



Workforce Investment Board



*Transforming lives and
strengthening business*

2014 2015 ANNUAL REPORT

A proud partner of America's Job Center of CaliforniaSM Network

James C. Ramos, Chairman, Third District Supervisor | Robert A. Lovingood, Vice Chairman, First District Supervisor | Janice Rutherford, Second District Supervisor | Curt Hagman, Fourth District Supervisor | Josie Gonzales, Fifth District Supervisor

Gregory C. Devereaux, Chief Executive Officer | Sandra Harmsen, Executive Director, Workforce Investment Board

2014
2015

ANNUAL REPORT



**“CREATE, MAINTAIN, AND GROW JOBS
AND ECONOMIC VALUE IN THE COUNTY”**



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MESSAGE FROM THE CHAIR

“ON BEHALF OF THE SAN BERNARDINO COUNTY WORKFORCE INVESTMENT BOARD, I AM PROUD TO PRESENT OUR 2014-2015 ANNUAL REPORT.”



Tony Myrell
Chair, San Bernardino County
Workforce Investment Board

During the past year, the San Bernardino County Workforce Investment Board helped reduce the unemployment rate and supported thousands of county residents in building their careers. We are dedicated to continuing this effort to connect job seekers with employers.

The WIB continues to create pioneering workforce solutions designed to link employers with job seekers and support businesses in areas they critically need. Over the past year, our regional hiring events, wage reimbursement programs and newly implemented free human resource advice hotline had a positive impact on local businesses’ profitability.

It is these types of constructive solutions that caught the attention of the White House, impacting the development of the Workforce Innovation and Opportunity Act (WIOA). This new law was written using our models for on-the-job training, pay-for performance contracts, no-cost recruitment and financial support to retain workers.

In July 2014, the WIOA was passed, replacing the Workforce Investment Act. It will fund the WIB through 2020. We look forward to implementing the new law and making a seamless transition.

Over the next year the WIB, in accordance with San Bernardino’s Countywide Vision, will continue to lead efforts in collaborating with others to enhance its services, resources, programs and partnerships in order to elevate the prosperity of workers, employers and the economic growth of this county.

“The WIB designs innovative workforce solutions that deliver job opportunities to residents.”

WORKFORCE INVESTMENT BOARD EXECUTIVE COMMITTEE MEMBERS



Audrey Mathews
WIB Vice Chair
Legislative Committee



William Sterling
Treasurer/Fiscal
Committee Chair



Rod Hoover
Immediate Past Chair



Phil Cothran
Business Resource
Committee Chair



Mike Gallo
Economic Development
Committee Chair,
CWIB Member



Lowell King
Youth Council Chair



Joseph Williams
CWIB Member

SAN BERNARDINO COUNTY WORKFORCE INVESTMENT BOARD

The San Bernardino County Workforce Investment Board (WIB) is a policy-making entity empowered by the Workforce Investment Act of 1998 (WIA) to educate and train local workers and support businesses. The WIB is a group of business and community leaders working to ensure two things; that the residents of San Bernardino County have the skills, training, and education to achieve their career goals, and San Bernardino County employers are able to hire, develop, and retain outstanding employees.

On behalf of the San Bernardino County Board of Supervisors,
San Bernardino County Local Workforce Investment Board

- Provides administration and oversight of local Workforce Investment Act funding for adults, dislocated workers, and youth
- Supports programs that build the skills of the County's workforce
- Creates a Strategic Plan aligned with the Governor's and California's Workforce Investment Board's objectives
- Aligns WIA services with the County Vision of creating a vibrant economy with a skilled workforce
- Operates three America's Job Centers of California
- Identifies and understands the workforce investment needs of local businesses and job seekers
- Commissions independent research studies to identify top demand job sectors in the local economy and to objectively evaluate the return on investment of its programs



MISSION STATEMENT

"San Bernardino County Workforce Investment Board **DEVELOPS** and **PROMOTES** economic and employment **OPPORTUNITIES** for businesses, employees and job seekers by **UNDERSTANDING** emerging economic trends, **LISTENING** to employers, **CREATING** partnerships and providing services in a **CARING** manner."

