1. CALL TO ORDER
2. ROLL CALL
3. APPROVAL OF MINUTES, APRIL 26, 2007 (ACTION)

   The minutes from the April 26, 2007, meeting are attached: Minutes

   **Recommended Action:**

   *WIB approval of the April 26, 2007, minutes, with revisions if needed, as posted.*

   *Governing Board approval of the April 26, 2007, minutes, with revisions if needed, as posted.*

4. APPROVAL OF AGENDA (ACTION)

   **Recommended Action:**

   *WIB approval of the agenda, with revisions if needed, as mailed.*

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

5. WIB APPOINTMENTS (ACTION)

   **WIB Vacancies**

   There are currently three vacancies on the NoRTEC WIB:
1. A Private Industry seat in Butte County, and  
2. Two newly created At-Large Labor Seats, created by the passage of California SB 293, which requires that WIBs in the State of California have a minimum 15 percentage of WIB members represent the Organized Labor sector. Currently, NoRTEC has only two Labor representatives, but needs to have four.

John Peace, Owner of JDP Consulting Group in Oroville, has been nominated for the Private Industry seat in Butte County by the Oroville Area Chamber of Commerce.  
WIB Application, Nomination Letter  

Mickey Harrington, President of the Butte-Glenn Central Labor Council, has been nominated for an At-Large Labor seat in by the Central Labor Council.  
WIB Application, Nomination Letter  

Michael Gentry, District Union Representative for the UFCW, has been nominated for an At-Large Labor seat in by the Central Labor Council.  
WIB Application, Nomination Letter  

**Recommended Action:**

*Governining Board appointment of the above individuals to the NoRTEC WIB, to fill the Private Industry seat in Butte County and the At-Large Labor seats.*

6. **PUBLIC COMMENT (INFORMATION)**

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

7. **PROGRAM COMMITTEE REPORT (ACTION)**

M. Piller will present the Program Committee Report.

1. **Program Monitoring**

   Spring monitoring visits were conducted on the dates shown below.

   April 24-25 - Butte PIC  
   May 7-11 - AFWD (Lassen, Modoc, Plumas, and Sierra Counties)  
   June 12-13 - JTCTC (Tehama County)  
   June 14-15 - TOT (Trinity County)  
   June 16, 18 - RHS (Del Norte County)
June 20-22 - STEP (Siskiyou County)

A full report will be given at the meeting.

2. State Monitoring

There have been no program monitorings of NoRTEC by the State since the last meeting, and none have been scheduled.

3. Client Numbers
   1. One Stop Centers - Job Seekers Accessing One-Stop Centers
   2. WIA Enrollments - Job Seekers Enrolled in the WIA Program
   3. Client Exits - Outcome Information On Customers Leaving The Programs
   4. Core Service - One Stop Center Utilization Information

5. Employer Service - One Stop Center Employer Service Information

4. Contract Performance
   1. WIA Service Provider Contract Performance - Adult Programs

   WIA Service Provider Contract Performance - Youth Programs

As agreed, NoRTEC has not focused a lot of attention on the details of participant performance since WIA was implemented, choosing instead to focus on meeting local business needs. Staff do, however, monitor service provider performance against objectives written into the contracts (on a quarterly basis), including cost per enrollment, placement rates, and a variety of program quality measures including average wage at placement and credential attainment measures. Generally, if a service provider is not meeting several contract objectives at the end of a quarter, they are required to submit a corrective action plan. Corrective action plans for the quarter ending June 30, 2007, are due on July 20, 2007.

The performance report also includes information on MCLAUS V (Multiple Closures, Layoffs and Unemployment Services), the LVN to RN Upgrade project, and the LVN to RN Step-Up project (a second grant to upgrade current LVNs to RNs).

