

## 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 Hillsdale 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>



## **JOINT MEETING OF THE SACRAMENTO WORKS, INC. PLANNING/OVERSIGHT COMMITTEE AND YOUTH COUNCIL**

**Date:** Monday, November 19, 2007

**Time:** 8:30 a.m.

**Location:** SETA Board Room  
925 Del Paso Blvd., Suite 100  
Sacramento, CA 95815

## **AGENDA**

1. Call to Order/Roll Call
2. **ACTION ITEM:** Approval of Minutes of the October 17, 2007 Meeting
3. **ACTION ITEM:** Approval of the inclusion of Human Services Workforce Careers to Sacramento Works "Critical Occupational Groups" (Christine Welsch)
4. **DISCUSSION ITEM:** Update on the transition to a Demand Driven, Integrated One Stop Learning Lab (Melissa Noteboom, Sandra Brown, Elvina Carrington, Pattie Espinosa and Robin Purdy)
5. Input from the public
6. Adjournment

**Planning/Oversight Committee Members:** Mike Dourgarian (Chair), Lynn Conner, Kathy Kossick, Jim Lambert, James Pardun, Joan Polster, Tim Ray.

**Youth Council Members:** Matt Kelly (Chair), Mike Brunelle, Colleen Clark, Patricia Espinosa, John Koogle, Bina Lefkowitz, Dennis Morin, Maurice Read, William Warwick

**DISTRIBUTION DATE: TUESDAY, NOVEMBER 13, 2007**

**Sacramento Works, Inc.**  
**Planning/Oversight Committee**  
Minutes/Synopsis

Hillsdale Career Center  
5655 Hillsdale Blvd., Suite 8  
Sacramento, CA 95842

Wednesday, October 17, 2007  
8:30 a.m.

1. **Call to Order/Roll Call:** Mr. Dourgarian called the meeting to order at 8:51 a.m.

**Members Present:** Mike Dourgarian, Lynn Conner, Kathy Kossick, Tim Ray, Joan Polster.

**Members Absent:** Jim Lambert, James Pardun.

**Others Present:** Bina Lefkovitz, Pattie Espinosa, Liz Friend, Julie Davis-Jaffe, Melissa Noteboom, Elvina Carrington, Bill Walker, Robin Purdy, Phil Cunningham, Sandra Brown

2. **ACTION ITEM:** Approval of Minutes of the September 11, 2007 Meeting

No questions or comments.

Moved/Ray, second/Conner, to approve the September 11, 2007 minutes.  
Voice Vote: Unanimous approval.

3. **ACTION ITEM:** Approval to Place the Sacramento Works Incentive Policy on Hold

Ms. Robin Purdy stated that at the last meeting, the Committee referred this back to staff to figure out a way to continue giving career centers an incentive bonus. The Agency is currently in transition to common measures. The common measures have not yet been negotiated with the State. Staff is requesting this item be brought back in January.

Ms. Purdy has discussed this issue with the career centers staff. The career centers do not like competing against each other but love it when they win incentive awards. This is a method of staff recognition and team building. Approximately \$12,000 was spent last year on incentive payments.

Moved/Kossick, second/Ray, to continue this item to the January, 2008 Planning/Oversight Committee meeting.  
Voice Vote: Unanimous approval.

4. **ACTION ITEM:** Approval of the Inclusion of Human Services Workforce Careers to Sacramento Works "Critical Occupational Groups"

Ms. Christine Welsh reported that the Youth Council heard testimony on adding the human services to the critical industries, primarily for youth development. The Employment Development Department projects a 27% growth rate for the human services sector. A challenge, for some of the occupations, is that the required education level is a four-year degree. The City of Sacramento hires a lot of people that go into 'youth work'.

Ms. Welsch reported on studies done on the qualifications needed for youth workers. One third of the teachers and human service workers will be retiring in the next few years. Sacramento County is seeing a need for a lot more workers that work in after-school programs.