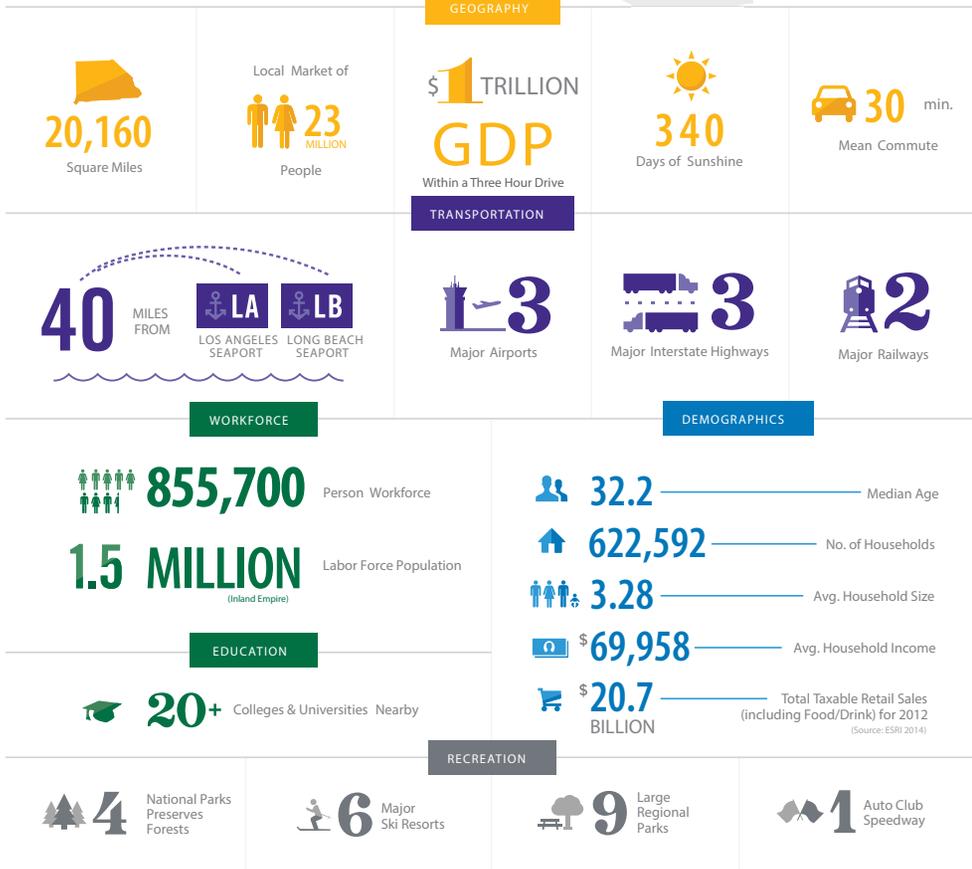
WORKFORCE INVESTMENT BOARD MEMBERS

Aaron Baker, Lance Bauer, Frank "Bud" Benson, Kenneth Boshart, Lionel Chadwick, Eric Cooper, Phil Cothran, Jose De La Cerra, Richard Edwards, Larry Flood, Mike Gallo, John Gauthier, Ray Gonzalez, Rod Hoover, Lowell King, Terry Klenske, Steven Lantsberger, Bob Lemley, Peggy Long, Dale Marsden, Wilfred L. Marshall, Audrey Mathews, Carl Mendenhall, Bill Moseley, Tony Myrell, Dan Nackerman, Patricia L. Nickols, B.J. Patterson, Suzanne Schaeffer, Kristine Scott, Susan Senior, Henry Shannon, Richard Sierra, Jennifer Silvestri, William Sterling, Gabriel Villarreal, Gary Watson, Jonathon Weldy, Joseph Williams



SAN BERNARDINO COUNTY "AT A GLANCE"

www.SBCountyAdvantage.com
JANUARY 2015



San Bernardino County is home to one of the fast-growing metropolitan areas in the nation. Its economy is built upon a diverse base of industries ranging from international trade to manufacturing and professional services. Its assets include numerous colleges and universities that support a strong, qualified workforce.



DEPARTMENT OF WORKFORCE DEVELOPMENT

San Bernardino County Department of Workforce Development operates programs under the guidance of the Workforce Investment Board, funded by the Department of Labor's Workforce Investment Act.