- MCLAUS V began on July 1, 2006, and will end on December 31, 2007. This "special project" funding is to serve dislocated workers. All Service Providers in NoRTEC are receiving a portion of this funding.
- The LVN-RN skills upgrade program began on January 1, 2006, and will end on December 31, 2007. This "special project" funding is to be utilized to provide skills upgrade training for LVNs that wish to become RNs. The Service Providers in Del Norte, Lassen, Modoc, Plumas, Shasta, Siskiyou, Tehama, and Trinity Counties received a portion of this funding.
- The LVN to RN Step-up program began on February 1, 2007, and will end on December 31, 2008. This "special
project" funding focuses primarily on the new LVN to RN upgrade program being implemented at College of the Siskiyous in Weed, California. NoRTEC is planning to assist 54 LVNs with this skill upgrade training. Final allocations to programs are still being determined, but the Service Provider in Siskiyou County (STEP) will receive the majority of this funding. Although the contract period began on February 1, "real" training will not begin until August 2007, so enrollment and performance information will not be reported until the October 2007 WIB and Governing Board meeting.

2. WIA Business Services Performance

This website has training opportunities for local business (Website Initiative, Internet Classroom), and a number of reports on business service usage, events and outcomes (Business Services Usage, Internet Learning Usage, Business Websites, the Community Coordinator Reports, and the most recent Market All showing number of services and market share).


NoRTEC was awarded a grant of $2,004,441 in February 2006 to employ Dislocated Workers to help clean up damage from the winter storms of December 2005/2006 in Del Norte, Lassen, Plumas, Siskiyou, and Trinity Counties. This round of funding ended on June 30, 2007.

NoRTEC submitted a request in March 2007 for an additional $2,455,700 to complete clean-up in the five county area. Funding was awarded, but at a level much lower than requested. NoRTEC was allocated $598,887, with a similar amount to be allocated in September (provided the first increment is spent in a timely manner).

As this amount was substantially lower than we requested, NoRTEC spread the amount equally among each county, giving the service provider $107,800. Each program will have to create an additional nine temporary jobs with this funding.

Photos of the damage are available to view by clicking on the following link: Storm Damage Photos

6. Plant Closure Update

There have been several plant closures in the ten county area of NoRTEC over the past several years. The following web site address is being updated as additional closures occur. After clicking on the link below, select >= from the drop down menu, and enter 05/01/2007 under the Date Closed section to see a list of closures since the last meeting.

Plant Closure Update

7. "Headline" Program Reports

What's Happening? - Each of the Program Directors will take a few minutes to share some aspect of their program
(accomplished, current or future) with the WIB and Governing Board members.

Following are direct links to the Community Coordinator reports received for the quarter ending June 30, 2007:

(Note: If the link does not take you directly to the report for the April-June quarter, look for a menu selection on the web page entitled Community Coordinator or Community Coordinator Reports.)

Butte PIC
Rural Human Services (Del Norte)
Alliance for Workforce Development (Lassen)
Alliance for Workforce Development (Modoc)
Alliance for Workforce Development (Plumas)
Smart Business Resource Center (Shasta)
Alliance for Workforce Development (Sierra)
STEP (Siskiyou)
Job Training Center of Tehama County
Trinity Occupational Training (Trinity)

A few highlights from this quarter's reports are:

- **Butte County** - The Oroville One Stop had a visit from the Discovery Channel doing a piece on services available through One Stops for ex-felons. Producer, cameraman, and audio technician filmed for about 30 minutes while following a recently released ex-felon through the process of registering for work through the One Stop. The segment shot in the Oroville One Stop will likely be pared down to only 30 seconds, but staff are excited about the show, which will air sometime in September. John Alexander, from the Discovery Networks, sent an e-mail the next day saying, "We find that many organizations would prefer not to be associated with parolees trying to put their lives together. That you and your group greeted us so enthusiastically confirms that your spirit matches your mission--which is saying a lot."

- **Del Norte County** - Earlier this year, the Workforce Center Staff presented a Customer Service Workshop to all front desk staff at the Yurok Tribe. The customized training was prepared by first observing and interviewing tribal staff in their workplace, then tailoring the workshop to specifically address customer service issues faced by tribal staff.

- **Lassen County** - On May 23, 2007, the Lassen County Chamber of Commerce and Alliance for Workforce Development, in conjunction with other partners, hosted an original entrepreneurial event entitled, "Economic Gardening: Starting and Growing Your Own Business in Lassen County." The event was held at the Lassen Career Network and provided important information, resources, and local business strategies to over 60 people interested in starting or growing a business in Lassen County.

