#) – In Lassen County, nine participants from WIOA programs graduated the Lassen LVN program. Additionally, three correctional deputies who participated in OJTs graduated the new Lassen County Correctional Officer Core Training Course. Other highlights include success stories such as a participant working as a CNA, a hiring event for a new store location in Susanville that hired over 70 employees, Micro-Enterprise Technical Assistance for small

businesses, a Job Fair at Herlong High School, and Summer Employment Boot Camp. AFWD Youth Program Manager Staff Heather Alexander was awarded the Charlie Brown Workforce Professional of the Year Award at the 2018 Workcon conference. Click the link above for more information.

- Modoc County – Modoc County AFWD staff attended training presented by California Department of Corrections and Rehabilitation. Business Service Representatives from Modoc County have utilized new IBM Assess – Kenexa testing program to assist businesses with tests for the recruitment process. Success stories include On-the-Job-Training (OJT) with Modoc County Sheriff’s Office, successful recruitment and OJTs for local businesses, Adult Education Employment Skills workshops, Employment Boot Camp and outreach to communities. Read the full report for details and even more success stories in Modoc County.
- Nevada County – Nevada County hosted the Annual Meet Your Match Job Fair in Grass Valley, with over 20 employers and 125 job seekers attending. Success stories in the area include a participant working as an LVN who graduated school and found work as an RN, a participant from the youth program finding his dream job with DMCE Concrete, a participant in Workability and Transition Program finding employment as a painting apprentice and a participant successfully finding employment after prison. Other activities in the area include The Success Series: Better Business Growth workshop with speaker Catharine Bramkamp. Click the link above to read more.
- Plumas County – In Plumas County, AFWD held the 22nd annual Plumas County Job Fair, connecting employers and job seekers in two locations. AFWD also showcased services at the 2nd Annual Lake Almanor Chamber of Commerce Golf Tournament. Participant successes include a high school graduate in the Youth program finding full-time employment. Click the link above to read more about the great work going on in Plumas County.
- Shasta County – In Shasta County, Smart is partnering with California Department of Rehabilitation to provide youth with disabilities with summer employment opportunities. The Smart Center is also receiving funds for temporary jobs performing storm damage cleanup and repair in areas affected by the storms of 2017-2018. Smart also announced that it will begin providing workforce development and business services in Humboldt County as of July 1. Click the link above to read the full report.
- Sierra County – In Sierra County, a participant found success in Downieville with a job offer as an accountant, while another found success with American Renewable Power through On-the-Job Training. AFWD staff attended WORKCON 2018 to network with other workforce staff as well as learn about partnerships and new programs and techniques. Read the full report for more details about the work being done in Sierra County.
- Siskiyou County – In Siskiyou County, success stories include linking a participant with adult education and post-secondary education services in addition to

temporary employment in the storm cleanup project. STEP also participated in an interview fair at Weed High School. Other participant successes include employment through CalTrans and training through American Truck School resulting in employment at Golden State Utility. STEP has also earned certification from ACT WorkKeys to become an official testing delivery site for National Career Readiness Certificates. To learn more, read the full report.

- Tehama County – The Job Training Center of Tehama County (JTC) launched Jumpstart 2018, a summer youth employment program, which includes soft skills training to help meet the stated needs of local employers. JTC also supports an ongoing Ag Sector Partnership with local agriculture and food processors. Other work in the community includes internships repairing damage done to the area by storms, with several interns moving into permanent placements. Click the link above to learn more about the great work being done in Tehama County.
- Trinity County – The Smart Center in Trinity County has continued to work with CalTrans with the Storm Project. Staff presented to businesses and organizations such as the Lions Club. Local Workforce Development Board member Jesse Cox was nationally recognized with an award for his many years of volunteer leadership in preparing communities for wildfires. Check out the full report for more happenings in Trinity County.

H. Staff Training

Terrienne Brown, Jeanne Hough, and Stephanie Evans, along with several Service Provider staff, attended a California Workforce Association (CWA) WORKCON conference in San Diego in May 2018. AFWD Youth Program Manager, Heather Alexander, was honored with the annual *Charlie Brown Workforce Development Professional of the Year Award*. In addition, Heather and several partner staff from the Butte County Probation Department gave a presentation at the conference, sharing details of their successful program that helps individuals subject to the justice system reform their lives and obtain needed training and employment.

NoRTEC and Service Provider staff attended training in May and June delivered by Department of Rehabilitation staff. The training provided information to assist with serving youth and adults with disabilities in the WIOA program.

Recommended Action:

WDB approval of the fourth quarter Program Report.

Governing Board approval of the fourth quarter Program Report.

XI. STATUS OF FUNDING APPLICATIONS (INFORMATION)

A. Prior Approval

In April, staff requested approval to submit an application to the Employment Training Panel for \$250,000 to provide soft skills training and paid work experience to at least 50 youth this summer. The STEPS program funding was awarded to NoRTEC and AFWD, SMART, STEP, and JTCTC are currently serving 57 youth.

B. New Applications

1. Regional Planning Grant - Staff is requesting permission to submit an application for \$100,000 to the California Workforce Development Board for a regional planning grant to fund collaborative development of partnerships to serve formerly incarcerated and other justice involved individuals.

Recommended Action:

WDB approval of staff applying for a \$100,000 planning grant to fund collaborative development of partnerships to serve formerly incarcerated and justice involved individuals.

Governing Board approval of staff applying for a \$100,000 planning grant to fund collaborative development of partnerships to serve formerly incarcerated and justice involved individuals.

2. Staff is requesting permission to submit an application for \$2,000,000 to the State for a Disaster National Dislocated Worker (NDW) grant to provide temporary jobs for individuals to assist with the clean-up of damage from the Carr fire in Shasta County.

Recommended Action:

WDB approval of staff applying for a \$2,000,000 Disaster NDW grant to fund temporary jobs for individuals to assist with the clean-up of damage from the Carr fire in Shasta County.

Governing Board approval of staff applying for a \$2,000,000 Disaster NDW grant to fund temporary jobs for individuals to assist with the clean-up of damage from the Carr fire in Shasta County.

XII. OLD BUSINESS (INFORMATION)

Old Business items may be brought up for discussion at the pleasure of the NoRTEC WDB/Governing Board members.

XIII. NEW BUSINESS (INFORMATION)

A. Upcoming WDB/Governing Board Meetings

1. The October 25, 2018, WDB/Governing Board meeting is scheduled from 10:00 am – 2:00 p.m. at the Gaia Hotel and Spa in Anderson.
2. The January 24, 2019, WDB/Governing Board meeting is scheduled from 10:00 am – 2:00 p.m. at the Butte Creek Country Club in Chico.

B. Other New Business

Additional New Business items may be brought up for discussion at the pleasure of the NoRTEC WDB and Governing Board members.

XIV. ADJOURNMENT