



## **WORKFORCE DEVELOPMENT BOARD MEETING**

**Thursday, September 18, 2025, 9:30 am**

**San Jose Job Center Conference Rooms**

**1608 Las Plumas Avenue, San Jose**

[www.work2future.org](http://www.work2future.org)

This meeting can also be viewed live on computer, smartphone, and tablet at  
<https://sanjoseca.zoom.us/j/99797528238?pwd=eT5Bo7SIH0Udc48aD0ebC8vsRJljbA.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](mailto:dat.luu@sanjoseca.gov) by 8:00 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 [henry.morado@sanjoseca.gov](mailto:henry.morado@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](#).

**WORKFORCE DEVELOPMENT BOARD MEMBERS**

September 2025

**Board Chair**

**Priya Smith, MPH\*^**

Chief Employee Human Resources Officer  
The Permanente Medical Group, Inc.  
Kaiser Permanente Northern California

**Board Vice Chair**

**Alan Takahashi\*^**

Senior Vice President and General Manager  
Missile Systems  
CAES

1. **Louise Auerhahn**  
Director of Economic & Workforce Policy  
Working Partnerships USA
2. **Rajiv Batra**  
Head of Legal & Compliance  
Arc
3. **George Chao^**  
Director of Strategic Partnerships  
Manex
4. **Denise Dorsey**  
Regional Director, San Jose District  
Department of Rehabilitation, State of California
5. **John (Jack) Estill, Youth Committee Chair\***  
Partner  
Coactify
6. **Joseph A. Flynn**  
Vice President of Software Transformation  
CommScope
7. **Michael Hill, Business Services Committee Chair\*^**  
Workforce Consultant  
  
Senior Director, Talent & Organizational  
Development  
Applied Materials (*retired April 2025*)
8. **Van T. Le\***  
Agent  
State Farm Insurance  
Trustee and Clerk of the Board  
East Side Union High School District
9. **Maria Lucero**  
Deputy Division Chief, Region I  
Northern Division, Workforce Services Branch  
Employment Development Department, State of  
California
10. **Daniel Mangan\***  
Local 483 Organizer  
Sprinkler Fitters UA Local 483
11. **Brian N. Murphy**  
Director of Training  
Pipe Trades Training Center  
UA Local 393
12. **Teresa Ong~**  
Associate Vice President  
Workforce & CTE Programs  
Foothill College
13. **Rafaela Perez~**  
Employment Services Director (retired Dec 31,  
2024)  
Social Services Agency  
County of Santa Clara
14. **Steve Preminger~**  
Director, Civic and Community Engagement  
County of Santa Clara
15. **Mitesh Shah^**  
Vice-President and Business Unit Head  
Tech Mahindra
16. **Traci Williams\*~**  
Co-chair  
South Bay Consortium for Adult Education  
Director  
East Side Adult Education
17. **Casey Gallagher**  
California Regional Director  
Machinists Institute  
  
*Ex officio*  
**Sangeeta Durrall, Secretary**  
work2future Director

\*Executive Committee member

^Business Services Committee member

^Youth Committee member

**WORKFORCE DEVELOPMENT BOARD**

**September 11, 2025**

**9:30 am**

San Jose Job Center Conference Rooms  
1608 Las Plumas Avenue, San Jose

Online at

<https://sanjoseca.zoom.us/j/99797528238?pwd=eT5Bo7SIH0Udc48aD0ebC8vsRlJlba.1>

**AGENDA**

- |             |   |                     |
|-------------|---|---------------------|
| <b>I.</b>   | <b>CALL TO ORDER &amp; ROLL CALL</b>  | <i>5 min</i>        |
|             |   | <i>9:35 am end</i>  |
| <b>II.</b>  | <b>CONSENT ITEMS {ACTION}</b>   | <i>5 min</i>        |
|             | Approval of the acceptance of:  | <i>9:40 am end</i>  |
|             | <b>A. Minutes of the June 26, 2025, Board meeting</b>   |                     |
|             | <b>B. Financial Status Report as of June 30, 2025</b>   |                     |
|             | <b>C. San Jose Works Program Report as of August 31, 2025</b>   |                     |
| <b>III.</b> | <b>OPEN FORUM</b>   | <i>5 min</i>        |
|             | 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>9:45 am end</i>  |
| <b>IV.</b>  | <b>BUSINESS ITEMS</b>   |                     |
|             | <b>A. Chair's Report {Information}</b>  | <i>5 min</i>        |
|             | <i>Priya Smith, Board Chair</i>   | <i>9:50 am end</i>  |
|             | Introductions, if any, and reports on matters of interest.  |                     |
|             | <b>B. Director's Report {Information}</b>   | <i>5 min</i>        |
|             | <i>Sangeeta Durrall, work2future Director</i>   | <i>9:55 am end</i>  |
|             | Reports on matters of interest.   |                     |
|             | <b>C. Customer Satisfaction Survey {Information}</b>  | <i>30 min</i>       |
|             | <i>Jennifer Hernandez, Business Services &amp; Marketing Analyst</i>  | <i>10:25 am end</i> |
|             | Report on the launch and results of the Customer Satisfaction Survey from April-June 2025   |                     |
|             | <b>D. Youth Committee Chair's Report {Information}</b>  | <i>10 min</i>       |
|             | <i>Jack Estill, Youth Committee Chairperson</i>   | <i>10:35 am end</i> |
|             | Report on committee-related activity.   |                     |
|             | <b>E. Business Services Committee Chair's Report {Information}</b>  | <i>10 min</i>       |
|             | <i>Michael Hill, Business Services Committee Chairperson</i>  | <i>10:45 am end</i> |
|             | Report on committee-related activity.   |                     |

**F. Labor Market Update {Information}**

*Lawrence Thoo, Strategic Engagement Manager*

Report on the labor market in and around Santa Clara County.

*15 min*

*11: am end*

**V. OTHER**

Announcements, suggested business for future meetings, other housekeeping.

*5 min*

*11:05 am end*

**VI. ADJOURNMENT**

The next meeting of the work2future Board is scheduled for December 11, 2025.

