

# Charting the Future

ANNUAL REPORT 2005-2006



## Table of Contents

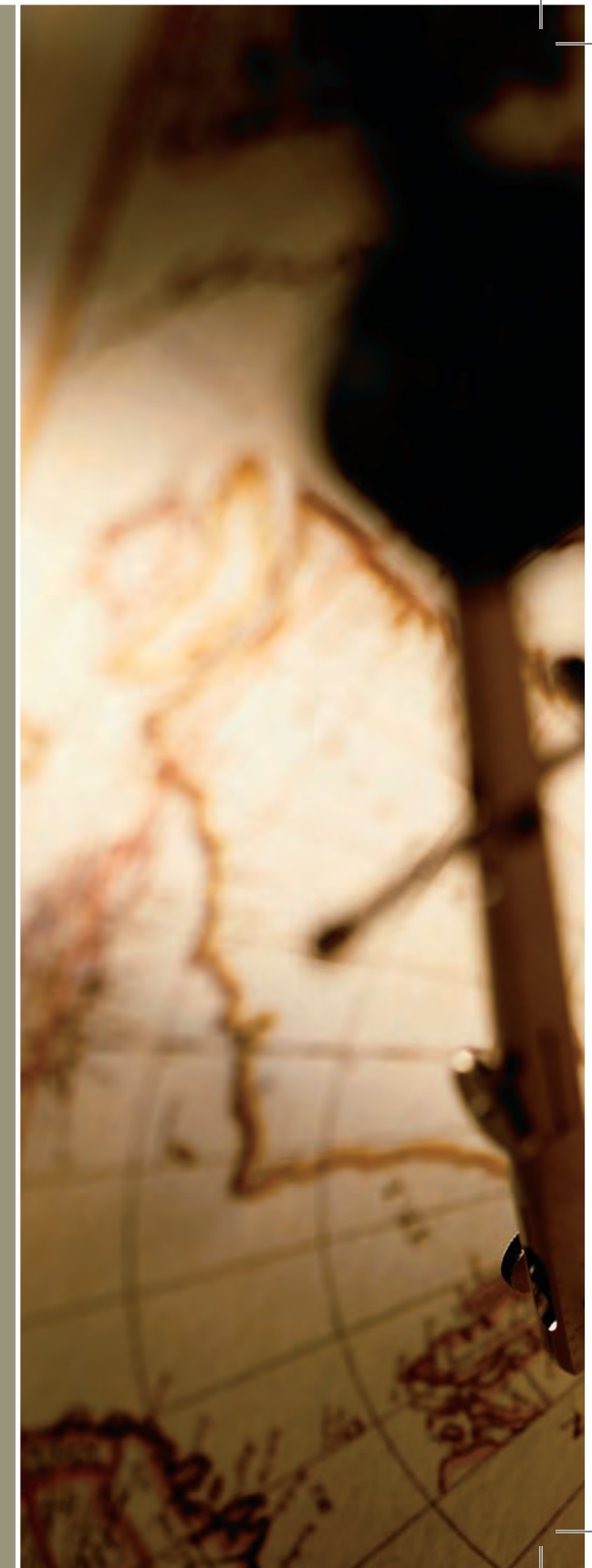
Statement from the Chairman.....	1
Statement from Board Members.....	2
FCWIB Committees.....	3
The Year in Review.....	4
FCWIB Goals.....	6
Business Services.....	8
2006 Fresno County Employment Study.....	9
Job Seeker Services.....	10
Youth Services.....	14
Rapid Response Outplacement Services.....	18
Financial Report .....	20



# Mapping Our Course

Success isn't something that just happens. It's a journey that has to be carefully plotted, while never losing sight of the destination. It takes a lot of work, dedication and sometimes even a little pain. But in the end, when all efforts come to fruition and dreams come to life, no experience could be more rewarding.

In program year 2005-2006 (PY 05-06), the Fresno County Workforce Investment Board (FCWIB) witnessed, firsthand, the level of commitment necessary to achieve success. Amid budget cuts, one of the fastest growing populations in the state, and a turbulent global marketplace, abandoning ship might have been the easier option. But we realize that success at the FCWIB isn't about us. It's about creating a competitive economy for Valley families — and their children's families — where hard work and dreams can prosper. With this purpose as our driving force, the FCWIB volunteer directors, committee members, management, staff and partners diligently pursue the goal of bettering our economy by empowering local businesses with a strong, qualified workforce. After all, our success isn't defined in dollars, but in a business community that can weather any storm.





## Statement from the Fresno County Workforce Investment Board Chair



The Fresno County Workforce Investment Board (FCWIB) successfully continued to provide quality services and programs throughout the community in spite of another year of diminished funding. The FCWIB, led by its resourceful management team and staff, showed tremendous ingenuity and competency in seeking and obtaining additional funds to offset budget reductions. Our participation in the Partnership for the San Joaquin Valley has closely aligned us with the seven other Valley WIBs, forming a cohesive bargaining unit essential for ensuring Valley needs are met by Sacramento legislators. At the same time, the FCWIB continues to work closely with the Regional Jobs Initiative (RJI) and the Economic Development Corporation (EDC) to foster economic and workforce development throughout Fresno County.

**Larry Fortune, Chair**  
**Fresno County Workforce Investment Board**

## Statements from the Fresno County Board of Supervisors Chair and Board Member



As a representative for citizens living on the Westside, as well as a member of the Fresno County Workforce Investment Board, I am especially excited about the proposal of a new regional vocational training facility in the City of Mendota. When it becomes a reality, it will be a wonderful opportunity to educate, train and find employment for job seekers in the Westside region. The FCWIB is dedicated to creating real opportunities for career advancement in Fresno County. I sincerely appreciate its efforts to stimulate employment and wage gain on the Westside.

