



GOVERNING BOARD

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Board of Supervisors
County of Sacramento

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City of Sacramento

SOPHIA SCHERMAN
Public Representative

ROBBIE WATERS
Councilmember
City of Sacramento

JIMMIE YEE
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**REGULAR MEETING OF THE
SETA GOVERNING BOARD**

DATE: Thursday, November 1, 2007

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.

AGENDA

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

- Recognition of Long-term Employees: Blanche Eid, Ronca Provost, Steve Stewart (10 years); Sandra Brown, Diana Douglas (15 years); Jody Marquez (20 years); Sharon Adams, Denise Douglas, Donna Hubbs, Francisco Navarro, Denise Sedlacek (25 years)

II. Consent Items

- A. Minutes of the October 4, 2007 Regular Board Meeting
- B. Approval of Claims and Warrants
- C. Approval of Out-of-State Travel (Robin Purdy)
- D. Approval of a Revision to the Sacramento Employment and Training Agency Employee Recognition Policy

- E. Approval of the 2007-2008 Modification of the Sacramento Workforce Investment Area Strategic Five-Year Local Workforce Investment Plan (Melissa Noteboom)

III. Action Items

A. GENERAL ADMINISTRATION/SETA

- 1. **TIMED ITEM 10:00 A.M. AND PUBLIC HEARING:** Approval of Workforce Development Professional Classification and Merger of Classifications of Recruitment Specialist I, II, III, Employment Services Specialist, Community Services Specialist, Youth Services Specialist, Community Services Coordinator, and Neighborhood Services Coordinator (Rod Nishi)
- 2. Adoption of Resolution Establishing the Salary Range for the New Classification of Workforce Development Professional (Rod Nishi)
- 3. Approval to Transfer Employees with their Seniority to the Workforce Development Professional Classification (Rod Nishi)
- 4. Election of Officers of the Sacramento Employment and Training Agency Governing Board (Kathy Kossick)
- 5. Approval of Labor Agreement with the American Federation of State, County, and Municipal Employees (Rod Nishi)
- 6. Approval of 2007-2008 Compensation Recommendations for Unrepresented Confidential and Management Personnel (Kathy Kossick)
- 7. Approval to Purchase Agency Insurance for General Liability, Vehicle Liability, Umbrella, Errors and Omissions and Student Accident (Roy Kim)
- 8. Approval to Augment and Extend Contract with California Schools Management Group for E-rate Consultation Services (Michelle Anderson)
- 9. Approval of Compensation Package for Executive Director (Kathy Kossick)
- 10. Approval to Waive SETA's Requirement to Provide Insurance Endorsements for Sacramento Area Electrical Apprentice Training Center (Robin Purdy)
- 11. Approval to Submit and Accept Funds from the California Department of Transportation for the Sacramento Regional Highway Construction Training Initiative and Authorize the Executive Director to Execute the Subgrant Agreement and Related Modifications (Christine Welsch)

B. WORKFORCE INVESTMENT ACT: No items.

C. HEAD START

1. Approval of Modifications to the Bylaws of the SETA Operated Head Start/Early Head Start Policy Council (Maureen Dermott)

D. COMMUNITY SERVICES BLOCK GRANT

1. Approval of Resolution to Accept Program Year 2007 Community Services Block Grant Preparedness Funding and Authorize the SETA Executive Director to Sign all Grant Documents (Cindy Sherwood Green)

E. REFUGEE PROGRAMS: No items.

IV. Information Items

- A. Fiscal Monitoring Reports (Rick Pryor)
 - Department of Human Assistance
- B. Dislocated Worker Update (William Walker)
- C. Article in the Sacramento Bee on the Therapeutic Preschool (Maureen Dermott)
- D. Article in the Sacramento Business Journal on the Juvenile Justice Grant
- E. Quarterly Head Start Update (Maureen Dermott)

V. Reports to the Board

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

**VI. CLOSED SESSION: PURSUANT TO GOVERNMENT CODE SECTION 54957:
PUBLIC EMPLOYEE PERFORMANCE EVALUATION: EXECUTIVE DIRECTOR**

VII. Adjournment

DISTRIBUTION DATE: THURSDAY, OCTOBER 25, 2007

ITEM II-A - CONSENT

MINUTES OF THE OCTOBER 4, 2007 REGULAR BOARD MEETING

BACKGROUND:

Attached are the minutes of the October 4, 2007 regular 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, October 4, 2007
10:00 a.m.

- I. **Call to Order/Roll Call/Pledge of Allegiance:** Ms. Scherman called the meeting to order at 10:05 a.m.

