#### **MLJT Board of Directors**

Amador Co: Supervisor Lynn Morgan
Mariposa Co: Supervisor Marshall Long
Tuolumne Co: Supervisor Randy Hanvelt
Calaveras Co: Supervisor Chris Wright

# MOTHER LODE JOB TRAINING BOARD OF DIRECTORS



MLWIB Chair: Michelle Watkins

# **Meeting Agenda**

Monday, October 17, 2016 (9:00 a.m. – 12:00 p.m.) Mother Lode Job Training 197 Mono Way, Suite B, Sonora CA 95370

Questions: (209) 533-3396 – Dave Thoeny

# CALL TO ORDER AND ROLL CALL

# **PUBLIC COMMENT**

The Mother Lode Job Training Board of Directors welcomes public comments. A member of the public may comment on agenda items or any item that is within the subject matter jurisdiction of the Board, even though subject matter may not be on the agenda. The Chair will limit the time allocated to each individual public speaker to no more than five (5) minutes.

# **ACTION ITEMS**

**A1:** Acceptance of the August 29, 2016 meeting minutes

**A2:** Mother Lode Workforce Development Board Membership

A3: Authorization to enter into contracts based on negotiations with Health/Lit/Now for the delivery of Health Career Awareness and Health Literacy Workshop Services

#### **INFORMATION ITEMS**

**I1:** Selection of AJCC Operator and Services Providers

**I2** Director's Report

1. Status Report - EDD Monitoring

- 2. Fiscal Management/Annual Audit
- 3. Human Resources/Personnel
- 4. Executive Director's First 30 Days
- 5. MLJT Service Level & Expenditure Report period ending September 30, 2016

13: 2016 Meeting Calendar

14: 2017 Meeting Calendar

**NEXT MEETING:** Monday, January 23, 2017 from 10:00 a.m. to 12:00 p.m.

#### ADJOURN

# **MATERIALS SUPPORTING ACTION ITEMS**

A1: Acceptance of the July 18, 2016 ML BOD meeting minutes.

#### **MLJT Board of Directors**

Amador Co: Supervisor Lynn Morgan
Mariposa Co: Supervisor Marshall Long
Tuolumne Co: Supervisor Randy Hanvelt
Calaveras Co: Supervisor Chris Wright
Chair Michelle Watkins

# MOTHER LODE JOB TRAINING BOARD OF DIRECTORS



# **Meeting Minutes**

Monday, August 29, 2016 (9:00 a.m. – 12:00 p.m.) Mother Lode Job Training 197 Mono Way, Suite B, Sonora CA 95370

# CALL TO ORDER AND ROLL CALL

Chair R Hanvelt called the meeting to order at 9:00 a.m. and asked V Long to conduct a roll call. Three supervisors and the Workforce Board Chair were determined to be present and a quorum was established. For the record it is noted that Supervisor Wright arrived at 9:06 a.m. following the acceptance of the minutes.

#### **PUBLIC COMMENT**

Chair R Hanvelt asked if there was public comment and there was none.

#### **ACTION ITEMS**

A1: Acceptance of the April 18, 2016 meeting minutes
The minutes of the April 18, 2016 meeting agenda were presented by Executive
Director J Dickason.

**Action:** Motion by Supervisor M Long with a second from Supervisor L Morgan to accept the minutes as presented. Motion carries (4-0-1) with Supervisor C Wright absent.

A2: Closed Session – The Mother Lode Job Training Board of Directors conducted a closed session to interview and consider applicants for the position of Executive Director in compliance with the Brown Act and Government Code §54957.

**Action:** Chair R Hanvelt reported at the end of the closed session that candidates for the position of Mother Lode Job Training Executive Director were interviewed and that members of the Board were in agreement and have directed the Chair to negotiate salary and terms of employment with the preferred candidate.

A3: Amendment to Mother Lode Job Training Policy 345 Personal Time Off (PTO)
J Dickason presented and discussed proposed changes to the Mother Lode Job
Training Policy 345 Personal Time Off (PTO).

