

## CAREER CENTERS

### **BROADWAY**

915 Broadway  
Sacramento, CA 95818  
(916) 324-6202

### **CITRUS HEIGHTS**

7640 Greenback Lane  
Citrus Heights, CA 95610  
(916) 676-2540

### **FRANKLIN**

7000 Franklin Blvd., Suite 540  
Sacramento, CA 95823  
(916) 262-3200

### **GALT**

1000 C Street, Suite 100  
Galt, CA 95632  
(209) 744-7702

### **GREATER SACRAMENTO URBAN LEAGUE**

3725 Marysville Blvd.  
Sacramento, CA 95838  
(916) 286-8600

### **HILLSDALE**

5655 Hilldale Blvd., Suite 8  
Sacramento, CA 95842  
(916) 263-4100

### **LA FAMILIA COUNSELING CENTER**

5523 34th Street  
Sacramento, CA 95820  
(916) 452-3601

### **LEMON HILL**

5451 Lemon Hill Avenue  
Sacramento, CA 95824  
(916) 433-2620

### **MARK SANDERS COMPLEX**

2901 50th Street  
Sacramento, CA 95817  
(916) 227-1395

### **MATHER**

10638 Schirra Avenue  
Mather, CA 95655  
(916) 228-3127

### **RANCHO CORDOVA**

10665 Coloma Rd., Suite 200  
Rancho Cordova, CA 95670  
(916) 852-3608

### **SOUTH COUNTY**

8401 - A Gerber Road  
Sacramento, CA 95828  
(916) 525-4717

## Administrative Offices & Employer Services

925 Del Paso Blvd.  
Sacramento, CA 95815  
(916) 263-3800

Website: <http://www.seta.net>



## **SACRAMENTO WORKS, INC.** Executive Committee

**Date:** Monday, September 24, 2007

**Time:** 3:00 p.m.

**Place:** Sacramento Employment & Training Agency  
Board Room  
925 Del Paso Blvd.  
Sacramento, CA 95815

## A G E N D A

1. Call to Order/Roll Call
2. Approval of the August 27, 2007 Minutes
3. Information and Discussion of John Chamberlin report
4. Review of September 26, 2007 Board Agenda
5. Adjournment

**COMMITTEE MEMBERS:** Kingman Tsang, Bill Camp, Michael Dourgarian, Mark Ingram, Matt Kelly, Gary King, Kathy Kossick, Elizabeth McClatchy, Kim Parker.

**DISTRIBUTION DATE: MONDAY, SEPTEMBER 17, 2007**

**SACRAMENTO WORKS, INC.**  
**Executive Committee**  
Minutes/Synopsis

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

Monday, August 27, 2007  
3:00 p.m.

1. Call to Order/Roll Call: Mr. Ingram called the meeting to order at 3:10 p.m.

**Members Present:** Bill Camp, Mike Dourgarian, Gary King, Kathy Kossick, Elizabeth McClatchy, Kingman Tsang

**Members Absent:** Matt Kelly, Kim Parker

**Others Present:** Phil Cunningham, Terri Carpenter

2. Approval of the June 25, 2007 Minutes

Moved/Camp, second/Tsang, to approve the minutes as distributed.  
Voice Vote: Unanimous approval.

3. Update on discussions of Board Development Committee

Mr. Tsang stated that the Board Development Committee met last Monday. One item that came out was the board agreement as well what would be considered the board role. The agreement, which all members would be required to sign, would reaffirm, recommit, and set the standard for members. This is a formal connection. In addition, as new members come in, it will be made clear what the board expects of the new members. The committee is in the process of developing the strategic plan and mission of the organization.

4. Approval of Draft Board Agreement

The draft Board Agreement was reviewed and a number of changes were made.

Moved/Camp, second/Dourgarian, to approve the Board Agreement as amended.

Voice Vote: Unanimous approval.

Mr. Camp stated that he would like to share this document with other WIBs. Ms. Kossick replied that it will be shared through the California Workforce Association.

A listing of 'mantras' was reviewed. Committee members chose the following mantra for Sacramento Works: "Building a dynamic workforce for the Sacramento region."

Mr. Ingram stated that all of the Sacramento Works committees are working to bring things together at the board level. In addition, Mr. Ingram stated that all of the demographics he is reading in Human Resources information state that it will be harder and harder to get people into entry level jobs.

There was a great deal of discussion regarding air traffic controllers and recruiting people for the positions that will be vacant due to retirement and attrition.