Members Present:

Sophia Scherman, Chair, SETA Governing Board; Public Representative
Bonnie Pannell, Vice Chair, SETA Governing Board; Councilmember, City of
Sacramento

Don Nottoli, Member, Board of Supervisors

Jimmie Yee, Member, Board of Supervisors

Robbie Waters, Councilmember, City of Sacramento

- Recognition of Long-Term Employee: Ms. Debbie Coyne was presented with a gift in recognition of her 10 years of service to SETA

II. **Consent Items**

- A. Minutes of the September 6, 2007 Special Board Meeting
- B. Approval of Claims and Warrants

The consent items were reviewed; no questions or comments.

Moved/Waters, second/Yee, to approve the consent items as follows:

A. Approve the September 6, 2007 Minutes.

B. Approve claims and warrants for the period 8/31/07 through 9/27/07.

Voice Vote: Unanimous approval.

III. **Action Items**

A. **GENERAL ADMINISTRATION/SETA**

1. Approval of Retiree Health and Dental Insurance Subsidy

Mr. Rod Nishi reviewed this item which is brought forward from the September 6 meeting. The last time the Board took action on this issue was May, 2006.

Mr. Don Nottoli arrived at 10:12 a.m.

The County Board of Supervisors recently took action on this item for county retirees and this item mirrors that board item. Ms. Kossick reviewed option #2 which would continue the subsidy for those retiring before September 30, 2007 and eliminate the subsidy for those retiring after September 30, 2007. This is based on the years of service worked.

Moved/Pannell, second/Yee, to approve Option 2 stating, "Eligible employees who retire on or before September 30, 2007, would continue to receive the subsidy for calendar year 2008. This would include the continuation of the \$25/month towards retiree – only dental plan premiums. The subsidy would be eliminated for all participants who retire after September 30, 2007.

Voice Vote: Unanimous approval.

2. Approval of Retiree Medical and Dental Insurance Program Administrative Policy

Mr. Nishi stated that this administrative policy that coincides with the previous board item. A change in the date will be made from May 1, 2007 to September 30, 2007. Staff recommends the adoption of this administrative policy and related resolution.

Moved/Yee, second/Pannell, to approve the adoption of the Retiree Medical and Dental Insurance Program Administrative Policy with the County of Sacramento for 2008 and adopt the related resolution.

Voice Vote: Unanimous approval.

B. WORKFORCE INVESTMENT ACT

1. Concurrence with Sacramento Works, Inc. to Approve Performance Measures for the Sacramento Works Career Center System

Ms. Bette Blanchard reported that the Department of Labor has streamlined performance measures that are reported by the Agency. The State of California has received verbal approval to implement these measures. Concurrence with Sacramento Works is requested to modify the performance measures from 17 measures to six measures.

Moved/Pannell, second/Waters, to concur with Sacramento Works, Inc. that effective July 1, 2007, the Sacramento Works Career Center system discontinue use of the 17 performance measures listed in Section 136 of the Workforce Investment Act and implement the common performance measures described in Tables 1 and 2 of the directive and the three local performance measures.

Voice Vote: Unanimous approval.

2. Approval to Augment Workforce Investment Act, Title I, Adult Subgrant Agreement and Scholarship Fund

Ms. Kossick reviewed this item; no questions or comments.

Moved Yee, second/Pannell, to:

- Approve an augmentation of the subgrant agreement for the Greater Sacramento Urban League of \$20,908 in Workforce Investment Act carry-in funds.
- Approve an augmentation of the subgrant agreement for one stop services to provide supportive services for customers enrolled in the on-the-job training activity to La Familia Counseling Center - \$10,000, and Asian Resources, Inc. - \$10,000.
- Approve an augmentation of the scholarship funds for SETA operated career centers in Rancho Cordova and Franklin for \$10,000 each to provide supportive services to OJT customers enrolled in Lao Family Community and Sacramento Chinese Community Service Center.

Roll Call Vote: Aye: 5, Nay: 0, Abstentions: 0

C. HEAD START: No items.

D. COMMUNITY SERVICES BLOCK GRANT

1. Approval to Consider a Waiver of the Mandatory Attendance Requirement of the Community Services Block Grant Offeror's Conference

Ms. Cindy Sherwood-Green reviewed this item. Over 700 notifications were sent out and the notification was published in the Sacramento Bee and in El Hispano.

Mr. Thatch stated that it is important that the Board understand that the Agency has no obligation to ensure operators are informed through the mail. There is an obligation to publish the notification in local newspapers.

Mr. Thatch stated that this Board does not have the authority to waive this requirement. If the Board wishes to do this, he suggested canceling the RFP and the sentence with the provision requiring mandatory attendance. That is the only authority this Board has. The Board needs to cancel the portion requiring mandatory attendance. The result would be that Francis House could submit their proposal, but would allow others as well.

