

NORTEC  
WDB AND GOVERNING BOARD AGENDA  
THURSDAY, JANUARY 25, 2018  
10:00 AM – 2:00 PM  
CANYON OAKS COUNTRY CLUB  
CHICO, CA

**This meeting has been CANCELLED.**

**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)

There are no vacancies on the NoRTEC Workforce Development Board.

VII. NORTEC STRATEGIC GOALS (INFORMATION/ACTION)

A. Strategic Goal #1 – Increase Connections with Employers to Understand Current and Emerging Business Needs and Increase Awareness of the Services that are Available to Businesses

Industry Sector Partnerships are partnerships of businesses, from the same industry and in a shared labor market region, who work with education, workforce development, economic development, and community organizations to address the workforce and other competitiveness needs of the target industry. NoRTEC is the recipient of State SlingShot funding designated to support Industry Sector Partnerships in the regional priority industry sectors of: (1) Information Technology/Entrepreneurship, (2) Digital Media, (3) Agriculture, and (4) Advanced Manufacturing.

Representatives from each of these partnerships will provide an update of activities, accomplishments, and goals for the upcoming year.

1. IT/Entrepreneur Sector – Wendy Porter, Managing Director, Chicostart (Butte County)
2. Digital Media Sector – Shavati Karki-Pearl, Program Director, Nevada County Economic Resource Council (Nevada County)
3. Agriculture Sector – Kathy Sarmiento, Executive Director, Job Training Center (Tehama County)
4. Advanced Manufacturing Sector – JJ Berndt, Program Coordinator, Grow Manufacturing Initiative (Butte and surrounding counties) and Hope Seth, Shasta County Grow Manufacturing Initiative

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

The development of NoRTEC’s Regional and Local Plan included the development of a Regional Labor Market Profile and Industry/Sector Analysis. This analysis was used to inform strategic decisions across the region and support the goals and objectives of the Board’s Strategic Plan. Data examined included age and race trends and projections; income and poverty; human capital and labor force; unemployment; employment by industry; employment by occupation; industry and occupation connections; and industry sectors. Regional and county labor market profiles were also created to describe demographics, labor force characteristics, and industry and occupational trends and needs at both the regional and sub-regional levels.

In an effort to make the data contained in these reports more “user-friendly” and accessible to regional workforce development partners, NoRTEC developed a Regional Labor Market Database and Occupational Outlooks.

Peter Hansen, Senior GIS Analyst with Chico State’s Geographical Information Center and Andrea Campos, NoRTEC’s Director of Program Administration, will present an overview of the online resources to the Board.

C. Strategic Goal #1 – Increase Connections with Employers to Understand Current and Emerging Business Needs and Increase Awareness of the Services that are Available to Businesses

During the August 24, 2017, NoRTEC quarterly meeting, Christy Hernandez of the Del Norte Workforce Center (STEP, Inc.) gave an overview of the E3 (Experience, Education, Employment) Summer Youth Program that took place in Crescent City last summer. NoRTEC and Service Provider staff are currently working to expand the program to more NoRTEC Counties for the upcoming summer. Two major components of the program are (1) local employers to hire the youth, and (2) local civic organizations who would be willing to cover other payroll costs. Staff would like to utilize NoRTEC board members to publicize the programs locally and encourage the support of both employers and other civic organizations.

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

During the August 24, 2017, NoRTEC quarterly meeting, Jason Schwenkler, Director of the Geographical Information Center (GIC), gave a report on the Northeast and Upstate California Connects Consortia (NECCC and UCCC) efforts to expand broadband access in the NoRTEC region.

Since that presentation, NoRTEC staff have participated in several meetings with partner agencies to discuss what NoRTEC can do to support the broadband expansion. Staff have suggested that an ad hoc committee of the NoRTEC Workforce Development Board would give the Workforce Development Board a forum to interface directly with NECCC and UCCC staff to support broadband expansion.

***Recommended Action:***

***WDB appointment of an ad hoc committee of the Workforce Development Board to work with NECCC and UCCC to promote broadband expansion in the NoRTEC region.***

VIII. 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, October 26, 2017](#)

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

B. [Financial Report](#)

This quarter's report provides routine information on available funding and expenditures as of December 31, 2017, as well as information about on-site monitoring of the Service Providers (by NoRTEC) and NoRTEC (by the State).

There are no 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.***

IX. **PROGRAM REPORT (ACTION)**

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

A. **Program Monitoring**

As noted in previous Program Reports, spring reviews encompass an on-site visit to each AJCC (thirteen in all). During the fall on-site reviews, each Service Provider is visited, but not every AJCC is included in the review.

The fall schedule of program monitoring appears below:

- AFWD (Quincy, Plumas County) – November 2
- SMART (Redding, Shasta County) – November 8
- STEP (Weed, Siskiyou County) – November 16
- Job Training Center (Red Bluff, Tehama County) – November 17
- AFWD (Chico, Butte County) – December 20

There were no findings in any of the programs.