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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.*

**Teleconferencing Notice**

Pursuant to provisions of the Ralph M. Brown Act, the following members will attend the Youth Committee meeting by teleconference from the indicated publicly accessible location(s):

**Board member:** George Chao

**Location:** 7908 Farina Ct, Sarasota, FL

**Board member:** Rajiv Batra

**Location:** 761 Farringdon Ln, Burlingame, CA

**Board member:** Teresa Ong

**Location:** 12345 El Monte Road Building 1900, Los Altos Hills, CA

**Board member:** Daniel Mangan

**Location:** 720 South Michigan Ave. Chicago, IL

## **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 23, 2025, Board meeting
- B. Financial Status Report as of June 30, 2025
- C. San Jose Works Program Report as of August 31, 2025

**{ACTION}**

**WORKFORCE DEVELOPMENT BOARD**  
**June 26, 2025**  
**San Jose Job Center, 1608 Las Plumas Ave, San Jose**  
**MINUTES**

Staff: Carrasco, Durrall, Hernandez, D. Luu, T. Luu, Thoo, Walter  
Guests: Rick Robles, Project Director, Equus Workforce Solutions; Council Member Peter Ortiz, City of San Jose Council Liaison

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

The meeting was called to order at 9:40 am by Vice-Chairperson Alan Takahashi.

**Roll Call**

Present: Auerhahn, Dorsey, Estill, Le, Lucero, Perez, Preminger, Shah, Takahashi, Williams

Absent: Batra, Chao, Flynn, Hill, Mangan, Murphy, Ong, Smith

**II. CONSENT ITEMS**

**ACTION:** Mr. Estill moved, Ms. Perez seconded, and the Board voted unanimously to accept:

**A. Minutes of the March 20, 2025, Board meeting**

**B. Financial Status Report as of April 30, 2025**

**C. Labor Market Update**

**III. OPEN FORUM**

Mr. Takahashi opened the floor for public comment. There was one written public comment, but the member of the public did not appear.

**IV. BUSINESS ITEMS**

**A. Chair's Report**

Mr. Takahashi reported that the Executive Committee had reviewed the proposed WIOA program operating budget reflecting increased program fund allocations from the state for the new fiscal year and voted to recommend Board approval.

**B. Director's Report**

work2future Director Durrall reported that staff had been working hard behind the scenes to close the 2024-25 fiscal year and prepare a budget for 2025-26 after receiving notification of increased program fund allocations less than a month before the Board meeting

**C. FY2025-26 WIOA Program Operating Budget**

work2future Director Durrall presented the recommended WIOA program operating budget for Fiscal Year 2025-26, including an approximately 43 percent increase overall in the funding allocations from the state for the Adult, Dislocated Worker and Youth Programs. She reported that the budget focused the increased funding on work2future's training services and addressed questions from the Board.

**ACTION:** Ms. Auerhahn moved, Mr. Estill seconded, and the Board voted unanimously to approve the proposed PY 2025-2026 WIOA Operating Budget and its additional stipulations

regarding the transfer of funds.

**D. Youth Committee Chair's Report**

Youth Committee Chair Estill reported that a subcommittee of the Youth Committee has agreed to discuss the matter of client caseloads with several youth service providers and report its findings to the committee. He also said the committee has discussed the delivery of youth services as a pathway and suggested this would be a long-term undertaking.

**E. Business Services Committee Chair's Report**

The regular report was deferred as Business Services Committee Chair Hill was attending an ETP meeting in Sacramento.

**F. Staff Reports**

1. Equus Project Director Robles provided performance end of the year updates on the Adult, Dislocated Worker, and Youth Programs, discussed training successes, and active partnerships, and responded to questions from the Board. Ms. Hernandez presented video recordings of two work2future clients discussing their own two success stories.
2. San José Works Program Manager Carrasco reported on the 2025 San José Works Program, and the kickoff of the 11<sup>th</sup> Summer Program. Ms. Carrasco highlighted the popularity of program including full enrollment with a waitlist of 105 people. Ms. Carrasco also addressed questions from the Board and Councilmember Ortiz.
3. Mr. Thoo provided an update on the Pathway to Self-Sufficiency Initiative, which launched in October 2024. The program currently has 38 individuals enrolled, with 25 placed in subsidized employment and 3 individuals in unsubsidized employment. Mr. Thoo also addressed questions from the Board.

**V. OTHER**

Mr. Takahashi opened the floor for announcements. There were none.

**VI. ADJOURNMENT**

Mr. Takahashi adjourned the meeting at 11:11 am.

## 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)**

<b>WIOA FORMULA FUNDS</b>	<b>Adult Appn 2505</b>	<b>Dislocated Worker Appn 2530</b>	<b>Youth Appn 2364</b>	<b>RR Appn 2983</b>	<b>TOTAL WIOA FUNDS</b>
<b>I. FUND BALANCE AS OF 6/30/24</b>					
<b>Allocation for FY2023/2024 PD 14 Stat 3</b>	<b>2,679,440</b>	<b>1,720,374</b>	<b>2,040,659</b>	<b>434,643</b>	<b>6,875,116</b>
<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>
<b>Total Actual Expenditures (with Encumbrances) as of 6/30/24</b>	<b>(1,834,186)</b>	<b>(1,029,591)</b>	<b>(1,412,828)</b>	<b>(434,643)</b>	<b>(4,711,248)</b>
Remaining Funds as of 6/30/24 (\$) - Allocation minus (Actuals + Encumbrances)	<b>845,254</b>	<b>690,783</b>	<b>627,831</b>	<b>0</b>	<b>2,163,868</b>
Remaining Funds as of 6/30/24 (%)	32%	40%	31%	0%	31%
<b>II. Actual Expenditures/Encumbrances (Funded with balance from FY23/24)</b>					
(a) Remaining Funds for FY23/24 (Include Encumbrance)	<b>1,026,548</b>	<b>785,205</b>	<b>1,040,594</b>	<b>0</b>	<b>2,852,348</b>
Transfer between Adult and Dislocated Worker		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Rescission				<b>0</b>	<b>0</b>
<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>
<b>Total Actual Expenditures/Encumbrances as of 6/30/2025 P13ST3</b>	<b>(1,026,548)</b>	<b>(785,205)</b>	<b>(1,040,594)</b>	<b>0</b>	<b>(2,852,347)</b>
<b>Projected Remaining Funds (\$) from FY23/24 Allocation</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Projected Remaining Funds (%)</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>(b) ALLOCATION FOR FY2024/2025</b>	<b>1,929,234</b>	<b>2,258,676</b>	<b>1,984,670</b>	<b>753,703</b>	<b>6,926,283</b>
Additional Funding	<b>0</b>		<b>0</b>	<b>0</b>	<b>0</b>
Transfer between Adult and Dislocated Worker	<b>600,000</b>	<b>(600,000)</b>	<b>0</b>	<b>0</b>	<b>0</b>
Rescission	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Adjusted Allocation for FY 2024-2025</b>	<b>2,529,234</b>	<b>1,658,676</b>	<b>1,984,670</b>	<b>753,703</b>	<b>6,926,283</b>
<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>
<b>Total Actual Expenditures/Encumbrances as of 6/30/2025 P13ST3</b>	<b>(1,805,221)</b>	<b>(1,163,256)</b>	<b>(1,316,577)</b>	<b>(593,226)</b>	<b>(4,878,280)</b>
<b>Projected Remaining Funds (\$) from FY24/25 Allocation</b>	<b>724,013</b>	<b>495,420</b>	<b>668,093</b>	<b>160,477</b>	<b>2,048,003</b>
<b>Projected Remaining Funds (%)</b>	<b>29%</b>	<b>30%</b>	<b>34%</b>	<b>21%</b>	<b>30%</b>
<b>FISCAL YEAR 23/24 &amp; FY24/25:</b>					
<b>Total Available Funds (FY23/24 balance + FY24/25 Adjusted Allocation)</b>	<b>3,555,782</b>	<b>2,443,881</b>	<b>3,025,264</b>	<b>753,703</b>	<b>9,778,631</b>
<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>
<b>REMAINING FUNDS (\$) (Exclude Encumbrance)</b>	<b>724,013</b>	<b>495,420</b>	<b>668,093</b>	<b>160,477</b>	<b>2,048,003</b>
<b>REMAINING FUNDS (%)</b>	<b>20%</b>	<b>20%</b>	<b>22%</b>	<b>21%</b>	<b>21%</b>
<b>III. Projected Expenditures/Carry Over through June 30, 2025</b>					
<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**