**Phil Larson, Chair**  
**Fresno County Board of Supervisors, District 1**



Every year the Fresno County Workforce Investment Board strives to improve upon the quality training and services it offers to job seekers in order to produce a better-skilled and qualified workforce that meets the ever-evolving demands of employers in the region. One of the ways the FCWIB is able to do this is by continually researching current and future labor market demands. Its employment and training skills gap analysis, in partnership with the Fresno Regional Jobs Initiative, went a step further than just determining current and future openings; job descriptions and wage information were also collected and will be used to create tailored training programs and information for high-wage, high-growth industries. Because of its leadership in the community and accuracy in providing workforce data, the FCWIB's input is often sought and quoted by many local agencies.

**Bob Waterston**  
**Fresno County Board of Supervisors, District 5**



## FCWIB Committees

### Executive Committee

Larry Fortune, Chair

### Business & Industry Committee

D-B Heusser, Chair

### Adult Council

Michael Dozier, Chair

### Youth Council

Sam Lucido, Chair



## FCWIB Members 2005-2006

Tom Abshere ..... SEIU Local 535  
Robert Alcazar ..... Proteus, Inc.  
Richard Alves..... Kaiser Permanente  
Morel Bagunu ..... Fashion Fair Mall  
John Ballinger ..... Clovis Unified School District  
Jim Boone..... New England Sheet Metal Works, Inc.  
Carolyn Carter..... State of California Employment Development Department  
Tom Crow ..... State Center Community College District  
Michael Dozier ..... City of Clovis  
Jerry Duncan ..... Fresno City Council  
Robert Fain, Jr. .... Field Ironworkers Apprenticeship & Training  
Larry Fortune..... Fortune Associates  
Frank Gornick..... West Hills Community College District  
Jeffrey Hensley..... Hensley Associates  
D-B Heusser ..... City of Selma  
Terry Holcomb..... Betts Spring Company  
Julie Hornback ..... Fresno County Department of Employment & Temporary Assistance  
John Hutson ..... National Electrical Contractors Association, Inc.  
Marsha Jinapuck ..... California Indian Manpower Consortium  
Michael Kelton..... Inland Star Distribution Centers, Inc.  
Phil Larson ..... Fresno County Board of Supervisors  
Arthur Lopez..... California Department of Rehabilitation  
Samuel Lucido ..... Lucido Properties  
Kurt Madden..... One by One Leadership  
Becki Mendibles..... SER-Jobs for Progress, Inc.  
Dennis Montalbano..... German Auto Repair  
Sam Norman..... The Rios Company  
Joe Olivares ..... California State University, Fresno, ACT Center  
Roger Palomino ..... Fresno County Economic Opportunities Commission  
Melvyn Patashnick ..... Sierra Kings District Hospital  
Tom Richards..... The Penstar Group  
Ward Scheitrum ..... Britz, Inc.  
Jim Simonian ..... Simonian Fruit Company  
Andrew Souza..... City of Fresno  
Kirk Vogt ..... UFCW Local 1288  
Bob Waterston..... Fresno County Board of Supervisors  
Lydia Zabrycki..... Quad Knopf

# The Year in Review

## 2005-2006

### Turning Obstacles Into Opportunities

Located in the agriculturally rich Central San Joaquin Valley, Fresno County is one of the fastest growing, largest and most diverse counties in the state. With the county's population nearing 880,000, "doing more with less" took on a whole new meaning as the FCWIB adjusted to another term of reduced federal funding that was equivalent to 32 percent of California's total Workforce Investment Act (WIA) funding loss, and the largest of all workforce area reductions in the state.

However, through all of the budget reductions, our course remained focused on providing quality services for individual job seekers and businesses throughout the community. To most effectively reach that goal, we had to determine where our limited funds would create the greatest returns. Through an earmark grant obtained from the Department of Labor with the assistance of Senator Barbara Boxer, the FCWIB, in partnership with the Regional Jobs Initiative (RJI), initiated the 2006 Fresno County Employment Study. The Study is a revolutionary evaluation of growing business clusters in Fresno County and illuminates areas of opportunity — some areas where our efforts are already in place, and other areas where potential for growth has yet to be tapped.

#### Fresno County Statistics

877,584 Residents

\$46,742 Median Family Income

8.6% Unemployed

71.5% Have a High School Diploma

21.6% Speak Limited English

20.7% Live in Poverty

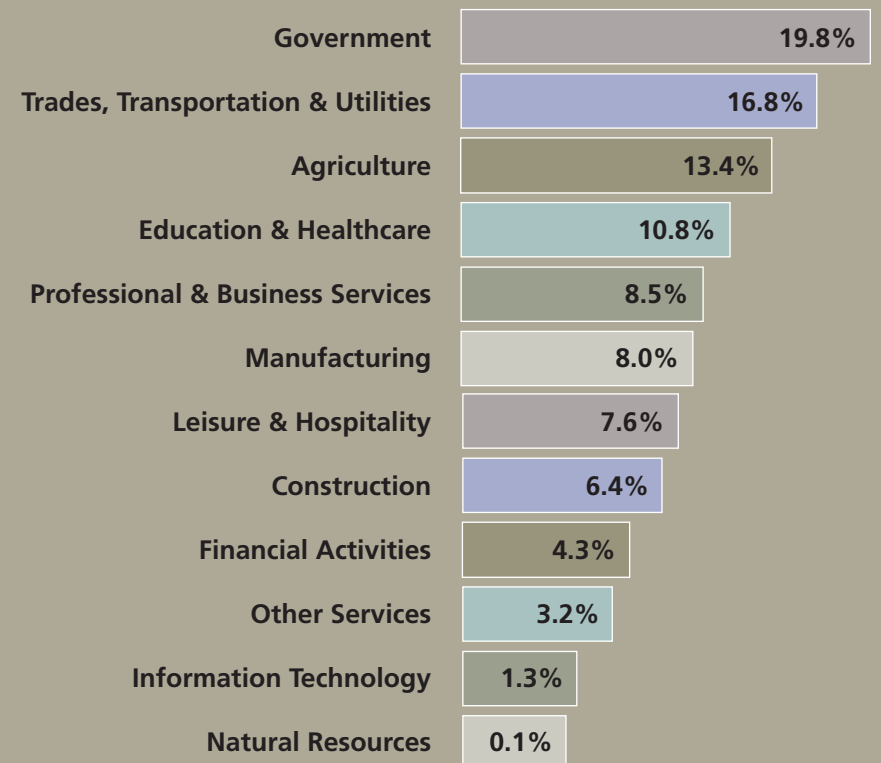
But the development of the Study was only the beginning. By focusing on strategic industry clusters, our market-driven approach to job training and placement has completed our transformation from a “reactive social service agency” into a successful “proactive business development tool.” And by redesigning the FCWIB’s website, we made it easier for businesses to gain access to countless resources.