Ms. Sherwood-Green explained the situation by which Francis House did not receive the notification. SETA was merging two mailing lists, SETA's and one from the Community Services Planning Council. The correct address for Francis House was deleted. Mr. Thatch again reminded the Board that SETA does not have an obligation to notify Francis House or anyone else of the RFP. The only obligation is to have a public notice and it was noticed appropriately.

Ms. Sherwood-Green stated that proposers must have met an October 3 pre-qualification deadline. Proposers failing to meet that deadline would not be

eligible to apply. Francis House met the deadline; Cottage Housing did not meet the deadline.

Mr. Thatch stated that it rare when the Board is not asked to make exceptions. By and large, this Board has granted very few changes. Substantively, this is not as big a change and it is entirely within this Board's discretion. He cautioned the Board to be aware of setting a precedent.

Speakers before the Board:

Mr. Robert Tobin, Sacramento Cottage Housing
Mr. Gregory Bunker, Francis House

Mr. Thatch stated that if the Board acts affirmatively to cancel that provision with respect to the offeror's conference, staff will still disqualify Cottage Housing since they did not meet the prequalification deadline.

Moved/Nottoli, second/Pannell, to approve cancellation of the section of the RFP which required mandatory attendance at the CSBG Offeror's Conference held on September 17, 2007.

Roll Call Vote: Aye: 3 (Nottoli, Pannell, Yee), Nay 2 (Waters, Scherman), Absentions: 0

E. REFUGEE PROGRAMS

1. Approval of Funding Extension Recommendations for Refugee Employment Social Services (RESS), Targeted Assistance (TA) and Discretionary Programs, PY 2007-2008

Ms. Michelle Anderson reviewed this item. The final allocation is \$2.6 million.

Moved/Nottoli, second/Pannell, to approve funding extensions for the Refugee Employment Social Services, Targeted Assistance and Discretionary programs, PY 2007-2008, as indicated in the charts included in the board agenda.

Roll Call Vote: Aye: 4, Nay: 0, Abstentions: 0

IV. Information Items

- A. Fiscal Monitoring Reports
- B. Dislocated Worker Update: Mr. William Walker stated that Placer County-based Dunmore Homes has been sold to a company in Europe. SETA does not usually receive out-of-county WARN notifications.

V. Reports to the Board

- A. Chair: None.
- B. Executive Director: Ms. Kossick reminded board members of the Family Day Picnic tomorrow. Mr. Nottoli and Ms. Pannell stated that they would be there around 11 a.m.
- C. Counsel: No report.
- D. Members of the Board: No report.
- E. Public: No report.

VI. CLOSED SESSION: CONFERENCE WITH LABOR NEGOTIATOR

Pursuant to Government Code Section 54957.6

Agency Negotiator: Ed Takach

Employee Organization: AFSCME Local 146

The Board went into closed session at 10:53 a.m. Mr. Thatch stated that there would be no report out of closed session.

- VII. Adjournment:** Meeting adjourned at 11:05 a.m.

ITEM II-B – CONSENT

APPROVAL OF CLAIMS AND WARRANTS

BACKGROUND:

Kathy Kossick, Executive Director, has reviewed the claims for the period 9/28/07 through 10/25/07, and all expenses appear to be appropriate.

ITEM II-C - CONSENT

APPROVAL OF OUT-OF-STATE TRAVEL TO SEATTLE, WASHINGTON

BACKGROUND:

The Sacramento Employment and Training Agency is one of 12 local areas selected to be a learning lab for integrated service delivery in the one-stop career center system. Robin Purdy, Deputy Director of the SETA Workforce Development Department has been working on a State-Local Integration Planning Team since July, 2007 and is co-chairing a committee that is developing recommendations on creating a common customer pool and streamlining eligibility and enrollment processes and paperwork.

The U.S. Department of Labor is hosting a Forum which will bring together planning teams from states in Region 9 to share information and best practices. The committee co-chairs have been asked to attend the DOL Forum on November 27, 28, and 29.

Funding for the conference will be come from the Workforce Investment Act and will cost approximately \$1,500.

RECOMMENDATION:

Approve out of state travel for one staff person to Seattle, Washington for the DOL/ETA Forum on Integrated Service Delivery Systems.

ITEM II-D - CONSENT

APPROVAL OF A REVISION TO THE SACRAMENTO EMPLOYMENT AND TRAINING AGENCY EMPLOYEE RECOGNITION POLICY

BACKGROUND:

In 2005, SETA management chartered an employee-led team to develop and implement an Employee Recognition program for the agency. The Employee Recognition program provides a vehicle to recognize contributions by employees to the agency and to the well being of their peers. The goal of the Employee Recognition process is to improve working conditions and improve employee relations, morale and performance. The program also seeks to educate all levels of staff regarding the importance of respecting and acknowledging staff efforts.