Ms. Bina Lefkovitz reported that the Youth Services Provider Network (YSPN) supports agencies integrating youth into their programs. Observations over the last seven years include: 1) There is a lot of turnover in the field. 2) Agencies are not able to fill positions since new youth workers are not being produced. In the after school area, \$500 million has been approved for after-school programs but the system is not able to staff the programs as quickly. 3) Training systems are not providing the training that workers need in the field, i.e., how to facilitate groups, how to relate to young people. There are agencies that barely can make it because funding tends to be year to year. There is rarely enough money for staff development. 4) There is a lack of a common language. If community groups organize and look at how to create career paths, there is a stronger field of staff to provide services to the kids.

Ms. Lefkovitz is requesting this committee to consider creating a Human Services Workforce as a critical industry, very similar to what the agency did for the construction industry.

The Youth Council wanted to have some action steps: 1) Review the scope of the human services workforce, 2) Identify career pathways entering these careers, 3) Explore pathways and building bridges between programs, and 4) Increase the community awareness of the need in this area. Currently there are eight critical occupations and this would be added.

This is being requested because there is a need youth workers and human services workers. This job title covers after school workers and recreation aides. The career ladder would be to recruit youth and help them to move up the ladder to career jobs.

Mr. Ray inquired how adding another critical industry would affect the budget. Ms. Purdy stated this allows our career centers to pay for scholarships in this area and at least 75% of scholarships must be in the critical occupations. Ms. Purdy stated that there is no allocation for each industry but there is a quarterly report on how the scholarships are allocated. Ms. Purdy reviewed the process

by which the scholarships are allocated. Each career center knows their available scholarships for the year.

Mr. Tim Ray stated that United Way has focused on certain 401(c) 3 organizations for a greater impact. As more occupations are included, will the impact that can be made on the critical occupations be watered down? Mr. Dourgarian replied that industries were selected not only because there is a need, but because there was collaborations between organizations and partners. Ms. Kossick added that the Employment Development Department had also determined what the demand occupations would be.

Ms. Purdy read off the allocation of scholarships from last year compared to this year. Part of the reason there are so few construction and information technology scholarships is that there is separate funding for those two industries.

Ms. Lefkovitz stated that scholarships are only a piece of the puzzle; she is asking to support the sectors that work with youth so they can ultimately fill the positions that will be needed. Agree to invest in the people that work with young people.

Mr. Dourgarian stated that this is the first time he has ever received a phone call to lobby in support of the Human Services Critical Industry. Also, after taking the ethics course, he feels obliged in saying he is involved in Tech Skills with the Employment Training Panel.

Ms. Polster would like knowing where these industries were in the most recent EDD study. What is the relationship between LEED and the Metro Chamber on their collaboration, Partnership For Prosperity. If we do decide that this will be a critical industry, we would also have to make sure that LEED and PfP is included with us.

Ms. Kossick stated that whether or not we make this a critical industry, it is important that the WIB make it more clear so staff can apply for more funds from governmental sources or private foundations. Somehow make it clear that we want to support this area.

Ms. Conner inquired about the number of estimated jobs that are to be created in this region and how it compares to the critical industries. Ms. Welsch stated that she just did a report for the state for the construction industry and human services eclipsed construction.

Moved/Kossick, second/Conner, to continue this item to the November 19, 8:30 a.m. meeting.

Voice Vote: Unanimous approval.

5 **DISCUSSION ITEM:** Planning for Demand Driven Learning Labs

Ms. Purdy stated that this is a carryover item from the last meeting. The State of California is doing learning labs in 12 local areas which entails more skills training and less intensive case management. Ms. Pattie Espinosa and Ms. Purdy are leads and assisted by SETA staff.

**Melissa Noteboom: One stop Welcome Team:** Ms. Noteboom stated that the teams were patterned similar to the state level teams. The primary goal of the Welcome Team is to welcome the customer to return for a second visit and beyond. Staff have to determine the line between what is 'self service' vs. 'staff assisted service'.

**Sandra Brown: Skills Development Team:** This team will focus on shifting to a skill-based system where there are opportunities for all customers to receive skills improvement from entry to exit. Team members will be looking at the various assessment systems available.