- **Modoc County** - County job seekers and employers met face-to-face on April 14, 2007, during Modoc Job Expo 2007. Approximately 70 Modoc County job seekers were able to access one-stop shopping for a new job. Seventeen employers were on hand to collect resumes and applications, provide information on job openings, and conduct on-the-spot
interviews. Employers ranged from food service and retail businesses to government agencies such as Modoc National Forest and the California Highway Patrol.

- **Plumas County** - AFWD's Human Resource team met with representatives from Plumas Bank and discussed the bank's training goals which were based on a recently conducted, in-depth internal assessment. AFWD and Plumas Bank agreed upon a series of workshops to be delivered to employees over the next eight months including topics such as Time Management & Organization, Leadership Essentials, Effective Discipline, Communication Essentials, the Art of Delegation, Improving Work Habits and Supporting Change. The series of workshops will be delivered by AFWD staff to Plumas Bank's management team and will consist of approximately 25 hours of management training.

- **Shasta County** - In April, the Smart Business Resource Center unveiled the first annual, "Best Companies to Work for in Shasta County. Three grand prizes were awarded to Shasta County companies that offered the best as determined by their own employees based on a great working environment, on-going training or advancement opportunities for employees and an overall superior experience for customers. A Breakfast Awards ceremony was held at Win-River Casino on April 24, where the Best Companies to Work for in Shasta County were announced and prizes awarded.

- **Sierra County** - The Sierra County Business and Economic Development Committee presented a well attended day-long workshop in Calpine on May 19. The workshop focused on bringing high speed internet services to Sierra County residents. It has been a goal of the Economic Development Committee and Sierra County communities to have access to quality, affordable and reliable high speed internet services in order to compete in today's global economy.

- **Siskiyou County** - The Shasta Valley Enterprise Zone is set to expire in June 2008. THE SCEDC, the cities of Weed, Montague, Yreka, Mt. Shasta, Dunsmuir, Siskiyou County and the Workforce Connection have been working on completing an application for a new Enterprise Zone designation.

- **Tehama County** - Staff at the Job Training Center are taking the summer months to concentrate on becoming more in tune with businesses in high growth/high demand industries in Tehama County. Most members of staff are participating on one of four teams: construction, healthcare, automotive and manufacturing. Team members are responsible for researching their sector, learning the issues, history, trends and local businesses associated with their sector. They must identify labor market information, key trade associations and publications as well as web sites and other key sources of information, education and training. Ultimately, as staff gain more expertise in their sectors, they will share their information with the rest of the Tehama staff and provide information for job seekers in the career centers.

Staff believe the more they know about industry sector issues and trends, the better positioned they will be to respond with possible solutions.

- **Trinity County** - An introductory QuickBooks 2004 workshop was held on June 14 in Hayfork and on June 21 in Weaverville. The workshops were directed toward new users as well as users who wanted to refresh or enhance their
skills. The business people were delighted that they were able to set up their own bookkeeping system during the workshop. Some of the workshop evaluations requested QuickBooks payroll training. TOT has scheduled a payroll workshop for July 19.

Please take a few minutes to read the reports from all ten counties. They are informative and fun. Our Community Coordinators are putting a lot of work into keeping you informed. We like to let them know how much we appreciate their efforts.

8. **One Stop Business Services**
   1. **Business Service Web Sites** - NoRTEC has a number of websites addressing business services.

   **NoRTEC Business Services** - An overview of the NoRTEC Business Services program.

   All the NoRTEC counties have developed local business services websites that present their local business services program:

   - Butte
   - Shasta
   - Del Norte
   - Sierra
   - Lassen
   - Siskiyou
   - Modoc
   - Tehama
   - Plumas
   - Trinity

   2. **NoRTEC Business Service Presentation**

   Anna Bengtsson and an Economic Development representative from Shasta County will present an overview of shastabiz.com, Shasta County's economic development site that highlights local business services (rather than providers) but gives the Cities, the County and local agencies a way to collaborate and track common activities very simply.