The Employee Recognition Team developed an Employee Recognition process, a nomination form and the Employee Recognition Policy. Costs associated with Employee Recognition are allowable as outlined under OMB Circular A-87 outlined in the attached Employee Recognition Policy.

The original policy included categories for immediate recognition by a supervisor and peer recognition. The revised Employee Recognition Policy has been updated to include team recognition, management and board recognition.

RECOMMENDATION:

Approve the Sacramento Employee Recognition Policy and authorize the Executive Director to allocate resources to support the policy. It is anticipated that approximately \$15,000 per year would be allocated to support the Employee Recognition program activities.

Employee Recognition Policy - Sacramento Employment & Training Agency

1. Purpose

To establish policy and procedures for employee recognition for the employees of the Sacramento Employment & Training Agency. Employee Recognition provides a vehicle to recognize contributions by employees to the agency and to the well being of their peers. The goal of the Employee Recognition process is to improve working conditions and improve employee relations, morale and performance.

2. Scope

The benefits of Employee Recognition are available to all eligible agency employees. Recognition may be for individual and/or team efforts.

3. Criteria and Process

a. Allowable expenses

The costs of Employee Recognition are allowable as outlined under OMB Circular A-87. OMB Circular A-87 (13) states: "a. The costs of employee information publications, health or first-aid clinics and/or infirmaries, recreational activities, employee counseling services, and any other expenses incurred in accordance with the governmental unit's established practice and custom for the improvement of working conditions, employer-employee relations, employee morale, and employee performance are allowable. b. Such costs will be equitably apportioned to all activities of the governmental unit. Income generated from any such activities will be offset against expenses."

b. Process

The four levels of employee recognition are: immediate, peer, management and board recognition

- Immediate Recognition – Monetary and non-monetary items will be provided to supervisory staff to dispense to employees for immediate recognition.
- Peer Recognition - Employees may nominate other employees for recognition by completing the nomination form (attached). The Employee Recognition Team meets on a quarterly basis and will take the nominations under advisement. Selected employees will be notified and the results publicly announced. It is the intention that this process be institutionalized throughout the Agency to improve employee morale.
- Management Recognition – Management may recognize employees for longevity, retirement, outstanding service or extraordinary activities that are deemed above and beyond the normal scope of duties.
- Board Recognition – SETA's Governing Board may recognize employees for longevity, retirement or other appropriate service.

ITEM II-E - CONSENT

APPROVAL OF THE 2007-2008 MODIFICATION OF THE SACRAMENTO WORKFORCE INVESTMENT AREA STRATEGIC FIVE-YEAR LOCAL WORKFORCE INVESTMENT PLAN

BACKGROUND:

On August 2, 2007, the State of California, Employment Development Department released a directive announcing a one-year extension to existing Local Workforce Investment Areas (LWIA) Five-Year Strategic Local Plans via the local plan modification process. This process provides an opportunity to realign significant local and/or State changes in Workforce Investment Act (WIA) program administration/service delivery policy for the Sacramento Employment and Training Agency's Five (5) Year Strategic Plan. The Governor requires modifications in situations where there are significant changes which could include local economic conditions; changes in the financing available to support WIA Title I and partner-provided WIA services; changes to the Local Board structure; or a need to revise strategies to meet performance goals. The Planning and Oversight Committee of your Board has reviewed and approved the elements of this Modification. The attached is a summary of those policy issues that SETA proposes to modify or address within the original Plan document.

The Sacramento Works, Inc. board reviewed and approved this modification at their September 26, 2007 meeting. Staff will be available to answer questions.

RECOMMENDATION:

Approve the submission of SETA's Modification of the Five (5) Year Strategic Plan to the State of California, Employment Development Department.

Executive Summary

Workforce Investment Area Local Plan Modification

Fiscal Year 2007-2008

On August 2, 2007, the State of California, Employment Development Department released a directive announcing a one-year extension to existing Local Workforce Investment Areas (LWIA) Five-Year Strategic Local Plans via the local plan modification process. This process provides an opportunity to realign significant local and/or State changes in Workforce Investment Act (WIA) program administration/service delivery policy for the Sacramento Employment and Training Agency's Five (5) Year Strategic Plan. The Governor requires modifications in situations there is an occurrence of significant policy changes which could include local economic conditions; changes in the financing available to support WIA Title I and partner-provided WIA services; changes to the Local Board structure; or a need to revise strategies to meet performance goals. Noted below is a summary of those policy issues that SETA proposes to modify within the original Plan document.

