



EXECUTIVE COMMITTEE MEETING

Thursday, August 21, 2025, 11:30 am

**Business and Administrative Services Center, Almaden
Winery, 5730 Chambertin Dr, San Jose**

www.work2future.org

This meeting can also be viewed live on computer, smartphone, and tablet at
<https://sanjoseca.zoom.us/j/92499548539?pwd=iSIRe1WuioNHuaxPHco2XI2xCuwwck.1>

PUBLIC COMMENT

To provide spoken Public Comment *during* the meeting, please be present at the meeting location above. Complete an available Blue Card and provide it to a meeting staff person.

Please limit remarks to the time limit allotted by the meeting chair, normally two minutes.

To submit written Public Comment *before* the committee meeting: Send by e-mail to Dat.luu@sanjoseca.gov by 9:00 am the day of the meeting. The e-mails will be posted with the agenda as "Letters from the Public". Please identify the Agenda Item Number in the subject line of your email.

To submit written Public Comment *during* the meeting: Send e-mail during the meeting to Dat.luu@sanjoseca.gov, identifying the Agenda Item Number in the e-mail subject line. Comments received will be included as a part of the meeting record but will not be read into the record.

LEVINE ACT

[The Levine Act](#) requires a Party in a Proceeding before the City of San José that involves any action related to their contract, license, permit, or use entitlement to disclose any campaign contributions to City elected or appointed officials totaling more than \$500 within the 12 months prior to the City decision. A Participant to a Proceeding may voluntarily report a campaign contribution on the form located on [the Levine Act webpage](#).

EXECUTIVE COMMITTEE

MEMBERS | August 2025

Priya Smith, MPH, *Board Chair, Executive Committee Chair*
Chief Employee Human Resources Officer
The Permanente Medical Group, Inc.
Kaiser Permanente Northern California

Alan Takahashi, *Board Vice-Chair*
Senior Vice President and General Manager
Missile Systems
CAES

John “Jack” Estill, *Youth Committee Chair*
Partner
Coactify

Michael Hill, *Business Services Committee Chair*
Workforce Consultant
(Formerly Senior Director, Organizational and Talent Development
Applied Materials—retired 2025)

Van Le
Agent
State Farm Insurance
Trustee & Clerk of the Board
East Side Union High School District

Danny Mangan
Organizer
Sprinkler Fitters UA Local 483

Traci Williams
Co-chair
South Bay Consortium for Adult Education
Director
East Side Adult Education

ex officio
Sangeeta Durrall, *Secretary*
work2future Director

EXECUTIVE COMMITTEE MEETING

August 21, 2025

11:30 am

Almaden Room, Business and Administrative Services Center, Almaden Winery,
5730 Chambertin Dr, San Jose

View online at

<https://sanjoseca.zoom.us/j/92499548539?pwd=iSIRe1WuioNHuaxPHco2XI2xCuwwck.1>

AGENDA

- | | | |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| I. | CALL TO ORDER & ROLL CALL | <i>5 min</i>
<i>11:35 am end</i> |
| II. | CONSENT ITEMS {ACTION}
Approval of the acceptance of:
A. Minutes of the June 20, 2025, Executive Committee meeting
B. Financial Status Report as of June 30, 2025 | <i>5 min</i>
<i>11:40 am end</i> |
| III. | OPEN FORUM
Members of the public can address the committee on matters not on the agenda. Comment is limited to two minutes unless modified by the Chair. | <i>5 min</i>
<i>11:45 am end</i> |
| IV. | BUSINESS ITEMS

A. Chair's Report {Information}
<i>Alan Takahashi, Vice Chair</i>
Various matters of interest.

B. Director's Report {Information}
<i>Sangeeta Durrall, work2future Director</i>
Various matters of interest.

C. FY2025-26 WIOA Program Funding (Information)
<i>Sangeeta Durrall, work2future Director</i>
Update status of WIOA funding.

D. Customer Satisfaction Survey (Information)
<i>Mirza Handzar, work2future Program Manager</i>
Staff will discuss the results of the Customer Satisfaction Survey from April-June 2025. | <i>5 min</i>
<i>11:50 am end</i>

<i>5 min</i>
<i>11:55 am end</i>

<i>15 min</i>
<i>12:10 pm end</i>

<i>15 min</i>
<i>12:25 pm end</i> |
| V. | OTHER
Announcements, suggested business for future meetings, other housekeeping. | <i>5 min</i>
<i>12:30 pm end</i> |
| VI. | ADJOURNMENT | |

Please note: *Times to the right of agenda items are estimates only of the duration of the item and its approximate ending time. Actual times may vary, and items may be taken out of order at the discretion of the chair.*

CITY OF SAN JOSE CODE OF CONDUCT FOR PUBLIC MEETINGS IN THE COUNCIL CHAMBERS AND COMMITTEE ROOMS

The Code of Conduct is intended to promote open meetings that welcome debate of public policy issues being discussed by the City Council, their Committees, and City Boards and Commissions in an atmosphere of fairness, courtesy, and respect for differing points of view.

1. Public Meeting Decorum:

- a. Persons in the audience will refrain from behavior which will disrupt the public meeting. This will include making loud noises, clapping, shouting, booing, hissing or engaging in any other activity in a manner that disturbs, disrupts or impedes the orderly conduct of the meeting.
- b. Persons in the audience will refrain from creating, provoking or participating in any type of disturbance involving unwelcome physical contact.
- c. Persons in the audience will refrain from using cellular phones and/or pagers while the meeting is in session.
- d. Appropriate attire, including shoes and shirts are required in the Council Chambers and Committee Rooms at all times.
- e. Persons in the audience will not place their feet on the seats in front of them.
- f. No food, drink (other than bottled water with a cap), or chewing gum will be allowed in the Council Chambers and Committee Rooms, except as otherwise pre-approved by City staff.
- g. All persons entering the Council Chambers and Committee Rooms, including their bags, purses, briefcases and similar belongings, may be subject to search for weapons and other dangerous materials.

2. Signs, Objects or Symbolic Material:

- a. Objects and symbolic materials, such as signs or banners, will be allowed in the Council Chambers and Committee Rooms, with the following restrictions: § No objects will be larger than 2 feet by 3 feet.
 - i. No sticks, posts, poles or other such items will be attached to the signs or other symbolic materials.
 - ii. The items cannot create a building maintenance problem or a fire or safety hazard.
 - iii. Persons with objects and symbolic materials such as signs must remain seated when displaying them and must not raise the items above shoulder level, obstruct the view or passage of other attendees, or otherwise disturb the business of the meeting.
- b. Objects that are deemed a threat to persons at the meeting or the facility infrastructure are not allowed. City staff is authorized to remove items and/or individuals from the Council Chambers and Committee Rooms if a threat exists or is perceived to exist. Prohibited items include, but are not limited to: firearms (including replicas and antiques), toy guns, explosive material, and ammunition; knives and other edged weapons; illegal drugs and drug paraphernalia; laser pointers, scissors, razors, scalpels, box cutting knives, and other cutting tools; letter openers, corkscrews, can openers with points, knitting needles, and hooks; hairspray, pepper spray, and aerosol containers; tools; glass containers; and large backpacks and suitcases that contain items unrelated to the meeting.