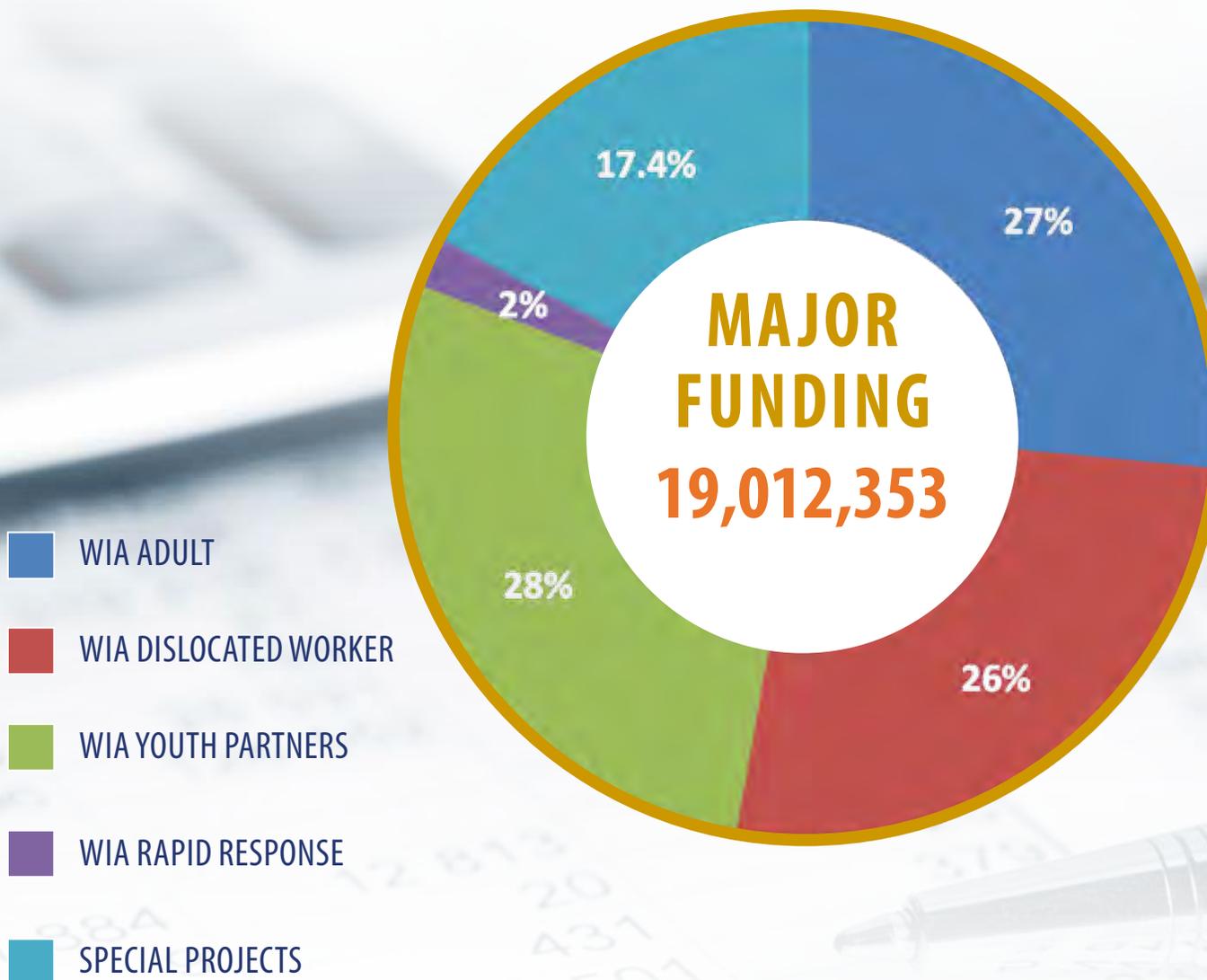
The America's Job Centers of California are strategically located in the east valley, west valley and high desert regions of the County, providing services for job seekers and businesses.

WHY THE SAN BERNARDINO COUNTY WORKFORCE INVESTMENT BOARD WORKS

The Workforce Investment Board is made up of a majority of private sector business owners. It is an integral part of the County's vision and capitalizes on the diverse skills of its residents by developing a trained workforce. The following strategic plan provides a comprehensive workforce system to implement innovative programs to meet the needs of the local and regional labor markets:

- Identify the high demand employment sectors and develop training in these areas to create career pathways for County residents.
- Assist businesses with avoiding layoffs by providing efficiency training and developing the skills of their incumbent workforce.
- Develop regional partnerships and collaborations with other agencies to offer braided services to the businesses and residents of San Bernardino County.
- Concentrate on building a strong diverse economy with a trained and skilled workforce
- Operate the America's Job Centers of California in San Bernardino County.

MAJOR FUNDING Program Year 2014-15



- WIA ADULT
- WIA DISLOCATED WORKER
- WIA YOUTH PARTNERS
- WIA RAPID RESPONSE
- SPECIAL PROJECTS



Serving... Developing... Supporting...

THE BUSINESS COMMUNITY

The Business Services Unit serves the business community in San Bernardino County to support the retention of jobs and maintain employment opportunities for the customers who use the America's Job Centers of California.

LABOR MARKET SURVEY VISITS

Providing valuable information on employment trends, business plans and concerns within the local business community. Identifying employment sectors with growth potential and providing a local perspective for training and workforce development.

ON THE JOB TRAINING

San Bernardino County Workforce Investment Board (WIB) is recognized as a top provider of On-the-Job Training opportunities among WIBs nationwide, reimbursing employers for up to 50% of their new hire's wage while in training and allowing job seekers to obtain new skills leading to permanent employment.