Our youth job seekers also enjoyed the advantages of new services as well, all of which have the goal of preparing these young people to be career-minded, self-sustaining individuals. And additions to our Rapid Response Outplacement Services are helping to ease the stress of layoffs for employers and employees alike.

Program year 2005-2006 was filled with many changes and opportunities, but through them all, our purpose remained the same: to create an environment where a qualified workforce is in supply even before there is a demand. When we reach that destination, the potential for economic development in Fresno County is limitless.



#### Fresno County Employment by Industry—2005 Annual Average





## Leading the Community

An economy is only as strong as the businesses within it. Therefore, the FCWIB works to provide local businesses with well-trained employees whose skill sets match the tasks and also to provide job seekers opportunities for their own career and personal advancement. With the right people in the right place, a business — and our economy — can run like a well-oiled machine.

So, like the North Pole aligns a compass, the FCWIB has implemented a set of goals to maintain our direction day in and day out. We hold ourselves accountable to these goals — and to our community — and are unwavering in our commitment to ease the hiring and retention burdens of employers while reducing the cycle time for motivated job seekers who are eager to find employment.

### **FCWIB Goals**

1. Develop an appropriately trained workforce that adds to the economic vitality of Fresno County.
2. Efficiently administer Workforce Investment Act (WIA) funds in Fresno County.
3. Create transparent communication with the public, partners, staff and other local stakeholders.
4. Leverage local FCWIB competencies to generate additional funds through a highly competitive grant application process.
5. Respond to diverse employment, employee training and the retention requirements of local businesses in six key industry categories.
6. Move beyond mere legal compliance to assure that the expenditure of WIA funds generates the greatest possible return on investment for our local economy.





**Setting goals is one thing.**

Reaching them is another. To help us stay on course to meet these objectives, we remained focused on three key system improvements in PY 05-06:

1. Simplifying access to screening and hiring processes for local employers.
2. Maintaining rigorous mandatory skills assessments to ensure every potential employee is genuinely pre-qualified for each job interview.
3. Helping motivated job seekers increase their potential value in the marketplace by matching skills and competencies to meet employer needs.

By concentrating on these particular areas, we're better equipped to meet our goals, and more importantly, to contribute to the vitality of our growing marketplace.

# Broadening Our Business Horizons

At the Fresno County Workforce Investment Board our mantra is “Business is Our Primary Customer,” and listening to the customer is one of the things we do best. We continually develop new strategies to deliver quality business services that will strengthen the local economy and provide greater opportunities for job seekers and employers. This proactive approach is why businesses that have utilized our services have trusted us with their hiring needs year after year and also explains the increase in new businesses served during PY 05-06.

## Services at Your Fingertips

We realize that in this age of technology and instant information, offering and accessing services via the Internet is crucial to many organizations’ success. So when businesses requested easier access to services and additional resources via the Internet, we didn’t hesitate to respond. The redesigned Business Services section of the Workforce Connection website — [www.workforce-connection.com](http://www.workforce-connection.com) — has proven to be a more effective and efficient tool, giving businesses 24/7 access to information that frees their valuable time to do the business they get paid to do.

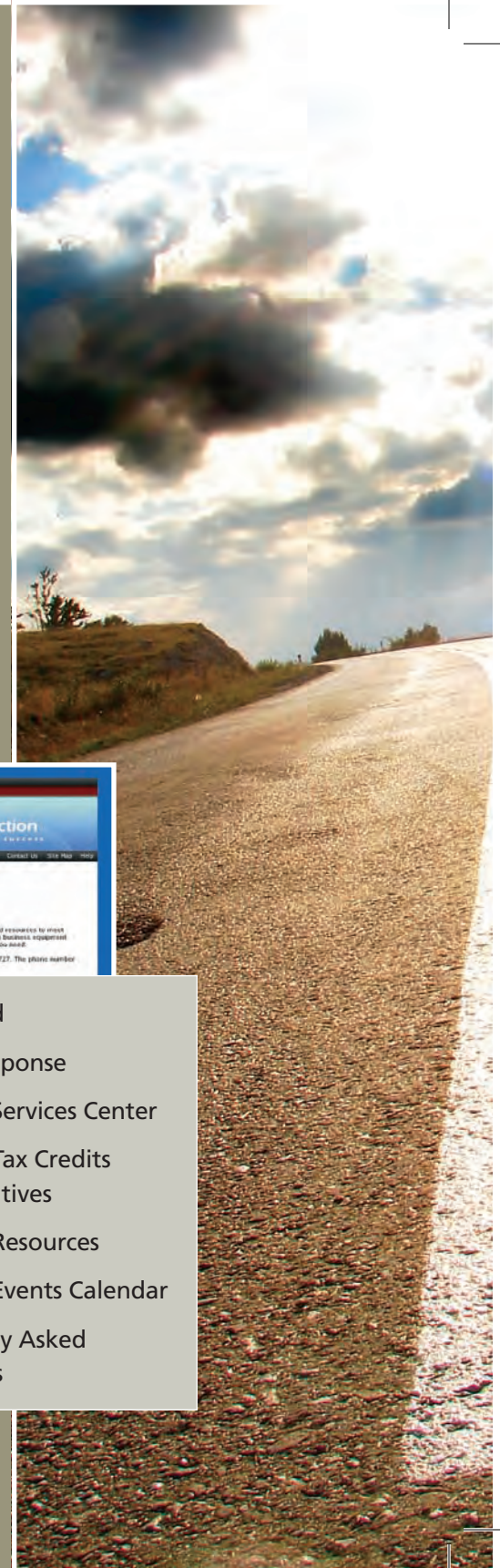
One service that is particularly beneficial to employers is our free job board. Our job board gives employers the opportunity to streamline their recruitment process and hiring cycle, thereby maximizing their exposure to job seekers who are eager, willing and able to perform the requisite job functions.