3. Addressing the Council, Committee, Board or Commission:

- a. Persons wishing to speak on an agenda item or during open forum are requested to complete a speaker card and submit the card to the City Clerk or other administrative staff at the meeting.
- b. Meeting attendees are usually given two (2) minutes to speak on any discussion item and/or during open forum; the total amount of time allocated for public testimony for each public speaker or for an agenda item is in the discretion of the Chair of the meeting and may be limited when appropriate. (California Government Code Section 54954.3; Council Policy 0-37) Applicants and appellants in land use matters are usually given more time to speak. Speakers using a translator will be given twice the time allotted to ensure non-English speakers receive the same opportunity to directly address the Council, Committee, Board or Commission.
- c. Speakers should discuss only the agenda item when called to speak for that item, and only topics related to City business when called to speak during open forum on the agenda.
- d. Speakers' comments should be addressed to the full body. Requests to engage the Mayor, Council Members, Board Members, Commissioners or Staff in conversation will not be honored. Abusive language is inappropriate.
- e. Speakers will not bring to the podium any items other than a prepared written statement, writing materials, or objects that have been inspected by security staff.
- f. If an individual wishes to submit written information, he or she may give it to the City Clerk or other administrative staff at the meeting.
- g. Speakers and any other members of the public will not approach the dais at any time without prior consent from the Chair of the meeting.

Failure to comply with this Code of Conduct which will disturb, disrupt, or impede the orderly conduct of the meeting may result in removal from the meeting and/or possible arrest.

I

**Call to Order
& Roll Call**

II

Consent Items

Approve the acceptance of:

- A. Minutes of the June 20, 2025, Executive Committee meeting
- B. Financial Status Report as of June 30, 2025

{ACTION}

EXECUTIVE COMMITTEE MEETING

June 20, 2025

Almaden Room, Business and Administrative Services Center, Almaden Winery,
5730 Chambertin Dr, San Jose

MINUTES

Staff: Durrall, Thoo

I. **CALL TO ORDER & ROLL CALL**

Chair Priya Smith called the meeting to order at 2:35 pm..

Roll Call

Present: Estill, Hill, Smith, Takahashi

Absent: Le, Mangan, Williams

II. **CONSENT ITEMS {ACTION}**

Mr. Estill moved, Mr. Hill seconded, and the committee voted unanimously to approve the acceptance of:

A. Minutes of the February 20, 2025, Executive Committee meeting

B. Financial Status Report as of April 30, 2025

III. **OPEN FORUM**

None.

IV. **BUSINESS ITEMS**

A. Chair's Report {Information}

Board and Executive Committee Chair Priya Smith notified the committee that she will be away during the June 26, 2025, Board meeting and that Vice-Chair Takahashi will chair the Board meeting in her absence.

B. Director's Report {Information}

work2future Director Sangeeta Durrall affirmed that the program operating budget will be the only item of business for this Executive Committee meeting and the main item of business for the June 26 Board meeting.

C. FY2025-26 WIOA Program Operating Budget (ACTION)

Director Durrall presented the proposed WIOA Program Operating Budget for the fiscal year that begins July 1, 2025, noting the 43% increase over the current fiscal year in WIOA fund allocations for the Adult, Dislocated Worker and Youth Programs, for a total of \$8,827,100. She took questions from the committee on a number of items, including the 15% Mandated Board Reserve, decrease in the personnel budget, impacts on

service levels and training, and supportive services.

ACTION: Mr. Estill moved, Mr. Takahashi seconded, and the committee voted unanimously to recommend Board approval of the proposed WIOA program operating budget for Fiscal Year (FY) 2025-26, including:

1. WIOA Program Operating Budget of \$8,256,271
2. WIOA Administrative Budget in the amount of \$882,710
3. Proposed WIOA estimated Rapid Response Funding of \$823,546, which includes \$107,528 of FY2024-25 carryover.
4. Authorization for staff to transfer funds as follows without additional Board approval, but with notification after the fact to the Executive Committee of any such transfers at the Committee's next available meeting:
 - a) Between budget line items, if there is no change to the overall amount of the WIOA budget.
 - b) Between the Adult and Dislocated Worker Programs, as needed to accommodate changes in the numbers of clients served by the two programs, if the total of the combined budgets is not changed.

V. OTHER

None.

VI. ADJOURNMENT

Chair Smith adjourned the meeting at 3:17 pm

Minutes drafted by L. Thoo

FINANCIAL STATUS REPORT AS OF JUNE 30, 2025**Key Highlights**

- WIOA FY23-24 formula (carry-over amount of \$2,852,348) is fully spent by June 30, 2025.
- As of June 30, 2025, work2future has estimated \$2.5 million (up by approximately \$771,000 compared to previous projected savings) from the current FY2024-25 WIOA formula and Rapid Response allocation to be carried over to FY2025-26 representing:

Adult, Dislocated Worker and Youth allocation:

1. Board-mandated Reserve Account: \$925,887
2. Projected unallocated reserve/ carry-over amount of \$1,427,798 which comprised of the following:
 - a. Savings from personnel costs transferred to other discretionary grants and vacancies: \$270,113.
 - b. Savings from non-personnel costs: \$134,658
 - c. Savings from unspent clients' services and distribution to service providers: \$682,241
 - d. Unallocated Contingency Reserve of FY2024-25 proposed budget: \$340,786

Rapid Response:

\$160,477 savings from personnel costs transferred to other discretionary grants.

Other Discretionary Funding

- work2future received an allocation from the City's General Fund of \$1,824,217 for San Jose Works 10.0 program, in addition to the carry over funding of \$1,093,691 from FY 2023-24, a total funding of \$2,917,918 is available for FY 2024-25. As of June 30, 2025, \$1,782,636 has been expended. Besides recruitment, placement and onboarding services, youth participants also have access to career counseling, supportive services (e.g., bus passes), and entrepreneurship training. Workshops provided included communication etiquette, anti-sexual harassment, anti-discrimination, emotional intelligence, and job readiness.
- Cities for Financial Empowerment (CFE) pledged to provide work2future \$50,000 to support a Summer Jobs Connect Program. This will provide banking access and financial empowerment training to participants in municipal Summer Youth Employment Programs. A portion of the grant will also be used to support the participant wages for the San Jose Works internship program. As of June 30, 2025, remaining balance of this fund is \$40,000
- work2future foundation awarded us \$393,000 of grants and contributions from various sources to support the San Jose Works Program. Below is the list of the funding sources and amounts.