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



**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
<b>I. Actual as of June 30, 2024</b>	<b>APPN 225K</b>	<b>APPN 229C</b>	<b>APPN 226S</b>	<b>APPN 230V</b>	<b>APPN 217I</b>
<b>Grant Period</b>					<b>N/A</b>
<b>Original Allocation/Available Funds for FY23-24</b>	<b>100,000</b>	<b>2,700,000</b>	<b>120,000</b>	<b>0</b>	<b>5,000</b>
<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>
<b>Available Funds for FY 2023-2024</b>	<b>100,000</b>	<b>2,700,000</b>	<b>20,000</b>	<b>0</b>	<b>5,000</b>
<b>% Remaining</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
<b>II. Actual Expenditures/Encumbrances</b>					
Available Funds for FY 2024-2025	<b>100,000</b>	<b>2,700,000</b>	<b>72,780</b>	<b>1,000</b>	<b>5,000</b>
Adjustments	<b>0</b>	<b>249,157</b>	<b>0</b>		<b>0</b>
Total Available Funds	<b>100,000</b>	<b>2,949,157</b>	<b>72,780</b>	<b>1,000</b>	<b>5,000</b>
<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>	<i>0</i>
<b>Cumulative Expenditures as of 6/30/25</b>	<b>(100,000)</b>	<b>(2,142,075)</b>	<b>(72,780)</b>	<b>0</b>	<b>0</b>
<b>\$ Remaining</b>	<b>0</b>	<b>807,082</b>	<b>0</b>	<b>1,000</b>	<b>5,000</b>
<b>% Remaining</b>	<b>0%</b>	<b>27%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

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

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

## SAN JOSE WORKS REPORT AS OF August 31, 2025

### Overview

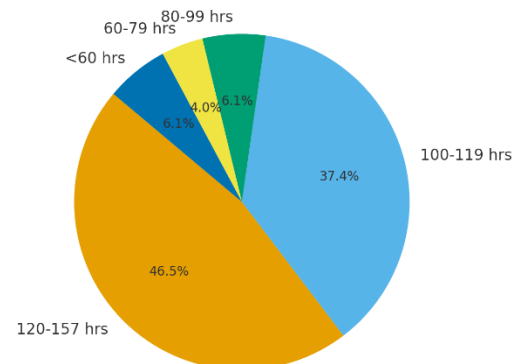
San Jose Works (SJ Works) is a City of San José–funded partnership between work2future and the City’s Parks, Recreation, and Neighborhood Services Department (PRNS). The program provides youth with meaningful work experiences through two tracks:

1. **Subsidized Employment** – The City covers stipends/wages for youth.
2. **Unsubsidized Employment** – Employers cover stipends/wages directly.

### SJ Works 11.0 – Subsidized Program Update

- **Applications Received:** 460
- **Youth Placements:** 345
- **Retention Rate:** 98%
  - Retention was especially high because of the program’s flexibility, which allowed youth to count training hours as Work Experience (WEX). This structure supported completion
- **Work Hours Completion:** 83% completed 100+ hours
- **Participant Earnings:**
  - 46% earned 120–157 hours
  - 37% earned 100–119 hours
  - 6% earned 80–99 hours
  - 4% earned 60–79 hours
  - 6% earned fewer than 60 hours

Subsidized Program – Participant Hours Completed



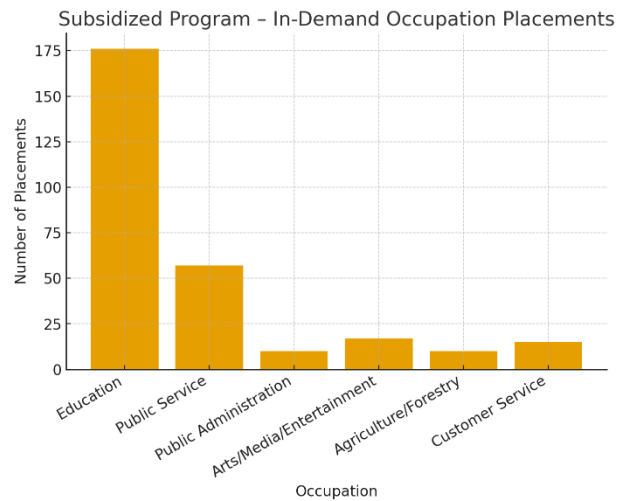
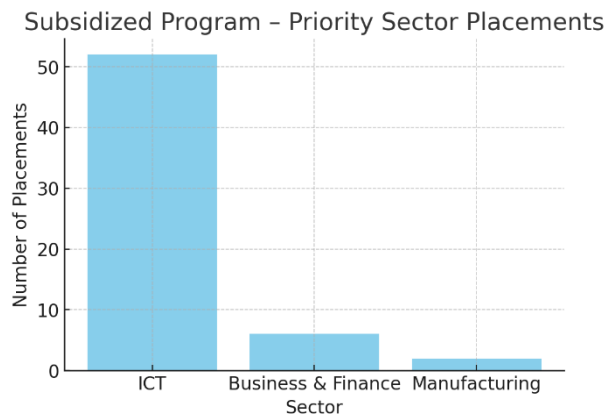
### Priority Populations Served:

- Low-Resource Neighborhoods: 92%
- Priority Neighborhoods: 89%
- BIPOC Participants: 85%
- Youth with Offender Backgrounds: 7%
- Youth with Unstable Housing: 2%

### Placement by Sector:

- **In-Demand Occupations (285 total):**

- Education – 176
- Public Service (SJPL/Community Centers) – 57
- Public Administration (City Gov’t) – 10
- Arts/Media/Entertainment – 17
- Agriculture/Forestry – 10
- Customer Service – 15
- **Priority Sectors (60 total):**
  - ICT – 52
  - Business & Finance – 6
  - Manufacturing – 2



#### Examples of Employer Partners:

Roku, JP Graphics, City of San José (multiple departments), CreaTV, Intrepid Electronics, Jacob’s Ladder Therapies, NK Technologies, Our City Forest, Boys & Girls Clubs of Silicon Valley, Ignited Education.

## SJ Works 11.0 – Unsubsidized Program Update

- **Total Enrollments:** 156
- **Placements:** 72
- **Other Youth Served:** Remaining participants received services including job search assistance, resume building, financial literacy workshops, mock interviews, and job fair/interview participation.

## **Supportive Services Provided (Both Tracks)**

- Career counseling
- Job readiness workshops
- Supportive services (e.g., bus passes)
- Financial education

## **Key Takeaways**

- SJ Works continues to provide robust work experience opportunities for San José youth.
- Strong emphasis on equity: the majority of participants come from priority neighborhoods and underserved populations.
- Employer partnerships across diverse industries continue to expand access to in-demand and priority sector occupations.
- Beyond work placements, the program strengthens youth employability through career readiness training, supportive services, and connecting them to other youth programs.

# **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 Chair Priya Smith 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.

# # #

### **CUSTOMER SATISFACTION SURVEY**

work2future Business Services and Marketing Analyst Jennifer Hernandez 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

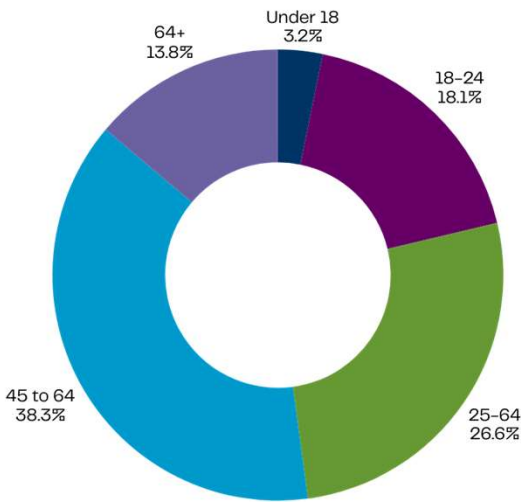
## Survey

- 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



3

2ND QUARTER [APRIL TO JUNE 2025]