9. **Staff Training (Information)**
   - NoRTEC sponsored youth program planning and common-measures review session was provided to youth program staff on July 13, 2007. This session was a follow-up to a March 15 youth program planning meeting. The focus of the session was on final youth program design and implementation plans for PY 2007/08.
   - NoRTEC sponsored "WIA Overview & NoRTEC Policies and Procedures training was provided to Alliance for Workforce Development management and service provider staff on June 27-29, 2007. This session included an in-depth discussion of the NoRTEC Business First! philosophy, and NoRTEC's expectations with regard to the delivery of business services. Also provided was a overview of NoRTECs MIS system, training in navigating NoRTECs Staff and Business web sites, and specific program services training in the following areas: Adult/Dislocated Worker policies and procedures, Adult eligibility systems, client tracking and reporting of participant outcomes, and State and NoRTEC-specific Adult/Dislocated Worker program performance requirements.
   - NoRTEC sponsored program review was provided to Job Training Center of Tehama County management and service
provider staff on June 26, 2007. This refresher training focused on program eligibility for dislocated workers.
- NoRTEC sponsored "Policies and Procedures refresher training was provided to Rural Human Services management and service provider staff on June 19, 2007. Session included discussion of progress toward implementation of 2006/07 business service goals, and brainstorming new business service ideas.
- NoRTEC sponsored "Policies and Procedures training was provided to new Lassen Career Center service provider staff on May 9, 2007. This session focused in WIA program eligibility, overview of common measures, and discussion of progress toward integration/implementation of business and program services.

10. Youth Council Report (Information)

There was no Youth Council meeting this quarter.

**Recommended Action:**

The Program Committee recommends approval of the Fourth Quarter Program Committee Report.

**WIB approval of the Fourth Quarter Program Committee Report.**

**Governing Board approval of the Fourth Quarter Program Committee Report.**

8. **FINANCE COMMITTEE REPORT (ACTION)**

B. Hamby, Finance Committee Chair, will present the Finance Committee report.

1. **PY 2007/2008 Funding (Information)**

*Note: PY 2007/2008 funding amounts include unspent carry-forward funding from the 2006/2007 program year. The carry-forward amounts will not be finalized until service providers submit final 2006/2007 expenditure reports on August 17, 2007. Any differences in the final carry-forward amounts should be minor and should not significantly affect the total available funding for PY 2007/2008.*

NoRTEC currently has an estimated $12,257,293 in available funds for the PY 2007/2008 Program Year. An additional $6,521,110 in funding has been requested. If this funding is received, NoRTEC will have an estimated $18,778,403 in available funding for the 2007/2008 Program Year. This would be $5,273,399 more than we had to start the 2006/2007 program year.

<table>
<thead>
<tr>
<th>Project</th>
<th>Funds Available from July 1, 2007</th>
<th>Additional Funds Requested</th>
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<td>Storm 2006</td>
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<td>LVN to RN Step-Up</td>
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<td>Disability Navigator</td>
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<tr>
<td>LVN to RN</td>
<td>$482,893</td>
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</tbody>
</table>
2. PY 2006/2007 Funding (Information)

For the recently ended 2006/2007 Program Year, NoRTEC had a total of $15,594,676 in available funds. This is a $281,394 increase from the amount of funding available in PY 2005/2006. Given the challenging Federal funding environment, narrowly topping last year's funding level is a significant accomplishment.

<table>
<thead>
<tr>
<th>Project</th>
<th>Funds Available from July 1, 2006</th>
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</thead>
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<td>MCLAUS V</td>
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<td>Storm 2006</td>
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</table>
LVN to RN $775,760

Incentive Funds $8,363

Disability Navigator $63,888

HCE Youth $45,000

State WIRED $250,000

Federal WIRED $580,000

Regional Small Business/WIRED $225,000

TOTAL $15,594,676

   1. PY 2006/2007 Contracts Summary

   This report shows the total amount of funding in contracts with the State, the source of that funding and its allocation within NoRTEC for the 2006/2007 program year. As of June 30, 2007, NoRTEC had a total of $15,594,676 available in State contracts for the 2006/2007 program year. This report includes only amounts available in the current year. Amounts expended in prior years are not included.

   2. PY 2006/2007 Service Provider Contract Modifications

   This report shows the changes between March 31, 2007, and June 30, 2007, in the service provider contract amounts available for expenditure in the current program year. This report shows only contract amounts available in the current year. Contract amounts expended in prior years are not included.
The only contract modification during the quarter was an additional $5,000 of WIRED funding to Shasta.