**Action:** Motion by Supervisor C Wright with a second from Supervisor L Morgan to establish a one-time waiver of the limits in Policy 345 regulating the accrual and use of PTO and holiday pay by Executive Director J Dickason for the purposes of supporting a smooth transition of the leadership of Mother Lode Job Training Agency,

and including an expiration of the waiver effective December 31, 2016. Motion carried (5-0-0).

**A4:** Authorization to enter into contracts based on results of Requests for Proposals for Health Career Awareness and Health Literacy Workshop Services.

J Dickason presented the results of the competitive request for proposals (RFP) for Health Career Awareness and Health Literacy Workshop Services. The result of the open public RFP was one bidder, Health/Lit/Now, a local 501(c(3) non-profit. J Dickason informed the Board that this responding organization was instrumental in the original grant response resulting in the grant award supporting the RFP and that the organization had successfully presented 15 workshops in Tuolumne County the previous year that were well attended and well received. Staff recommended moving forward to negotiate a sole source contract with Health/Lit/Now for services described under the grant.

**Action:** Motion by Supervisor L Morgan with a second by Supervisor C Wright to authorized staff to negotiate and enter into a contract with Health/Lit /Now for Health Career Awareness and Health Literacy Workshop Services as described in the grant and RFP. Motion carried (5-0-0).

**A5:** Authorization to enter into a contract for the Annual Single Financial Audit of Mother Lode Job Training Agency.

J Dickason described requirements of the agency to annual procure and execute a single financial audit under the A-133 and Uniform Guidance circulars of the Office of Management and Budget (OMB). J Dickason informed the Board that this year three audit firms were asked to bid on the audit and that each of the three firms were experienced with auditing agencies like Mother Lode Job Training and with WIA funding and regulations. J Dickason informed the Board that last year Morse Wittwer and Sampson completed the audit and that this firm had recently merged with Moss Adams LLP who has been used by the Stanislaus Alliance to conduct its annual single financial audit. Staff is recommending that Moss Adams be retained for this year's audit.

**Action:** Motion by Supervisor M Long with a second from Supervisor L Morgan to authorize staff to enter into a contract with Moss Adams to conduct the 2015-16 annual single financial audit. Motion passed (5-0-0)

# **INFORMATION ITEMS**

J Dickason brought members attention to the 2016 and 2017 quarterly meeting calendars of the Mother Lode Job Training Board of Directors and the Mother Lode Workforce Development Board, and noted that the next scheduled meeting is Monday, October 17, 2016 from 10:00 a.m. to 12:00 p.m.

#### **ADJOURN**

Chair R Hanvelt adjourned the meeting at 12:00 p.m.

Staff contact: Jeff Dickason, (209) 533-3396 / JDickason@MLJT.Org

A2: Mother Lode Workforce Investment Board Membership

**Action:** Consideration Mother Lode Workforce Board membership changes conforming to WIOA requirements or additional actions related to

Workforce Board membership sought by members of the Board.

M1: Resignations Mary Ruiz EDD, Sue Westgate MRL Industries

M2: Appointment Lorraine Perry EDD, Kyle Strivers Mariposa Chamber

M3: Extensions None M4: Status Changes None

# Mother Lode Workforce Investment Board Membership Effective April 18, 2016

Total Seated*: 17	Total Busine	ss: 9	Workforce	: 4	Mandated Partners*: Meets
(*Members fill multiple require	ements) Percent:	56%	Percent:	25%	
Have 17 / Need 0	Have 9/N	eed 0	Have 4 / N	leed 0	Have 5 / Need 0