Funding Source	Sponsorship/Contributions	Sub grants
Bank of America		\$153,000
Wells Fargo	\$113,750	
Amazon	\$100,000	

Flagship	\$5,000	
Shipt	\$21,250	

- Google's Downtown West Mixed-Use Plan approved by the City Council on May 25, 2021, includes a Development Agreement citing a total of \$200 million Community Benefits Payment that will be used for investments that go beyond the City's baseline requirements to address the community's top priorities. The City of San Jose has then received \$4.5 million early payment which are allocated to various programs. Out of the \$4.5 million funding, work2future was allocated \$625,000 for paid work experience and occupational skills training program. An "Earn and Learn" approach has been implemented in this program with a focus on high growth, high wage careers in advanced manufacturing, information technology, health care, or construction and trades. As of June 30, 2025, \$416,885 has been expended. Phase 2 contracts with Service Providers were executed and encumbered for the remaining \$208,115. Additionally, \$600,000 was allocated to work2future to provide subsidies for participants of workforce development programs to cover childcare costs required for their participation in the program.
- work2future received a donation of \$1,000 from Gilroy Foundation. This fund will be used for the recruitment service in the South side.

##

Attachments

WORK2FUTURE
FINANCIAL STATUS REPORT AS OF 6/30/2025 (PERIOD 13 STATUS 3)

WIOA FORMULA FUNDS	Adult Appn 2505	Dislocated Worker Appn 2530	Youth Appn 2364	RR Appn 2983	TOTAL WIOA FUNDS
I. FUND BALANCE AS OF 6/30/24					
AlLOCATION FOR FY2023/2024 PD 14 Stat 3	2,679,440	1,720,374	2,040,659	434,643	6,875,116
<i>Less: Actual Expenditures as of 6/30/24</i>	<i>(1,652,892)</i>	<i>(935,169)</i>	<i>(1,000,065)</i>	<i>(434,643)</i>	<i>(4,022,768)</i>
<i>Less: Encumbrances/Spending Plan as of 6/30/24</i>	<i>(181,294)</i>	<i>(94,423)</i>	<i>(412,763)</i>	<i>0</i>	<i>(688,480)</i>
Total Actual Expenditures (with Encumbrances) as of 6/30/24	(1,834,186)	(1,029,591)	(1,412,828)	(434,643)	(4,711,248)
Remaining Funds as of 6/30/24 (\$) - Allocation minus (Actuals + Encumbrances)	845,254	690,783	627,831	0	2,163,868
Remaining Funds as of 6/30/24 (%)	32%	40%	31%	0%	31%
II. Actual Expenditures/Encumbrances (Funded with balance from FY23/24)					
(a) Remaining Funds for FY23/24 (Include Encumbrance)	1,026,548	785,205	1,040,594	0	2,852,348
Transfer between Adult and Dislocated Worker		0	0	0	0
Rescission				<i>0</i>	<i>0</i>
<i>Less: Actual Expenditures as of 6/30/2025 P13ST3</i>	<i>(1,026,548)</i>	<i>(785,205)</i>	<i>(1,040,594)</i>	<i>0</i>	<i>(2,852,347)</i>
<i>Less: Actual Encumbrances as of 6/30/2025 P13ST3</i>				<i>0</i>	<i>0</i>
Total Actual Expenditures/Encumbrances as of 6/30/2025 P13ST3	(1,026,548)	(785,205)	(1,040,594)	0	(2,852,347)
Projected Remaining Funds (\$) from FY23/24 Allocation	0	0	0	0	0
Projected Remaining Funds (%)	0%	0%	0%	0%	0%
(b) ALLOCATION FOR FY2024/2025	1,929,234	2,258,676	1,984,670	753,703	6,926,283
Additional Funding	0		0	0	0
Transfer between Adult and Dislocated Worker	600,000	(600,000)	0	0	0
Rescission	0	0	0	0	0
Adjusted Allocation for FY 2024-2025	2,529,234	1,658,676	1,984,670	753,703	6,926,283
<i>Less: Actual Expenditures as of 6/30/2025 P13ST3</i>	<i>(1,660,666)</i>	<i>(977,209)</i>	<i>(1,181,020)</i>	<i>(593,226)</i>	<i>(4,412,121)</i>
<i>Less: Actual Encumbrances as of 6/30/2025 P13ST3</i>	<i>(144,555)</i>	<i>(186,046)</i>	<i>(135,557)</i>		<i>(466,158)</i>
Total Actual Expenditures/Encumbrances as of 6/30/2025 P13ST3	(1,805,221)	(1,163,256)	(1,316,577)	(593,226)	(4,878,280)
Projected Remaining Funds (\$) from FY24/25 Allocation	724,013	495,420	668,093	160,477	2,048,003
Projected Remaining Funds (%)	29%	30%	34%	21%	30%
FISCAL YEAR 23/24 & FY24/25:					
Total Available Funds (FY23/24 balance + FY24/25 Adjusted Allocation)	3,555,782	2,443,881	3,025,264	753,703	9,778,631
<i>Less: Total Cumulative Expenditures/Encumbrance as of 06/30/2025</i>	<i>(2,831,769)</i>	<i>(1,948,461)</i>	<i>(2,357,171)</i>	<i>(593,226)</i>	<i>(7,730,627)</i>
REMAINING FUNDS (\$) (Exclude Encumbrance)	724,013	495,420	668,093	160,477	2,048,003
REMAINING FUNDS (%)	20%	20%	22%	21%	21%
III. Projected Expenditures/Carry Over through June 30, 2025					
<i>Actual Expenditures through 6/30/25</i>	<i>(1,660,666)</i>	<i>(977,209)</i>	<i>(1,181,020)</i>	<i>(593,226)</i>	<i>(4,412,121)</i>
<i>Actual Carry Over through June 2025 (\$)</i>	<i>868,568</i>	<i>681,467</i>	<i>803,650</i>	<i>160,477</i>	<i>2,514,162</i>
<i>Actual Carry Over through June 2025 (%) with Rapid Response</i>	<i>34%</i>	<i>41%</i>	<i>40%</i>	<i>21%</i>	<i>36%</i>

