



**REGULAR MEETING OF THE
SETA GOVERNING BOARD**

DATE: Thursday, January 15, 2004
TIME: 10:00 a.m.
LOCATION: SETA Board Room
925 Del Paso Blvd.
Sacramento, CA 95815

While the SETA Governing Board welcomes and encourages participation in the Governing Board meetings, it would be appreciated if you would limit your comments to five minutes so that everyone may be heard. Matters under jurisdiction of the SETA Governing Board and not on the posted agenda or any off-agenda matters may be addressed by the general public following completion of the regular agenda. The SETA Governing Board limits testimony on matters not on the agenda to five minutes per person and not more than fifteen minutes for a particular subject. Meeting facilities are accessible to persons with disabilities. Requests for Assisted Listening Devices or other considerations should be made through the Clerk's office at (916) 263-3827. This document and other Board meeting information may be accessed through the Internet by accessing the SETA home page: www.seta.net.

A G E N D A

I. Call to Order/Roll Call/Pledge of Allegiance

- Recognition of Long Term Employees: **Brenda Flores**, Head Start Manager, **Pearl Foster**, Head Start Education Specialist (Supervisory), **Joanne Kennedy**, Head Start Education Specialist (Non-Supervisory), and **Alma Walton**, Head Start Social Services/Parent Involvement Specialist (Non-Supervisory) (All 20 years)

II. Consent Items

- A. Minutes of the December 18, 2003 Regular Board Meeting
- B. Approval of Claims and Warrants

III. Action Items

- A. **GENERAL ADMINISTRATION/SETA** - No items.

B. WORKFORCE INVESTMENT ACT

1. Approval to Modify the WIA Governor's Discretionary Grant to Train Public Sector Dislocated Workers as Workers' Compensation Claims Adjusters (Robin Purdy)
2. Approval to Augment Asian Resources, Inc.'s On-the-Job Training Program Under the Workforce Investment Act (Roy Kim)

C. HEAD START – No items.

D. COMMUNITY SERVICES BLOCK GRANT

1. Approval of WIND Youth Center's Request to Change its 2004 Community Services Block Grant Contract From Family Self-Sufficiency to Safety-Net (Cindy Sherwood-Green)

E. REFUGEE PROGRAMS – No items.

IV. Information Items

- A. Sacramento Works Career Center Employer Customer Satisfaction Report (Ed DeHerrera)
- B. Head Start Newspaper Article (Kathy Kossick)
- C. Final PY 2002-2003 Workforce Investment Act Performance Results (Robin Purdy)

V. Reports to the Board

- A. Chair
- B. Executive Director
- C. Counsel
- D. Members of the Board
- E. Public

VI. CLOSED SESSION: CONFERENCE WITH LABOR NEGOTIATOR

Pursuant to Government Code Section 54957.6

Agency Negotiator: Jackie Sanders

Employee Organization: AFSCME Local 146

VII. Adjournment

DISTRIBUTION DATE: FRIDAY, JANUARY 9, 2004

ITEM II-A - CONSENT

MINUTES OF THE DECEMBER 18, 2003 REGULAR BOARD MEETING

BACKGROUND:

Attached are the minutes of the December 18, 2003 regular SETA Governing Board meeting for your review.

RECOMMENDATION:

That your Board review, modify if necessary, and approve the attached minutes.

**REGULAR MEETING OF THE SACRAMENTO EMPLOYMENT AND TRAINING
AGENCY GOVERNING BOARD**
Minutes/Synopsis

SETA Board Room
925 Del Paso Blvd.
Sacramento, CA 95815

Thursday, December 18, 2003
10:00 a.m.

- I. Call to Order/Roll Call/Pledge of Allegiance:** Mr. Nottoli called the meeting to order at 10:10 a.m.

Members Present:

Don Nottoli, Chairperson, SETA Governing Board; Member, Board of Supervisors

Robbie Waters, Vice Chairperson, Councilmember, City of Sacramento

Sophia Scherman, SETA Governing Board; Public Representative

Illa Collin, Member, Board of Supervisors

Bonnie Pannell, Councilmember, City of Sacramento

- ◆ Recognition of Long-Term Employee: Ms. Celia Lopez, Head Start Facilities Specialist Supervisor, was presented a gift in recognition of her 15 years at SETA. Ms. Lopez thanked all of her supervisors in the past and thanked her peers at the warehouse.