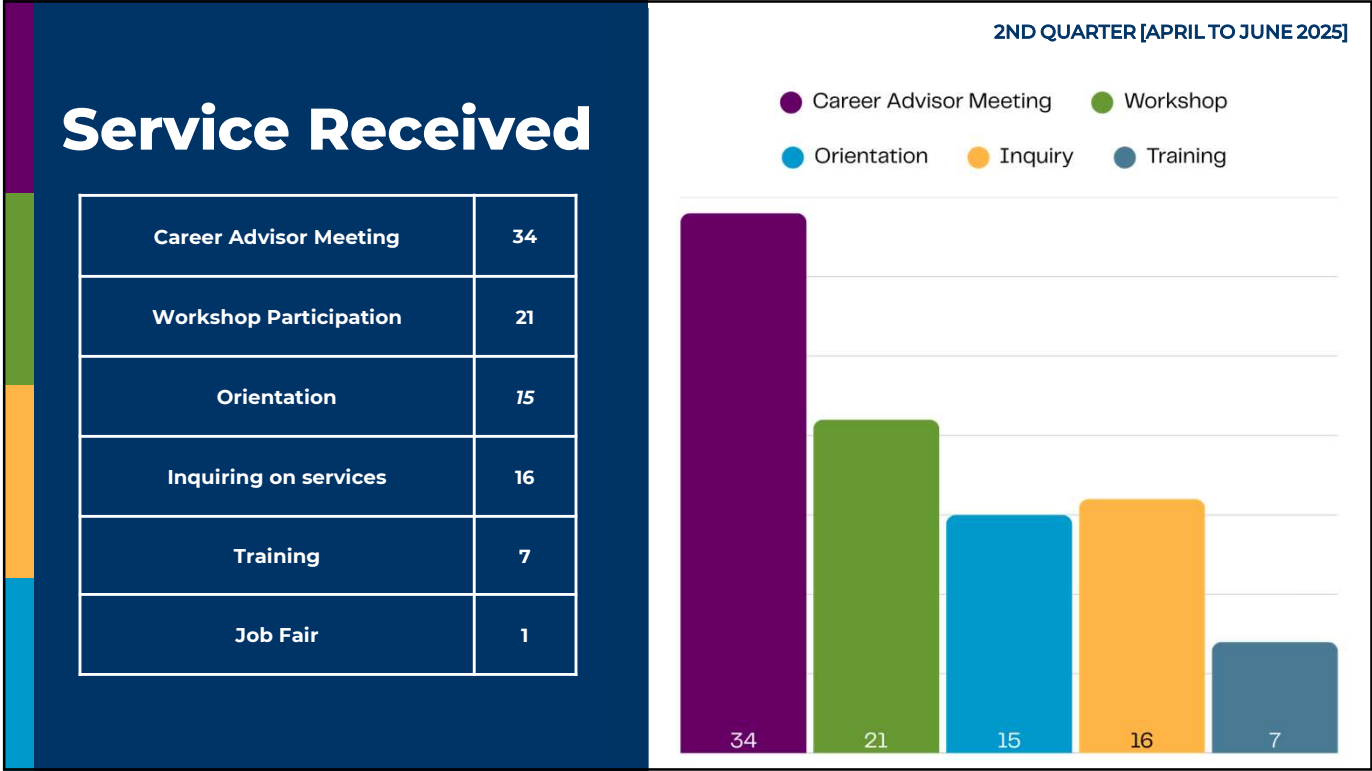


## Age & Client Status

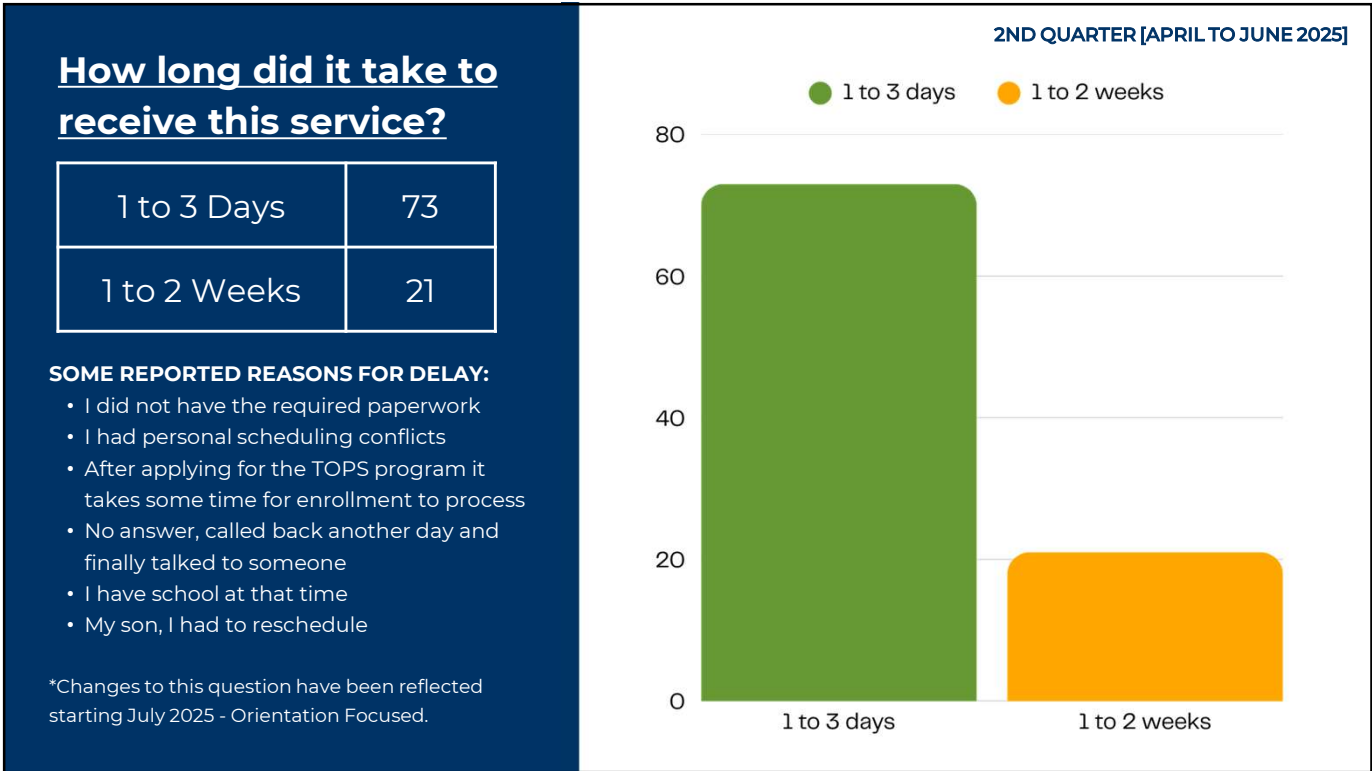
Under 18 (Youth)	3
18-24 (Young Adult)	17
25 to 44 (Adult)	25
45 to 64 (Older Adult)	36
65+ (Senior)	13
TOTAL SURVEYS	94