WIOA Membership Sec. 107(b)(2)	Name	Company/Organization	
Business Representation (Majority)			9
Hospitality	Rosetta Bannwarth	Banny's Restaurant and Catering	1
Hospitality/Tourism	Michelle Watkins	Black Oak Casino	2
Hospitality/Tourism	Trish Magdaleno	Chicken Ranch Casino	3
Technology/Communications	Tim Hildabrand	HSTAR, Inc.	4
Technology/Communications	Ben Hulet	Mother Lode Internet	5
Technology/Communications	Frank Leschinsky	Volcano Telephone	6
Technology/Energy	Sue Westgate	MRL Industries	7
Construction/Retail Trade	Mark Borchin	The Glass Doctor	8
Health/Medical	Tyler Newton	Sonora Regional Medical Center	9
Workforce Representation (20%)			4
Labor	Debra Rockwood	UNITE-HERE! Local 19	10
Labor	Bill Petrone	Service Employees International Union 1021	11
Labor	James Wood	Laborers Local 1130	12
Youth Education & Employment	Margie Bulkin	Tuolumne Superintendent of Schools	13
Education (2 Required)			2
Higher Education	Klaus Tenbergen	Columbia College	14
Adult Education	Klaus Tenbergen	Columbia College	*
Economic Development (1 Required)			1
Economic Development	Larry Cope	Central Sierra Economic Development District & Tuolumne Economic Development Authority	15
One-Stop Partners (2 Required)			2
Title III Wagner-Peyser	Mary Ruiz	Employment Development Department	16
Title IV Vocational Rehabilitation	Mahalia Gotico	Vocational Rehabilitation Department	17
Optional Partners (Ex-Officio)			
Title I WIOA Programs	Jeff Dickason	Mother Lode Job Training	0
TANF/Welfare-to-Work	Rebecca Espino	Tuolumne County Department of Social Services	0
CBO - HUD/CSGB	Shelly Hance	Amador-Tuolumne Community Action Agency	0
Title V Older Americans	Rebecca Mendibles	SER Jobs for Progress National, Inc.	0
Native American Programs	Velma Whitebear	California Indian Manpower Consortium	0

In June 2016 staff of the California Workforce Development Board reviewed, accepted and provided verbal notification that the Mother Lode Workforce Board meets state of California and WIOA membership, configuration and certification requirements.

Staff contact: Dave Thoeny, Executive Director, (209) 533-3396 / DThoeny@MLJT.Org

**A3:** Authorization to enter into contracts based on negotiations with Health/Lit/Now for the delivery of Health Career Awareness and Health Literacy Workshop Services

**Action:** Authorize Mother Lode Job Training to enter into a contract for the purposes of providing for the delivery of grant services in accordance with the grant solicitation and the grant application and award.

# **Discussion:**

At the August 29, 2016 meeting the Mother Lode Job Training Board of Directors authorized staff to negotiate and enter into a contract with Health/Lit/Now for the delivery of Health Literacy and Career Awareness Workshops for (K-12) schools in Tuolumne and Calaveras counties. Staff has negotiated the contract and Health/Lit/Now is seeking an additional \$5,000 above the Request for Proposals amount of \$179,023 to provide for the expense of contracting for and managing Personal Services contracts for the six staff positions identified in the grant solicitation and Request for Proposals response. Staff is recommending the approval of this change, bringing the contract total to \$184,023. This change will provide for clarity in regard to the management and delivery of project services and will mitigate risks to Mother Lode Job Training associated with directly contracting for personal services.

Staff Contact: Dave Thoeny (209) 533-3396 / DThoeny@MLJT.Org

# **INFORMATION ITEMS:**

# **I1: Selection of AJCC Operator and Services Providers**

The Act, regulation and draft Directive WSDD-153 from the California Employment Development Department require local boards to competitively procure the AJCC One-Stop Operator, Adult and Dislocated Worker Career Services and Youth Services providers. If the local board wishes to be the AJCC One-Stop Operator or a service provider it must establish conflict of interest and firewall policies including the use of a neutral third party procurement that effectively removes the local board from the procurement and award process, see attached draft EDD Directive WSDD-153.

If the Mother Lode Job Training Board of Directors and Mother Lode Workforce Development Board are interested in having Mother Lode Job Training provide services as the AJCC One-Stop Operator, Adult and Dislocated Worker Career Services or Youth Services provider then the Boards must adopt conflict of interest and firewall policies, arrange for a neutral third party to establish the scope of work and complete the procurement, and provide for a neutral third party to conduct oversight and provide recommendations to the Boards to assure compliance and service delivery and performance improvements.