BUSINESS SERVICES SUCCESS

- 7,784 total business visits
- Conducted labor market surveys with 2,393 businesses
- Hosted 13 business workshops; 299 businesses attended
- Identified 6,390 job openings to post to online job board www.csb-win.org
- Held 198 customized recruitments for businesses
- Developed 253 On-the-Job Training contracts
- Responded to 16 businesses that were reducing their workforce or closing
- Assisted 1,019 laid-off workers with finding employment
- Layoff aversion outcome includes:
 - 187 jobs retained
 - 63 jobs created
 - \$884,000 in cost savings
 - \$9,500,000 in revenue increases

LAYOFF AVERSION

The Workforce Investment Board continued its successful layoff aversion strategy to assist companies that were at risk of closure or reductions in employment. It provided professional experts to help the business by improving productivity, reducing costs and operating more efficiently.

WORKSHOPS

Hosting business workshops covering branding/marketing, human resources, process improvement, business basics, social media for small businesses, leadership & strategy plus many more.

RAPID RESPONSE

At the time of downsizing, our team of professionals coordinates appropriate services, which may include on-site assessment of needed employment and training and coordination of community access to state and economic assistance.

NO-COST SERVICES OFFERED TO BUSINESSES

- On-the-Job training
- Customized recruitment services
- Specialized job fairs
- Job posting
- Tax credit information
- Access to large pool of screened job applicants
- Customized training
- Labor market information
- Meeting space for interviews

SUCCESS STORIES

"Now, with the help of the San Bernardino County WIB and CMTC, Ace Metal Products (AMP) has instituted lean manufacturing tools and philosophies throughout the shop. We have conducted leadership training and 5S exercises, and have constructed Value Stream Maps (VSMs), and have conducted Kaizen events. We have made meaningful improvements throughout our entire value stream and have created a truly visual manufacturing environment. We are working on our Quality Management System (QMS) and are quickly moving toward having one Enterprise Resource Planning System (ERP)."

These improvements have led to increased quality and greater efficiency throughout, as well as on-time delivery and improved customer satisfaction. This has led to sustained and new sales, allowing us to retain eight at risk jobs. The WIB's support made all the difference in our ability to move forward and achieve these results. The entire team at AMP Ace Metal Products thanks you."

- Tony Lynn, Manager, Ace Metal Products Co.

Ace Metal Products, located in Chino, California is an ISO-9001:2008 certified hardware manufacturer with over 25 years of experience.

"With the help of the San Bernardino County Workforce Investment Board and CMTC, Crown Technical Systems conducted a leadership training program for 10+ first level supervisory personnel that provided the individuals the skills and ability needed to support the 1st tier supervisory level. We were able to make improvements that allow us to increase production efficiency, improve quality and increase on-time deliveries, allowing us to retain sales and 13 at risk employees. Now we are better positioned to take advantage of more profitable growth in the future. The support from the San Bernardino County Workforce Investment Board made the difference in our ability to move forward and achieve these results. The team at Crown Technical Systems thanks you."

-Sandra Jimenez, Human Resources Manager,
Crown Technical Systems Co.

Crown Technical Systems, located in Fontana California since 1996 is an electrical equipment manufacturer serving the utilities, transportation, industrial, renewable energy, and wastewater industries.





Educate... Inspire... Empower... **YOUTH**

The WIB Youth Program offers training and employment opportunities to 500 individuals between the age of 17 and 21, through 12 youth service providers.

CALWORKS YOUTH EMPLOYMENT PROGRAM (CYEP)

In a collaborative effort, the WIB and the Transitional Assistance Department entered an MOU to provide work readiness and work experience opportunities to youth receiving CalWORKs assistance. Each youth is eligible for up to 485 hours or 6 months of subsidized employment.

During the first full year of the CYEP program:

- 1,143** Youth were referred
- 701** Completed work readiness training and work experience placements
- 151** Entered unsubsidized employment

YOUTH SUCCESS

-  **58%** Employed or in Education
-  **80.6%** Attaining a Degree/Certificate
-  **57.1%** Basic Skills Gains

SAN BERNARDINO COUNTY FACTS

- 12.2%** High School Dropout Rate
- 19%** Adults with a Bachelor's Degree
- 62%** Community College Graduates Placed in Jobs or Further Education

YOUTH PROGRAM SERVICES

- Tutoring and study skills training
- Instruction leading to completion of high school
- Alternative high school opportunities
- Mentoring
- Occupational skills training
- Summer employment and work experience
- Comprehensive guidance and counseling
- One year of follow-up services to ensure continued success

@LIKE

A consortium of three Workforce Boards in San Bernardino, Riverside and Imperial Counties utilizing Workforce Innovation Funds from the Department of Labor serving disconnected young adults between 18 and 24 years of age in the Linking Innovation Knowledge and Education project @LIKE. San Bernardino County programs have recruited 162 young adults. Activities include:

- Life Coaching
- Goal Setting
- Interest Exploration
- Adult Basic Education for GED
- Work Readiness
- Work Experience
- Employment and a test training curriculum with Work Keys for the CRC Examination. Fifty six participants have passed the National Work Readiness Credential so far.