87 clients, 7 non-clients  
93% of respondents were work2future clients

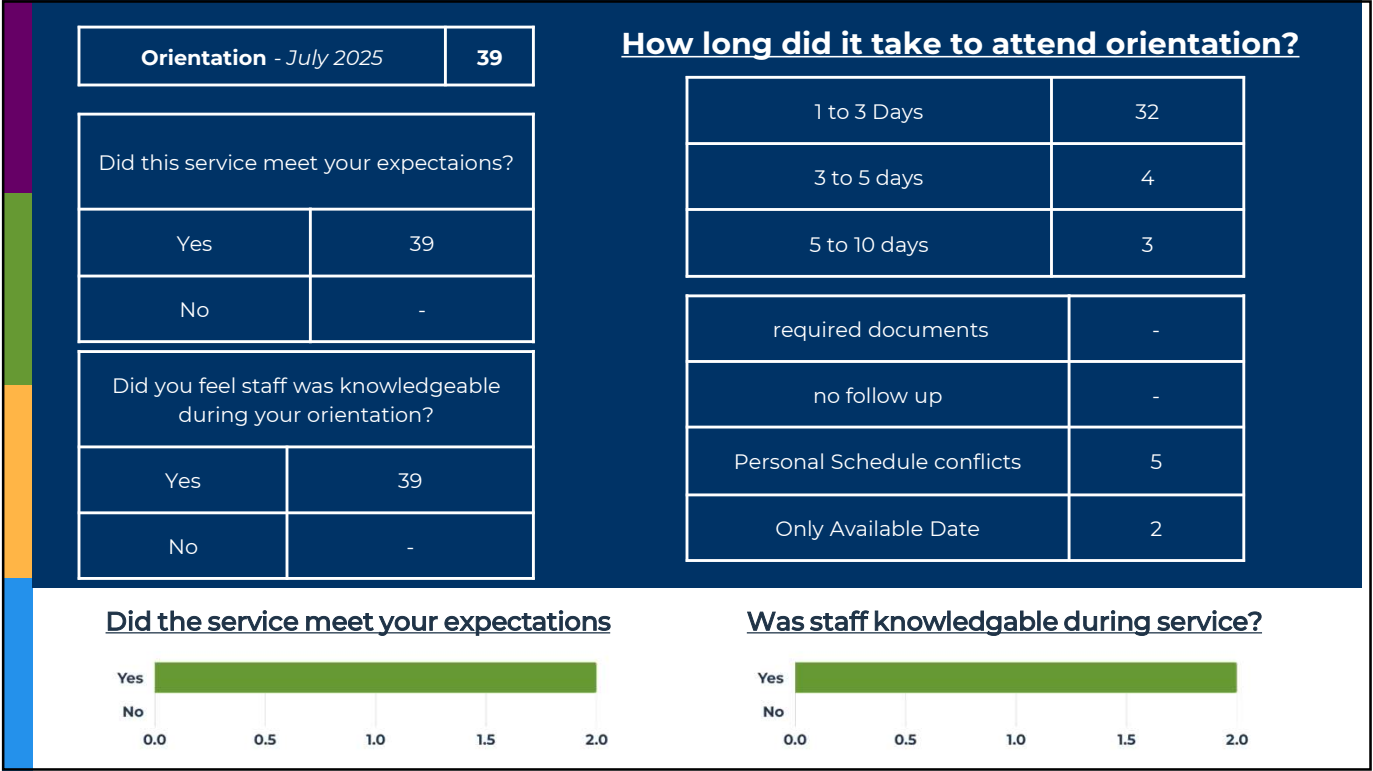
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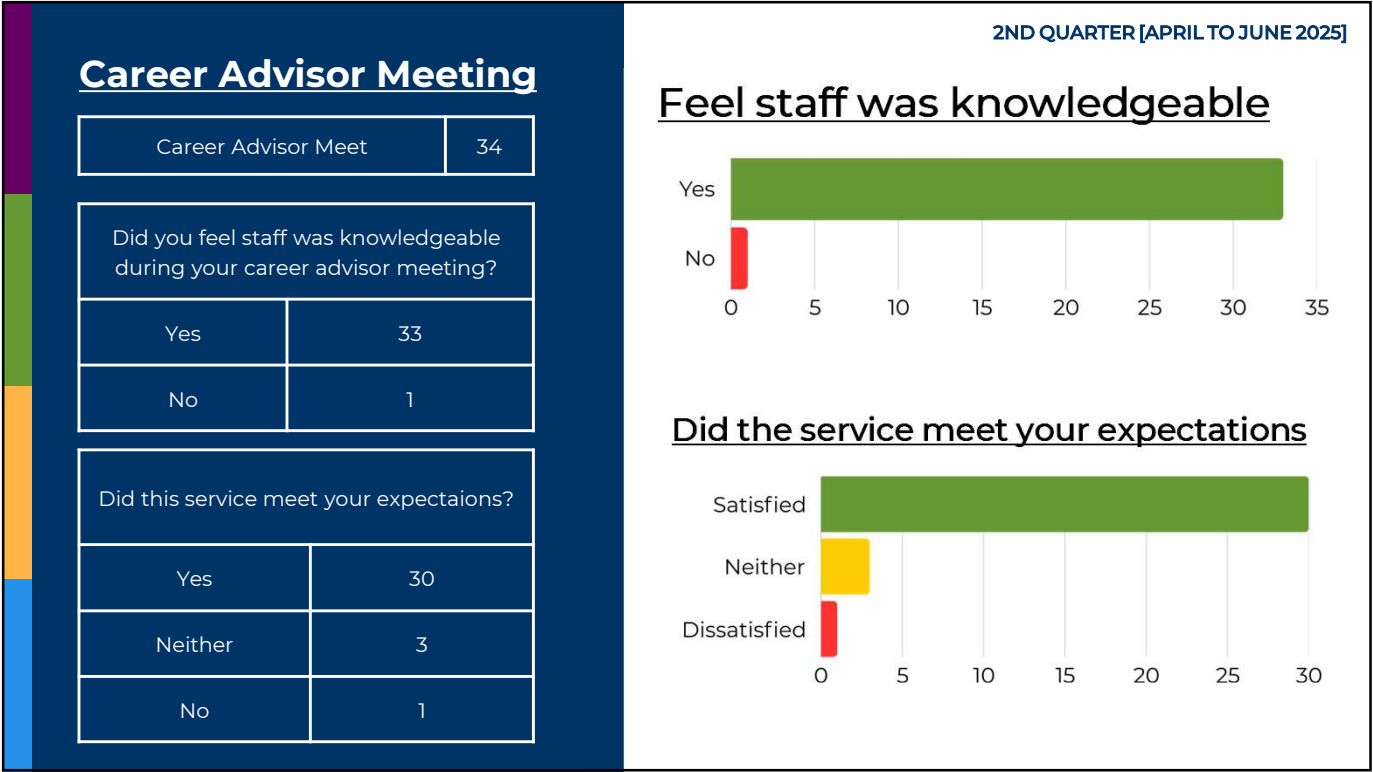
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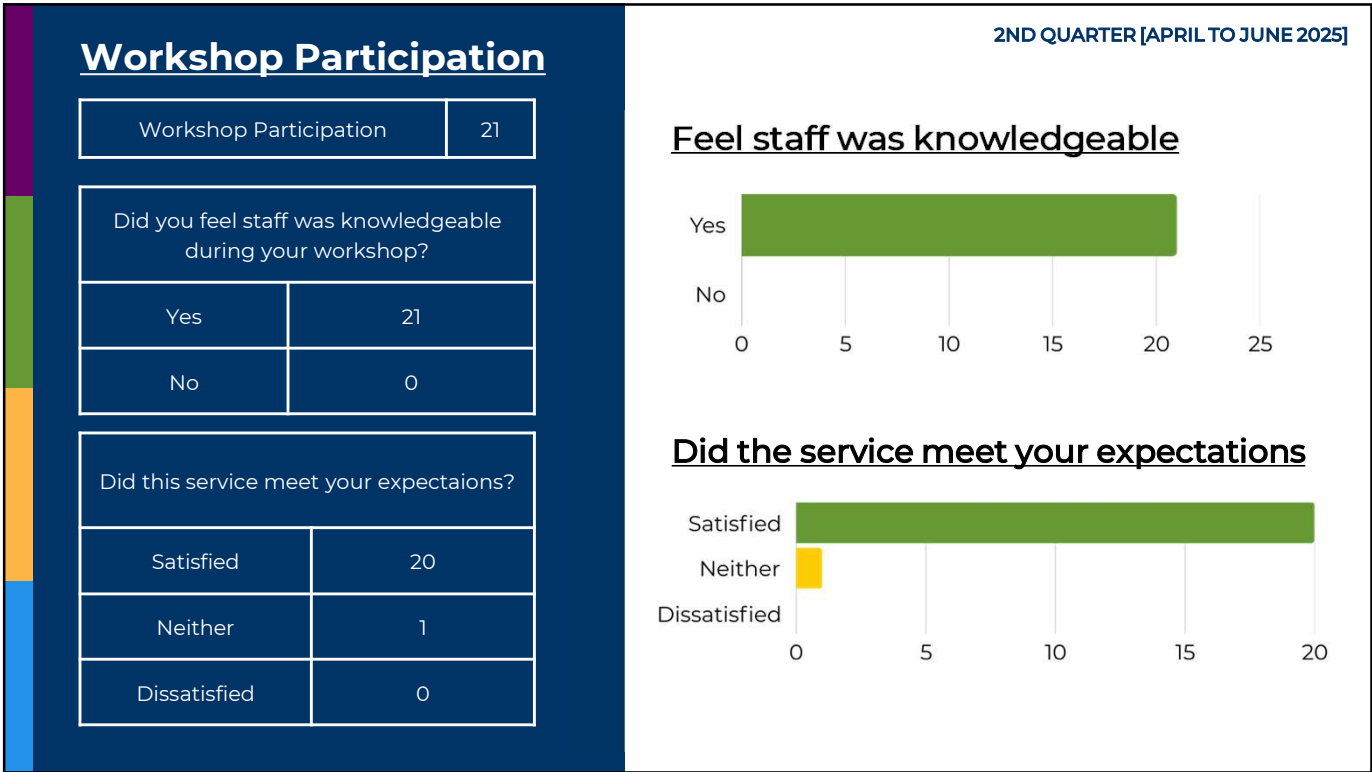
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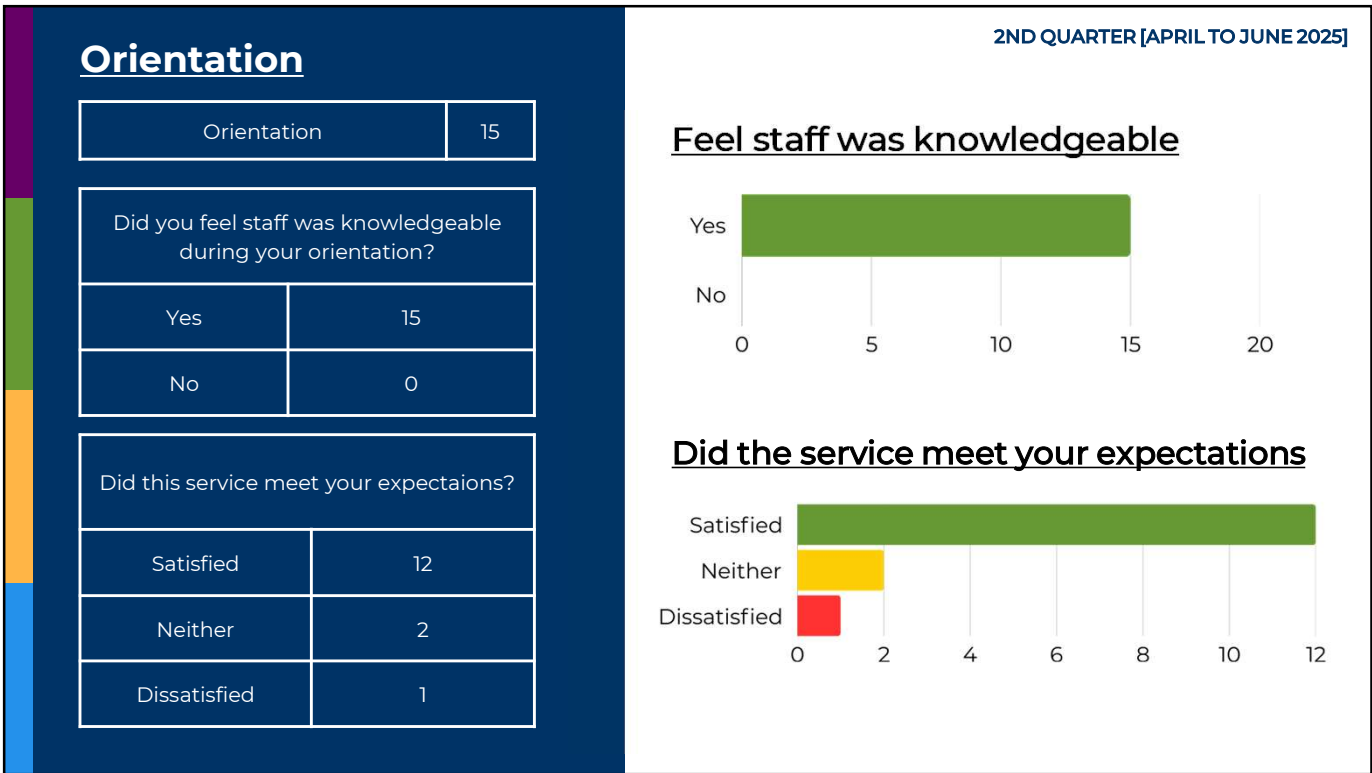
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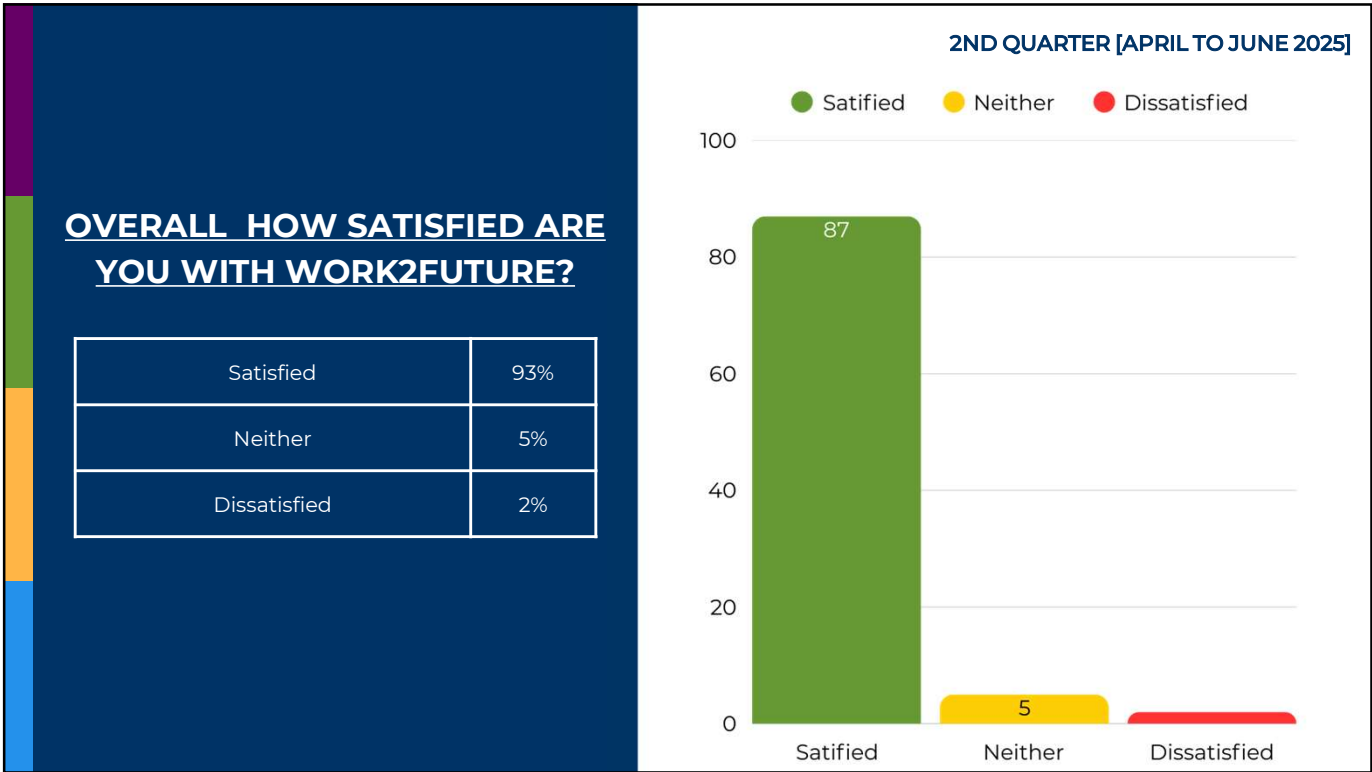
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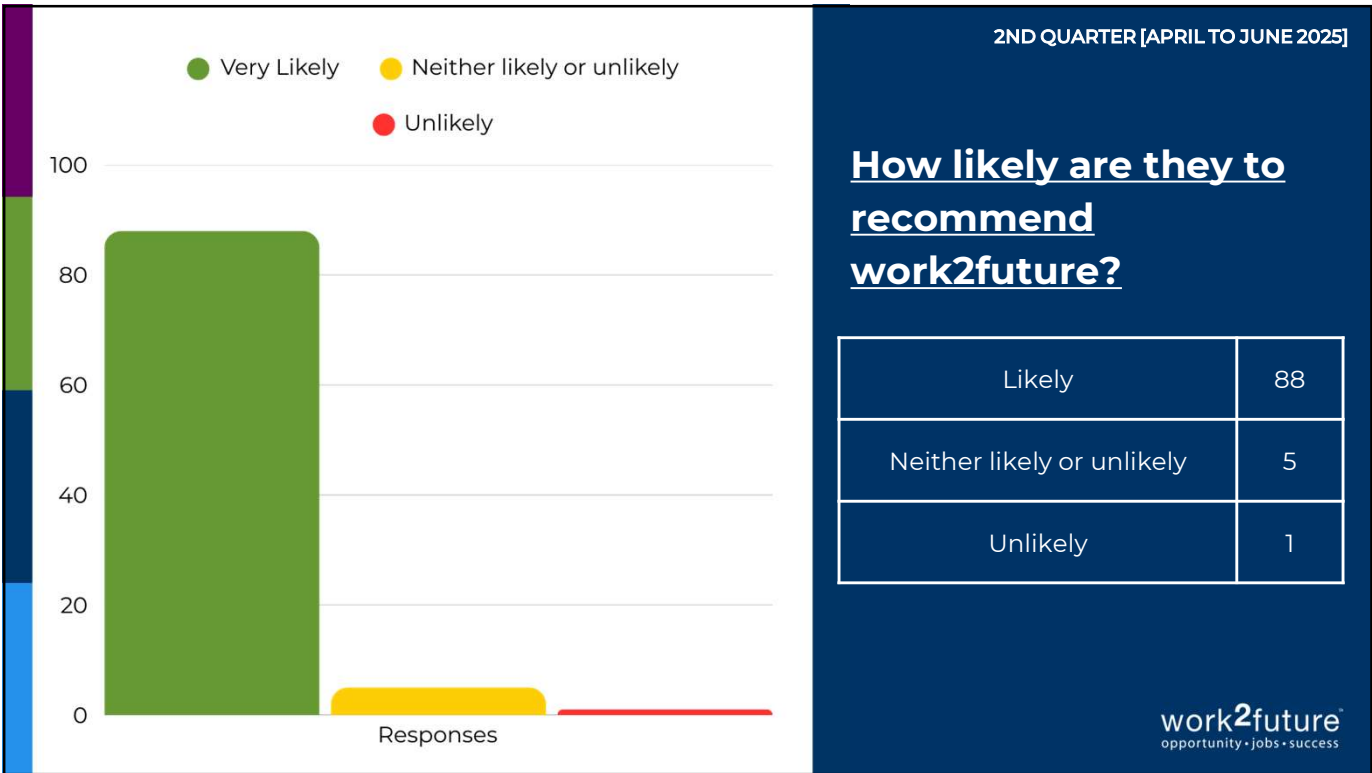
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12





13

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.

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### 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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### **YOUTH COMMITTEE CHAIR'S REPORT**

Youth Committee Chairperson Jack Estill will report on activity related to the Youth Committee.

###

### **BUSINESS SERVICES COMMITTEE CHAIR'S REPORT**

Business Services Committee Chairperson Mike Hill will report on activity related to the Business Services Committee.

# # #

### LABOR MARKET UPDATE

The preliminary unemployment rate in Santa Clara County was 4.8% in July 2025, up from a revised 4.6% in June, and 4.6% in July 2024. The preliminary unemployment rate in the San Jose-Sunnyvale-Santa Clara MSA was 4.9% in July 2025, up from a revised 4.7% in June, and above the year-ago estimate of 4.7%. This compares with an unadjusted unemployment rate of 6.1% for California and 4.6% for the nation during the same period.

Between June 2025 and July 2025, total employment in the San Jose-Sunnyvale-Santa Clara MSA, which also includes San Benito County, decreased by 2,600 jobs to reach 1,155,500.

Staff will provide a more comprehensive report of the local labor market, including industries that gained and lost job, at the September 18, 2025, Board meeting.

###

**V**

**Other**

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**VI**

**Adjournment**