II. Consent Items

The consent calendar included approval of the minutes of the December 4, 2003 regular board meeting, and approval of claims and warrants for the period 11/26/03 – 12/10/03. There were no questions or corrections.

Moved/Scherman, second/Pannell, to approve the consent calendar.
Voice vote: Unanimous approval.

III. Action Items

A. GENERAL ADMINISTRATION/SETA

1. Approval of Workers' Compensation Insurance

Mr. Jim Toner stated that there is no proposal because they are negotiating with the various markets for workers' compensation insurance. Notwithstanding what he said last month, there will be a 10% increase in the premium. There was discussion with staff to go forward and look at other options to conventionally cover workers compensation. SETA is large enough to consider being self-insured. Mr. Toner will come back during the course of the next several months after looking at alternatives.

Moved/Collin, second/Waters, to authorize the Executive Director to purchase workers' compensation insurance and consider what our options will be in the coming year.

Voice Vote: Unanimous approval.

2. Approval to Purchase Smartware 2000

Ms. Kossick stated that this is a request to procure the Smartware 2000 software. The Shasta County PIC no longer uses the software. Staff have offered \$25,000 for the source code pending Governing Board approval. If the purchasing of the source code is approved, SETA will be sharing it with Riverside and East Bay Works who also utilize the Smartware software.

Moved/Scherman, second/Pannell, to make a sole source finding that Smartware 2000 is available only through the Shasta County PIC and approve the purchase of the source code in the amount of \$25,000.

Voice Vote: Unanimous approval.

3. Approval of Third Amendment to Grant Agreements between Casey Family Programs and the Sacramento Employment and Training Agency

Ms. Robin Purdy stated that this item is asking for modification to accept additional funds to serve 275 additional youth that are transitioning out of the foster care program. Mr. DeWayne Norris was recognized for his outstanding work in the program.

Moved/Colin, second/Pannell, to authorize the Executive Director to execute the third amendment to the grant agreement between Casey Family Programs and SETA and any subsequent modifications.

Voice Vote: Unanimous approval.

B. WORKFORCE INVESTMENT ACT

1. Appointment of Required Partner Member to the Sacramento Works, Inc. Board of Directors

Due to the resignation of Ms. Cheryl Davis, Ms. Jane Rasmussen has been recommended to the Required Partner seat representing the Department of Human Assistance.

Moved/Collin, second/Scherman, to appoint Ms. Jane Rasmussen to the vacant required partners seat on the Sacramento Works, Inc. Board.

Voice Vote: Unanimous approval.

C. HEAD START: No items.

D. COMMUNITY SERVICES BLOCK GRANT: No items.

E. REFUGEE PROGRAMS

1. Approval of Funding Augmentation for Refugee Employment Social Services

Mr. Roy Kim reported that staff finished the close out for the last fiscal year and have identified some unspent funds. Based on the funding recommendations, staff is recommending funding augmentations as shown in Attachment 1 in the board packet.

Moved/Collin, second/Scherman, to approve staff funding augmentation recommendations for Refugee Employment Social Services, PY2003-2004, as outlined in the board packet.

Voice Vote: Unanimous approval.

IV. Information Items

A. Fiscal Monitoring Reports: No additional questions.

B. Presentation of the 2003/2004 Occupational Outlook & Training Directory: Mr. Harden distributed the most current directory.

V. Reports to the Board

A. Chair: Mr. Mark Snaer was featured in the spotlight of the United Way newsletter.

B. Executive Director: Ms. Purdy acknowledged Mr. Snaer and received a plaque for the Youth Council as an Architect of Change. The Youth Council will be recognized by the California Legislature later in the year. Mr. Snaer thanked the board for the support of the Youth Council.

Mr. Kim Peck and Ms. Leslie Cox distributed a copy of the most current audit which indicated no disallowed costs. Ms. Kossick publicly acknowledged Mr. Peck and Ms. Cox for their work during the audit.

