



THE COUNTY OF SAN BERNARDINO  
WORKFORCE INVESTMENT BOARD

2009 | 2010 ANNUAL REPORT

LEADING A STRONG AND DIVERSE WORKFORCE  
TO GREATER ECONOMIC OPPORTUNITY



“Job seekers and employers thriving with **DIGNITY** and **SECURITY** through the **POWER OF WORK.**”

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**MESSAGE FROM THE CHAIRMAN**

*On behalf of the County of San Bernardino Workforce Investment Board, I am proud to present our Annual Report for fiscal year 2009-2010.*



In a challenging year with rising unemployment, our Board has not wavered in its mission to develop a skilled workforce to meet the needs of our county’s employers. The Board is directed by private-sector business leaders who understand our local economy’s job opportunities and the skill requirements of local employers.

In an economy that left many without work, we continue to mobilize resources to meet the increasing demand for our services for job seekers and employers. The response of our local system has been fast and effective, but the needs are still great and the work is far from over.

We owe our success to the partnerships among our County Board of Supervisors, economic development agencies, community colleges, universities, adult schools, employers and labor unions, along with the dedication of time and energy from local WIB leadership and staff.

We appreciate the service of our volunteer board members who commit their time to this effort. Thanks to their collaboration, we have established a strong workforce development system.

We look forward to continuing to strengthen these relationships to help meet the needs of our County’s residents and businesses.

**JOHN GIBSON, Chairman**  
*County of San Bernardino Workforce Investment Board*

**COUNTY OF SAN BERNARDINO BOARD OF SUPERVISORS**



**JOSIE GONZALES**  
Chair  
Fifth District Supervisor



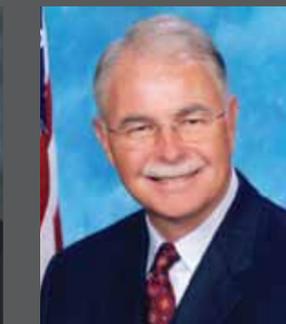
**BRAD MITZELFELT**  
Vice Chairman  
First District Supervisor



**JANICE RUTHERFORD**  
Second District Supervisor



**NEIL DERRY**  
Third District Supervisor



**GARY OVITT**  
Fourth District Supervisor

# ACKNOWLEDGEMENTS

# COUNTY OF SAN BERNARDINO WORKFORCE INVESTMENT BOARD

## COUNTY OF SAN BERNARDINO WIB EXECUTIVE COMMITTEE 2010



**JON GIBSON**  
WIB Chairman



**KIM YOUNG**  
WIB Vice Chairman



**ROD HOOVER**  
Fiscal/Contracts  
Committee Chairman



**TERRY KLENKE**  
Economic Development  
Committee Chairman



**AUDREY MATHEWS**  
Legislative Advocacy  
Committee Chairman



**DENNIS CLARKE**  
Youth Council Chairman



**MIKE GALLO**  
California Workforce  
Association Representative



**PHIL COTHRAN**  
Business Resource  
Committee Chairman  
NAWB Representative



The County of San Bernardino Workforce Investment Board (WIB) is a policy-making entity empowered by the Workforce Investment Act of 1998 to educate and train local workers and support businesses.

Funded by the Department of Labor, the Board administers and oversees training and support programs that build the skills of the County's workforce and support local enterprise.

In 2009, the WIB received funds from the American Recovery and Reinvestment Act. With a strategic plan already in place and established relationships with business leaders, educational institutions, government and community organizations, the Board distributed these stimulus funds quickly and effectively to put dislocated workers and youth back to work and into training programs. Quick response layoff aversion programs were also developed to support businesses and keep people employed.

The Board is comprised of private business representatives and public partners appointed by the County Board of Supervisors.

### COUNTY OF SAN BERNARDINO ECONOMIC DEVELOPMENT AGENCY

**MARY JANE OLHASSO**  
Economic Development Agency Administrator

**KATHY THOMAS**  
Redevelopment Agency Director

**PATRICIA COLE**  
Economic Development Agency Assistant Administrator

**MITCH SLAGERMAN**  
Department of Community Development and Housing Director

**SANDY HARMSSEN**  
Department of Workforce Development Director,  
Workforce Investment Board Executive Director

### COUNTY OF SAN BERNARDINO WORKFORCE INVESTMENT BOARD MEMBERS

- |                   |                    |                   |                     |                    |
|-------------------|--------------------|-------------------|---------------------|--------------------|
| Jane Adams        | Phil Cothran       | Rod Hoover        | Wilfred L. Marshall | Leslie Rodden      |
| Aaron Baker       | Michael De La Rosa | Abraham Hovsepian | Audrey Mathews      | Peter Roebuck      |
| Cynthia Banks     | Wendy Deras        | Terry Klenske     | Carl Mendenhall     | Susan Senior       |
| Susan Benner      | Mike Gallo         | Bob Lemley        | Bill Moseley        | Henry Shannon      |
| Frank Benson      | John Gauthier      | John C. Lewis     | Tony Myrell         | Linda Stull        |
| William Betterley | John Gibson        | Darrell Lewis     | Patricia L. Nickols | Gabriel Villarreal |
| Gabe Chavez       | Ray Gonzalez       | Brooks Lockhart   | Jonathan Novack     | Joseph Williams    |
| Dennis Clarke     | John Hardell       | Peggy Long        | Logan Olds          | Kim Young          |