Redefining SETA's Workforce Development System

Beginning in February of 2007, a series of meetings was hosted by the Employment Development Department that brought together both the Workforce Development and Job Services Divisions within EDD, as well as representatives of the California Workforce Association and local Workforce Investment Boards. The discussion centered on planning for true integration of Workforce Investment programs that in the past have remained separated by customer base, eligibility, performance measures, customer flow/tracking requirements, and/or services offered. These programs include the Workforce Investment Act, Wagner-Peyser and the Trade Adjustment Reform Act of 2002. From these initial discussions, the EDD has selected Local Workforce Investment Areas throughout the State representing California's existing diversity of One-Stop Operator models to become "Learning Labs". These Learning Labs will be charged with taking the strategies developed by this group and putting them into action. Effective July 1, 2008, the Sacramento Employment and Training Agency will become a Learning Lab and begin the integration process.

The planning of this service delivery will include the identification of strategies and operating models in three key areas: Integrated customer pool, integrated customer flow and functional supervision.

Adoption of Common Performance Measures

In 2005, the U.S. Department of Labor (DOL) Employment Training Administration (ETA) announced its intention to implement a set of Common Performance Measures for all of the department's employment and training programs. The State of California has requested a waiver from the U.S. Department of Labor to discontinue use of the

17 performance measures that are currently required by the Workforce Investment Act and reduce the WIA outcome measures to six (6) Common Measures. The key elements of the waiver include:

- Combining performance measurement of customers served with Adult and Dislocated Worker funds;
- Using a single set of measures for customers served through the Youth funding stream, (instead of splitting youth into Older and Younger youth performance measures);
- Eliminating the credential measure for Adults and Dislocated Workers; and
- Eliminating the customer satisfaction measurement system required by DOL.

Sacramento Works Inc. has chosen from the previous action item to adopt the following Common Measures effective July 1, 2007 (contingent upon EDD's receipt of waiver approval from DOL authorizing their use).

Adult Measures (includes both Adult and Dislocated Workers)

Entered Employment
Employment Retention
Average Earnings

Youth Measures

Placement in Employment or Education
Attainment of a Degree or Certificate
Literacy and Numeracy Gains

Locally Developed Performance Measures

In addition to the Common Measures noted above, the Planning/Oversight Committee of Sacramento Works, Inc. has discussed the need for "actionable" local goals that will measure the efforts of the career center to improve the skills of job seekers and place job seekers in high-growth, high-wage occupations. These goals include:

1. Every customer, on every visit, will develop and/or practice a new skill. Skills include Career Development skills, Job seeking skills, technical skills and success/Next skills.

These goals will be measured by bar-coding all skill development services provided by the career centers into the SMARTware Client Tracking and Case Management System and providing quarterly reports to the Committee and Sacramento Works, Inc. Board.

2. Seventy-five percent of all training referrals will be for training in those critical occupational clusters identified by Sacramento Works, Inc. which include the following:

- Administrative and Support Services
- Architecture and Engineering
- Construction
- Healthcare and Support Services
- Information Technology
- Installation, Maintenance and Repair
- Tourism and Hospitality
- Transportation and Production

This data is already collected and reported to the committee quarterly.

3. Customer Satisfaction surveys for employers and job seekers will reflect that customers are satisfied with services. (This data is already collected and reported on a quarterly basis to the Committee.)

Skill Based System (Demand Driven/Occupational clusters)

Every year, the Sacramento Works, Inc. Board reviews the labor market projections of the Employment Development Department and uses local labor market surveys and information to update the Critical Industries and Occupations list. This list provides guidance to customers using the Sacramento Works One Stop Career Centers in their search for high-demand, high-wage jobs in the region. Additionally, it provides education and training agencies with information about the jobs in which training is needed in the region and focuses the career center staff on approving training scholarships in high-wage jobs. For Fiscal Year 2007-2008, staff has made recommendations for modifying the Critical Industry and Occupations list to include the following:

- Change the title of the report from “Critical Industries and Occupations” to “Critical Occupational Groups”. What has been previously referred to as “industries” are in fact, occupational groups. These groups were created to allow occupations with similar characteristics to be combined into categories. These occupations are also those that are projected to provide the best employment opportunities based on their projected growth and separations.
- Rename “Information Technology and Telecommunications” Critical Occupational Group to “Information Technology”. The Standard Occupational Classification (SOC) system identifies two “Telecommunications” related occupations: Telecommunications Line Installers and Repairers, is already included in the Installation, Maintenance and Repair group; and Telecommunications Equipment Installers and Repairers, no longer has any available projections data (EDD has indicated that since the number of employers for this occupation are so few in number that it compromises confidentiality to include projections data for the occupation).

- Add “Architecture and Engineering” to the Critical Occupational Groups list. The Occupations defined in the architecture and engineering group are projected to grow (based on an absolute growth and separations) by more than 7,500 jobs by 2014.

Of the current critical occupational groups, clean energy and green technologies are related to numerous occupations that cross almost all groups (and industries) as well as employer types. Over the next two years, SETA staff will be working with our partners to evaluate and identify the occupational groups and/or industries that are most closely associated with Clean Energy and Green Technology.

