

Ricardo Olalde
WIB Chairman

Rob Field
Assistant County Executive Officer, EDA

Felicia Flournoy
WIB Director

Thomas Donahue
WIB Vice Chairman



Mark Christiansen
WIB Deputy Director

Rilla Jacobs
Secretary

Infinite Opportunity, Lasting Prosperity

Executive Committee August 18, 2010

Chairman Ricardo Olalde called the meeting to order at 10:05 A.M.

Members in Attendance

Robert Frost	Jamil Dada	Laurie McLaughlin	Lee Haven	Morris Myers	Ricardo Olalde
Shelagh Camak	Robert Little				

Members Absent

Tom Donahue					
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Guests

Mark McMurray	Jodi Sager	Ron Painter			
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Staff

Felicia Flournoy	Mark Christiansen	Maria Muldrow	Loren Sims	Scott Hander	Rilla Jacobs
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Administrative Item: 1.1 June 16, 2010, Notes

Motion: Approve the June 16, 2010, committee meeting notes

Moved by	Lee Haven	Second by	Robert Frost	Abstained	Ricardo Olalde
Status	Approved				
Discussion	Meeting recorder should be consistent when referring to the written documents. Members agreed to have the minutes referred to as notes from now on.				
Actions	All future meetings documents will be called notes instead of minutes.				

Administrative Item: 1.2 Council for Youth Development (CYD) Strategic Action Plan

Motion: Approve the Council for Youth Development Strategic Plan for the 2010/11 Program Year.

Moved by	Laurie McLaughlin	Second by	Robert Frost
Status	Approved.		
Discussion	Members asked how the CYD goals would be measured and if there would be benchmarks. The response was that the CYD information would be incorporated into the Information and Analysis Quarterly Report.		
Actions	Ensure that CYD strategic information is put into the Information and Analysis report.		

Administrative Item: 1.3 Riverside County Youth Portal

Motion: Approve the Youth Internet Portal funding recommendation of \$263,700 and authorize the Director of Workforce development, or her designee, to negotiate and execute a sole source agreement within 10 percent of the funding recommendation.

Moved by	Morris Myers	Second by	Shelagh Camak								
Status	Approved										
Discussion	Budget Breakdown										
	<table border="1"><thead><tr><th>Year 1</th><th>Year 2</th><th>Year 3</th><th>Total</th></tr></thead><tbody><tr><td>\$98,500</td><td>\$80,000</td><td>\$83,200</td><td>\$263,700</td></tr></tbody></table>	Year 1	Year 2	Year 3	Total	\$98,500	\$80,000	\$83,200	\$263,700		
Year 1	Year 2	Year 3	Total								
\$98,500	\$80,000	\$83,200	\$263,700								
	One best practice to increase youth knowledge is to have an internet portal. With the success of the adult job search portal we want to create a website for Summer Work Experience Program and Year-Round youth to access. Within this portal they will be able to do job searches, career assessments, create resumes and a host of other job related activities.										
	The website will incorporate the latest technology and the current ways that youth communicate with each other										