The most current Critical Industries Newsletter was distributed and staff was thanked for working to keep this successful.

C. Counsel: No report.

D. Members of the Board: Wished everyone happy holidays.

E. Public: No comments.

VI. Adjournment: Meeting adjourned at 10:55 a.m.

ITEM II-B - CONSENT

APPROVAL OF CLAIMS AND WARRANTS

BACKGROUND:

Kathy Kossick, Executive Director, has reviewed the claims for the period December 11, 2003 through January 8, 2004, and all expenses appear to be appropriate.

RECOMMENDATION:

That the board approve the expenditures as appropriate.

ITEM III-B-1- ACTION

APPROVAL TO MODIFY THE WIA GOVERNOR'S DISCRETIONARY GRANT TO TRAIN PUBLIC SECTOR DISLOCATED WORKERS AS WORKERS' COMPENSATION CLAIMS ADJUSTERS

BACKGROUND:

In November, 2002, SETA was awarded WIA 25% Governor's Discretionary grant funds from the State of California Employment Development Department to work employers in the hospitality/tourism industry to survey local hotels about their hiring needs, coordinate the development of career ladders and lattices within the hotel industry, develop materials designed to attract dislocated workers to jobs in the industry, and create strategies to fill future vacancies. In addition, SETA was to recruit and train dislocated workers for jobs in the healthcare industry and promote the development of small businesses by dislocated workers.

Start-up of the program was slow, with SETA staff investing a tremendous amount of time and energy working with the California Hotel and Lodging Association and local hotels to develop and customize curriculum, developing recruitment materials targeting dislocated workers, and developing a web-site for posting job vacancies. Recruitment of dislocated workers for the Hospitality Industry has not met initial expectations, primarily because the wages for a job in the industry do not enable dislocated workers the ability to replace their pre-dislocation wage. SETA has had more success in recruiting dislocated workers for jobs in the healthcare industry.

In June, 2003 SETA began discussions with State staff on utilizing a portion of unexpended WIA Discretionary funds to develop a pilot program to address a growing need in the workers' compensation industry. SETA will work with the Insurance Educational Association (IEA) to increase the number of qualified claims examiners. For the workers' compensation industry, the claims examiner is a key position.

SETA is requesting a modification of our WIA 25% Discretionary grant to include the development of the Workers' Compensation Claims Adjuster training program (serving 20 dislocated workers) and a time-only extension through June 30, 2004 in order to fund the effort. The revised narrative, participant plan, and budget are attached for your review.

RECOMMENDATION:

Approve the modification requesting a time-only extension for SETA's WIA 25% Discretionary Grant Subgrant.

Workforce Investment Act Program Year 2002-2004 Dislocated Worker Project Application

Funding Application Transmittal Page

Submitted By: Sacramento Employment & Training Agency
Submitted On: December 22, 2003
Contact Person: Robin Purdy, Deputy Director
Contact Person Phone Number: 916 263-3860

**DISLOCATED WORKER PROJECT
APPLICATION/AMENDMENT SIGNATURE PAGE**

Applicant Name: Sacramento Employment and Training Agency	
Participating LWIA(s): Sacramento	
Project Title: WIA Governor's Discretionary Grant 25%	
Term: July 2002	through
June 2004	
Amount of Request: \$ 745,787	
Initial Application: <input type="checkbox"/>	Amendment Request: <input checked="" type="checkbox"/>
Amendment #: 2	
Summary Purpose Statement:	
<p>To respond to industry specific needs by providing Rapid Response to employers and retraining to dislocated workers in the following industries:</p> <p>Tourism/Hospitality Health Care Workers Compensation Insurance</p>	
<p>This project application/amendment request consists of the following documents marked with an "X":</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Narrative <input checked="" type="checkbox"/> Participant Plan <input checked="" type="checkbox"/> Budget Summary(ies)/Support Documents 	
Authorized Representative Approval (Submit two original signature copies):	
Kathy Kossick, Exeuctive Director	
Typed Name and Title	Signature and Date

FOR STATE USE ONLY

WID Regional Advisor signature and date:	/ /
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DISLOCATED WORKER PROJECT NARRATIVE