SUCCESS STORIES



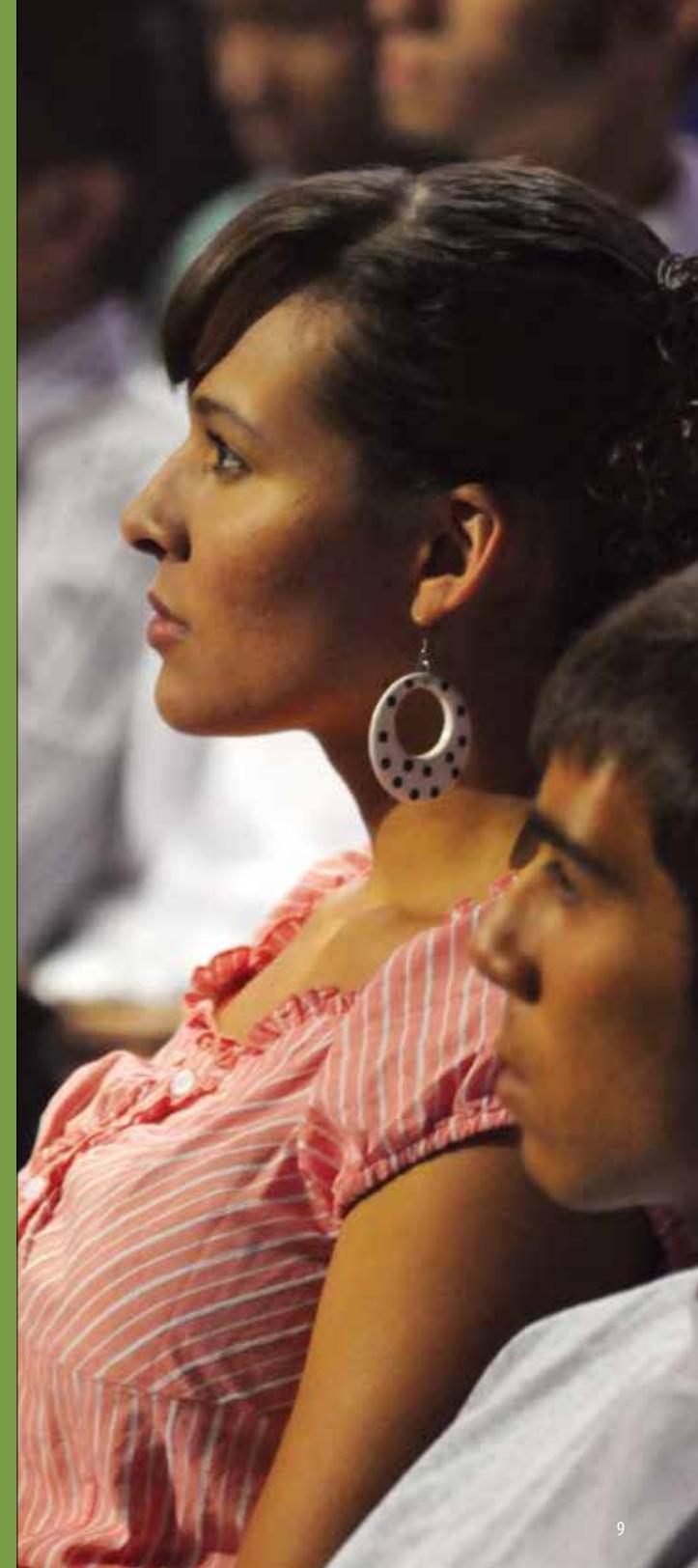
Brandon was born and raised in San Bernardino. Ever since he was a child he dreamed of becoming a physician, but encountered a lot of barriers in the pursuit of his dream. He started the program in December 2014 and had the opportunity to complete Certified Nursing Assistant (CNA) training at Summit College and become board certified. He also gained work experience as an Activities Assistant at Country Villa Hacienda Healthcare Center in San Bernardino. He feels the program gave him the motivation to fulfill his goal of becoming a CNA. In spite of his shyness, the program helped improve his interviewing skills, and gave him the confidence to obtain a job working as a CNA at the same location.