### MISSION STATEMENT

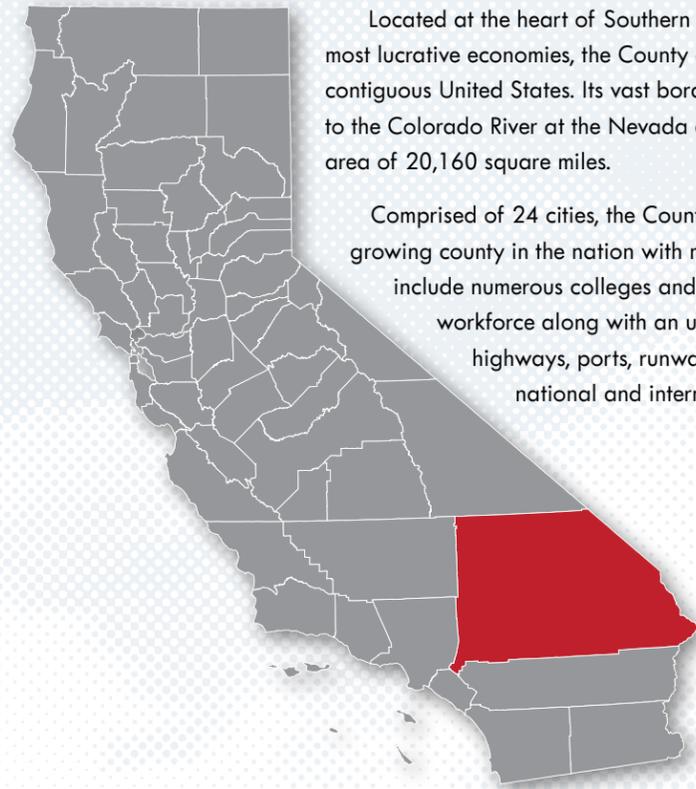
“The County of San Bernardino Workforce Investment Board **DEVELOPS** and **PROMOTES** economic and employment opportunities for businesses, employees and job seekers by **UNDERSTANDING** emerging economic trends, **LISTENING** to employers, **CREATING** partnerships and **PROVIDING** services in a caring manner.”

## SAN BERNARDINO COUNTY AT A GLANCE

The County of San Bernardino is home to a fast-growing \$96 billion economy built upon a diverse base of industries ranging from international trade to manufacturing and professional services. On its own, the County's economy would rank 48th in the world, placing it among the top quarter of all nations. However, the County's greatest strengths derive from its strategic position within the powerful Southern California market.

Located at the heart of Southern California, one of the world's biggest and most lucrative economies, the County of San Bernardino is the largest county in the contiguous United States. Its vast borders stretch from the greater Los Angeles area to the Colorado River at the Nevada and Arizona borders, encompassing a total area of 20,160 square miles.

Comprised of 24 cities, the County of San Bernardino is the fifth fastest growing county in the nation with more than two million residents. Its assets include numerous colleges and universities that support a strong, diverse workforce along with an unparalleled transportation network of highways, ports, runways and railways that lead to regional, national and international business centers.



## WHO WE ARE

The County of San Bernardino Department of Workforce Development, one of four departments within the Economic Development Agency, operates programs under the direction of the Workforce Investment Board, with funding through the Department of Labor's Workforce Investment Act (WIA). WIA programs serve job seekers and businesses through three Employment Resource Centers in San Bernardino, Rancho Cucamonga and Hesperia.

Services provided at these centers include career counseling, job search, skills assessment and occupational training. Customers using the centers have access to free computers, Internet, telephones, fax and copy machines as well as printed materials to help them search for a job.

Business customers can benefit from customized recruitment services, easy access to a large pool of pre-screened job applicants and other resources provided through the Employment Resource Centers. Businesses may wish to utilize the resource library containing more than 1,000 business-related titles, business development software and online resources, or to access the services offered by the Small Business Administration and other partners.



## BUSINESS SERVICES

*In a strategic decision to bolster the county's employers, the County of San Bernardino Workforce Investment Board dedicated a portion of federal stimulus dollars to fund business-support programs.*

A team of 23 forward-thinking individuals comprises the WIB business service unit. Each member visits a minimum of 40 new businesses per month and maintains relationships with the businesses they have already contacted.