The website also contains up-to-date, free resources to help businesses manage administrative, accounting, planning and other aspects of their company that can sometimes be overwhelming, such as:

- Human resources information
- Finance information
- Tax credit information and resources
- Marketing strategies and resources
- Matrix of community organizations (i.e., chambers of commerce)
- Free automated job match services of pre-screened candidates
- Career ladder information
- Outplacement information and services



- Job Board
- Rapid Response
- Business Services Center
- Business Tax Credits and Incentives
- Business Resources
- Business Events Calendar
- Frequently Asked Questions



# The Path to Discovery

## The 2006 Fresno County Employment Study

With continual budget reductions on the horizon, we shifted our focus to find out just what local employers need — from open positions to required skills — and to determine the best ways to meet those needs. To that end, with an earmark grant obtained from the

Department of Labor (with the assistance of Senator Barbara Boxer's office), the FCWIB conducted an extensive employment and training skills gap analysis study that included the six high-growth, high-wage industries of healthcare, agile manufacturing, logistics/distribution, construction/trades, automotive technology, and information

technology. To best serve these industries' hiring needs, the most accurate local employment demand data and hiring criteria available was compiled for the purpose of creating quality training programs.

To determine current and future workforce needs in Fresno County, a random sampling technique was used to select small (0-9 employees), medium (10-50 employees), and large (51+ employees) employers from each of the six sectors. The

sample size represents approximately 36% of employers from each sector. Most importantly, the study provides an accurate picture of workforce demand in the six high-growth industries within Fresno County in three years as shown in the chart on the bottom right.

As a result of this study, the FCWIB and the Regional Jobs Initiative (RJI) will continue to work in conjunction with strong educational partners and other training providers to determine how to fill the gaps in training availability, quality of training and creating programs that address broad skill development. Our joint efforts will ultimately provide better support of business needs and education of job seekers in order to meet employer requirements.

The information provided in this study can be used by a variety of organizations for many different purposes, including: career decisions, curriculum design, economic development, human resource management, program marketing and program planning.

**There will be approximately 27,000 job openings in Fresno County within three years.**



## Business Services

### Demand Data:

#### What We Asked of Employers

- Current number of positions needed
- Projected number of positions — year one (the projection is based on the sample size surveyed in each industry)
- Projected number of positions — year three (the projection is based on the sample size surveyed in each industry)
- Salary estimate (low, medium, and high)

### Hiring Criteria:

#### What Employers Asked of Us

Mandatory requirements for job seekers should include:

- Drug Testing
- Background Check
- DMV Report
- Physical Exam
- High School Diploma
- Certification

### Three-Year Projection of Industry Available Positions

INDUSTRY	AVAILABLE POSITIONS
Agile Manufacturing	8,086
Healthcare	6,544
Construction / Trades	5,116
Logistics / Distribution	4,347
Automotive Technology	1,790
Information Technology	394

# Navigating New Routes

It's no secret that the FCWIB continually strives to promote and sustain the economic vitality of the Fresno region. We believe the most efficient way to reach that destination is by assisting Fresno County's unemployed in gaining careers that promote self-sufficiency, and not just jobs to carry them through to the next paycheck.

But even with education and training, economic self-sufficiency is difficult to achieve if job seekers' skills don't match employer demands. That's why the FCWIB focuses federal training dollars on high-wage, high-demand careers. As a result, Fresno County is receiving a profound return on investment with the increased earning potential and skills development of low-wage workers — a significant factor in the growth of local businesses.

Our most effective means of achieving that end has been through invaluable partnerships. By interacting with other Fresno County organizations and institutions that share our vision, we've made great strides in helping our job seekers reach both financial and professional independence.

**FCWIB placed 1,363 adult and 286 youth job seekers into jobs during PY 05-06.**

### Jobs Found

Of the 1,649 enrolled job seekers, we assisted 1,363 adults in gaining employment. Of those placed, 694 went into high-demand growth industries that offered better wages, including:

• Healthcare	261
• Agile Manufacturing	186
• Logistics / Distribution	168
• Construction / Trades	60
• Automotive Technology	19

### Other Positions where job seekers were placed:

• Business	180
• Finance	32
• Computer Technology	28

**Reaching Out to a Community—and an Industry—in Need**

One example of a successful, collaborative partnership is the Psychiatric Technician Training program conducted by the West Hills Community College District (WHCCD), located in Coalinga, CA.

Knowing that the new Coalinga State Mental Hospital would soon open its doors, the FCWIB provided additional funding to the WHCCD

Psychiatric Technician Training program to increase the training capacity. Participants were screened and selected throughout the Workforce Connection One-Stop system. And with the hospital's construction soon to be complete, graduates from this program became prime candidates to fill the hospital's staffing demands.