To implement this guidance staff is recommending the following actions:

- The Mother Lode Job Training Board of Directors and Workforce Development Board
  must identify whether it is economically feasible to divide service delivery across
  multiple procurements or if it is preferable to retain service delivery and outsource
  procurement and oversight of services to a neutral third party.
- 2. Based on the direction provided,
  - a. If service provision is to be retained by the Mother Lode Workforce Development Board then:
    - 1) Conflict of interest and firewall provisions must be adopted
    - 2) A neutral third party must be identified to establish the scope of work and complete procurement; and,
    - 3) A neutral third party must be retained to provide compliance and performance oversight for service delivery.
  - b. If service provision is to be contracted to a third party then:
    - The Mother Lode Workforce Board must adopt Conflict of Interest and firewall provisions;
    - 2) A Scope of Work and procurement methodology must be established; and,
    - 3) Capacity for compliance and performance oversight must be developed.

Should the Mother Lode Board of Directors and Mother Lode Workforce Development Board wish to retain service provision then staff recommends that the Boards retain a neutral third party to establish the scope of work for the AJCC Operator, and the Adult and Dislocated Worker and Youth Services Providers. This would be most efficiently done by having the Chairs of both Boards appoint an adhoc committee to provide oversight for the procurement and by retaining a neutral third party to conduct the procurement. The work necessary to establish the scope of work can be mitigated by adopting a procurement tool that has already been developed, such as the procurement used by the San Diego, Madera or Tulare Workforce Boards. The Boards will also need to procure a third party to conduct an annual compliance and performance audit resulting in a written report to the Boards supporting decision making regarding contract extensions and corrective action.

Staff contact: Dave Thoeny, Executive Director, (209) 533-3396 / DThoeny@MLJT.Org

# **I2: Executive Director's Report**

**Action:** Accept Executive Director's report and provide appropriate direction.

# 1. Status Report - EDD Monitoring

EDD scheduled their next monitoring for the week of October 24, 2016. Staff are working to re-schedule this event to provide for staff attendance at the MOU Phase II training scheduled for that week in Sacramento.

Monitoring by the Employment Development Department was last completed March 14-17, 2016 with a focus on Fiscal, Procurement and Administrative Systems and internal controls. The monitoring resulted in no findings. EDD monitoring staff reviewed implementation timelines provided encouragement to continue the transition between WIA and WIOA.

EDD Monitoring	Status
PY14-15 Fiscal Monitoring	No Findings – Completed March 14-17, 2016

# 2. Fiscal Management/Annual Audit

A letter of agreement has been put into place with our new auditor Moss Adams. The audit has yet to be scheduled.

# 3. Human Resources/Personnel

Mother Lode Job Training hired a Executive Director, Dave Thoeny, who began work on September 19, 2016. Staff are working on completing recruitments for Workforce Development Board and Human Resource support as well as technology and administrative support.

Employment Development Department has announced that they will co-locate a staff person in the Tuolumne AJCC beginning in January. In preparation for this Mother Lode Job Training is preparing to extend Tuolumne AJCC One-Stop Center hours to Friday which will extend community services to a schedule of Monday – Friday from 8:00 a.m. to 4:30 p.m. and is reviewing our Holiday Calendar in anticipation of the need to align this with the state Holiday calendar.

# 4. Executive Director's First 30 Days

- Knowledge Ramp
- Vision setting
- Staff interaction
- Outreach/Networking
- Operations
- BOD feedback (priorities and process)

# **5. Mother Lode Job Training Service Level and Expenditure Report** Attached.



# SERVICE LEVEL & EXPENDITURE REPORT for Program Year 2016-17

Better Skills - Better Jobs - Better Economy

# **SERVICE LEVELS**

Performance against service level goals for the program year is as follows:

CUSTOMER TRAFFIC	PY14/1	5	PY15/1	16	PY16/17 (for Period: July 1 to September 30)					
Career Center	Unique Customers	Total Visits	Unique Customers	Total Visits	Unique Customers	Total Visits	Return Rate	Ave. Visits / Month	Ave. Visits / Day	
Amador	531	1,419	479	1,567	75	137	1.8	46	3	
Calaveras	452	1,410	424	1,205	63	127	2.0	42	3	
Mariposa	490	1,948	322	1,089	52	117	2.3	39	2	
Tuolumne	1,382	4,198	1,085	3,152	182	316	1.7	105	6	
Total	2,855	8,975	2,250	7,017	372	697	1.9	232	14	
PY2015-16					2,250	7.017	3.1	585	40	
PY2014-15					2,855	8,975	3.1	748	50	
PY2013-14					3,418	10,239	3.0	853	58	
PY2012-13					4,814	14,082	2.9	1,174	70	
PY2011-12					5,374	17,477	3.3	1,456	87	
PY2010-11					5,088	18,187	3.6	1,516	90	

Between July 1, 2016 and September 30, 2016 the unique unduplicated customer count was 372. Total customer visits were 697. This is an average customer return rate of 1.9 visits per customer, and breaks down into 232 customer visits each month or 14 customers each business day.

# **WIOA ENROLLMENTS**

SERVICE LEVELS	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL
(counts not unique)	PY11/2	PY12/13	PY13/14	PY14/15	PY15/16
Adult	150	123	173	137	208
- Training	30	38	70	50	66
Dislocated Worker	199	164	132	88	111
- Training	77	75	72	47	41
JD NEG		-	-	18	30
- Training / Work-Based		-	-	5	17
Youth	38	49	63	69	58
- In-School	23	34	40	39	9
- Out-of-School	15	15	23	30	49
- Training					14

GOAL	ACTUAL	PERCENT
PY16/17	(9/30/16)	GOAL
150	52	35%
39	16	41%
130	33	25%
36	11	31%
5		
1		
60	30	50%
2	2	100%
58	28	48%
12	5	42%

As part of the annual planning and budgeting process Mother Lode Job Training in consultation with Mother Lode Workforce Investment Board and Board of Directors establishes service level targets. These are reflected in the table, above.

# **WORK-BASED LEARNING**

FUNDING	ACC	CCC	MCC	TCC	TOTAL
WIOA Youth	1	4	5	3	13
WIOA Adult (OJT)		2		1	3
WIOA DW (OJT)			1		1
JD NEG					
Cal-Works			7	2	9
US Forest Service				5	5
TOTAL	1	6	13	11	31

Mother Lode Job Training works with employers to develop work-based learning opportunities supporting the development of job and work readiness skills of participants placed into these positions. Work experience and on-the-job training may be funded using WIOA,

JD NEG or Cal-Works contract funds, based on the eligibilities of the participant. In general, each opportunity is 30 to 40 hours per week with the duration based on the needs of the participant and availability of the employer. Each opportunity includes an individualized work and training plan detailing the skills and competencies to be learned. Following the work-based learning opportunity, every effort is made to transition the participant into employment with the host employer or to place the participant into other unsubsidized work.

#### **BUSINESS SERVICES**

PY16-17	Employers					
(Jul-Sep)	Contacted	Added to	Posted			
		vos	to VOS			
ACC	83	6	39	0		
CCC	106	3	36	2		
MCC						
TCC	153	5	43	1		
TOTAL	342	14	118	3		
PY15-16	808	38	244	14		
PY14-15	587	123	643	7		
PY13-14	482	138	381	14		

Outreach and expanding services for employers is a staff priority. Metrics were created for PY13/14 to measure staff engagement related to this work. Metrics include the numbers of employers contacted and offered services, new employers added to the CalJOBS labor exchange system, new jobs posted, and On-the-Job Training

contracts written with employers. For PY2016-17, through the end of September, with three counties reporting, 342 employers have been contacted, 14 new employers added to VOS and 118 jobs posted, and 3 OJT contracts were written. No incumbent worker training contracts have been funded.

# TRAINING ENGAGEMENT

Center	PY13/14 Actual	PY14/15 Actual	PY15/16 Actual	PY16/17 Plan	PY16/17 Actual	(%) Plan
ACC	20	11	13	13	7	54%
CCC	23	37	28	28	7	25%
MCC	14	11	16	16	3	19%
TCC	49	50	36	36	19	53%
Total	106	109	93	93	35	38%

For PY2016-17 based on available training resources for the Adult, Dislocated Worker and JD NEG programs, a goal of 88 training slots was established. Included within

total are funds for on-the-job training (OJT). Between July and September 30<sup>th</sup> a total of 35 scholarships were funded including the continuation of scholarships from the previous year.