WORK2FUTURE
FINANCIAL STATUS REPORT AS OF 6/30/2025

Other Discretionary Funds	City of San Jose Youth Summer Program Initiative	San Jose Works (CFE)***	w2f - San Jose Works (Bank of America)	w2f - San Jose Works (Wells Fargo)	w2f - San Jose Works (Wells Fargo)	w2f - San Jose Works (Ship)	w2f - San Jose Works (Amazon)	w2f - San Jose Works (Flagship)	Total
I. Actual as of June 30, 2024	General Fund	Contributions	Contributions	Contribution	Contribution	Contribution	Contribution	Contribution	
	APPN 203W	APPN 209E	APPN 212G	APPN 219B	APPN 219B	APPN 226J	APPN 217J	APPN 217K	
Grant Period	5/1/24-4/30/25	Execution - 12/31/25	Execution - 10/19/23-8/30/26	Execution - 7/1/22 - 6/30/22 & 1/1/23-8/30/26 (extended)	Execution 7/1/24 - 4/30/25	Execution 1/1/23-8/30/26	No Agreement	No Agreement	
Original Allocation/Available Funds for FY23-24	2,668,496	37,500	76,500	7,500	0	21,250	100,000	5,000	2,916,246
Increase/(Decrease)	0	12,500	0	21,250	0	0	0	0	33,750
Adjusted Allocation	2,668,496	50,000	76,500	28,750	0	21,250	100,000	5,000	2,949,996
Less: Expenditures as of 6/30/24	(1,571,548)	(2,500)	0	0	0	0	0	0	(1,574,048)
Less: Encumbrance as of 6/30/24	(1,093,691)	0	0	0	0	0	0	0	(1,093,691)
Total Actual Expenditures/Encumbrances as of June 2024	(2,665,239)	(2,500)	0	0	0	0	0	0	(2,667,739)
Available Funds for FY 2023-2024	3,257	47,500	76,500	28,750	0	21,250	100,000	5,000	282,257
% Remaining	0%	95%	100%	100%	0%	100%	100%	100%	10%
II. Actual Expenditures/Encumbrances									
Available Funds for FY2024-2025	1,093,691	47,500	76,500	28,750	85,000	21,250	100,000	5,000	1,457,691
Funding 24-25	1,824,217	0	76,500	0	0	0	0	0	1,900,717
Adjustments	0			0	0	0	0	0	0
Total Available Funding for FY 2024-2025	2,917,908	47,500	153,000	28,750	85,000	21,250	100,000	5,000	3,358,408
Less: Expenditures as of 6/30/2025	(1,782,636)	(7,500)	0	0	0	0	0	0	(1,790,136)
Less: Encumbrances as of 6/30/2025	(1,135,501)	0	0	0	0	0	0	0	(1,135,501)
Cumulative Expen/Encumb as of 6/30/25	(2,918,137)	(7,500)	0	0	0	0	0	0	(2,925,637)
\$ Remaining	(229)	40,000	153,000	28,750	85,000	21,250	100,000	5,000	432,771
% Remaining	0%	84%	100%	100%	100%	100%	100%	100%	13%

**WORK2FUTURE
FINANCIAL STATUS REPORT AS OF 6/30/2025**

Other Funds	Google Goodwill	Google Child Care	Total Total
I. Actual as of June 30, 2024	APPN 222A	APPN 222A	
Grant Period	N/A	N/A	
Original Allocation/Available Funds for FY23-24	625,000	600,000	1,225,000
<i>Less: Expenditure/Encumbrances as of 6/30/24</i>	<i>(343,767)</i>	<i>0</i>	<i>(343,767)</i>
<i>Less: Encumbrance</i>	<i>0</i>	<i>0</i>	<i>0</i>
<i>Total Actual Expenditures/Encumbrances as of June 2024</i>	<i>(343,767)</i>	<i>0</i>	<i>(343,767)</i>
Available Funds for FY 2023-2024	281,233	600,000	881,233
% Remaining	45%	100%	72%
II. Actual Expenditures/Encumbrances			
Available Funds for FY 2024-2025	281,233	600,000	881,233
<i>Less: Expenditures as of 6/30/2025</i>	<i>(73,118)</i>	<i>0</i>	<i>(73,118)</i>
<i>Less: Encumbrances as of 6/30/2025</i>	<i>(53,718)</i>	<i>(600,000)</i>	<i>(653,718)</i>
Cumulative Expenditures as of 6/30/25	(126,835)	(600,000)	(726,835)
\$ Remaining	154,398	0	154,398
% Remaining	55%	0%	18%

**WORK2FUTURE
FINANCIAL STATUS REPORT AS OF 6/30/2025**

Other Funds					
	HVAC Technician Green Technology	Pathway to Self Sufficiency	Workforce Development Service Enhancement	Gilroy Foundations	Emerging Needs - Local Assistance Funds
I. Actual as of June 30, 2024	APPN 225K	APPN 229C	APPN 226S	APPN 230V	APPN 217I
Grant Period					N/A
Original Allocation/Available Funds for FY23-24	100,000	2,700,000	120,000	0	5,000
<i>Less: Expenditure/Encumbrances as of 6/30/24</i>	<i>0</i>	<i>0</i>	<i>(47,220)</i>	<i>0</i>	<i>0</i>
<i>Less: Encumbrance</i>	<i>0</i>	<i>0</i>	<i>(52,780)</i>	<i>0</i>	<i>0</i>
<i>Total Actual Expenditures/Encumbrances as of 6/30/24</i>	<i>0</i>	<i>0</i>	<i>(100,000)</i>	<i>0</i>	<i>0</i>
Available Funds for FY 2023-2024	100,000	2,700,000	20,000	0	5,000
% Remaining	100%	100%	0%	0%	100%
II. Actual Expenditures/Encumbrances					
Available Funds for FY 2024-2025	100,000	2,700,000	72,780	1,000	5,000
Adjustments	0	249,157	0		0
Total Available Funds	100,000	2,949,157	72,780	1,000	5,000
<i>Less: Expenditures as of 6/30/2025</i>	<i>(100,000)</i>	<i>(976,563)</i>	<i>(72,780)</i>	<i>0</i>	<i>0</i>
<i>Less: Encumbrances as of 6/30/2025</i>	<i>0</i>	<i>(1,165,512)</i>	<i>0</i>	<i>0</i>	0
Cumulative Expenditures as of 6/30/25	(100,000)	(2,142,075)	(72,780)	0	0
\$ Remaining	0	807,082	0	1,000	5,000
% Remaining	0%	27%	0%	100%	100%

**WORK2FUTURE
FINANCIAL STATUS REPORT AS OF 6/30/2025**

Other Funds	California Workforce Assoc	Business Owners Space.com network	Total
I. Actual as of June 30, 2024	APPN 3903	APPN 3620	
Grant Period	N/A	N/A	
Original Allocation/Available Funds for FY23-24	4,042	7,838	11,880
<i>Less: Expenditure/Encumbrances as of June 2024</i>	0	(5,237)	(5,237)
Total Actual Expenditures/Encumbrances as of June 2024	0	(5,237)	(5,237)
Available Funds for FY 2023-2024	4,042	2,601	6,643
% Remaining	100%	33%	56%
II. Actual Expenditures/Encumbrances			
Available Funds for FY 2024-2025	4,042	2,334	6,376
<i>Expenditures as of 6/30/2025</i>	0	(999)	(999)
<i>Encumbrances as of 6/30/2025</i>	0	0	(999)
Cumulative Expenditures as of 6/30/25	0	(999)	4,379
\$ Remaining	4,042	1,335	5,379
% Remaining	100%	57%	84%

III

Open Forum

IV

Business Items

Each of the following items will be taken up separately. Each is an Action item (to be voted on) or an Information item (discussion only), as indicated.