These representatives meet with business owners to identify their workforce needs, discover job openings, help with hiring, and negotiate subsidized training contracts.

Two key programs offered are the Subsidized Training Employment Program (STEP) and On-the-Job Training (OJT). These programs reimburse employers for the wages paid to a candidate for a defined period of time, from three to six months, while the candidate is training at the job.

### BUSINESS RESOURCE TEAM ACCOMPLISHMENTS

- **Number of total visits to businesses: 9,051**
- **Number of job openings filled: 5,700**
- **Jobs posted to Workforce Investment Network: 19,866**
- **On-the-Job Training contracts: 393**
- **Subsidized Training Employment Program: 428**
- **Number of recruitments sponsored: 41**
- **Number of job fairs held: 10**
- **Employers assisted: 1,000**
- **Attendees at job fairs and recruitments: 25,000**

### RECRUITING SERVICES

The business services team will handle the hiring process for local businesses, including promoting the available positions, screening candidates, and interviewing prospective employees. They held 41 on-site recruitment sessions, bringing a team to the company's site to hire and screen candidates on the employer's behalf.

### JOB FAIRS

Using stimulus dollars, the business service unit organized 10 job fairs throughout the year, bringing employers and job seekers together. Some job fairs were based on one company hiring multiple positions, and others brought hundreds of employers together, offering thousands of job opportunities.

### BUSINESS CONSULTING

The WIB used layoff aversion funding to hire business efficiency consultants to help keep employers in operation.

Agreements have been executed with 79 employers, and there is room for 200 employers to participate in this program. About \$1 million was committed to this effort, and through the end of 2010 more than 700 jobs will be saved. Five business consulting firms, Weston Group, Estrada Strategies, California Manufacturing Technology Consulting, Professional Development Center and DEIVIN, were selected to participate in this program. Each consultant trains a company's manager to improve processes, streamline operations, increase sales, and develop targeted marketing plans.

### BUSINESS WORKSHOPS

The business resource team offers weekly workshops to help County employers stay in business and increase employment in the County's workforce.

- *1,500 businesses have been assisted through workshops.*
- *75 workshops have been held*
- *Topics included marketing, sales, financing, cost cutting, process improvement and human resources.*
- *Some workshops included access to one-on-one consultation for businesses with experts.*
- *Industry specific workshops were held, including a contractor's workshop to teach contractors how to access stimulus-funded building projects.*
- *Business Excellence Workshops were held to help businesses become more competitive and avoid layoffs.*

### HUMAN RESOURCES

Many businesses are too small to afford a human resources expert to navigate the difficult employment codes in California, and employers who break the state's strict laws can put their business in jeopardy of closing. To combat this threat, the WIB found help. For a two-year period, the WIB hired a human resources expert and dedicated a hotline available to all businesses in the County to answer employment law questions, labor law questions and solve other employee-related issues.

The WIB also held a series of employment law workshops for employers, attended by more than 240 businesses, each receiving up-to-date labor law information and human resource assistance.

### RAPID RESPONSE/LAYOFF AVERSION

The business services unit deployed its rapid response program to assist struggling companies in danger of closing. In the unfortunate event of a layoff, WIB staff would set up a virtual Employment Resource Center at the company to help serve employees who were being laid off, enrolling them in job placement programs and providing all the services they would obtain at an ERC.

- *163 Rapid Response visits performed on-site*
- *7,785 people affected by layoffs were assisted*

### JOB RESEARCH

The business services unit developed a partnership with Riverside County to launch a survey of local industries to identify emerging job opportunities. It also partnered with Monster.com to identify labor market data and job opportunities in the County to facilitate a faster connection between training programs being funded and job opportunities.

Other research partners include the County's Economist and the Department of Economic Development.



## BUSINESS SERVICES

### TESTIMONIAL

*"Thanks to the San Bernardino County Workforce Investment Board's Business Services Supervisor, his staff, and business consulting firms such as DEIVIN Consulting, we streamlined our internal operations at a critical time. This allowed us to become more competitive in our industry."*

*– VIRGINIA ARAGON, Human Resources Manager, Omnia Furniture, Ontario*

### CASE STUDY

*JON NOVACK, Co-Owner of Patton Sales Corporation in Ontario, CA, participated in the On-The-Job Training program. At the time, he and business partner, Paula Zeidman were considering opening a new pipe-rolling division that would employ eight more people and require a large capital investment in equipment. "We were hesitant to move forward. When I spoke with Nick DeMartz, Business Services Supervisor, about the on-the-job training program, we were convinced that this program would support our business goals and we decided to participate," Novack said. Four months after opening the new division, Novack reported profitability. After the employees completed their training period, all eight were hired on a full-time basis. "They all exceeded our expectations," Novack recalls. "This is a great example of government and private industry working together to put people to work, expand businesses and support our local economy. This is the way things should work."*