B. **State/Federal Monitoring**

The State conducted a program monitoring review of NoRTEC the week of November 6, 2017. The monitor reviewed several administrative operations at the NoRTEC office with a focus on the WIOA Youth program. A review of Youth participant files was conducted at AFWD's Chico office.

There were no findings. A copy of the monitoring report can be accessed here:

[Monitoring Report](#)

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 includes “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 number of people that come in the door as the total number of visits and report the number of unique visitors as well. The report contained in the link above shows the number of visits for the first two quarters of the 2017-2018 program year (July 1, 2017 – December 31, 2017). Over 37,000 unique individuals accessed our thirteen centers during the first quarter and over 61,000 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 first two quarters of the 2017-2018 program year, over 1,800 individuals were enrolled in the Adult, Dislocated Worker, Youth, Drought, Sector NEG, Storm, and Milestone/Sears/Rideout programs.

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

In order to ensure that NoRTEC is delivering high-quality programs, it is critical that service providers meet WIOA performance standards. In addition, the consequences of missing a WIOA performance standard can be quite severe. If a local workforce development area (NoRTEC) misses a single performance standard two years in a row, the local area could be dissolved.

These performance standards are included in each service provider's annual contract as a key contract deliverable. Service providers who miss one or more contract deliverables during the program year may be subject to early contract termination, or contract non-renewal.

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/Dislocated Worker Programs – NoRTEC is currently meeting all the benchmarks for the Adult program for the first two quarters of the program year. The Service Providers are also currently meeting all of the Adult measures.

NoRTEC is currently meeting all the benchmarks for the Dislocated Worker program for the first two quarters of the program year. The Service Providers are also currently meeting all of the Dislocated Worker measures.

Youth Program – NoRTEC is currently NOT meeting one of the four benchmarks for the Youth program for the first two quarters of the program year.

The *Median Earnings in the Second Quarter After Exit* is not being met after two quarters of performance (goal \$4,160; actual \$3,752). This program year is again a “Baseline” year, which means the State is collecting data to set goals in future program years. If NoRTEC does not meet the goals set with the State this program year, there will be no sanctions.

AFWD and (Butte/Lassen/Modoc/Nevada/ Plumas/Sierra) and Job Training Center (Tehama) are both meeting the median earnings standard. STEP (Del Norte/Siskiyou) and SMART (Shasta/Trinity) are missing the standard by a relatively large margin. NoRTEC staff are working with both STEP and SMART this week to discuss these performance issues and assure both youth programs make modifications in their current program design to assure this standard is met during the next program year.

Currently, AFWD (Butte/Lassen/Modoc/Nevada/Plumas/ Sierra) and Job Training Center (Tehama) are meeting all four of the youth performance standards for the first two quarters of the program year.

Currently, STEP (Del Norte/Siskiyou) is not meeting the *Median Earnings in the Second Quarter After Exit*, and the *Employment or Education Rate in the Fourth Quarter After Exit* for the first two quarters of the program year.

Currently, SMART (Shasta/Trinity) is not meeting the *Median Earnings in the Second Quarter After Exit* for the first two quarters of the program year.

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 online 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, there would be no way of tracking their “satisfaction” with the system. Of the 1,700 survey responses collected, the results were overwhelmingly positive.

Last program year, survey data on enrolled participants and employers was also collected directly by the AJCCs. 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. A drop in the number of responses was anticipated after the change in this process, but the drop was significantly larger than anticipated. Of the 447 survey requests that were sent out, only ten responses for enrolled clients and thirteen responses from employers were

received. The responses were all positive, but 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 December 31, 2017, 34 employers laid off 386 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 instead 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 by the start of the next 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 service provision. Due to this difference in the way services are counted, there will be a marked decline in the total number of services reported. 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 change in the reporting format 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.

Based upon this quarter’s (July 1-December 31) Employer Services Report, over 900 employers received more than 3,600 discrete services from our Service Providers.

G. Headline Program Reports (Information)

Members are encouraged to read the Headline Program 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 December 31, 2017:

[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](#) – In Butte County this quarter, Alliance for Workforce Development (AFWD) helped coordinate a Labor Law and Payroll Tax Seminar. They also held workshops with CalTrans announcing 1100 hires over the next 2 years. The report highlights a local employer that has benefited from several programs, several successful OJTs, as well as the work done through the STORM project. Click the link to the report for even more great news.
- [Del Norte County](#) – The Del Norte Workforce Center's report shared a success story of a client finding work with the City Parks and Recreation Department. Staff also participated in Fall Career Day at Del Norte High School. The report also announces a new employee, an employee being elected as Chamber of Commerce President, and Hambro Group opening a CRV Buy Back Center.
- [Lassen County](#) – AFWD in Lassen County has been utilizing National Dislocated Worker Grant (NDWG) funding to help Lassen Community College. They also announced the success of a class of LVNs as well as specific LVN success stories. The report also covers successful informational interviews staff is coordinating between Youth and local businesses.
- [Modoc County](#) – In Modoc County, AFWD staff attended a staff development workshop covering target sectors, career paths, and more. The report discusses work done through the STORM grant in Modoc County and the closure of the Warner Mountains Group Home. Click the link above for even more stories.
- [Nevada County](#) – AFWD staff in Nevada County held a job fair in Truckee with approximately 60 job seekers in attendance. The report also has some client success stories at Merten's Insurance and Acres of Hope. Staff attended the Happy Landings Home for the Holidays event to share the services available at the Job Center. Click the link above to read more about the happenings in Nevada County.
- [Plumas County](#) – In Plumas County, the final meeting for the Healthcare Collaborative Training was held. Work performed through the STORM grant was also highlighted. The report discusses workshops staff attended to improve their

services to Youth with Michael Perry, MSW, and ASCEND. There is also a success story with Indian Valley Community Services District.