Applicant Name: Sacramento Employment and Training Agency		
Participating LWIA(s) Sacramento		
Project Title: WIA Governor's Discretionary Grant 25%		
Term: July 2002 through June 2004		
Amount of Request: \$ 745,787		
Initial Application: <input type="checkbox"/>	Amendment Request: <input checked="" type="checkbox"/>	Amendment #: 2
I. STATEMENT OF NEED AND PROJECT DESCRIPTION		
<p>Describe the need for the project. The description should include considerations such as the following: industry affected; reason for the layoff(s) and/or closing(s); total workers affected; number of affected workers likely to participate in the program, taking into consideration special needs of the target group and how this information was determined; evidence of worker awareness and support of the project operator's application; types of services provided and numbers expected to receive different levels of service; and other information as appropriate.</p> <p>The projects responds to the Sacramento Works, Inc. Business plan which identifies specific local industries to target based on the needs of local employers. The board targeted employers in the hospitality/tourism and healthcare industries and surveyed local hotels about their hiring needs, coordinated the development of career ladders and lattices within the hotel industry, developed materials designed to attract dislocated workers to jobs in the industry, and created strategies to fill future vacancies.</p> <p>Recently SETA began working with the State Employment Development Department, Insurance Educational Association (IEA), and workers compensation insurance companies to meet the needs of employers for worker's compensation claims examiners. Staff interviewed five leading employers in the industry (Inservices, Inc., Adventist Health, Claims Management, Inc., Zurich of North America, and Kemper Insurance Company) and all except one expressed a need for qualified claims examiners at all levels. They all felt that filling the claims examiner position with qualified employees was one of the most urgent needs of the industry. SETA is proposing to work with IEA to compress their curriculum to a six week class and recruit 20 dislocated workers to be trained and placed prior to June 30, 2004.</p>		

NOTE: If additional space is needed, attach plain page(s).

NARRATIVE (Continued)

II. CORE AND INTENSIVE SERVICES				
Complete the following table relating to the planned provision of core and intensive services for eligible dislocated workers under this project.				
Types of Core/Intensive Services:	Planned Services to be provided:		Fund Source:	
	Yes	No	This Application	Other Resources*
Outreach and Intake	X		X	
Early Dislocated Worker Assistance	X		X	
Testing	X		X	
Orientation	X		X	
Assessment including Educational Attainment and Participant Interests	X		X	
Determination of Occupational Skills	X		X	
World of Work and Occupational Information	X			X
Individual Employment Plan	X		X	
Job Placement Assistance	X		X	
Job or Career Counseling	X		X	
Labor Market Information	X			X
Job Clubs		X		X
Job Search	X			X
Job Development	X		X	
Relocation Assistance		X		
Basic, Remedial, General Equivalency Diploma (GED), Vocational English or other English Training	X			X
*Describe the sources and approximate amounts of other resources to be committed to this project for core and intensive services, including contractual obligations or voluntary arrangements by employers or unions to provide such services to terminated employees.				N/A <input type="checkbox"/>
This project will leverage core and intensive services and English As A Second Language and GED Preparation through he Sacramento Works One Stop Career Center system, which has over \$13,000,000 in ther resoruces				
Other information related to Planned Services (optional, use if appropriate):				N/A <input type="checkbox"/>

NOTE: If additional space is needed, attach plain page(s).

NARRATIVE (Continued)

III. TRAINING SERVICES

The applicant certifies that the number of currently unemployed workers available for employment in the demand occupations for which retraining is planned is insufficient to meet the labor market need. Explain if not applicable.

Yes

N/A

Complete the following table relating to the planned provision of training services for eligible dislocated workers under this project.

Types of Training Services:	Training Services to be Provided:		Fund Source:	
	Yes	No	This Application	Other Resources*
Classroom Training	X		X	X
Occupational or Vocational Skills Training	X		X	X
On-the-Job Training				
Other Training (specify):				

*Describe the sources and approximate amounts of other resources to be committed to this project for training services, including contractual obligations or voluntary arrangements by employers or unions to provide such services to terminated employees.