3. **PY 2006/2007 Program Expenditure Report**

   *NOTE: This report is preliminary, but is not expected to vary significantly from the final report.*

   This report shows each subcontractor's total available balance for the program year (July 1, 2006, to June 30, 2007), the cumulative expenditures for the year ended June 30, 2007, and the remaining balance at June 30, 2007, for each specific funding title and program type. This report shows only contract amounts available in the current year. Contract amounts expended in a prior year are not included.

   All Service Providers met all the NoRTEC required expenditure rates for allocated funds at June 30, 2007. There are no items of concern at this time.

   Background: NoRTEC service providers are generally required to spend 80% of each year's allocation by the end of the program year. For the convenience of monitoring, NoRTEC uses a 20% per quarter expenditure rate as a guide for assessing expenditures throughout the fiscal year (20% first quarter, 40% second quarter, 60% third quarter and 80% final quarter). A corrective action plan (an explanation from the service provider of how they intend to utilize the funds by the end of the funding period) is automatically required from a service provider if quarterly expenditures vary by more than 10% from the quarterly target rate. The required expenditure rates apply to regular funding titles only and do not apply to special projects.

   "Excess" funds may be voluntarily returned by a service provider or recaptured by NoRTEC if it appears that a service provider will not be able to effectively utilize them by the end of the funding period. These funds are then redistributed to other NoRTEC service providers demonstrating a greater need, or returned to the State if they cannot be effectively utilized within the consortium. Early detection and correction of expenditure problems is important because it allows time for the funds to be put to good use by service providers in other consortium counties. In addition, the effective use of funds directly affects NoRTEC's ability to secure additional funding in future years.


   *NOTE: This report is preliminary, but is not expected to vary significantly from the final report.*

   This report shows the Administrative Entity (AE) expenditures against the annual line item budget for the year ended June 30, 2007. At June 30, 2007, the NoRTEC Administrative Entity had expended 100% of its Operating budget, 100% of its Special Projects budget, 12% of its WIRED budget, and 62% of its Capacity Building budget.

   The budget expenditures are detailed in the attached line item report.
There are no items of concern at this time.

5. PY 2006/2007 NoRTEC WIB and Governing Board Expenditure Report

NOTE: This report is preliminary, but is not expected to vary significantly from the final report. This report shows the WIB and Governing Board expenditures against the annual line item budget for the year ended June 30, 2007. At June 30, 2007, the WIB/Governing Board expended 87% of its total budget.

There are no items of concern at this time.

**Recommended Action:**

The Finance Committee recommends approval of the PY 2006/2007 Fourth Quarter Preliminary Finance Reports.

**WIB approval of the PY 2006/2007 Fourth Quarter Preliminary Finance Reports.**

**Governing Board approval of the PY 2006/2007 Fourth Quarter Preliminary Finance Reports.**

4. PY 2007/2008 Administrative Entity Operating Budget Increase (Action)

As noted in a recent email from C. Brown, NoRTEC staff is currently looking for new office space. The current office in Paradise is getting pretty run down after 20 years, and we think relocating to Chico would give us a more practical location for our involvement with the WIRED project.

Because our current office space is so cheap, a move would require a significant increase in the budget. Although the actual amount of rent has not been determined, the Finance Committee is recommending that the PY 2007/2008 Administrative Entity Operating Budget be increased by $28,300 to a total of $840,984 to cover the anticipated increase. Sufficient funding is available to cover the proposed budget increase.

**Recommended Action:**

The WIB Finance Committee is recommending:

**WIB approval of PY 2007/2008 Administrative Entity Operating Budget increase of $28,300 to a total of $840,984 for the anticipated increase in office space cost.**

**Governing Board approval of PY 2007/2008 Administrative Entity Operating Budget increase of $28,300 to a total of $840,984 for the anticipated increase in office space cost.**
5. Fiscal Monitoring of the NoRTEC Service Providers by NoRTEC (Information)

NoRTEC conducted on-site fiscal and procurement reviews of all NoRTEC service providers during April, May and June. The areas under review included accounting systems, allowable costs, cost categories, financial reporting, cost allocation, property management and procurement. The results of the reviews have been communicated to the service providers.

There were no findings as a result of monitorings. NoRTEC's monitoring letters are available for review by interested WIB and/or Governing Board members. There are no items of concern at this time.