For Fiscal Year 2007-2008, the critical occupational clusters approved by the Workforce Investment Board are:

- Administrative and Support Services
- Architecture and Engineering
- Construction
- Healthcare and Support Services
- Information Technology
- Installation, Maintenance and Repair
- Tourism and Hospitality
- Transportation and Production

Shifting to a Skills Based System/Changing the Service Paradigms

Since the inception of the Workforce Investment Act, the needs of our career center customers have shifted away from the “work first” triage model initially used by Career Center Staff, to one which more closely meets the needs of our employers. This original service strategy is based on the requirements of WIA where customers can only move up the prescribed service hierarchy, regardless of their employability needs. The required career center client flow outlined a hierarchy of services where a majority of customers would use “Core or Self Service” services. These services were provided with the intent that the customer would be capable of seeking out and utilizing existing services without staff assistance. Once a customer began to use Core Services, staff would informally assess the employability needs and begin to ascertain the customer’s need for more “Intensive” services. Intensive services are those that require eligibility determination and provide services either through “one on one” staff assisted services or through group activities such as Workshops. Both Intensive services and Training Services are provided to WIA customers in fewer numbers and are considered to be a much more rigid method of service delivery.

Redefining SETA’s Career Center System to a Skills Based System provides our customers with a flexible service strategy which offers the right services plan from the start. The emerging service paradigm offers career center customers the ability to move through the various services, core, intensive or training/ 1-on-1, self-service or group activities based on their individual needs, not by prescription.

What this new system will also provide is more intense services to a much greater number of customers. Though service delivery will be simplified, the focus will be on increased skills assessment and skills development. Short, fast turnaround workshops will be the primary vehicle for getting customers “job ready”. A common skills path might include Basic skills, Occupational skills, customized or OJT Training, Computer use skills, Job-specific skills, Interviewing skills, Job Search skills, and Using LMI skills. Those that are job ready will have their skills verified through short self –administered assessments such as Prove It!, a testing system used to assess the clerical, technical, accounting, industrial, call center and software skills of the customer.

Case Management is redefined as “Continual Engagement” and “Skill Coaching.” All customers referred to the Skill Development Team will further assess the customer’s job skills by administering three of the WorkKeys Skill Assessments in Reading for Information, Locating Information and Applied Mathematics. The WorkKeys assessments measure foundational skills of the participant. Those that obtain qualifying scores on each assessment will receive a WorkKeys Certificate identifying skills and skill levels that can be attached to employment applications. The skill assessments also assist the Skill Development Team in guiding the customer to occupations or trainings where the customer has demonstrated that they possess the foundational skills. For customers who have skill gaps, they will be referred to skill gap training and then retested.

The Employment Plan will continue to be the vehicle that documents the customer’s transition through the system. However, due to the sheer numbers who will be enrolled into the One-on-One services, (which require eligibility determination and skill coaching), the SMARTware Barcode System will become the primary tool to document customer participation in career center services.

During the last three years planning and procurement process, the Sacramento Works Youth Council engaged the Sacramento Community and Youth Service providers to address the changes in WIA legislation and the Sacramento economy. As a result, the Youth Council identified the following priorities for serving Sacramento youth:

- Focus occupational training on the identified Sacramento Critical Industries
- Enhance collaboration by implementing a vendorized approach for some services
- Focus on soft skills to enhance employment and academic retention
- Focus on GED attainment for those Out-of-School youth
- Require Occupational Skills training for all In-School youth
- Focus on youth with increased barriers such as transitioning foster youth, disabled youth and youth involved in the criminal justice system.

The Youth Council believes that this renewed focus on demand driven occupational skills training and academic attainment will best prepare the WIA youth for success in the California economy. The Youth Council also has developed new strategies to coordinate and collaborate services with more community and faith-based

organizations. During 2006-2007, the Youth Council coordinated with a local faith-based organizing entity to develop strategies on reducing youth violence and increasing youth employment opportunities.

SETA's Commitment to Serving Special Populations

The Sacramento Employment and Training Agency remains committed to providing services to those most in need and continues to serve those persons who are included in the "Special Populations" categories identified in the Workforce Investment Act. SETA currently has adequate funds to provide necessary services. These include TANF recipients, Refugees, Foster Youth, and Ex-Offenders. Additionally, SETA supports and will continue to partner with other organizations serving the needs of Special Populations.