5. Adjournment: Meeting adjourned at 3:46 p.m.

## Future Directions Sacramento Works One Stop Career Center system

On July 9, 2007 SETA/Sacramento Works invited John Chamberlin, a nationally recognized workforce development consultant specializing in expanding and improving services in one stop career centers, to tour seven of the Sacramento Works Career Centers, talk with staff, partners and employers, and make recommendations on strategies that could be implemented that would streamline and expand services, focus services on skill development, and ensure compliance with federal and state directives. John has worked with over three hundred one stop career centers in two hundred local workforce areas in all fifty states. The U.S. Department of Labor, the U.S. Conference of Mayors, the National Association of Counties and the National Association of Workforce Boards have circulated his written work. He has visited more One-Stops than any other human being.

John has worked with the Sacramento Works Career Center system over the past ten years. In 1996-97 he assisted in the planning and implementation of the regional one stop career center system and in 2001 he toured 15 Sacramento Works One Stop Career Centers and provided guidance in retaining quality services while downsizing the system.

Attached is the initial report from John with his input on the strengths and challenges faced by our centers, and his initial recommendations for improvement. John will return on September 24 and 25 to tour the remaining five centers, finalize his recommendations, and work with Board and management staff to develop an implementation plan. John will visit the remaining 5 centers and be present to discuss his recommendations with the Executive Committee on September 24.

## Sacramento Works Career Center

### Review of Centers:

Over a two-day period the following career centers were visited:

Sacramento Works Career Center – Citrus Heights  
Sacramento Works Career Center – Hillsdale  
Sacramento Works Career Center – Mark Sanders  
Sacramento Works Career Center – Broadway  
Sacramento Works Career Center – Franklin  
Sacramento Works Career Center – South County  
Sacramento Works Career Center – Galt

### Strengths of the System:

1. Career Centers are neighborhood and community based and very integrated into the community they serve. This is not the norm throughout the Country...many career centers are more “big box” centers where all partners are co-located, rather than the smaller community oriented centers in Sacramento.
2. Partnerships in all centers go far beyond the requirement of the law. Sacramento Works is well beyond the rest of the country in terms of reaching out and incorporating partners. Exceptionally strong partnerships exist with EDD, CalWORKS, juvenile probation and parole, vocational rehabilitation, disability advocates, and program services to refugees and limited English speakers.
3. In an era of declining resources (25% reduction in WIA since 2001 and 27% reduction in EDD staff assigned to career centers in the last two years), the system has increased universal access services to customers.
4. Integration of youth services in the career centers is the best in the nation. Of the seven centers, 4 had significant numbers of youth using career centers to access training and jobs. Part of this could be because it's summer and the career center system is providing summer youth services, but the level of youth involvement is significant and very positive.
5. Great workshops are provided at each of the centers. Workshops included:
  - a. Job Circle (employer recruitment for disabled customers)
  - b. Job Club/Job Search
  - c. Housing
  - d. Soft Skills Training
  - e. Financial Literacy
  - f. English Language Training/Citizenship
  - g. Recruitment Workshops by Employers and Staffing Agencies
6. Access to computers. Although there could be more computers in each resource room, the computers that are present are in good working condition and access necessary labor exchange, labor market information, and education and training resources. In many centers throughout the country every third or fourth computer is damaged and not in working order. In this visit, there were no computers in any of the resource rooms that were not working.

7. Access to staff. The centers are “high-tech, high-touch”, staff are knowledgeable, accessible, and have good customer services skills. In many centers throughout the nation, staff is segregated from customers. In all of the Sacramento Works Career Centers visited, staff and partners were present in the resource room and were assisting customers to access services.

#### Bottlenecks/Challenges:

1. Computers: At every career center, the resource rooms had waiting lists for computer access. More computers are needed and they need to work faster. Access to computers for job search is the service that brings people to the centers. Once there, they learn about the other skills development and educational services available in the community.
2. Reaching out to small business: Several centers have Business Information Centers that assist individuals interested in starting small businesses, but more could be done to reach out to small businesses in the community surrounding each center to assist with business expansion and retention.
3. Centralized Business Services: Employer Services is a centralized effort in the Sacramento Works One Stop Career Centers system. A unit of staff who are advised by the Employer Outreach Committee of Sacramento Works, Inc conducts outreach to employers. The connection between the centralized employer outreach staff and the career centers could be strengthened, and centers could be encouraged to provide employer services in their community, while the Employer Services staff conduct countywide recruitment and assist with large-scale outreach at the centers.
4. More soft-skills training could be available to job seekers in the “universal access” or core service level. Several career centers have good soft skills curriculum for customers enrolled in intensive or training activities, but more needs to be at the core service level.
5. While Sacramento Works Career Centers have done an excellent job of developing services for high-risk groups and are successful at recruiting, serving and placing them into employment, more could be done to focus on “occupational sector” approaches, rather than “barrier removal” approaches. For example, in addition to hosting programs serving “ex-offenders”, Sacramento Works should increase and sharpen its focus upon programs that train all customers ... including ex-offenders... for industries critical to the growth of the region.