- A. Chair's Report {Information}
- B. Director's Report {Information}
- C. FY2025-26 WIOA Program Funding (Information)
- D. Customer Satisfaction Survey (Information)

CHAIR'S REPORT

Board and Executive Committee Vice Chair Alan Takahashi will report on matters of interest to the committee but not on the agenda.

#

DIRECTOR'S REPORT

work2future Director Sangeeta Durrall will report on matters of interest to the committee but not itemized on the agenda.

#

FY 2025-2026 WIOA PROGRAM FUNDING

work2future Director Sangeeta Durrall will report on FY 2025-2026 WIOA program funding.

###

CUSTOMER SATISFACTION SURVEY

work2future Program Manager Mirza Handzar will report on the Customer Satisfaction survey from April through June 2025.

###

Attachments

work2future Customer Feedback Initiative

2ND QUARTER [APRIL TO JUNE 2025]



1

Purpose of Survey

Critical need to understand our clients experiences. This is essential to improving service quality and maximizing cost efficiency.



2

Survey

- Survey launched in January 2025
- Customer Service Committee
- How are we collecting surveys
- How are we using data
- Continuous improvements
- Compliments other surveys
 - Job Fair/Specialized Recruitment
 - San Jose Works Pre & Post Survey

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2ND QUARTER [APRIL TO JUNE 2025]

Age Group	Percentage
Under 18	3.2%
18-24	18.1%
25-64	26.6%
45 to 64	38.3%
64+	13.8%

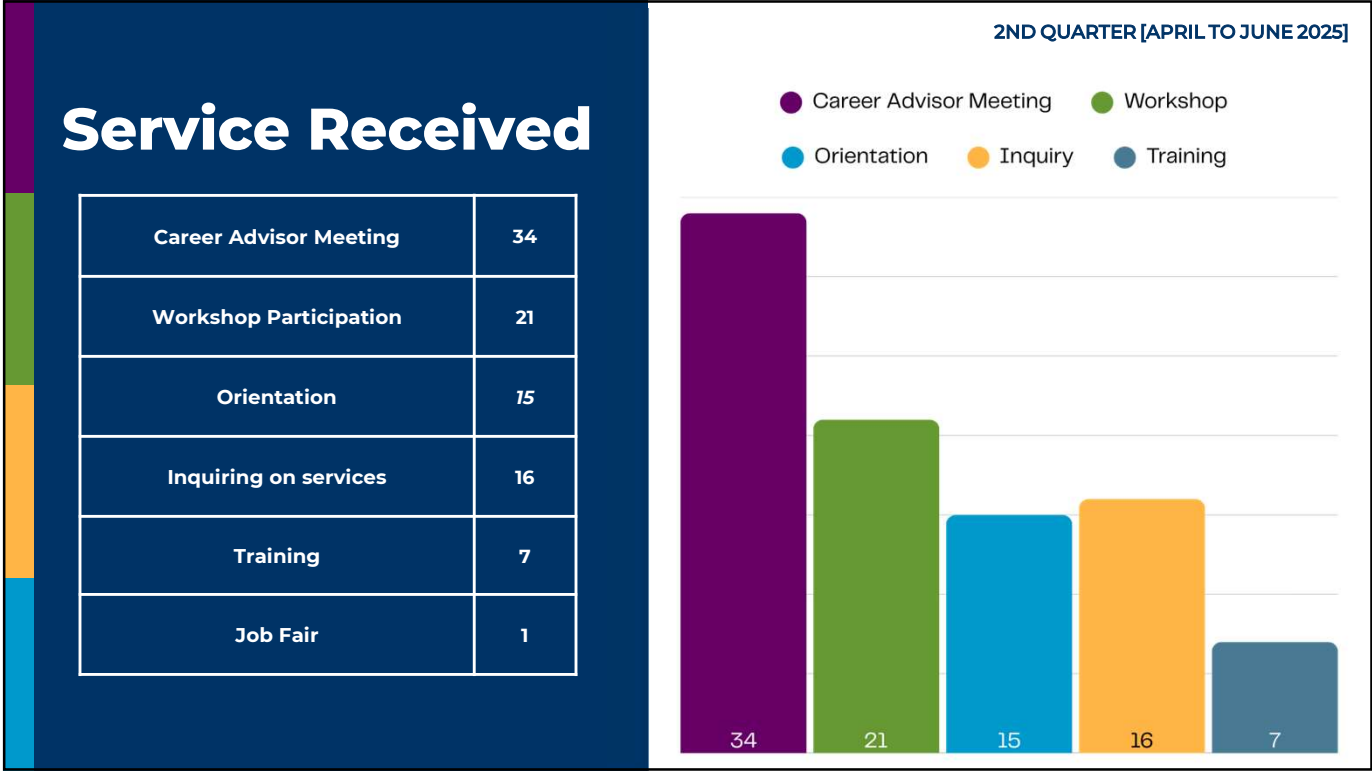
Age & Client Status

Under 18 (Youth)	3
18-24 (Young Adult)	17
25 to 44 (Adult)	25
45 to 64 (Older Adult)	36
65+ (Senior)	13
TOTAL SURVEYS	94