## EMPLOYMENT RESOURCE CENTERS

*Job seekers are struggling in one of history's most severe recessions, and businesses are challenged to find and hire an increasingly skilled and efficient workforce in order to survive. The American Recovery and Reinvestment Act provided funding that addressed some of these challenges, by expanding services at the WIB's three Employment Resource Centers.*

### EMPLOYMENT RESOURCE CENTER GOALS

Thanks to these efforts, the WIB is helping individuals succeed in a changing work environment:

- Support job seekers with job search tools, resources and strategies.
- Partner with local businesses to provide recruitment, online job listings and on-the-job training programs.
- Offer workshops and meetings to help job seekers build job search skills.
- Provide vocational training in high demand occupations.
- Deliver individualized and group counseling to job seekers.



The goal of every Employment Resource Center staff member is **SERVICE, VALUE and COMMUNITY...**

### JOB SEEKER FEEDBACK

#### SERVICE

*"The young lady at the front desk was helpful, patient and concerned. She made my long bus ride and my difficult situation more tolerable. She spoke to me with respect and gave me hope."*

*"I don't know much about computers, but the staff at the Employment Resource Center was exceptionally helpful. All my expectations were exceeded."*

— ANGELA

#### VALUE

*"Resumé building, job search, interview presentation and mock interviews have given me the confidence I needed to present myself to a potential employer. The networking club helped me develop and maintain the positive attitude I needed to pursue a new job. I feel fortunate that I had the center's employees there to help me."*

— SALVADOR

#### COMMUNITY

*"Thank you for all your help. I sent a prospective employer my new resumé with all the accompanying documents and they hired me as a part-time social worker. After one day, they asked me if I wanted to work full time. Words can not express my gratitude, but it is all the English language will allow. Thank you! Thank you!"*

— MARY

*"After meeting with a workforce development specialist my life changed. I felt encouraged again. I felt validated and confident that I could get back into the workforce, and very soon."*

*"Entirely delightful staff. Best government facility ever!"*

— GEORGE

## SPECIAL GRANTS AND PROJECTS

### BUILDING PERFORMANCE INSTITUTE

*According to the Building Performance Institute, many of the 128 million homes in the United States were constructed before modern energy and building codes were established. These homes have inflated energy consumption, poor thermal insulation and indoor air quality issues.*

To address these inefficiencies, the WIB developed short-term intensive training programs in energy efficiency and renewable energy. With a budget of \$384,760 from the American Recovery and Reinvestment Act, the WIB developed an energy efficiency retrofit technician training program. In partnership with Chaffey College, this program trains local residents to become energy auditors,

residential energy-use specialists, retrofit technicians and weatherization specialists.

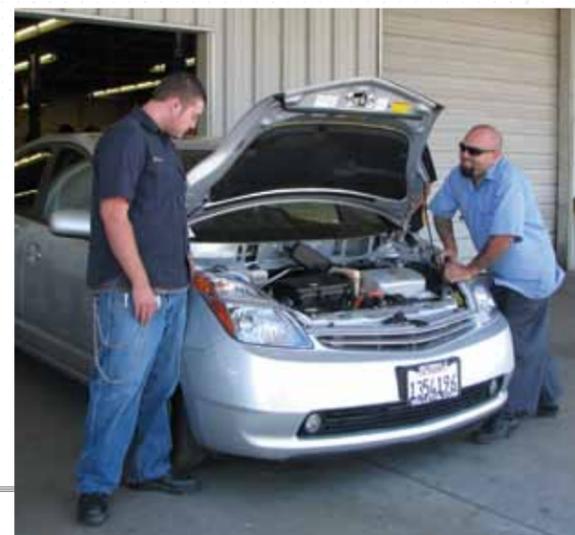
The program has trained 100 people, and the majority of these people obtained at least one nationally recognized certification, with some obtaining more than one certification from Building Performance Institute and Occupational Safety and Health Administration.

### VICTORVILLE HYBRID VEHICLE MAINTENANCE AND REPAIR

*In an effort to lead the green movement and respond to the industry's need, the WIB allocated \$123,780 in stimulus funding to a hybrid vehicle maintenance training program. In collaboration with Victor Valley Community College, this program trains residents to fill jobs as hybrid vehicle repair technicians.*

To date, 31 residents have completed the course. Each participant was given a tool kit valued at approximately \$600, because many employers in this field expect their new hires to have their own specialty tools for working on hybrid vehicles.

A majority of the students completed the training with a grade performance of B or better, and are now being placed in employment with the help of the career counselors at the Employment Resource Centers. A second class was launched in August and graduated in December 2010.