	PY 05-06	PY 04-05
<b>Average Annual Wage at FCWIB Enrollment</b>	<b>\$ 10,527</b>	<b>\$ 12,050</b>
<b>Average Annual Wage at Exit from FCWIB</b>	<b>\$ 21,132</b>	<b>\$ 20,488</b>
<b>Average Annual Wage Gain</b>	<b>\$ 10,605 (50%)</b>	<b>\$ 8,438 (41%)</b>

The success of the Psychiatric Technician Training program went above and beyond this mark, with graduates seeing, on average, a \$19,000 minimum increase in their annual earnings.

**Skills Assessments**

While our partnerships continue to prove highly effective, the FCWIB still relies on rigorous

mandatory skills assessments to propel job seekers into the job market.

Candidates undergo a comprehensive battery of assessment testing that identifies their abilities, interests, aptitude and temperament. The results guide them to appropriate career choices and ensure employers receive a qualified employee. Upon successful completion of the testing, candidates receive an employment skills profile certificate that outlines their scores in each of the subject areas.

Placing people in the most suitable positions benefits job seekers, employers and our economy, so it's imperative that we do it right. Through our multi-level process that matches job seekers' skills to employers' needs, the FCWIB is helping motivated job seekers increase their potential value in the marketplace while ensuring employers are getting the very best person for the position.

**Employment Skills Profile**

John Q. Client

Has completed the WorkKeys® assessments with the following scores:

Applied Mathematics	Locating Information	Reading for Information
Level 4	Level 5	Level 4

**% of All Jobs in Fresno County**

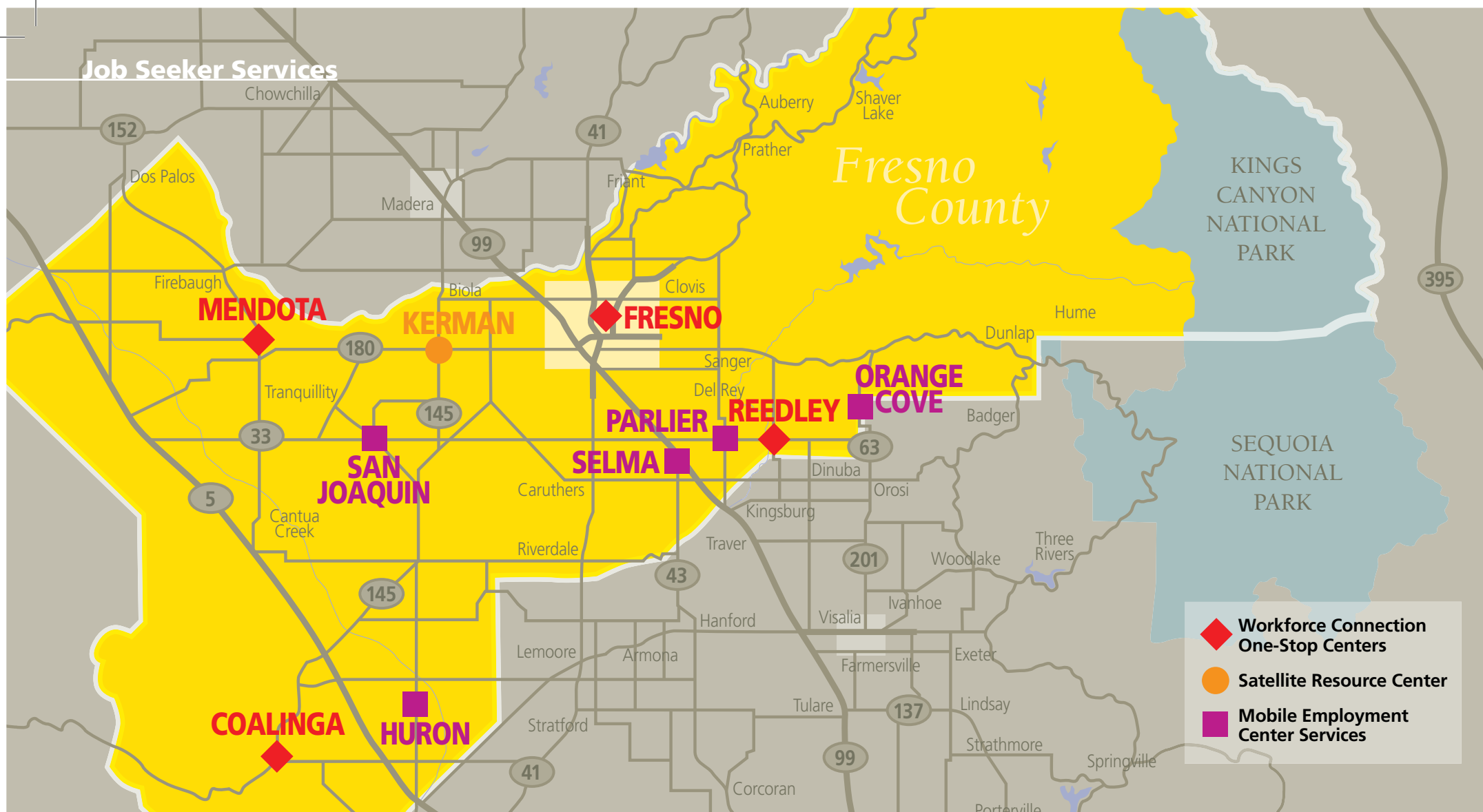
**TYPI**

**SKILLS**

- 1. Use keyboard, mouse, scanner, printer, copier, fax machine or other peripheral devices.
- 2. Operate a word processing program.
- 3. Operate a spreadsheet program.
- 4. Operate a database program.
- 5. Operate a presentation program.
- 6. Operate a graphics program.
- 7. Operate a file management program.
- 8. Operate a network program.
- 9. Operate a security program.
- 10. Operate a system administration program.
- 11. Operate a server program.
- 12. Operate a client program.
- 13. Operate a network client program.
- 14. Operate a network server program.
- 15. Operate a network storage program.
- 16. Operate a network backup program.
- 17. Operate a network restore program.
- 18. Operate a network monitoring program.
- 19. Operate a network troubleshooting program.
- 20. Operate a network security program.