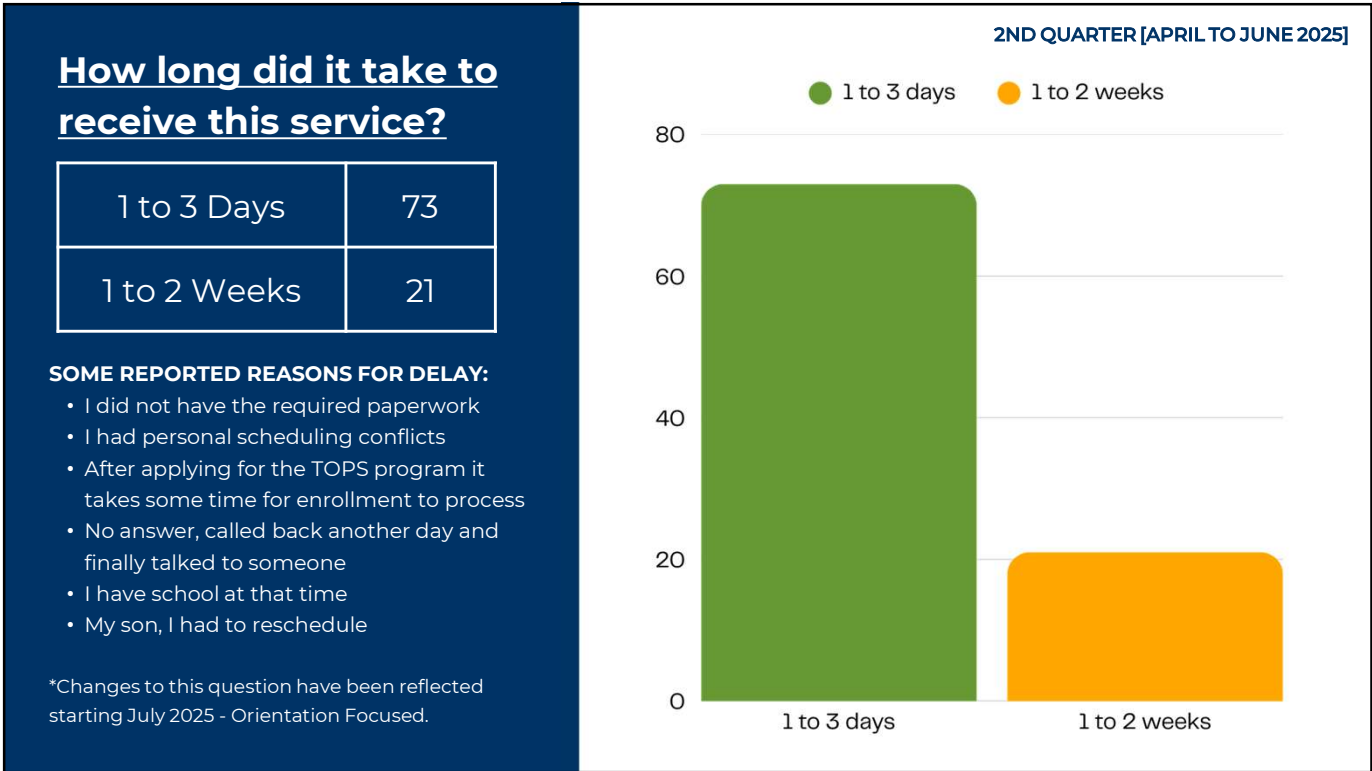
87 clients, 7 non-clients

93% of respondents were work2future clients

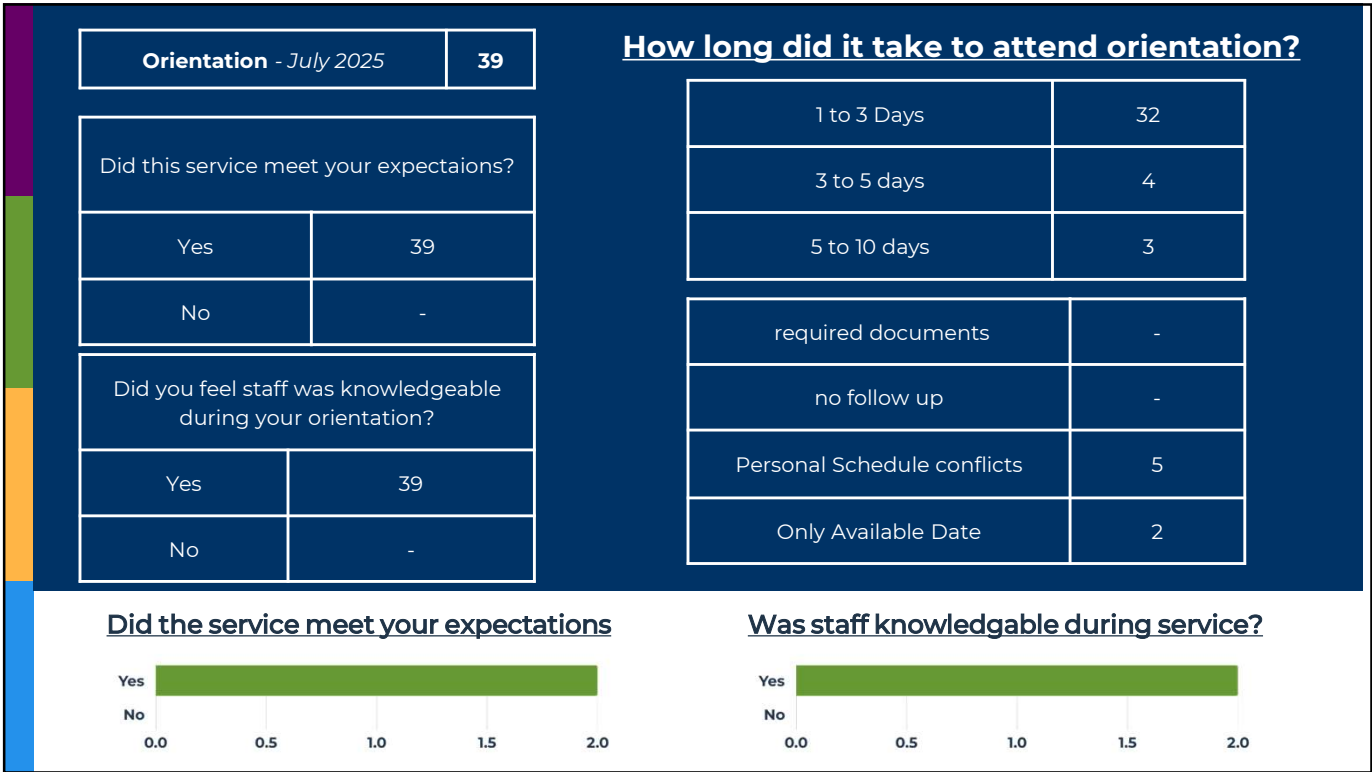
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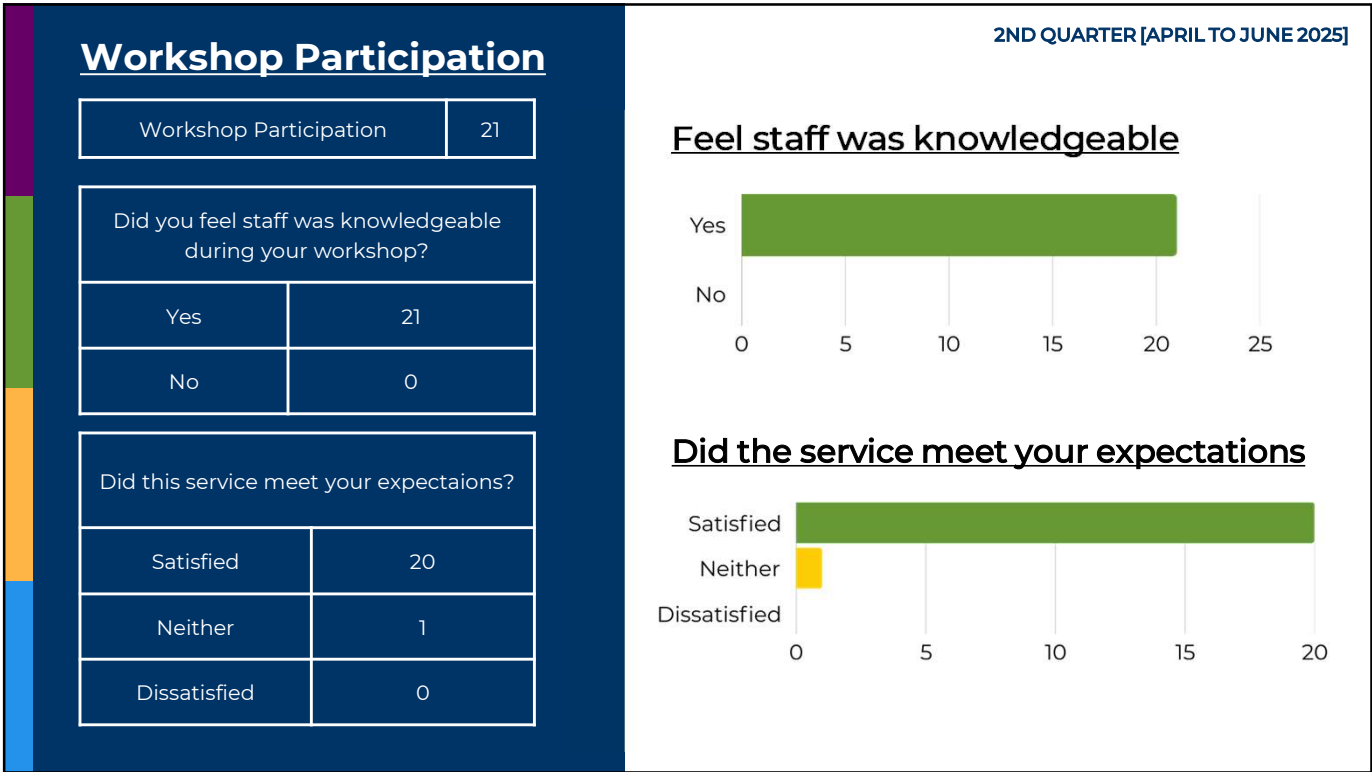