- Shasta County – In Shasta County, SMART staff attended the IGNITE Opportunity STEM Career Day and toured the Good New Rescue Mission in Redding. The report also mentions staff working with AEBG funding and the Grow Manufacturing Initiative. Work done through the STORM project was highlighted as well as employer workshops.
- Sierra County – In Sierra County, one client successfully completed a temporary job with Caltrans through the STORM project. Staff attended training workshops to improve their services to job seekers including ASCEND training and working with Michael Perry, MSW.
- Siskiyou County – In Siskiyou County, STEP staff attended a partnership meeting to discuss manufacturing workforce needs in their county. There was a success story with Electro-Guard and a client’s experience of the STORM project. Staff also attended the Weed High School Interview Fair. They also announce the closing of Fruit Growers Supply and a Job Fair for Tractor Supply.
- Tehama County – The Job Training Center of Tehama County (JTC) announced staff receiving customer service awards, the need for employers to begin training employees, and the annual dessert social. There were several OJTs in Tehama County with employers Alternatives to Violence, Northridge Eye Care, Walker Printing, and Kay Stephens, MD. The report also highlights many great stories from JTC’s Youth Program. Click the link above to read even more about what’s going on in Tehama County.
- Trinity County – The SMART Center in Trinity County has several OJT and Work Experience locations. The report lists the businesses served through the SMART center as well as some of the many services that can be provided through the center. The report also highlights the honoring of NoRTEC’s Workforce Development Board member, Jesse Cox.

#### H. Staff Training

Michael Cross, Terriane Brown, Stephanie Evans (NoRTEC’s new Executive Assistant), and more than 20 service provider staff attended a Youth Conference in Sacramento the week of January 8, 2018. In addition to attending the conference, youth teams from both AFDW (Butte County) and STEP (Del Norte County) made presentations at the conference. Both sessions were well received.

NoRTEC staff are currently developing an all staff training for case managers and business service representatives to be held in April 2018.

#### **Recommended Action:**

***WDB approval of the second quarter Program Report.***

***Governing Board approval of the second quarter Program Report.***

X. AJCC CERTIFICATION (INFORMATION)

The Workforce Innovation and Opportunity Act (WIOA) establishes a framework under which local workforce development boards are responsible for maintaining a network of high quality, effective AJCCs (America’s Job Centers of California, also known as One Stop Centers). Local boards are required to “certify” their AJCCs once every three years. The WIOA regulations outlines three key requirements for AJCC certification: (1) effectiveness of the AJCC, (2) physical and programmatic accessibility for individuals with disabilities, and (3) continuous improvement.

The California Workforce Development Board developed criteria and procedures for local boards to use when certifying AJCCs and set a statewide standard of service delivery that ensures all customers consistently receive a high-quality level of service.

There are two levels of AJCC certification—Baseline Certification and Hallmarks of Excellence Certification. The Baseline Certification is intended to ensure that every AJCC is in compliance with key WIOA statutory and regulatory requirements. The Hallmarks of Excellence Certification is more in-depth, and is intended to encourage continuous improvement by identifying areas where improvement is needed. The Workforce Development Board must also approve these evaluations before they are submitted to the State at the end of June.

Staff completed Baseline Certifications for NoRTEC’s AJCCs. All thirteen were certified and the information was submitted to the State in late December.

The Hallmarks of Excellence certification process is now underway. This information will be reviewed by the Program Committee prior to presentation to the full Workforce Development for approval at a future quarterly meeting.

XI. STATUS OF FUNDING APPLICATIONS (INFORMATION)

A. Prior Approval

1. Milestone/Sears/Rideout Additional Assistance Project – This \$275,000 project to serve 50 workers laid off due to business closures was funded.
2. Workforce Accelerator Fund (WAF) 6.0 – This \$250,000 project to serve young people that have been subject to the criminal justice system in Butte County was funded.
3. Regional Plan Implementation – This \$1,000,000 project that proposed to conduct regional coordination activities and develop and implement a summer youth program was funded for \$450,000.
4. Fire 2017 National Dislocated Worker Emergency Grant – This project to clean up damage to public infrastructure in Butte and Nevada Counties from the fires in the summer of 2017 was funded in the amount of \$1,500,000.

B. New Applications

There are no new applications.

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 April 26, 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 August 23, 2018, WDB/Governing Board meeting is scheduled from 10:00 am – 2:00 p.m. at Canyon Oaks Country Club in Chico.
3. 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.

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