AMERICAN RECOVERY & REINVESTMENT ACT

*WIA stimulus funding was deployed quickly and effectively by the Workforce Investment Board to expand services, provide additional vocational classroom training, and increase individual training accounts, on-the-job training, work experience and supportive services.*

VOCATIONAL TRAINING

Paid for by WIA stimulus funding, 2,443 people received vocational training in the top five demand industry sectors: aviation, transportation and logistics, healthcare, green technologies and advanced manufacturing.

Approximately 81 classes were added, thanks to the partnership of local community colleges, school districts, adult schools, regional occupation programs, and private sector vocational education institutions. Partners included Barstow Community College, Victor Valley Community College, Chaffey Community College, San Bernardino Valley College, Colton-Redlands-Yucaipa Regional Occupational Program, Baldy View Regional Occupational Program, San Bernardino County Superintendent of Schools Regional Occupational Program, AGI Technology Institute, Southern California Surveyors Joint Apprenticeship Committee and Clean Edison.

Courses included certified medical assistant, hybrid vehicle repair, water management, land surveyor, licensed vocational nurse to registered nurse, phlebotomy technician, energy efficiency retrofit technician and photovoltaic solar panel installer.

INDIVIDUAL TRAINING ACCOUNTS

WIA stimulus funding allowed the WIB to significantly increase the number of residents who received free training through an individual training account, enrolling 1,303 individuals. Training courses included Federal Aviation Administration certified airframe and power plant mechanics, medical insurance billing, electronic engineering and auto body repair technicians.

ON-THE-JOB-TRAINING

The local on-the-job training program was expanded to help laid-off workers build skills to transition into new industries. The program encouraged businesses to hire by offering to defray the cost of training new employees while they developed new skills.

This program also created a channel for the business services unit to help companies avoid layoffs. For example, a company in the process of restructuring could keep employees instead of laying them off by using this program to refund the employees' wages while they trained on the job in a new position within the restructured company.

Companies that used these services include the All 4 Kids Pediatric Dentistry, California Steel Industries, Genco Supply Chain, Braswell Sky Harbor, Solar Technologies, Dale Brothers Brewery, Kohl's, Lazy Boy, and Steven's Hope for Children.



PARTNERSHIPS

WIA stimulus funding also made it possible to expand partnerships with other County departments and agencies to serve their employees and customers. Partnerships were established with the Department of Behavioral Health, Redevelopment Agency, Preschool Services Department, Department of Children's Services, Probation Department, Transitional Assistance Department and Department of Veteran's Affairs. WIB provided training to upgrade the skills of current employees, collaborated on career fairs for both adults and teens, and trained customers for employment in new career paths.

CASE STUDY: TECHNICAL EMPLOYMENT TRAINING PROGRAM

*Technical Employment Training, Inc. introduces students to the machining processes, specializing in state-of-the-art computerized numerical control machinery. Classes include basic math, basic blueprint reading, metrology and inspection, basic machine operations, computer aided manufacturing, and entry-level CNC operations. Trainees leave this program with nationally certified accreditations skills that are in high demand with local employers.*



## SPECIAL GRANTS AND PROJECTS

### CALIFORNIA NEW START PRISON-TO-EMPLOYMENT PROGRAM

*California faces prison overcrowding and a high recidivism rate, and San Bernardino County is no exception. The New Start Program combats this problem through education, treatment, and skills training so that parolees can find employment and reestablish themselves within the community.*

As of June 30, 2010, the County of San Bernardino's New Start Program had assisted 62 of 224 (28 percent) enrolled parolees to obtain employment.

In addition to education and skills training, participants in this program are provided support services, including reimbursement for the cost of right-to-work documents, interview and work clothing, and transportation support services.



### VETERAN'S EMPLOYMENT ASSISTANCE PROGRAM

*In an effort to help veterans build careers in the civilian world, the WIB sought and received \$500,000 in funding for the Veteran's Employment Assistance Program.*



Administered for a three-year period, this program provides veterans with customized vocational training programs developed with the input of local employers. These training programs teach the skills necessary to secure a job and adhere to national certification standards in the local demand industries, including aviation, transportation, manufacturing and environmental technology.

To date, 134 veterans have participated, and many more will receive training, supportive services and job placement during the course of this program.



## SPECIAL GRANTS AND PROJECTS

### REGIONAL CLUSTERS OF OPPORTUNITY

*The County's economic prosperity depends on the health of local businesses, which need to be flexible in a market of evolving technology and increasing competition.*

To help facilitate business growth, the WIB sought and received \$250,000 in funding for a Regional Clusters of Opportunity Grant. A collaborative effort to develop business-sector based workforce development strategies, partners include Riverside County's Economic and Workforce Development Department, Community Colleges' Center of Excellence and the California Employment Development Department.

