

WORKFORCE DEVELOPMENT BOARD MEETING MINUTES

Members Present	Members Absent	Staff & Guests
Kim Armstrong (Chair)	Glenn Agoncillo	Imad Awarke
Regina Cash	Bradford Barto	Sal Barajas
Xochitl Cobarruvias	Elizabeth Castillo	Debbie Broadway
Tommy Faavae	Melissa Infusino	Christopher Gallegos
Vernard Johnson	Graham Scott	Utilia Guzman
Fred (Frederick) Johring	Vivian Shimoyama	Carla Hendy-Anguiano
Simon Kim	Vacant – Business	Lucius Martin
Weson LaBar	Vacant – Business	Alisa Munoz
Larry Rice	Vacant – EDD	Jaime Ramirez
Peter (Pedro) Santillan		Nick Schultz
		Erick Serrato
		Julia Smay
		Dawn Swann
		Joseph Velasco

Pacific Gateway Workforce Development Board (PGWDB) convened in a regular meeting on February 25, 2020 at Pacific Gateway/The WorkPlace, located at 4811 Airport Plaza Drive Long Beach, CA 90815.

I. Call to Order

Chair Kim Armstrong called the meeting to order at 7:51 a.m.

Kim and Nick welcomed Julia Smay, the new Bureau Secretary for Pacific Gateway.

II. Public Comment

No public comment.

III. Minutes

Motion to approve the PGWDB Meeting Minutes from 12/17/20, was made by Peter Santillan and seconded by Tommy Faavae.

Motion Approved.

IV. Local Workforce Development System

A. Pacific Gateway Workforce Development Board Bylaws

Updates to the Pacific Gateway Workforce Development Board Bylaws required under WIOA. A copy of the Bylaws with highlighted changes as shared with the Board for approval. These changes were recommended by

the State to be in compliance under WIOA. No major or significant changes made to the Bylaws.

Peter Santillan: Do the Bylaws get revised by City Attorney?

Nick Schultz: Yes, once the Board approves.

Motion to adopt the revised Pacific Gateway Workforce Development Board Bylaws was made by Peter Santillan and seconded by Regina Cash.

Motion Approved.

B. Performance Metrics

Last year Pacific Gateway introduced Additional Internal Metrics (AIMS) to gauge performance alongside the mandated federal performance measures. These metrics are based on customer experience and were created from having serious conversations with customers. Pacific Gateway identified the following to be the AIMS as the most critical:

- Training Completion Rate
- Training to Employment (within 90 days)
- Customers Exit to Employment
- Customers Exit Employment Information Obtained
- Number of Days Between Orientation and Enrollment
- Number of Days Between Orientation and First Activity/Service

Pacific Gateway continues to analyze the data and address the challenges that each AIM has.

The Pacific Gateway Business Engagement Team is also developing internal metrics to gauge how well Pacific Gateway is doing in supporting businesses. More information on these metrics will be shared.

Larry Rice: What percentage of individuals do not get a employed within 90 days of completing training, but may do after?

Erick Serrato: At this time, specific information is not available, but we can email information. There are multiple reasons as to why a person is not employed within 90 days after completing training.

Regina Cash: There are several reasons why a customer may not be providing employment information. Do customers get provided an incentive for providing the information?

Erick Serrato: Pacific Gateway is unable to utilize federal funds to provide incentives, but if there was an opportunity to utilize funding with no limitations, then it will be considered.

Peter Santillan: Can these AIMS be compared to the mandated performance measures?

Erick Serrato: This is a challenge as this is Pacific Gateway first time looking at the AIMs and are not part of the mandated performance measures.

V. Industry Engagement

A. Aerospace Sector Focus

Pacific Gateway focuses on what key industries sectors are driving the local economy, how to work with local educational institutions and other service providers in the area to create a career pipeline for those searching for employment.

The aerospace sector is becoming an important focus for Long Beach and requires the involvement and participation of the workforce development board. It is important the local workforce boards, educational institutions, and employers work together to create and retain talent in Long Beach.