**Elvina Carrington: Job Getting Team:** Ms. Carrington stated this team's goal is to provide job placement, coaching, job retention and support services to empower adults and dislocated workers to become skilled, qualified applicants. Staff will get people looking for jobs in the same industry together to network and share information and a lot of industry specific coaching. Do a job readiness checklist to ensure they will be able to get jobs.

Ms. Purdy stated that all of this is being done in an environment where there will be less funds. Each individual career center has a calendar of workshops; Ms. Noteboom will be coordinating the calendars.

6. Input from the public: No comments.

7. **Adjournment:** Meeting adjourned at 10:19 a.m.

## ITEM 3 – ACTION

### APPROVAL OF THE INCLUSION OF HUMAN SERVICES WORKFORCE CAREERS TO SACRAMENTO WORKS “CRITICAL OCCUPATIONAL GROUPS”

#### BACKGROUND:

In September 2007, Sacramento Works Youth Council heard public testimony supporting the Human Service Careers as a critical occupational cluster and recommended the inclusion of the human services careers as a critical occupational cluster. After listening to testimony, the Youth Council is interested in developing strategies to create more entry level human service worker occupations.

The Employment Development Department Labor Market (EDDLM) projects a growth rate of 27% in this industry. Although this factors in the retirement of baby boomers in the next ten years, there are several statewide initiatives that will increase the need for new human service workers in the next decade. In Sacramento County this includes:

- An additional 2,000 youth workers to meet the new after school funding project,
- 130 Mental Health jobs, and
- 1,500 to 2,000 City of Sacramento youth workers annually.

Occupations in this cluster include:

- Childcare workers
- Mental Health workers
- Probation/Parole officers
- Social Workers
- Employment and Placement Specialists
- Vocational Counselors
- Recreation Workers
- Teachers

The Planning Committee requested staff provide more information about the human services careers including the following key points:

1. How does the Human Services group compare to other critical industries?

Over the next 10 years, EDD projects the growth rate for the following occupational clusters in the Sacramento MSA:

All occupations	20.7%
Transportation and Production	22%
Construction	22%
Healthcare and Support Services	27%
Installation and Repair	22%
Tourism and Hospitality	28%
Human Service Careers	27%

2. How much of the scholarship funds will be used and will it compete with other industries?

Scholarships are accessed on an individualized basis. SETA does not allocate a specific percentage per occupational cluster. However, 75% of the scholarship funds are designated towards the critical occupational clusters. Historically, scholarships are not used to support long-term training (i.e. baccalaureate degrees). Instead support services are provided to promote academic retention. Currently, the support services limit is \$2,000 per participant.

3. What role does the community college play in this industry, what are they and other organizations (LEED, Metro Chamber, etc.) doing to support this industry?

As one of the action steps, the Youth Council is recommending researching the availability of short and long term training opportunities and the development of partnerships to increase the awareness and seek alternative funding sources for this occupational cluster. Currently, American River College has a Human Services Degree and Certificate program.

The Packard Foundation is currently funding the City of L.A. Workforce area for the planning and implementation of a human services career path pilot program. This pilot program is introducing high school age youth to the career path and mentoring them as they enter community college pursuing degrees in human services.

4. Identified action steps to facilitate the process:

- Review the scope of the human services workforce.
- Identify career pathways that will entice the youth and new workers.
- Build the partnership between community colleges and Sacramento Works, Inc.
- Increase community awareness of gaps in this industry.

These workers impact peoples' lives everyday either working with children, job seekers, employers, seniors, or parents. The occupations touch a different part of people's lives based on the life-situation needs. This occupational group includes staff working in the Sacramento Works Career Centers helping customers find employment and access services and training. Staff and Youth Council members will provide more information in an oral report.

#### RECOMMENDATION:

Approve the inclusion of Human Services Workforce Careers to Sacramento Works "Critical Occupational Groups".

ITEM 4 – DISCUSSION

UPDATE ON THE TRANSITION TO A DEMAND DRIVEN, INTEGRATED ONE STOP  
LEARNING LAB

BACKGROUND:

This will be an on-going discussion item. Staff will provide an oral report and answer questions that board members might have.