N/A

Scholarship Awards (ITA) will be made available to customers in industries not targeted by this project through the WIA Formula Dislocated Worker funds. Employers will provide in-kind contribution by providing representatives for employer advisory committees (Tourism/Hospitality, Healthcare, and Customer Service) that are responsible for curriculum development and setting skills standards.

NARRATIVE (Continued)

IV. RESOURCE UTILIZATION		
The applicant certifies that the need for this project cannot be met with existing formula allocated resources. Explain if not applicable.	Yes <input checked="" type="checkbox"/>	N/A <input type="checkbox"/>
The applicant certifies that if Trade Adjustment Assistance (TAA) is available or becomes available these resources will not be used to supplant TAA resources.	Yes <input checked="" type="checkbox"/>	
V. COORDINATION		
Describe the involvement, if any, of organized labor in the development and operation of this project. Explain if not applicable.		N/A <input type="checkbox"/>
Organized labor will assist in the development of career ladders and lattices, developing materials to reruit workers and creating strategies to fill future vacancies.		
Describe, if any, the linkage and coordination activity that is in addition to the coordination activities described in the local WIA Five-Year Plan.		N/A <input type="checkbox"/>
Letters of support for this project from the Local Workforce Investment Boards participating in this project are attached.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
VI. COMPLIANCE WITH THE FIVE-YEAR PLAN		
The applicant assures that the operation of this project, if funded, will comply with the local WIA Five-Year Plan.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
VII. PARTNER ROLES AND RESPONSIBILITIES		
The operation of this project will be consistent with the terms and conditions of the existing local area Memoranda of Understanding.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Memoranda of Understanding will be developed to establish a cooperative relationship, to define roles and responsibilities, and to initiate reemployment activities for participants under this project.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
The applicant will enter into a cost reimbursable agreement with a partner(s) for the services to be provided pursuant to the operation this project.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
The EDD Area Administrator concurs with this application.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

NOTE: If additional space is needed, attach page(s).

DISLOCATED WORKER PROJECT PARTICIPANT PLAN

Applicant Name: Sacramento Employment & Training Agency						
Participating LWIAs: Sacramento						
Project Title: WIA Governor's Discretionary Grant 25%						
Term: July 2002 through June 2004						
Initial Application: <input type="checkbox"/> Amendment Request: <input type="checkbox"/> Amendment #:						
I. Quarterly Participation (Cumulative)						
A. Quarter End Date (MM/YY)	03/03	06/03	09/03	12/03	03/04	06/04
B. Participants Carried In						
C. New Participants	44	54	64	65	86	107
D. Total Participants (B+C)	44	54	64	64	86	107
E. Participants Exited		15	19	25	33	107
II. Program Services (Total Participants to Receive Each of the Following During the Term of the Project)						
A. Core Self Services				127		
B. Core Registered Services						
C. Intensive Services				107		
D. Training Services				107		
III. Performance Goals				State Indicators	Project Goals	
A. Entered Employment Rate				68%		
B. Employment Retention Rate				81%		
C. Earnings Replacement Rate				85%		
D. Employment and Credential Attainment Rate				40%		

DISLOCATED WORKER PROJECT BUDGET SUMMARY PLAN

Applicant Name: Sacramento Employment & Training Agency							
Participating LWIA(s): Sacramento							
Project Title: Governor's Discretionary Grant 25% for Dislocated Workers							
Term: 2002 through 2004							
Initial Application: <input type="checkbox"/> Amendment Request: <input checked="" type="checkbox"/> Amendment #: 2							
I. Budget Detail					Planned Expenditures		
A. Staff Salaries					215,049		
B. Number of full-time equivalents: 5							
C. Staff Benefits					103,223		
D. Staff Benefit Rate (percent) 48%							
E. Staff Travel							
F. Operating Expenses (communications, facilities, utilities, maintenance, consumable supplies, etc.)					66,665		
G. Equipment (list, on page 2, items with a unit cost over \$5,000)							
H. Contractual Services							
I. Indirect Costs							
J. Indirect Cost Rate (percent) %							
Name of Cognizant Agency:							
K. Other (describe):					360,850		
L. Total Dislocated Worker Assistance Funding							
II. Quarterly Expenditures (cumulative):							
A. Quarter End Date (MM/YY)		3/03	6/03	9/03	12/03	3/04	6/04
B. Expenditures		22537 1	37385 1	45986 6	635787	69078 7	74578 7