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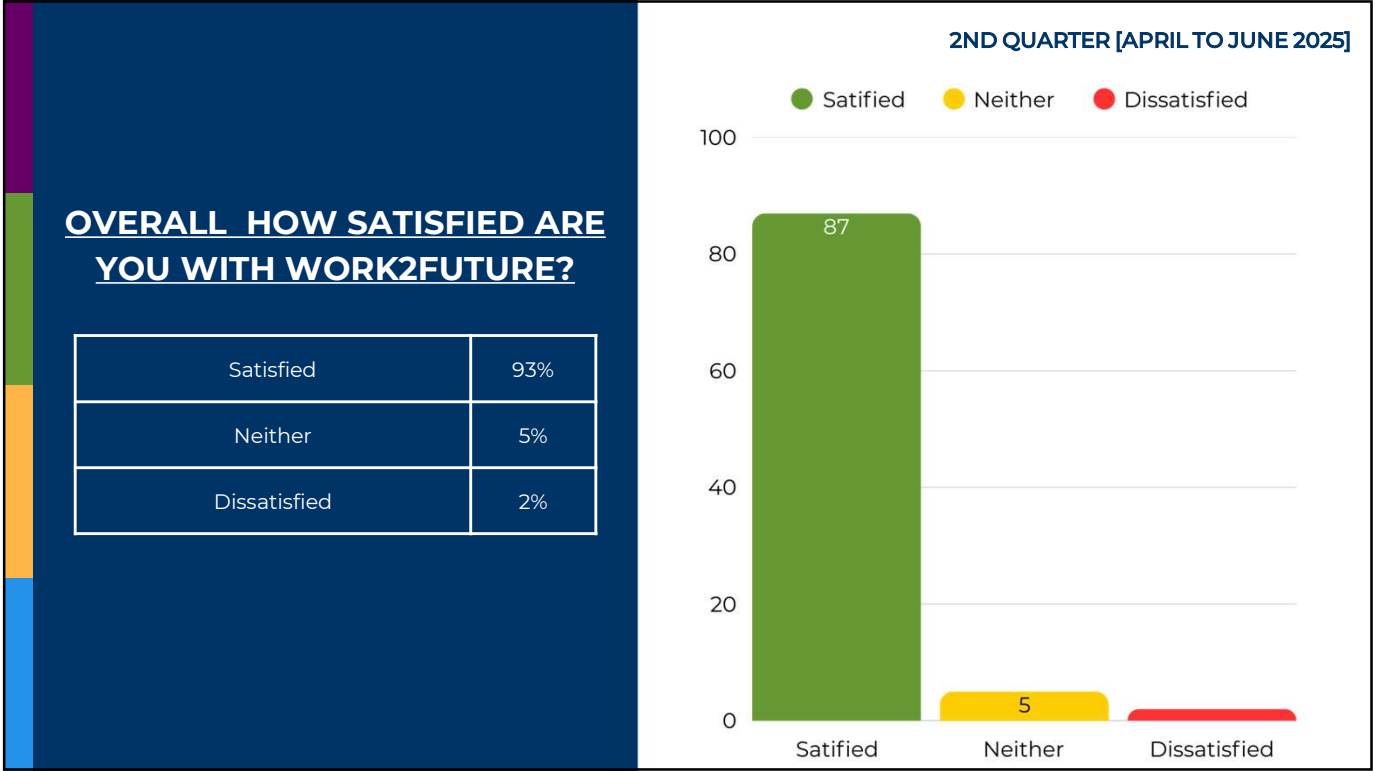