Scholarships funded in PY2016-17 (Jul1, 2016 – September 30, 2016) include:

Period: 7/1/16-9/30/16

Updated 9/30/16

Field of Study	Paid	Obligated	Total	ACC	ССС	МСС	TCC	Total
Admin. Assistant OJT	3,526	9,981	13,507	0	0	0	3	3
Alcohol & Drug Counseling	0	2,180	2,180	1	0	0	0	1
Auto Body Technician		5,886	5,886	0	1	0	0	1
Car Wash and Service Technician								
OJT	1,442	2,058	3,500	0	1	0	0	1
Class A License	4,013	85	4,098	1	0	0	0	1
Certified Nursing Assistant	550		550	0	1	0	0	1
FireFighter	0	450	450	0	0	0	1	1
GED Preparation	20	0	20	0	0	0	1	1
Heavy Equipment Operator	9,898	9,890	19,788	0	0	1	1	1
Human Resourse	0	5,625	5,625	0	0	0	1	1
Inside Sales Representative		6,760	6,760	0	0	0	1	1
Lineman	0	12,150	12,150	0	0	0	1	1
Medical Office Assistant	4,919		4,919	0	0	0	3	3
Certified Medical Assistant	0	12,677	12,677	1	1	0	0	2
PC Support Specialist	10,000	0	10,000	1	0	0	0	1
Phlebotomy	325	75	400	1	0	0	1	2
Shuttle/Chauffeur Operator (OJT)	3,810	3,489	7,299	0	0	0	1	1
Truck Driver/Tractor Trailer								
Operator	14,565	18,296	32,861	1	1	2	3	7
Vet Assistant	4,270		4,270	1	1	0	0	2
Wastewater Treatment (OJT)		11,172	11,172	0	0	0	1	1
Wastewater Treatment	0	271	271	0	1	0	0	1
Water Resource Mgnt	0	752	752	0	0	0	1	1
TOTALS	57,338	101,796	159,134	7	7	3	19	35

# EXPENDITURE (July 1, 2016 to September 30, 2016)

In the first three months of program year 2016-17 (July 1, 2016 thru June 30, 2017), a total of \$505,731 was expended against an <u>adjusted</u> budget of \$2,760,642. This represents an expenditure of 18% of budgeted funds in 25% of the budget year. The expenditure rates of the individual funds vary based on staff time recorded and allocated and direct costs charged to each fund.

MOTHER LODE JOB WIOA EXPENDITURE	ACTUAL PY13/14	ACTUAL PY14/15	ACTUAL PY15/16	BUDGET PY16/17	ACTUAL 9/30/2016	PERCENT BUDGET
WICA EXPENDITURE	F113/14	F114/13	F113/10	F110/17	9/30/2010	BUDGET
Adult Program	494,923	524,053	436,566	505,632	106,368	21%
Dislocated Worker Program	618,649	505,601	455,840	425,661	109,543	26%
Rapid Response	398,316	309,697	238,043	504,074	98,747	20%
Layoff Aversion	-	-	52,495	155,318	29,998	19%
NEG – PY14-15	-	41,170	91,478	22,084	8,784	40%
Youth Program	517,759	397,498	452,741	390,028	95,849	25%
- In-School Youth	278,176	191,578	92,590	78,006	-	
- Out-of-School Youth	239,583	205,920	360,151	312,022	-	
Cal-WORKS Mariposa	26,345	26,255	106,786	184,783	26,517	14%
Cal-WORKS Tuolumne	97,932	71,028	92,241	100,000	7,909	8%
HHS Amador	1,824			0	-	
Customer Centered Design	-			14,311	0	0%
Regional Planning WIOA				68,756	0	0%
Water Grant/Project				150,000	804	1%
Health/Lit/Now Project				217,189	1,481	1%
CDBG Calaveras	26,515	100,000	59,531	0	-	
CDBG Mariposa	52,913	39,084		0	-	
US Forest Service	4,594	6,213	16,459	22,806	18,250	80%
TOTAL	2,239,770	2,020,599	2,002,180	2,760,642	504,250	18%