#### The Federal and State Environment:

There are initiatives at the federal and state level that will impact the services provided by the One-Stop Career Center system over the next year. At the federal level, the Workforce Investment Act may be reauthorized. The House of Representatives and the Senate are currently discussing differences around reauthorization. Changes likely to occur are:

1. New performance measures, called the “Common Measures”, will be implemented in California effective July 1, 2007. This change is voluntary on the part of the State and has already occurred. The effect on the youth system will be substantial and will require far greater emphasis on older, out of school youth. Sacramento’s successful integration of youth services into the one-stop system will be a big advantage. The adult and dislocated worker programs will be registering and counting many more universal access customers, perhaps as much as a twenty fold increase. The details of paperwork and tracking requirements will have to be worked out with the State and the area’s performance standards and expectations may have to be adjusted.
2. If WIA reauthorization passes, “Business Services” will be far better defined and required in the one stop system (current definitions are vague). Absent reauthorization, the United States Department of Labor (DOL) and the State will continue to push business services expansion through administrative rule making and through competition for grant funds.
3. Youth may be defined as 16 to 24 year olds (currently defined as 14-21) in reauthorization legislation. The new Common Measures (and child labor restrictions) already make it increasingly difficult to serve 14, 15 and 16 year olds.
4. Allocation levels may be rolled back to 2005 levels of funding (increasing funding for the WIA system).
5. Additional funding for infrastructure could be provided to offset rent and overhead costs for the system.
6. Funding may be available to add more money for Individual Training Accounts/ Scholarships for youth. Receipt of this new funding may require competitive grant writing.

While Immigration Reform at the federal level appears to be put off until the future, the One-Stop Career Center system will be a key player when and if immigration reform does occur. The career center system would provide key services for non-citizen job seekers to access guest worker programs, English-As-A-Second Language, and citizenship programs. For employers, the career centers can offer guidance on guest worker programs. The Sacramento Career Centers are well positioned to begin offering and seeking additional funding for these services.

At the State level, the Employment Development Department is planning to field test far greater integration of Workforce Investment Act and Wagner Peyser employment services at the local level through the One Stop Career Center system. If successful, the changes will streamline application and paperwork procedures and encourage assessment, skill development, and training for larger numbers of customers. Sacramento will be one of the first test sites.

#### Recommendations:

1. Youth Development: Continue making the career centers “youth-friendly” and integrate services and partners serving youth into the Career Centers. Identify

funds to pilot Youth Individual Training Accounts/Scholarships. In some communities, the ITA/Scholarships applications are collected by career centers, and a subcommittee of the Youth Council or Workforce Investment Board selects the youth who receive scholarships.

2. Community Development: Work with local employers and partners to improve the health of the community served by each center. Survey neighborhoods surrounding the career centers to identify community needs. Select one relatively easy need to meet (i.e., organizing cleanup efforts on an adjacent block) and one longer term need (i.e., growing the number and profitability of local small businesses or creating move-up strategies for local workers thus increasing wages and productivity). One or more local universities may be able to supply graduate interns to assist with community development planning and implementation.
3. Focus on Critical Occupations and Industries in the region for Sectoral Training Initiatives: Target ITA/Scholarship funds in selected occupations and industries critical to local economic growth (i.e., construction, health care or technology) and ask local employers to match these funds, thus doubling available training funding. Encourage Career Centers to focus on the “sectoral” approach and have each center select one or two critical industries/occupations to focus their efforts upon.
4. Employer/Business Services: Link to employers who have a critical worker shortage and target training efforts to meet their needs. Encourage Career Centers to become a catalyst for identifying employers in their community who need to expand and who have workforce skill shortages. This recommendation is closely related to recommendation #3, above.
5. Services to Immigrants and Refugees: Continue efforts to increase refugee and immigrant services, including access to right to work documents, learning English and gaining legal status and citizenship.