ITEM III-B - 2- ACTION

APPROVAL TO AUGMENT ASIAN RESOURCE'S ON-THE-JOB TRAINING PROGRAM UNDER THE WORKFORCE INVESTMENT ACT (WIA), 2003-2004

BACKGROUND:

On October 16, 2003, the Board accepted \$148,981 in CalWORKs funds to augment On-the-Job Training (OJT) under the WIA Adult program for program year 2003-2004.

OJT is an activity designed to place customers into full-time jobs in higher skill occupations on a "hire first" basis where supervision and training are provided by the employer. It provides the opportunity for customers to be trained or retrained while acquiring the work skills necessary to succeed in and retain employment. OJT providers use a standard OJT Contract form and employers are eligible for reimbursement of up to 50 percent of the customer's wages.

The Greater Sacramento Urban League declined an augmentation of \$29,729 and staff was directed to return with a recommendation in January 2004. Based on a review of current program performance, Asian Resources, Inc., is the only service provider meeting or exceeding planned performance outcomes. Therefore, Asian Resources is being recommended for an augmentation of \$29,729 to serve an additional 17 CalWORKs customers. The total numbers to be served will be 34 CalWORKs and 14 WIA Adult customers with \$60,329 - CalWORKs funds and \$150,000 - WIA Adult funds.

RECOMMENDATION:

Augment Asian Resources, Inc., with \$29,729 in CalWORKs funds to provide WIA OJT services to 34 CalWORKs and 14 WIA Adult customers.

ITEM III-D- 1- ACTION

APPROVAL OF WIND YOUTH CENTER'S REQUEST TO CHANGE ITS 2004
COMMUNITY SERVICES BLOCK GRANT CONTRACT FROM
FAMILY SELF-SUFFICIENCY TO SAFETY-NET

BACKGROUND:

The WIND Youth Center was awarded \$30,000 in Fiscal Year 2004 Community Services Block Grant (CSBG) funding to provide basic care services, referrals and advocacy to 186 homeless and runaway teens through its Drop-In Center. WIND proposed to provide services under the Family Self-Sufficiency category in which a client's success is measured by progress attained toward planned outcome goals, usually through comprehensive, long-term case management.

WIND has requested to change its category of funding to Safety-Net due to the transient nature of its clientele, all of whom are homeless teens, and the difficulty of WIND staff to document and track client progress in a manner required by SETA and the State Department of Community Services and Development. Under the Safety-Net category, programs are not required to provide case management services to their clients nor are they required to report client progress on a monthly basis. By changing WIND's funding category to Safety-Net, WIND staff will be required to report the number of client contacts made during the month and demographic information on the clients served.

The WIND Youth Center has been a CSBG subcontractor since 1996 and has been funded under the Safety-Net service category since 1998. The services WIND proposed for the 2004 fiscal year have not changed from the previous years. Case management and other services leading to self-sufficiency will continue to be provided. Services to be provided include:

- Outreach
- Food Distribution
- Shelter
- Counseling
- Transportation
- Employment Preparation
- Education
- Referrals to Health Services

A copy of the letter requesting this change will be distributed at the January 15 meeting.

RECOMMENDATION:

Approve WIND's request to change its category of CSBG funding for the 2004 fiscal year from Family Self-Sufficiency to Safety-Net services. The Community Action Board will hear this request at their January 14, 2004 meeting.

ITEM IV-A - INFORMATION

SACRAMENTO WORKS CAREER CENTER EMPLOYER CUSTOMER SATISFACTION REPORT

BACKGROUND:

The Workforce Investment Act (WIA) specify core indicators for workforce investment activities for customer satisfaction. Two primary measures of customer satisfaction, one for the job seeker and the second for the employer customer apply across all WIA funding streams.