"The program helped me get my life going. Without it, I don't know what I'd be doing. I was eager to return to medical training, but I didn't know of any programs that would help with course fees, training materials, uniforms and transportation. Just when I thought I had hit a dead-end, my mom told me about the WIA program at the PAL Center. I thought it was too good to be true, but now I am a Certified Nursing Assistant. I work for a company that provides convalescent care to the elderly in San Bernardino. I still plan to go to college to become a physician, but right now I am proud of how far I have come."



Twenty-one year old Christina, grew up in a family where her mother was in and out of prison and her father was arrested for drug use. She feels she has matured much faster than many other young people her age. Christina has become an independent young lady with values and a desire to create a better life than her parents.

"Finding and enrolling in this program was a huge deal for me. I feel lucky that I was able to participate in this program and grow from it. Coming from the background I have, I never really felt that I'd become a successful young woman. It has changed my life for the better and put me on a great path in life. I want everyone to know about this so they too can better themselves and live a happy and successful life. This program is very beneficial to my community as well. Because of this program and the help of the instructors, I now have a job at a medical office. All of the training and hard work in the class landed me this wonderful opportunity. I've always wanted to be in the medical field and with your help and this program it definitely made that happen."





Equip... Encourage... Transform... **ADULTS**

The WIB operates three regional America's Job Centers of California located in the east valley, west valley and high desert communities to support local customers during times of economic growth or decline by providing the assistance required to meet changing workforce needs.

SAN BERNARDINO COUNTY FACTS

- 686k** Jobs
- 6.5%** Unemployment rate in June 2015, down from 8.1% in June 2014
- 32 yrs.** Median age compared to 38 nationwide
- \$52k** Average annual earnings per job

AJCC'S SUCCESS

- 60,167** Total visits
- 1,405** Total number of clients who received career training
- 6,537** Clients who received intensive one-on-one services
- 14,935** Internal job referrals made
- 31,992** External job referrals
- 6,390** Job openings posted to online job board
- 253** On-the-Job trainings



NO-COST SERVICES OFFERED BY THE AJCC'S

- Job training
- Skills and aptitude assessment
- Interview training
- Job placement
- Job search
- Resume writing
- Career counseling
- Occupational training
- Access to computers, printers, telephones and copy machines

SUCCESS STORY



I was a stay at home mom with four children; never worked a day in my life, but I've always wanted to be in the nursing field. I never had the money to pursue my dreams. One day a friend of mine told me about the classes being sponsored by America's Job Center of California; so I gave them a call and it just got better and better. My experience was amazing and I'm very thankful and blessed to have had the privilege of a life time; I never thought this would happen to me! I passed my state board and I'm officially a CRNA. I thank everyone at the Workforce Development Department who believed in me. I love what I do and I never stopped. It was amazing that I reached one of my goals. I did it with four kids and I know if I could do it; anyone can. Thanks again so much for all of your support.

- Rachel Earl



"I just want to say thank you for your help and support. I lost my job in June 2014, and was struggling to make ends meet. During this hardship, I became involved with the AJCC and from there I was directed to Riccardo Canova to be my Advisor. I knew I wanted to start a new career to better myself for the future.

I was convinced that I wanted to be a truck driver. I was placed in a local school and eventually graduated and received a certificate of completion and was given my Class A License. Thanks to the guidance I received from the AJCC and my advisor, I now drive locally hauling lumber. This was all possible because I was willing and able to take advantage of the resources given to me from the AJCC programs."

- Gilbert Arellano





COLLABORATIONS AND PARTNERSHIPS

SPECIAL PROJECTS

The County of San Bernardino Workforce Investment Board continues to develop partnerships, collaborations and special projects with agencies to develop the next generation of entrepreneurs, community leaders and skilled employees

- Partnered with the California Department of Corrections and Rehabilitation (CDCR) to provide Transition Program services to inmates incarcerated at the California Institution for Men (CIM) and California Institution for Women (CIW) and scheduled for release within 60-240 days. The program offers transition planning, job search, application writing skills, winning resumes and mock interviews. One hundred and forty two inmates have completed the program from CIM and 181 from CIW.



- Collaborated with the Probation Department and the Department of Behavioral Health in the Gateway program. The WIB provided job readiness preparation and mentoring for 30 at-risk youth between 16 and 19 years of age and are juveniles committed for 18 months to Gateway at the Regional Youth Educational Facility. Twenty seven completed the program and 11 were employed or started vocational training.
- The partnership of the WIB with the Housing Authority to provide employment and educational services to families eligible under the housing assistance program resulted in 84% employment rate. The overall program goals are to assist low income individuals with finding and retaining work, improving skills, and becoming self-sufficient.
- The WIB actively participates with the Desert Regional Community College Consortium in delivering workforce programs to the region.
- Participated in the Inland Empire Veterans Collaborative to network and share resources to improve access to services for veterans and their families.
- Participated in the Inland Empire Disabilities Collaborative to network, gather information and resources to services for individuals with disabilities.
- Partnered with Wells Fargo to provide occupational skills training for 15 low-income participants in local demand sectors.