Performance Goals 2007-2008

Adult

Entered Employment Rate	76%
Employment Retention	81%
Average Earnings	\$12.50
OJT Average Earnings	\$10.50

Youth

Placement (Employment or Education)	73%
Degree or Certificate	53%
Literacy/Numeracy (Out Of School Only)	50%

ITEM III-A – 1 - ACTION

TIMED ITEM 10:00 A.M. AND PUBLIC HEARING: APPROVAL OF WORKFORCE DEVELOPMENT PROFESSIONAL CLASSIFICATION AND MERGER OF CLASSIFICATIONS OF RECRUITMENT SPECIALIST I, II, III, EMPLOYMENT SERVICES SPECIALIST, COMMUNITY SERVICES SPECIALIST, YOUTH SERVICES SPECIALIST, COMMUNITY SERVICES COORDINATOR, AND NEIGHBORHOOD SERVICES COORDINATOR

BACKGROUND:

The Agency Executive Director is proposing the establishment of a new deep classification by merging six existing classes into one deep class with three alternative salary ranges. The classes to be merged into the deep class and descriptions of the ranges as well as the requirements for each range are in the accompanying proposed Workforce Development Professional class specification and Alternative Range Criteria.

More than just a classification proposal, this is a proposal for a staff development program. A proposed Memorandum of Understanding with California State University at Sacramento (CSUS) is an integral part of the *Workforce Development Professional* class concept. It is proposed that employees in the classification be provided access to a standardized and validated assessment tool and data base at the University. Through interactive computer connectivity employees will be enabled to access the data base using a confidential password and assess themselves with regard to the skill sets required for each range of the class. By utilizing the Tuition Reimbursement provisions of Article 11.1 of the current Agreement with United SETA Employees, incumbents in the new class will be able to obtain any needed training identified by their self assessment efforts from the offerings of CSUS or any other training provider of their choosing.

Upon attaining certification through the system that a skill set has been mastered the incumbent will receive a certificate from the University. Sufficient time in each range as outlined in the class specification, certificates for each required skill set, along with an evaluation of readiness from the supervisor and approval by the manager, will qualify the employee to move to the next alternative range. Movement must also be limited by the availability of funds. It is proposed that for the first three (3) fiscal years after establishment of the new class, at least eight of the employees who are otherwise qualified will move from the lower range (2) to the higher range (3) during each fiscal year.

The Agency and representatives with the American Federation of State, County, and Municipal Employees (AFSCME) have met on numerous occasions to arrive at consensus on the job specification and salary range. Also discussed were the details of the process in order to carry out the transition from employee's former classifications to the proposed classification. The impact to the employees related to salary, seniority,

and job duties was included in those discussions. AFSCME and the Agency have arrived at agreement to move forward with the new classification.

RECOMMENDATIONS:

1. Approve the new classification of Workforce Development Professional and the proposed Alternative Range Criteria for the classification.
2. Merge the classification Recruitment Specialist I, into the Workforce Development Professional classification Range 1 at steps consistent with each employee's current compensation rate and abolish the Class Title: Recruitment Specialist I. Abolish the Recruitment Specialist II and the Recruitment Specialist III classifications.
3. Merge the classifications Employment Services Specialist, Community Services Specialist and Youth Services Specialist into the Workforce Development Professional classification Range 2 at steps consistent with each employee's current compensation rate and abolish the Class Titles: Employment Services Specialist, Community Services Specialist and Youth Services Specialist.
4. Merge the classifications Community Services Coordinator and Neighborhood Services Coordinator into the Workforce Development Professional classification Range 3 at steps consistent with each employee's current compensation rate and abolish the Class Titles: Community Services Coordinator and Neighborhood Services Coordinator.

(November 1, 2007)

WORKFORCE DEVELOPMENT PROFESSIONAL

ORGANIZATIONAL RESPONSIBILITY

A Workforce Development Professional is responsible to the Deputy Director, Workforce Development Department, Workforce Development Manager or designee. Range 1 is the Assistant level, Range 2 is the journey level traditionally called Specialist and Range 3 is the advanced or Coordinator level.

DEFINITION

Under general direction, provides services or coordinates the provision of services to individual customers, families, business entities, communities, and neighborhoods, in carrying out the service mandate of the Sacramento Employment and Training Agency with regard to workforce development.

DISTINGUISHING CHARACTERISTICS

Direct Services is the interaction between the Sacramento Employment and Training Agency (SETA) and current and potential Agency customers to further the Agency's mission.

This is a deep class in which incumbents may be assigned to any of the three ranges to perform Direct Services work, provided that they have been determined to possess the required level of competence as determined in accordance with the **Workforce Development Professional, Alternative Range Criteria**, which is attached to and made part of this Specification.