Pacific Gateway launched a sector partnership. In January, Pacific Gateway convened 21 employers in the aerospace sector to discuss their plans for expansion and growth in Long Beach, and share their priorities over the next few years.

A second convening will take place in the upcoming months.

Simon Kim: Was there educational institutions present in the convening?

Nick Schultz: Yes. CSULB, LBCC and LBUUSD were present.

VI. Career Services

Adult Services - WorkPlace

A. Customer Training Outcomes

Last year, Pacific Gateway created a new unit dedicated to compliance contracts and training, under the direction of Alisa Munoz. As part of this new unit, Imad Awarke was promoted to be the Training Coordinator and has focused on collecting and analyzing data on educational training:

- How customers are doing in classroom, online, or hybrid models
- Who is receiving training
- How are customers utilizing training for their career development

Data reflects customers that completed and not completed/dropped; the completion rate between online and classroom; the number of individuals that get employed utilizing their training certificate, what industry sectors customers are accessing training for; placement rate and employment rate; cost of training comparison, etc.

Regina Cash: Online training is challenging as there is no way of the knowing if the customer will be successful and there is a cost associated with it.

Erick Serrato: This is a challenge because there is no way of tracking how well the customer is doing, as they have to complete training on their own. For online training, any customer who starts training, the school is required to provide rosters and number of hours completed to ensure that Pacific Gateway pays for the training. We receive progress reports on a weekly basis.

The data collection will continue to provide information on training selections made by customers, and the investments made by Pacific Gateway to ensure they are aligned with industry opportunity and student value.

Larry Rice: What is the reason for those that do not complete training?

Erick Serrato: There are a variety of reasons: they obtained full time employment; not interested in the training; personal matters/issues; etc.

Adult Services – Harbor Gateway WorkSource Center

No discussion.

Youth Services – Long Beach

B. FutureLB Update

Through the Youth@Work Program, Pacific Gateway has hired Youth Designers to help Pacific Gateway with the design of the center, programs and operations. All processes will be created by youth as well.

FutureLB is expected to be completed by September 2020.

Harbor YouthSource Center

C. Los Angeles City Harbor YouthSource Center PY 18-19 Performance and PY 19-20 Goals

No discussion.

VII. Grants Update

For this program year, Pacific Gateway has been awarded approximately \$~800K.

Pacific Gateway applied for the Housing & Urban Development grant and was awarded \$360K to support residents of the Carmelitos Housing Complex to provide intensive job development entrepreneurship programs.

Continue to work with the City of Long Beach, Health and Human Services Department to access HEAP funds to support homeless individuals. This will help expand services at FutureLB.

VIII. Leadership Reports

A. Board Chair Report

Kim Armstrong thanked staff for preparing for the Board meeting and retreat.

CWA Day at the Capitol and National Association of Workforce Boards (The Forum) is scheduled for next month and will be participating.

The next Aerospace Convening will be held at Boeing.

Youth Development Committee is the only standing committee as indicated in the Bylaws. A vice-chair needs to be appointed and will be appointed soon.

B. Executive Director Report

Vivian Shimoyama and Weston Labor joined the Community Development Corporation that is being put together in North Long Beach.

Pacific Gateway continues to negotiate the lease with Employment Development Department.

Working with the organizers of GetGlobal Conference on creating a talent development component.

Working with the Goodman Group to look of assets of the Boeing C-17 site and how to market to potential tenants.

In communication with Disney Corporation on how we can help support the hospitality and tourism industry.

CSULB Downtown educational services lease agreement has been executed.

Board is encouraged to support SB-1333; to offer qualified employers a \$10K tax credit for hiring homeless individuals. Homeless in the top priority in the City of Long Beach.

IV. Adjournment

Board Chair Kim Armstrong adjourned the meeting at 9:01 a.m. without objection.

Next Board Meeting: Tuesday, May 12, 2020 at 7:45 a.m.