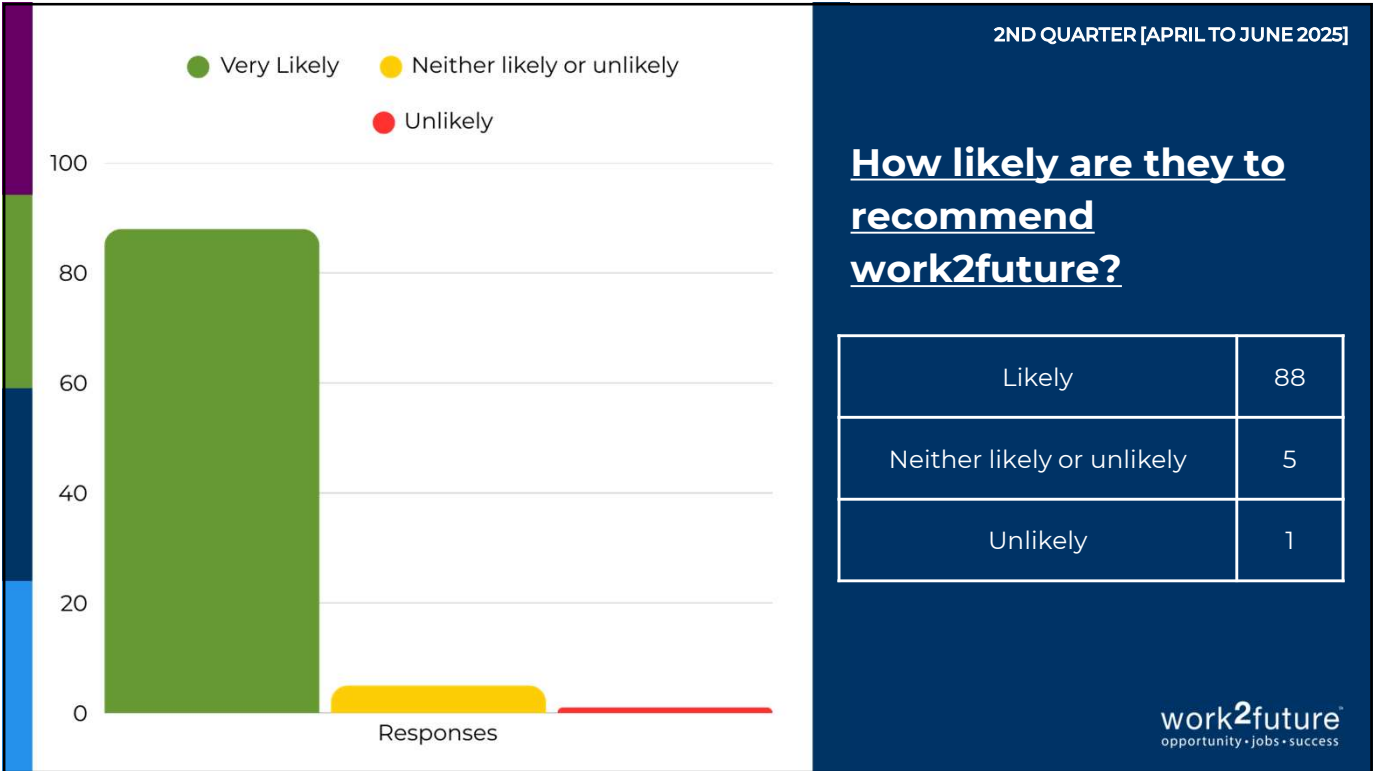
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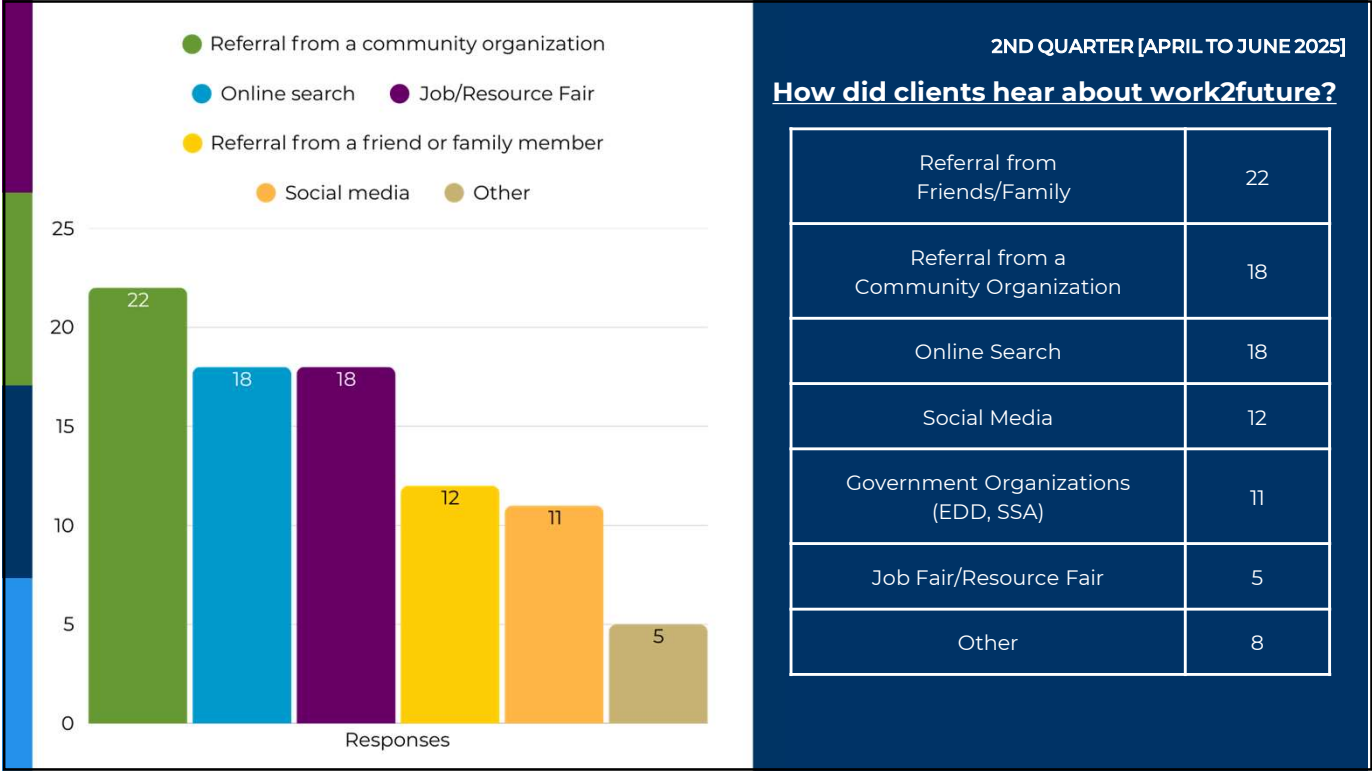
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2ND QUARTER [APRIL TO JUNE 2025]

Positive Feedback Highlights

- Everything has been helpful and I can I apply what I have learned immediately. Thank you.
- I have been pleasantly surprised at how fast and dedicated the staff was in helping me achieve my Goal as a CDL Driver. I call them Life Changers
- learned a lot on AI class instructor is great, thanks.
- Nothing else. Your services are excellent and encouraging.
- Thank you workshop instructor.
- They really helped me improve the grammar and English aspect of my resume, and that is really appreciated.
- Thank you to my Career Advisor!
- Workshop was very helpful. Will be attending more.
- You folks have offered even more than I hoped for.
- You are on point of doing what you say and always on time and date.
- Yes, my career adviser is doing a great job.
- I have recommended coworkers
- Workshops are very relevant to current job skills

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Client Recommendations

2ND QUARTER [APRIL TO JUNE 2025]

- Conferencing should take place in person
 - All meetings are offered both in-person and online. We are ensuring all career advisors are offering meetings both online and in-person when working with clients.
- Have better train staff that will return calls. It took 3 1/2 weeks after I completed my orientation. I had to call after 3 1/2 weeks to find out status. Once I talk to Advisor which stated she had already called me and sent email which was not true. She schedule appointment for another 2 weeks to speak to advisor. Very unhappy with her service. Very unprofessional.
 - Had discussion with Equus staff and orientation team, new guidelines for 48 hours turn around all staff has been trained on. Since June it has made huge improvements.
- I think if people are reaching out, it's important that work2future keeps in touch, which they never did. My advisor did a terrific job, with my resume but never continued on.
 - This particular Career Advisor is no longer employed here, we have checked who is the new career advisor and ensured they reached out to check-in with client, possible lost in transition to new career advisor, new protocol for transitioning clients, currently working smoothly.

15

Next

- Present survey results and updates to the board on a quarterly basis.
- Continue to strengthen and empower the customer satisfaction committee.

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V

Other

VI

Adjournment