**LOCATING INFORMATION**

Level	Skills	Level	Skills
5	Identify the geographical location of a national or international region on a map.	5	Identify the geographical location of a national or international region on a map.
4	Identify the geographical location of a national or international region on a map.	4	Identify the geographical location of a national or international region on a map.
3	Identify the geographical location of a national or international region on a map.	3	Identify the geographical location of a national or international region on a map.
2	Identify the geographical location of a national or international region on a map.	2	Identify the geographical location of a national or international region on a map.
1	Identify the geographical location of a national or international region on a map.	1	Identify the geographical location of a national or international region on a map.



### Workforce Connection One-Stop Centers

In addition to industry-focused training and partnerships, our progressive One-Stop Centers connect job seekers to valuable services that include: use of resource room equipment, job search skills workshops, information on training and education, referrals to partnering agencies and community resources, and labor market information on growth industries in Fresno County.

Employment and training services are provided to a diverse spectrum of residents through a unique combination of five Workforce Connection One-Stop Centers that are located in Fresno (2 locations), Coalinga, Reedley, and Mendota, a satellite resource center in Kerman, and a mobile employment center that provides scheduled services in San Joaquin, Selma, Parlier, Orange Cove and Huron.

### Targeted Industry Cluster Outcomes of Scholarships

In program year 2005-2006, the FCWIB assisted 498 job seekers with training. Of those, 227 were awarded scholarships totaling \$832,883. Thanks to this aid, job seekers were able to receive training, higher education, and fill positions in the following cluster industries:

#### Healthcare

- Cardiovascular Technologists and Technicians
- Dental Assistants
- Medical and Clinical Laboratory Technicians
- Medical Assistants — Certified Nursing
- Medical Records and Health Information Technology
- Medical Secretaries
- Pharmacy Technicians
- Licensed Vocational Nurses
- Psychiatric Technicians

#### Construction / Trades

- Heating, Ventilating and Air Conditioning Mechanics
- Construction Special Trade Contractors
- Construction Managers
- Painters

#### Agile Manufacturing

- Welders and Cutters
- Industrial and Commercial Machinery and Computer Equipment Operators
- General Maintenance and Repair Workers

#### Automotive Technology

- Automotive Master Mechanics
- Automotive Specialty Technicians

#### Logistics / Distribution

- Truck Drivers, Heavy
- Truck Drivers, Light or Delivery Service



# Designing Tomorrow's Workforce

Preparing our youth, ages 14-21, for the workforce requires more than just helping them obtain part-time jobs. True self-sufficiency and success come from mentoring and job shadowing opportunities that offer experience in meaningful careers with high growth potential.

Our Youth Council is continually working to raise the bar for the quality programs and services we provide to ensure that our youth are adequately prepared to compete in tomorrow's workforce. In PY 05-06 the Youth Council set its sights on three major projects:

- All Youth One System Redesign
- Summer-4-Work Program
- Foster Bridge Program

### Fresno County Youth Demographics

31.4% Under the Age of 18

30.1% Live in Poverty

26.3% Ages 16 to 19 are Unemployed

6.87% Girls Ages 15 to 17 Become Pregnant

28.5% Don't Have a High School Diploma

In program year 2005-2006, a total of 2,105 youth enrolled in FCWIB services, of which:

- 354 were older, ages 18 to 21
- 1,751 were younger, ages 14 to 17

### All Youth One System Redesign

To combat declining literacy levels, high drop-out rates and low test scores, the Youth Council redesigned the All Youth One System model to focus on Academic Excellence. At the FCWIB, Academic Excellence is about more than just good grades, it's about providing youth the proper preparation to seize opportunities in high-wage jobs available in the community. The following requirements were incorporated to ensure that our system model effectively addressed these issues:

- Mandatory 10th grade reading and math level or a minimum of two-grade level improvements for every Workforce Investment Act (WIA) Youth participant
- Complete standardized academic and career assessment testing

To ensure that youth had easy access to WIA Youth staff, and to increase the collaboration between schools, providers of services and the youth, staff were co-located at four Fresno County high school campuses. This assisted the youth in completing their academic requirements successfully.



**Summer-4-Work**

The Summer-4-Work Program proved to be a great success for the youth and businesses alike. Thirty-three leading Fresno County businesses provided a six-week job shadowing/work experience opportunity for 41 eager youth.

The benefits were two-fold: The youth had an opportunity to experience a real-world work environment in their chosen career paths while earning their own wages. This experience helped prepare them to make more informed long-term career and vocational decisions, while businesses got a sneak preview of the caliber and talent of tomorrow's workforce — and were impressed. Four businesses were able to offer full-time positions to four of the youth in the program.



“Through this experience I’ve learned how important communication is in the workplace. I realize that everything I do here [in the CUSD print shop] impacts everyone in the school district — teachers and students. And it’s cool to see stuff around school that I’ve actually worked on.”