Through research and analysis, the group identified two industry clusters vital to the Inland Empire that will play an important role in future regional economic prosperity and offer good jobs today. Renewable energy industries in transportation and logistics were identified

as a strong emerging industry cluster for the region, and health care was identified as a recession-resistant industry cluster.

The group is launching a labor market survey of the industries in the two cluster groups to examine current and projected employment opportunities, occupational skill levels and the most common skills gaps. This survey will help identify industry leaders willing to participate in focus groups that will further identify and validate labor force projections. This effort lays a foundation for a workforce development strategy that builds the skills of local residents to meet the current and future needs of each local industry cluster.

### VICTOR VALLEY WASTEWATER TREATMENT PLANT

*Employment opportunities in water and liquid waste treatment are expected to grow 20 percent through 2018, and nearly 50 percent of the industry's workforce is retiring by 2015.*

To combat the workforce shortage in this industry, the WIB collaborated with Victor Valley College to create a training program for wastewater management operators. Utilizing \$154,750 of WIA stimulus funds, the WIB provided wastewater management training to 50 participants. Upon successful completion of the courses, the participants will be eligible to take a certification exam and apply for entry-level employment at public and industrial wastewater management organizations.

This field offers stability and upward mobility for employees that continue to develop their skills. This industry's workforce also can take pride in knowing they help protect public health and reduce damage to the environment.



YOUTH PROVIDERS UPDATE

*The WIB's youth service providers offer training and employment assistance to help the youth of San Bernardino County build the skills they need for a successful career.*

These providers collaborate with local school districts, community colleges, business partners and social service agencies to help eligible youth. Eligible youth are between the ages of 14 and 21, meet income requirements, and have significant barriers to employment and education.

Sixteen youth service providers helped more than 1,114 youth with career counseling, reading and math remediation, tutoring, alternative secondary schooling, vocational training, leadership development and job placement. These youth also completed workshops that taught work readiness, problem solving, life skills and computer literacy.

The WIB's youth service providers have made a strong impact on the lives of the youth they serve. With strong guidance, these young people develop career plans, obtain education, and achieve self-sufficiency.

The measures of success for WIA youth programs are to achieve one of the following: attainment of a degree or certificate, placement in employment or education, and literacy and numeracy gains. Combined, WIB-funded youth have achieved all of these goals for this program year.

**CHINO VALLEY UNIFIED SCHOOL DISTRICT, APPLE VALLEY UNIFIED SCHOOL DISTRICT & HESPERIA UNIFIED SCHOOL DISTRICT**

The WIB has developed a strong relationship with school districts throughout the county, serving 218 eligible youth through partnerships with Apple Valley Unified School District, Chino Valley Unified School District, and Hesperia Unified School District. These districts serve both in-school and out-of-school youth who are dropouts or attending alternative schools, special education students, parenting youth and foster children.

School districts have a unique opportunity to develop their own partnerships with local businesses, government offices, probation, community colleges and the local Employment Resource Centers. These networks assist youth through recruitment, mentoring, training and job placement. Adult mentors serve as guides, helping students each step of the way. In this program, youth are provided opportunities that many in their economic and academic situations would not have access to, and the result is life changing.



YEAR-ROUND YOUTH PROGRAM

The year-round WIA youth program provides qualified youth between the ages of 17 and 21 with reading and math skills enhancement, work readiness training, vocational training, valuable work experience, and paid internship opportunities.

The WIB contracts with local school districts, non-profit organizations, community-based organizations, and "for-profit" organizations to administer youth employment services year-round throughout San Bernardino County.

SUMMER YOUTH Y4

To recognize the success of the Summer Youth Employment Program participants and employers, the San Bernardino County WIB hosted an event on August 5, 2009 at the Citizens Business Bank Arena in Ontario, California.

The Y4 event kicked off a new stage in the lives of youth who had completed the summer youth employment program, identifying new tools and information to help them move forward in their professional or educational development. The event included motivational speakers, break-out sessions focused on employment and educational goal setting, and a resource fair where participants met with more than 40 employers. Youth even participated in the planning and outreach surrounding the event. The Y4 event was an overwhelming success and was attended by over 1,500 youth.

The youth who attended the event received employment tool kits including a backpack or computer bag, a flash drive loaded with employment information and a professional portfolio cover.

The Summer Youth Employment Program and Y4 Event were recognized by the Department of Labor as an exemplary service model and are being duplicated across the United States.