	<p>and the world. It will be a safe site for youth to communicate and share information. It will also be flexible enough to add or delete features as needed.</p> <p>Members wanted to know the types of securities that will be in place to ensure the youths protection.</p> <ul style="list-style-type: none"> • All job content is filtered through Monster before it can be posted to site. • There will be a Site Manger trained to vet all members who want to join the site. <p>Members asked how youth without computer access will be able to use the website. There are other means such as, the computers at the Youth Opportunity Centers, public libraries, Ipads, cell phones and other technology.</p> <p>Members asked if there would be a sufficient amount of youth accessing the website now and in the future. The response was yes there are currently 2,000 youth in our system and we expect them to remain and for new youth to join.</p>
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Information Item: 2.1 Quarterly Strategic Plan Outcome Report	
Discussion	
Presented by	Scott Hander – Information and Analysis Team (IAT)
Overview	<p>This is the final year we will work on these particular goals. The process has begun to create the new strategic plan.</p> <p>Measure 1: Annual customer satisfaction survey with each customer group. -July 12 – August 12 the Annual customer satisfaction survey with each customer group was conducted. Data should be ready by September.</p> <p>Measure 2: Increase recognition of the WDC’s leadership role around workforce issues. -34 % of the survey respondents were aware of the WDC offerings for workforce issues this is a 3% drop from 2009</p> <p>Measure 3: Enhanced linkages with workforce and economic development partners and initiatives and participation in various policy and advocacy committees related to workforce and economic development. Demonstrate effectiveness in contribution to the community’s economic development initiatives. -WDC managers are working to create this list and methods for keeping the list current. A final list should be ready by the end of August.</p> <p>Measure 4: Increase the graduation rate of those graduating with a standard diploma and/or with secondary credential. -The data is not available at this time the IAT will continue to monitor the state and other sources for the data.</p> <p>Measure 5: Increase the percentage of those entering post secondary education. -The data is not available at this time IAT will continue to monitor the state and other sources for the data.</p> <p>Measure 6: Decrease Turnover that is due to lack of skills (hard and soft skills)</p> <p>Measure 7: Increase the number of companies that report that the workforce has the required skills to expand and recruit from the region. -IAT has created a survey to collect data for this measure. The survey will be conducted during the third quarter of 2010.</p> <p>Customer Comments</p>

Information Item: 2.2 Customer Satisfaction Report	
Discussion	
Presented by	Loren Sims
Overview	Strumpf and Associates, at the request of the WIB Director, had five mystery shoppers go to each of the Workforce Development Centers and critique their customer service. For each center the shoppers did phone interviews, went into the centers for services, and rated staff on their knowledge of the services the centers provide. Each shopper went through the entire process up to the point where they would have to actually register

	into the system. They also gave the website portal high scores.
	The members were asked to read and process the report that was handed out.
Actions	The Internal Customer Satisfaction Report will be discussed at the next Executive meeting.

Reports :

Regional Committee Updates

West	Jamil Dada <ul style="list-style-type: none"> West received the revised Strategic Plan and its Goals.
East	Lee Haven: <ul style="list-style-type: none"> We are facing challenges getting people to attend the committee meetings and we need more private sector members. The web portal for exploration of regional healthcare careers may be ready by the 1st quarter of next year if funding can be approved to move forward. An estimated cost sheet was passed out and the funding will be placed on the October 20th Executive Agenda.
Mid-County	Felicia Flournoy: <ul style="list-style-type: none"> Mid County received the revised Strategic Plan and its Goals.
Southwest	Morris Myers: <ul style="list-style-type: none"> Southwest received the revised Strategic Plan and its Goals. Continue to work on the Healthcare Fair.

Council for Youth Development Liaison

Laurie McLaughlin	<ul style="list-style-type: none"> We continue to recruit new members. The Rubidoux Youth Opportunity Center will begin going through the certification process to become CQI certified. CYD adopted 4 goals for the 2010/2011 Strategic Plan. Springboard a financial literacy group for youth gave a presentation of their program. 695 youth participated in the RoadTrip interviews. SWEP and STEP assisted roughly 2,000 youths with summer work experience.
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Chairman's Report

Ricardo Olalde	<ul style="list-style-type: none"> We continue to identify and recruit private sector members for the Board. Chef Bobby Moghaddam received a national chef's award. Jamil Dada was named the setting Chairman for the California Workforce Board
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Director's Report

Felicia Flournoy	<p>The monitoring visit conducted by the Department of Labor (DOL) went well.</p> <ul style="list-style-type: none"> Our integration model was one of the best they have seen so far. The DOL monitors were unable to tell EDD staff from EDA/WDC staff. Our customers gave us high marks. They visited with one of our vendors who provide solar training. They met with four of our customers from the New Start Program which assists people who have been incarcerated and they gave us great marks along with an employer who was looking to hire ex-parolees. They visited the Rubidoux Youth Opportunity Center and heard how the youth had just completed a Road Trip Nation interview with Mayor Loveridge. They plan to take back several of our best practices to report back to the DOL. <p>Echo Update: We will give a full presentation of the Riverside County of Education, Work Readiness Certification. It will have the WIB logo on it and we will also have feedback from the business sector. This presentation will be given at the December WIB Annual Holiday Meeting.</p>
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Adjourned: 11:35 A.M.