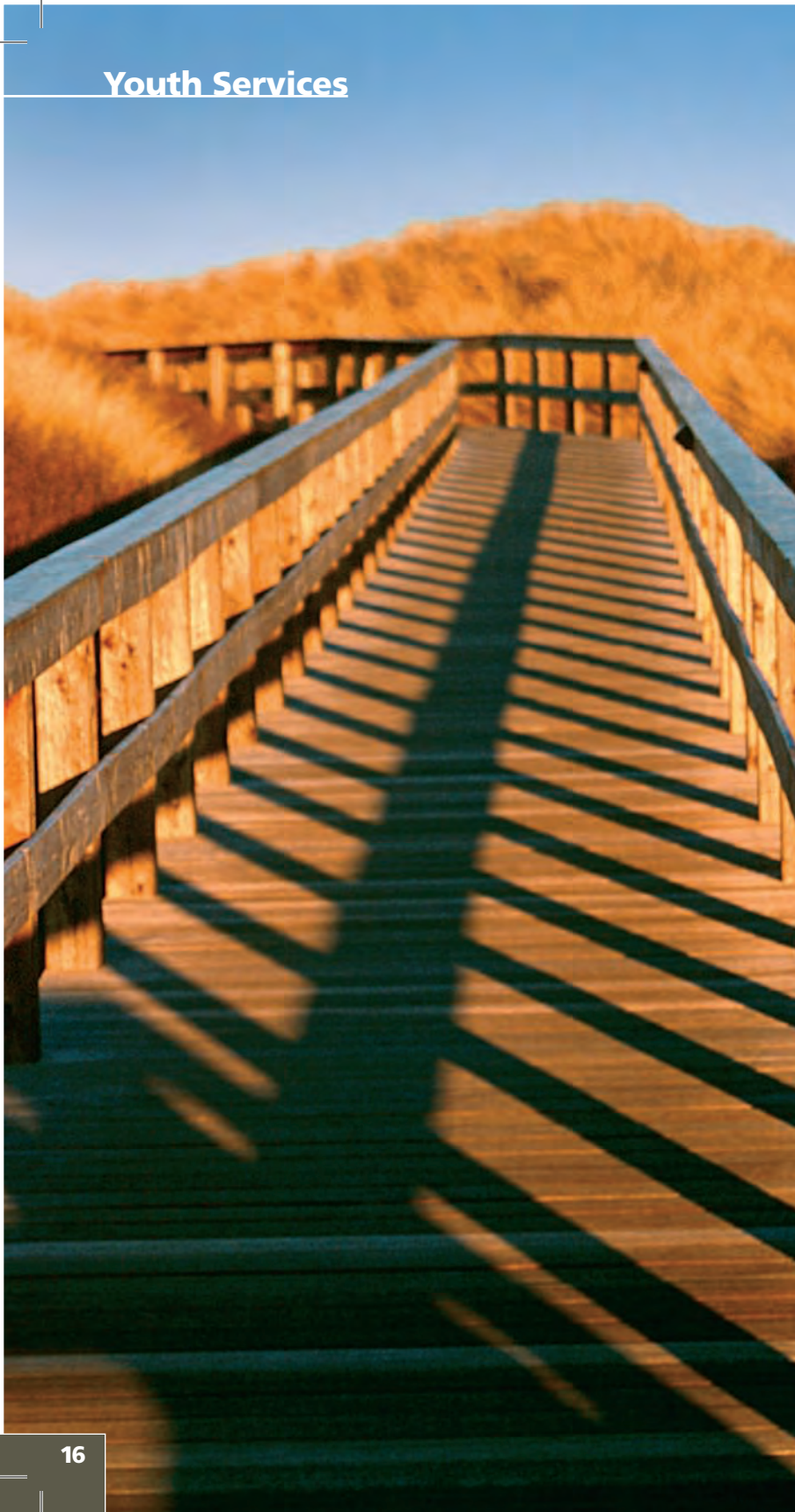
**Xee Her**  
**Senior enrolled in the Clovis YES Program**  
**Clovis Unified School District**  
**Graphic Design Associate**



“The FCWIB Youth Services is a highly organized, forward thinking program. It’s more than just job placement for students, it’s almost like a mentorship. It’s been very motivational for our students — a great confidence builder. Plus, we’ve found that our students inspire older co-workers and employers, building their faith in the future generation.”

**Dr. Steve Weil**  
**Clovis Unified School District**  
**Assistant Supervisor of Curriculum**





### Foster Bridge Program

Each year in Fresno County, as many as 200 teenagers “age out” of foster care services, usually when they reach 18 years of age. This means they are no longer eligible to receive guidance, financial support and supervision from foster parents. Recognizing the need to provide assistance and support to foster care youth, the Youth Council saw the Foster Bridge program as an avenue that would make an impact on their lives.

The Foster Bridge program is an ongoing program that was piloted utilizing funds granted by the Walter S. Johnson Foundation. The program helps pre-screened foster care youth, between the ages of 18 and 21 years, make the transition into community college and/or vocational training more manageable. The one-year program provides youth free tuition and books, and the opportunity to select an educational and/or career path into a vocational training certificate, associate degree or continuation toward a four-year degree, upon completion.

Through a collaborative partnership, the Foster Bridge program not only provides education, but it also connects the aging-out foster care youth with valuable resources such as transportation, childcare, food and housing assistance, work experience and employment opportunities to help smooth their transition.

**2,427 foster youth currently live in Fresno County. There are nearly 75,000 foster youth in California.**

Source:  
State Department of Social Services

### Foster Bridge Program Partners

FCWIB

Arbor Education and Training

Fresno City College

County of Fresno Department of Children and Family Services

Fresno County Economic Opportunities Commission —  
Sanctuary and Independent Living Program

Fresno City/County Housing Authorities

### Diplomas and Higher Education

A high school diploma is the first step toward a successful future, and the FCWIB is proud to have helped some of Fresno County's youth take that step. This program year, 203 of Fresno County's youth enrolled in the FCWIB Youth Services program proudly earned either their high school diploma or GED. And if earning a high school diploma is the first step toward success, then entering post-secondary education is a giant leap, which is what 87 youth accomplished.