TESTIMONIAL

*ASHLEY HARRISON was unemployed until she enrolled in the WIA stimulus Summer Youth Employment Program. She began working with a marketing unit assisting with the planning and coordination of the Y4 event. As a computer science major at California State University at San Bernardino, Ashley found herself helping design the event logo, organizing breakout sessions and coordinating the music for the event. "Through the Summer Youth Employment Program, I got to go out into a professional world before graduation, and this opportunity allowed me to get my foot in the door and prove myself."*



## YOUTH SERVICES

### YEAR-ROUND Y4

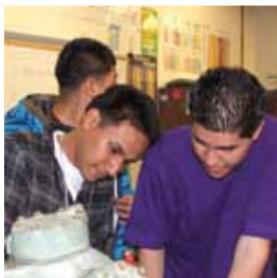
To culminate the success of the WIA Year-Round program, the WIB hosted the Y4 Resource and Job Fair on April 22, 2010 in Rancho Cucamonga. Attended by more than 600 youth, Y4 provided participants with educational, career development and employment opportunities.

A career and education fair was included as part of the event which included more than 25 representatives from local employers, public agencies, vocational schools, colleges and universities. Keynote speakers brought motivational messages, entrepreneurial insights and advice about employment and educational strategies. There were also breakout sessions that focused on applying for college, applying for financial aid, researching and applying for grants and other funding sources, managing money and credit, and even starting a small business.

The youth who attended the event received employment tool kits including a professional portfolio and a flash drive pre-loaded with employment information.

### TESTIMONIAL:

*JOSELYN CHACON, 17 of Rialto said she'll take the lessons learned at the Y4 event to Chaffey College, where she plans to spend the next two years before heading to California State University at San Bernardino. Joselyn, who graduated from Eisenhower High School in June 2010, wants to be a nurse and work with newborns in the delivery room. Through the WIA Year Round Youth program, Joselyn found an internship opportunity working with young children at a local preschool. "Right now, nobody's really hiring," Joselyn said. "This gives you experience...it really helped me."*



## ALLIANCE FOR EDUCATION

The WIB and the San Bernardino County Superintendent of Schools Alliance for Education have teamed up to develop tools to help the County's youth become a better skilled future workforce.

The Workforce Access Matrix is a workforce tracking tool that tracks unfilled jobs in the County and the training providers who offer training for those jobs. Though it was designed with youth looking at career options in mind, it is also useful for business owners seeking employees with a specific skill, and site selectors looking to locate or expand businesses in San Bernardino County.

Partnership Connection is a website in development that connects students with service opportunities throughout San Bernardino County. These opportunities are provided by private businesses and include paid and unpaid internships, job shadowing, mentoring, and field study opportunities which demonstrate the academic skills and knowledge needed in the workplace.



## DISABILITY SERVICES

This program identifies resources available to the disabled population to help them enter and stay in the workforce, links them to employers, and supports their transition into employment. Information is also provided to potential employees and businesses at job fairs, disability expositions and community events.

Partnering agencies include: Department of Rehabilitation, Social Security, Veterans Affairs, National Guard, Department of Aging and Adult Services, Department of Behavioral Health, Preschool Services Department, Community Action Partnership of San Bernardino County, Housing Authority of San Bernardino County, Colton-Redlands-Yucaipa Regional Occupational Program, San Bernardino Superintendent of Schools, Inland Empire Job Corps and local community colleges.

### CASE STUDY:

*The Disability Program Navigator partnered with Omnitrans, a bus service in the greater San Bernardino area, to create an educational travel training video that helps individuals with disabilities to navigate the bus system. The videos were distributed to 300 schools and community disability organizations.*



## WORKFORCE PARTNERSHIPS

### SUBSIDIZED TRAINING EMPLOYMENT PROGRAM

*In San Bernardino County, nearly 22 percent of the population was receiving cash aid. At a cost of more than \$2.4 billion in obligated benefits annually, the number was rising.*

To stem the tide, the WIB collaborated with the County's Transitional Assistance Department to create the Subsidized Training and Employment Program (STEP), designed to help local residents improve job skills and obtain employment.

Using stimulus Emergency Contingency Funds, the WIB partnered with the business community to identify hiring needs and fill positions with individuals who were receiving public assistance. Employers were reimbursed for wages up to 1,040 hours or six months of on-the-job training, as long as they agreed to fully train the new hire with the skills necessary for performing the job. WIB job developers worked with each employer to develop a training plan that would lead the employee to develop the skills needed to land a permanent job at the company.

The WIB employed 21 job developers in its Employment Resource Centers to reach out to local businesses to develop STEP opportunities that covered the County from corner to corner. Over the course of one year, job developers executed 428 STEP contracts with 190 employers, filling 428 job openings with trainees who were formerly receiving cash aid.

Participants completed more than 240,000 hours of training and not only received a regular paycheck, but also acquired job skills and work experience. The average hourly wage paid to STEP participants was \$10.45.