Essential Duties:

All Levels

1. Effectively use computer software, general applications and software specifically to perform Workforce Development work;
2. Provide information and referral services, link customers with employment, training and educational opportunities, and assist them in meeting eligibility criteria;
3. Recruit eligible customers for program participation;
4. Assist customers in completing applications for financial assistance, scholarships, employment and program eligibility;
5. Assist customers with determining and accessing appropriate services;
6. Provide assistance to special populations: customers experiencing barriers to employment including limited English speakers, single parents, CalWORKs

- recipients, emancipating youth, older workers, ex-offenders, unemployed and underemployed;
7. Provide advocacy on behalf of the customer to ensure the customer; achieves self-sufficiency;
 8. Review customer applications/resumes to match qualifications with employer specifications;
 9. Refer selected applicants to interviews with prospective employers according to employer policies and procedures;
 10. Keep records of employers who have hired referred applicants, and/or applicants not immediately selected;
 11. Maintain updated knowledge of SETA program requirements;
 12. Facilitate group meetings of SETA customers and conduct workshops;
 13. Write reports and make oral presentations;
 14. Effectively maintain appropriate records and files.

In addition to the above:

Workforce Development Assistant (Range 1)

1. Assist higher level staff;
2. Assist customers in utilizing resume' preparation software;
3. Assist customers in searching for employment opportunities utilizing internet job search tools and automated job match systems;
4. Have a basic knowledge of SETA programs, policies and procedures.
5. Assist with assessment and evaluation of clients;
6. Assist customers in collecting necessary eligibility documents.

In addition to the above:

Workforce Development Specialist (Range 2)

1. Administer and review the results of vocational and employment-related tests designed to identify skills, aptitudes, and interests of eligible participants;
2. Determine eligibility for program services, prepare and maintain customer files, prepare and submit management information system documents and other reports and correspondence as required;
3. Assess customer's employment goals and evaluate them in relation to the customer's current, transferable, or potential skills and their relevance to local labor market conditions;
4. Evaluate customer's personal background, work history, employment, skills, knowledge, abilities, education and competency levels and develop a mutually agreed upon employment development plan;
5. Assess the customer's need for supportive, social and financial services.
6. Assist customers in accessing these services and identify other community resources;
7. Maintain regular contact and assist the customer throughout the program until goals are met;

8. Provide follow-up and job retention services to customers after placement in employment.
9. Conduct workshops (workshops can include presentations, job search techniques, preparation of resumes, letters and applications, life skills, labor market information, and community service topics).

In addition to the above:

Workforce Development Coordinator (Range 3)

1. Ensure a high level of effective communication between partner agencies, customers and staff. Perform the duties of a liaison between SETA and partner agencies;
2. Coordinate or lead staff on activities, projects and services that may include training, technical assistance and staff development;
3. Coordinate with Sacramento Works Business/Employer Services staff to locate and contact employers to generate current and future openings;
4. Coordinate critical industry training initiatives with education, labor, and business partners;
5. Coordinate community service programs for at-risk populations.
6. Develop networks among service providers;
7. Develop handbooks and manuals;
8. Develop and present training curriculum;
9. Possess a comprehensive understanding of SETA's programs and services;
10. Represent SETA to a variety of public and private agencies.

MINIMUM QUALIFICATIONS

All Levels

Knowledge of:

- Career planning;
- Principles and practices of employment counseling;
- Interviewing techniques;
- Local community, social, financial and employment resources.

Ranges 2 & 3 - **In addition to the above:**

Knowledge of:

- Case Management;
- Vocational guidance, job development and job placement;
- Current standardized tests used in vocational guidance;
- State and federal laws and regulations relating to employment;
- Occupational guidance and labor market informational materials;
- Demand Occupations including job duties and minimum qualifications;
- Workshop facilitation.

ABILITIES

Range 1

Ability to:

- Gather and analyze a variety of data and information;
- Assist in the development and preparation of a variety of reports;
- Communicate effectively with people from a wide variety of social, cultural, and economical backgrounds;
- Assist with developing and conducting informational workshops;
- Establish and maintain cooperative working relationships;
- Provide basic or core services to SETA customers;
- Operate audiovisual, computer, and other appropriate electronic equipment and access the Internet;
- Speak and write effectively.

Range 2 – In addition to the above:

Ability to:

- Apply principles and practices of customer service, counseling, vocational guidance and occupational placement necessary to develop employment development plans;
- Review and interpret results of vocational tests;
- Instruct customers on services available through SETA's workforce development programs;
- Learn rules and regulations related to workforce development programs,
- Use an automated case management system;
- Prepare and present oral and written presentations to groups and organizations;
- Represent SETA to businesses, community organizations, other government agencies and concerned people;
- Establish and maintain cooperative and professional working relationships with SETA staff, partners, customers and the general public.

Range 3 – In addition to the above:

Ability to:

- Coordinate projects, services and activities;
- Act as lead worker;
- Represent SETA in the coordination of services with a variety of community partners;
- Provide training and technical assistance to staff and partners.

Training and Experience: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain this knowledge and ability would be:

Advanced educational training in counseling preparation, business administration, education, psychology, sociology, communications, economics, marketing, public