DAY REPORTING CENTERS

In partnership with the County Probation Department WIB has one Workforce Development specialist on-site at each Day Reporting Center to provide services to post release community supervision clients (AB 109).

- 1,018** Participants seen by advisors
- 240** Workshops and seminars were presented
- 140** Became employed



VETERANS SERVICES

The WIB's partnership with Veterans Services has resulted in a streamlined and expedited enrollment process for veterans seeking job placement and training assistance at the AJCCs, that resulted in a 64% employment rate.

SUCCESS STORIES

AB109

Edwin Sylvester, a cable technician, was out of prison after serving a 5-year sentence.

"Since my release this program has helped me stay employed for 10 months straight. It assisted me in many ways to stay focused and not give up and go back to crime. I was recently discharged from probation and work as a subcontractor for Verizon making \$24.00 an hour."

Housing Authority

Betty Ibarra had been on the 5-year housing program since February of 2013 and had not had any luck finding steady employment. She came to the WIB and was very determined to find work; however, she was concerned about her age and past work experience. The WIB helped her update her resume and counseled her to think positively and not give up on her job search. Betty applied daily to the job leads that she got and would call back with any questions, concerns or application problems.

In July 2015, she met with her advisor to go over interviewing techniques to get her prepared, and the following week Betty called with the good news that she had been offered a position.

"I am thankful for the services that were provided to me. I have been on the 5-year housing program for 3 years and have only 2 years left. I know that finding employment was the first step to becoming self-sufficient and meeting my goals."

Fontana Re-Entry Support Team (FRST)

Timothy Cloyd had been in and out of prison on numerous charges. When he was released he knew he needed to change in order to create a better life for his wife and five children. He attended the Fontana Re-Entry Support Team (FRST) Workshop and successfully completed the class. While searching for a job, he and his family were evicted from their trailer and had nowhere to go. At that time, the FRST Team began working with Citilink and property management companies to help find and fund a place for the family to live. The FRST Team was able to get Timothy and his family into a stable residence in Fontana. Citilink funded his first and last month's rent.

The FRST Team made contact with ALI (Asset Liquidity International) in Rancho Cucamonga and secured Timothy his first job interview. The FRST Team attended the interview with Timothy and the employer was impressed with his motivation and the FRST Teams support. Timothy is currently employed with ALI and they are training him for a possible management position.