# **CUSTOMER SATISFACTION**

Each quarter a random survey of customers is completed by each Career Center. The cumulative survey, below, shows a high level of satisfaction with services among the customers surveyed. Job search assistance continues to be the primary reason provided by customers coming into the Career Centers although significant numbers of customers do take advantage of other services. The primary age group served is 22-54, and 85% of customers returned for additional services. The overall customer satisfaction rating across all questions is 94% with the same percentage that would recommend the service to others.

PY2016-17 (July 1, 2016 to June 30, 2017)	On a S	On a Satisfaction Scale of 10 to 1 with 10 being very satisfied.									
Customer Satisfaction - Survey Quarters 1	Satis	fied	<-	<>			->	Dis-satisfied			Overall
No. of Responses: 79	10	9	8	7	6	5	4	3	2	1	
How satisfied were you with services?	67	10	0	1	0	0	0	0	0	1	97%
To what extent did services meet your expectations?	48	13	7	3	2	4	1	0	1	0	90%
How well do services compare with an ideal set of services?	54	12	4	0	2	7	0	0	0	0	92%
How likely would you be to recommend services to others?	58	11	7	0	1	1	0	1	0	0	95%
Career Center was easily accessible and staff welcoming?	59	8	0	1	2	8	1	0	0	0	92%
Staff members were knowledgeable and helpful?	67	10	1	0	0	0	0	0	1	0	97%
Services needed were provided in a timely manner?	58	9	4	0	0	7	0	1	0	0	93%
OVERALL SATISFACTION: (100% Possible with all guest	tions ea	ually we	ighted)								94%

Type of Assistance:		
Job Search	78	99%
Cal JOBS	38	48%
Resume Development	42	53%
Office Equipment Support	25	32%
Telephones	24	30%
Resource Information	19	24%
Other:	12	15%

Age:		
14-17	0	0%
18-21	5	5%
22-54	43	46%
55 & Up	10	31%
Total	93	100%
Visit:		
First	25	32%
Repeat Customer	23	85%



# 2016 Board Meetings

197 Mono Way, Suite B Sonora, CA 95370 Phone: (209) 533-3396 Fax: (209) 533-1079

# **MLJT Board of Directors**

January								April								July									October									
S	М	Т	W	Т	F	S		S	М	Т	W	Т	F	S		S	М	Т	W	Т	F	S		S	М	Т	W	Т	F	S				
					1	2							1	2							1	2								1				
3	4	5	6	7	8	9		3	4	5	6	7	8	9		3	4	5	6	7	8	9		2	3	4	5	6	7	8				
10	11	12	13	14	15	16		10	11	12	13	14	15	16		10	11	12	13	14	15	16		9	10	11	12	13	14	15				
17	18	19	20	21	22	23		17	18	19	20	21	22	23		17	18	19	20	21	22	23		16	17	18	19	20	21	22				
24	25	26	27	28	29	30		24	25	26	27	28	29	30		24	25	26	27	28	29	30		23	24	25	26	27	28	29				
31																31								30	31									
	Workforce Investment Board																																	
		Fe	brua	ary							May							Α	ugu	st						November								
S	М	Т	W	Т	F	S		S	М	Т	W	Т	F	S		S	М	Т	W	Т	F	S		S	M	Т	W	Т	F	S				
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If you require reasonable accommodation in order to participate in any of these meetings please contact Vicki Long, 72 hours in advance, at **(209) 588-1150** 

14: 2017 Meeting Calendar



# 2017 Board Meetings

197 Mono Way, Suite B Sonora, CA 95370 Phone: (209) 533-3396 Fax: (209) 533-1079

# **MLJT Board of Directors**

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If you require reasonable accommodation in order to participate in any of these meetings please contact Vicki Long, 72 hours in advance, at (209) 533-3396