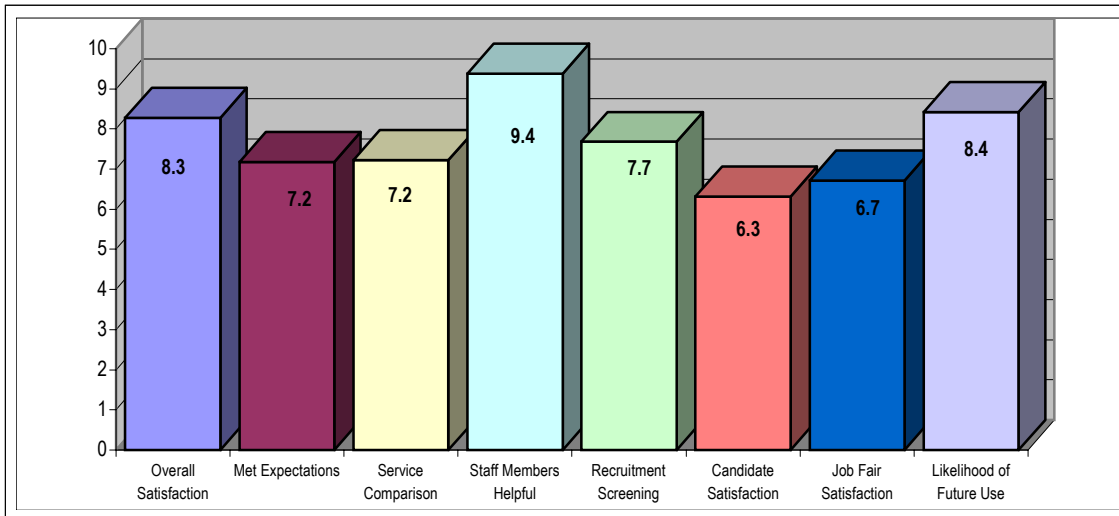
SETA is required by the State to submit employer data relative to the service being provided. To meet this requirement SETA has established policies and procedures to collect employer data from career centers on an ongoing basis. The data collected is submitted to the State to be included in their telephone survey, conducted by contracted staff at the California State University of San Marcos. For the purpose of employer customer satisfaction reporting requirements, a minimum of 500 telephone surveys statewide must be completed with a 70 percent response rate.

In August of 2002, the Sacramento Works, Inc. Board approved the use of a survey designed to measure employer customer satisfaction. The employers included in this survey are those who have received a "substantial service" from designated staff throughout the Sacramento Works Career Center System. This survey conducted by telephone, is administered by SETA's Sacramento Work's Workforce Development Department and consists of eleven (11) questions. Survey data collection is continuous and SETA staff attempts to survey every employer within 90 days after receipt of services. The survey results are shared with regional planners, SETA partners and staff and are used to continually improve the services targeted for the employer customer.

Attached for your review are the Sacramento Works Career Center Employer Customer Satisfaction Survey Results for the period of July 1, 2003 through September 30, 2003. Thirty-nine employers were included in this survey and represent various industries throughout Sacramento County.

Staff will be available to answer questions.

Employer Customer Satisfaction Survey



EMPLOYERS SURVEYED

CAL EXPO
 APPLE ONE
 SBC PACIFIC BELL
 ROYAL OAKS CONVALESCENT HOME
 REGIONAL TRANSIT
 ACE HARDWARE
 AT&T WIRELESS
 FED EX GROUND
 CULI SERVICES
 CITY OF SAC DISPATCH
 NELSON STAFFING
 ABC SCHOOLS
 FED EX HOME DELIVERY
 US COAST GUARD
 PARATRANSIT, INC.
 VALSPAR
 ROTO ROOTER
 CSAA
 COSTCO
 GALT PARKS & RECREATION DEPT.
 UPS
 FARMERS AND MERCHANTS BANK
 COCA COLA BOTTLING CO
 ORCHARD SUPPLY HARDWARE
 BUILDING MATERIALS DISTRIBUTOR
 PAYLESS SHOE SOURCE
 CLP RESOURCES
 PRIMERICA
 HEDDY HOLMES STAFFING SERVICE
 CARSON'S COATING
 SOUTH COUNTY LINK/TRANSIT
 MARY KAY COSMETICS
 WORLD FINANCIAL GROUP
 UNITED STATES ARMY
 CALIF ARMY NATIONAL GUARD
 UNITED STATES MARINE CORPS
 ADECCO EMPLOYMENT SERVICES
 COMCAST

The following list of employers were surveyed during the first quarter of the current fiscal year. The survey was conducted to determine employer satisfaction with services provided during the prior fiscal year. Forty-seven (47) employers were contacted by staff with 39 successfully completing the survey, an 82% response rate.