#### TESTIMONIALS

*"I am very grateful to have had the opportunity to be involved in the STEP program, as it has changed my children's and my future. Not only did it provide me with an administrative position, it has also opened the door to a future position as the Joshua Tree Chamber Executive Director."*

**— LINDA HARMON**  
Joshua Tree Chamber of Commerce

*"In this tough economy, the program made it possible for me to get a full-time position as the Assistant Manager for the Big Bear Valley Hummingbird Project, Inc."*

**— KIMM FOLLETT**



### HEALTHCARE

#### SKILL UPGRADE TRAINING IN HEALTH CARE

Like many organizations in health care, Kaiser Permanente Hospital transitioned to an electronic charting system. New regulations required all staff to be certified in electronic charting, and many laboratory assistants who did not have the required certifications were about to be laid off.

The WIB partnered with Chaffey College to provide training to 30 employees working as laboratory assistants to help them achieve the required certifications and be promoted to licensed phlebotomists.

To pay for the training, the WIB provided partial funding in the amount of \$23,081. The training was conducted at Kaiser Permanente's location using certified instructors from Chaffey College. Over the course of a 10-week program, all 30 lab assistants successfully completed and became licensed phlebotomists. This resulted in salary increases for the successful candidates.

#### CUSTOMIZED TRAINING FOR NEWLY HIRED REGISTERED NURSES, SAN ANTONIO HOSPITAL

With the downturn in the economy, newly licensed registered nurses were having trouble finding jobs. To help address this need, the WIB partnered with San Antonio Hospital to fill its shortage of registered nurses in its critical care unit.

The WIB partnered with the hospital to hire and train 20 newly graduated registered nurses to work in the critical care unit. The training program focused on patient services, equipment, toxicology and rapid response including crash cart skills.

The WIB funded \$60,000 for a six-month training program. It also recruited the graduates who were placed in jobs from local colleges including Chaffey College, San Bernardino Valley College, and California State University, San Bernardino.

### THE DEPARTMENT OF BEHAVIORAL HEALTH

Passage of the Mental Services Act in November 2004 called for more licensed mental health workers statewide. The County Department of Behavioral Health had plenty of pre-licensed social workers, marriage and family therapists, and psychologists, but a shortage of licensed staff.

To address this, the WIB funded an exam preparation course to license 57 incumbent workers, selecting participants based on the candidate's current performance and potential to be promoted within the department.

A total of 16 individuals received their licenses and were promoted, helping the county better address statewide goals for serving children, transitional-aged youth, adults, older adults and families.

The Department of Behavioral Health received a National Association of Counties award for its innovative way of partnering with the WIB to address the mental health services needs, achieve promotional opportunities for incumbent workers, and create jobs in San Bernardino County.



### GATEWAY PROGRAM

*The Gateway Program is a residential treatment and rehabilitation program for male juveniles in detention between the ages of 16 and 19. The goal of the program is to provide these young men with the knowledge and life skills they need to reenter the community and be productive, law-abiding citizens.*

The WIB assigned a full-time career counselor to this program who is stationed at the youth education facility. This counselor prepares an education and training plan, provides career counseling and job-skill enhancement workshops. Working closely with regular teachers from the San Bernardino Unified School District to provide general educational development test preparation and basic computer training, the counselor also facilitates a horticulture training program. Additional components of the program include substance-abuse counseling, anger management techniques, literacy and basic life skills.

Job readiness is the focus of a series of workshops that cover the basic requirements and responsibilities of entering the workforce. In these workshops, young men learn to identify their own skills and qualities, complete a job application, dress professionally, and conduct themselves in a job interview. They also have the opportunity to meet with employers and obtain employment.

In recent months, seven young men have found employment in the private sector. Upon release from the Gateway Program, the young men have enough information to make better life choices, and become productive members of society.

### INROADS

*The San Bernardino County Sheriff's Department Inmate Rehabilitation through the Occupational and Academic Development Systems (INROADS) program is designed to educate inmates on the essential life roles and responsibilities needed to function in civilian life as productive and law-abiding citizens. It is operated out of the Glen Helen Regional Center.*

The WIB has been working very closely in partnership with the County Sheriff's Department's INROADS program to provide vocational education and prepare inmates for employment by providing job search workshops and career counseling, as well as coordinating job fairs.

The INROADS program is comprised of six core classes: cognitive thinking skills, anger management, substance abuse, living skills, basic computer skills, and preparation for release. Inmates who complete the

six core classes receive a certificate of completion. In addition, parenting education, GED test preparation and test-taking skills programs are also available.

Once the inmate has been released, the WIB staff provides individual job search assistance to help the inmate obtain employment, which is an essential component of successfully reentering society.



### PROGRAM GOALS FOR 2010-2011

- Expand the Employment Resource Centers' capacity to serve clients with disabilities.
- Deliver an exceptional Y4 Event for youth with more motivational speakers and career options.
- Provide the citizens of San Bernardino County with vocational training information about local demand occupations through career video vignettes.
- Continue the development of interdepartmental life-skills training programs.
- Strengthen ongoing partnerships.
- Expand the number of industry driven programs cosponsored by the WIB.



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