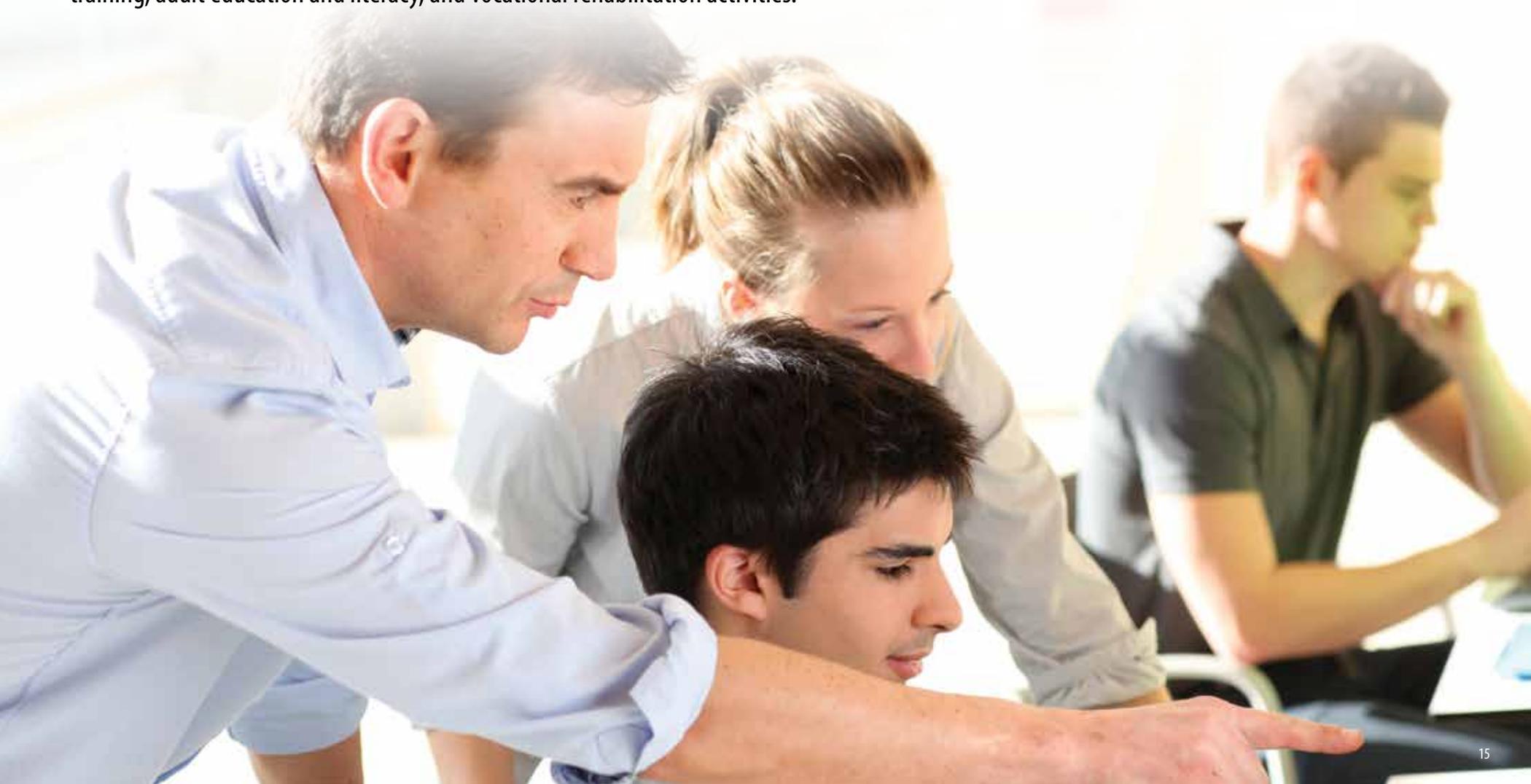
ACCOMPLISHMENTS

- San Bernardino County Workforce Investment Board operates as a High Performing WIB, designated as such by the California State Workforce Investment Board.
- San Bernardino County was designated as a Local Workforce Development Area under the Workforce Innovation & Opportunity Act on July first 2015.
- California Workforce Association Lifetime Achievement Award presented to Executive Director Sandra Harmsen.
- National Association of Counties recognition for the partnership with the San Bernardino County Transitional Assistance Department on the CalWORKs Youth Employment Program, which provides job readiness training and work experience to low-income youth.
- The WIB presented a number of state and national conferences, including the California Placement Association, National Association of Workforce Development Professionals, California Workforce Association's Spring Conference, California Workforce Association's Youth Conference, California Workforce Association's Meeting of the Minds, and the National Association of Workforce Boards.



Looking ahead... **“WIOA” and not “WIA”**

The Workforce Innovation & Opportunity Act (WIOA), signed into law in 2014, is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. WIOA, which took effect July 1, 2015, supersedes the Workforce Investment Act of 1998 (WIA) and emphasizes innovative strategies in services to adults, dislocated workers, and youth, with focus on those individuals with significant barriers to employment. WIOA supports initiatives that keep pace with changing economic conditions and seeks to improve coordination between partners that support employment services, job training, adult education and literacy, and vocational rehabilitation activities.



WIB ANNUAL REPORT 2014/15



COUNTYWIDE VISION STATEMENT

We envision a complete county that capitalizes on the diversity of its people, its geography, and its economy to create a broad range of choices for its residents in how they live, work, and play.

We envision a vibrant economy with a skilled workforce that attracts employers who seize the opportunities presented by the County's unique advantages and provide the jobs that create countywide prosperity.

We envision a sustainable system of high quality education, community health, public safety, housing, retail, recreation, arts and culture, and infrastructure, in which development complements our natural resources and environment.

We envision a model community which is governed in an open and ethical manner, where great ideas are replicated and brought to scale, and all sectors work collaboratively to reach shared goals.

From our valleys, across our mountains, and into our deserts, we envision a county that is a destination for visitors and a home for anyone seeking a sense of community and the best life has to offer.

Adopted by the San Bernardino County Board of Supervisors June 30, 2011

This WIA Title-I financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.



SAN BERNARDINO COUNTY BOARD OF SUPERVISORS



James C. Ramos
Chairman, Third District Supervisor



Robert A. Lovingood
Vice Chairman,
First District Supervisor



Janice Rutherford
Second District Supervisor



Curt Hagman
Fourth District Supervisor



Josie Gonzales
Fifth District Supervisor



Gregory C. Devereaux
Chief Executive Officer



Sandra Harmsen
Executive Director
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WORK



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