All employers surveyed stated they would recommend One Stop Services to other employers. In addition six employers did not anticipate any hiring in the next six months.

LMI Data and Monetary Incentives were rarely requested by the 39 employers. Of the three employers who did request these services, their responses indicated they found these services to be very useful.

ITEM IV-B – INFORMATION

HEAD START NEWSPAPER ARTICLE

BACKGROUND:

Attached is a copy of an article included in the December 30, 2003 Sacramento Bee. Staff will be available to answer questions.

ITEM IV-C - INFORMATON

FINAL PY 2002-2003 WORKFORCE INVESTMENT ACT PERFORMANCE RESULTS

BACKGROUND:

The U.S Department of Labor established 15 core performance measures for Workforce Investment Act programs. Each local area negotiates the performance measures with the state. The measures are negotiated based on past performance, local economic conditions, and targeted populations.

SETA/Sacramento Works receives an annual "report card" from the state providing local performance results and the statewide result. These results are attached on the next two pages. There are three "levels of success" a local area can achieve:

- **Exceed:** To exceed negotiated performance measures, local areas must achieve over 100% of the negotiated performance goals.
- **Meet:** In order to meet negotiated performance goals, local areas must achieve 81 to 100% of the negotiated performance goals.
- **Fail:** To fail negotiated performance measures, local areas achieve less than 80 % of negotiated performance measures.

SETA/Sacramento Works exceeded 11 performance measures, and met 4 measures, qualifying the local area for a small incentive award (\$13,981) which will be used to improve services in the Career Centers.

It is important to remember that these performance goals were met and exceeded during a year in which SETA/Sacramento Works funding was decreased 27%, two career centers were closed, eighteen positions were eliminated, and contracts with service providers were reduced by over \$1 million.

The Agency recognizes and commends the commitment and hard work of the SETA and Sacramento Works One Stop Career Center staff, partners, and service providers who continue to provide customer services that ensure unemployed and under-employed job seekers receive training and placement services and that employers receive recruitment, screening, placement and job retention services. Their efforts have resulted in our success in meeting Sacramento local performance measures.

ITEM VI - REPORTS TO THE BOARD

- A. CHAIR'S REPORT: The Chair of the SETA Governing Board, on a regular basis, receives numerous items of information concerning employment and training legislation, current programs, agency activities, and miscellaneous articles about human service programs throughout the nation, and attends meetings pertinent to SETA business.

The important information from the material received and meetings attended will be shared with the entire Board and the method proposed by the Chair is to give a verbal report at each regular meeting. It will also allow time for the Board to provide input on items that may require future action.

- B. EXECUTIVE DIRECTOR'S REPORT: This item is set aside to allow the SETA Executive Director to report to the Board on any items of important information or to deal with special requests which need to be addressed but, because of time constraints, were not included in the formal SETA Governing Board Packet. The Executive Director's Report also allows the opportunity for the SETA Executive Director to apprise the Board of upcoming events, significant agency activities, or conferences.

- C. COUNSEL REPORT: The SETA Legal Counsel is the firm of Gregory D. Thatch, Attorney at Law. This item provides the opportunity for Agency Counsel to provide the SETA Governing Board with an oral or written report on legal activities

- D. MEMBERS OF THE BOARD: This item provides the opportunity for SETA Governing Board members to raise any items for consideration not covered under the formal agenda. It also provides the opportunity for Board members to request or to ask that certain items be placed on the next Governing Board agenda.

- E. PUBLIC PARTICIPATION: Participation of the general public at SETA Governing Board meetings is encouraged. The SETA Governing Board has decided to incorporate participants of the audience as part of its agenda for all meetings. Members of the audience are asked to address their requests to the Chairperson, if they wish to speak.