6. State Fiscal and Procurement Monitoring of NoRTEC (Information)

The State conducted the PY 06/07 Fiscal and Procurement monitoring of NoRTEC during the week of May 14, 2007. In addition to visiting the NoRTEC Administrative Offices, the State monitor visited service provider offices in Shasta and Tehama. NoRTEC has received EDD's Draft Monitoring Report which contains four findings.

As previously discussed at the October 2006, meeting, the US Department of Labor (DOL) raised the issue of Service Provider administrative costs during its monitoring of NoRTEC last September. In short, DOL asserts that NoRTEC Service Providers must track and report WIA administrative costs because they are WIA One-Stop Operators. Although we disagree with DOL's interpretation of the WIA regulations, NoRTEC staff believes that we can address DOL's concern by contracting with an outside entity to provide One-Stop Operator services. This should relieve NoRTEC Service Providers of the burden of reporting administrative costs.

There were two additional findings involving the documentation of procurement actions in Shasta, and a finding regarding the absence of an MOU for Sierra County. These three issues can be easily resolved. Corrective Action Plans have submitted to EDD for the four findings. Copies of the Draft Monitoring Report are available for review by interested board members.

There are no other items of concern.


The NoRTEC Administrative Entity has received its June 30, 2006, Single Audit Report. The audit was "clean," meaning that there were no findings, questioned costs, or recommendations resulting from the Audit. The WIB Finance Committee has reviewed the audit report and has recommended that the WIB accept the audit report.

Copies of the Single Audit Report are available for review by interested members.

**Recommended Action:**

The Finance Committee recommends:


Recommended Action:

The Finance Committee recommends approval of the Fourth Quarter Finance Committee Report.

WIB approval of the Fourth Quarter Finance Committee Report.

Governing Board approval of the Fourth Quarter Finance Committee Report.

9. EXECUTIVE COMMITTEE REPORT (ACTION)

The NoRTEC Executive Committee is meeting on July 25, 2007, to discuss the NoRTEC Executive Director's annual evaluation and three action items (Executive Committee Agenda):

1. Automatic cost of living adjustments for NoRTEC Administrative Entity staff.

   The Committee will make recommendations on whether or not to build automatic cost of living adjustments into the NoRTEC Administrative Entity compensation package, and, if so, what time period to implement (this year, the past couple of years, etc.).

2. Contracting for NoRTEC Youth Council staff support.

   The Committee will make a recommendation on whether or not to accept the staff proposal to contract for staff support for the NoRTEC Youth Council.

3. Seeking Governor's approval to designate the NoRTEC WIB as the NoRTEC One Stop Operator, or contracting for this service if that fails.

   The Committee will make their recommendation on how to meet the requirement for one or more One Stop Operators for the NoRTEC workforce area. NoRTEC's former practice of contracting with the NoRTEC Program Operators to be the NoRTEC One Stop Operators is no longer viable. It requires the tracking and reporting of administrative costs at the program level, which would pose a burden at the program level and would pose a challenge for the system to remain within the 10% administrative cost limitation.

10. STATUS OF FUNDING APPLICATIONS (UPDATE)
1. **Prior Approval**

   There are no outstanding funding applications.

2. **New Applications**

   Staff submitted an application for $2,000,000, MCLAUS VI, to serve workers dislocated from numerous closures in the NoRTEC workforce area.

   **Recommended Action:**

   *WIB approval for NoRTEC to submit an application for $2,000,000, referenced as MCLAUS VI, to serve dislocated workers in the NoRTEC workforce area.*

   *Governing Board approval for NoRTEC to submit an application for $2,000,000, referenced as MCLAUS VI, to serve dislocated workers in the NoRTEC workforce area.*

11. **REPORT OF THE EDUCATION/LEGISLATIVE COMMITTEE (INFORMATION)**

   G. Mistal will provide a brief report on what has been going on with Small Business California.

12. **OLD BUSINESS (INFORMATION)**

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

13. **NEW BUSINESS (DISCUSSION)**

   1. The next WIB and Governing Board meeting will be held in conjunction with the annual planning retreat, October 25-26, 2007, at the Mt. Shasta Resort, in Mt. Shasta.

   2. Additional New Business items may be brought up for discussion, at the pleasure of the NoRTEC WIB/Governing Board members.

14. **ADJOURNMENT**

NoRTEC is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

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