### Scholarships

Getting help to achieve your goals, either physically or financially, can feel like a big weight has been lifted off your shoulders. So that's exactly what the FCWIB did for a number of youth. By providing scholarships and individual training assistance, these youth can watch their dreams transform into reality.



### Work Experiences / Limited Internships

Preparing youth for the real world of work is best achieved by providing them with real-world experiences. During the 2005-2006 program year, the FCWIB invested \$502,851 in hands-on work experiences and limited internships for 784 youth.

### Advancement Support

When feet hit the pavement in search of a new job, those feet may eventually need a new pair of shoes. In the program year 2005-2006, the FCWIB provided our youth \$142,000 in supportive service funds to help them afford job-hunting necessities, such as gas, tools, interview clothing, and yes, even some new kicks.

### Incarcerated Youth: Breaking the Cycle

The FCWIB continues to help incarcerated youth realize their vision of a better future by helping them attain a high school diploma and/or vocational training to gain the necessary skills that will increase their opportunities for employment while building their self-esteem.

During program year 2005-2006, the FCWIB assisted 77 incarcerated youth by dedicating time and resources, and providing services to detained youth cadets and to those being released from the correctional facilities.



#### Subjects and Number of WIA Youth Tutored

Reading Comprehension	392
Math Comprehension	265

#### Skills Preparation and Number of WIA Youth Trained

World of Work Awareness	414
Job Search Techniques	297
Leadership	249
Team Work	23
Interpersonal Skills	22



## The Right Direction

### **Rapid Response Outplacement Services**

Layoffs or company closures can be devastating — but they don't have to be. The Rapid Response Outplacement program is designed to help employers make layoffs less traumatic for their employees and less costly to their businesses. To address the specific needs of both employers and employees, our Rapid Response Team handles each situation in a confidential and professional manner.

Due to economic conditions in program year 2005-2006, the number of companies experiencing downsizing or closure nearly doubled. In fact, the Rapid Response Outplacement Team met with 26 employers experiencing downsizing or closure, which affected 1,115 individuals.

*"For such a difficult situation, the FCWIB Rapid Response representative was able to make everyone feel much more at ease. She presented information to affected employees regarding their employment opportunities, financial and medical benefits, and offered counseling and time management assistance. She really helped relieve the stress and tension of everyone involved."*

**Tony Nieto**  
**Sunrise Medical**  
**Human Resources Manager**

### FresnoRapidResponse.com

With a grant received from the State of California, we were able to focus on providing more resources to employers faced with closing and/or downsizing their businesses. Knowing that efficient and discrete communication is the first priority for businesses during this time, a separate website address — [www.fresnorapidresponse.com](http://www.fresnorapidresponse.com) — was created specifically for employers in need of or inquiring about Rapid Response Outplacement Services.

One new feature of the site is the semi-automatic WARN notices that employers can now send at their fingertips. In accordance with the state WARN (Worker Adjustment and Retraining Notice) Act, companies employing more than 75 full or part-time workers are required to send WARN notices 60 days in advance of a layoff, plant closure or relocation. In addition to requirements under the federal WARN Act, notice must also be given to the local WIB. The moment the FCWIB receives a notice, our Rapid Response Specialist immediately contacts the company and offers our valuable services. With their employer's notice and our help, employees can gain more control over their own destiny.

At [www.fresnorapidresponse.com](http://www.fresnorapidresponse.com), employers have a new venue to post jobs through our Job Board. Now, when a registered employer posts a job, our system automatically fills out the known fields, while unregistered employers need only fill out a form once to be entered into our database, saving valuable time down the road.



"After my old employer let me go, I went into a One-Stop Center for testing. They asked me what my interests were and offered to show me job positions that matched my skills. They said I could use their computers and that they'd help get my resume ready for me. It reminded me of that wireless commercial where they have 10 million people behind you. They said they'd be there for me, and they really were. They were tremendous."

**Margaret Gaeta**  
Displaced Worker

The screenshot shows the 'Send a WARN Notice' form on the Fresno County Workforce Investment Board's website. The form is titled 'Worker Adjustment & Retraining Notice (WARN):' and includes the following fields and options:

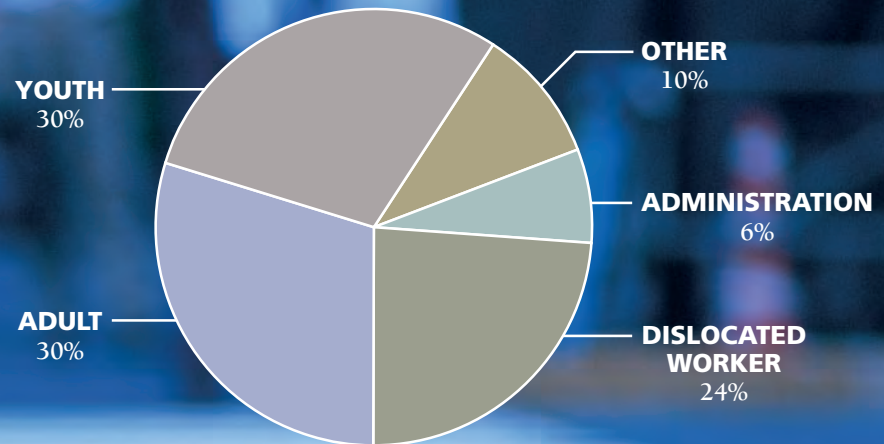
- Title:** A text input field containing 'WARN Notice 02.22.07'.
- Type of Action:** A dropdown menu with 'Select One...'.
- City and State:** Two dropdown menus for 'City:' and 'State: Select One...'.
- Is this action expected to be:** Radio buttons for 'Temporary' and 'Permanent'.
- Date of:** Two date pickers for 'First Dislocation:' and 'Last Dislocation:', both set to 'February 22, 2007'.
- Number of Employees Layed Off:** A text input field.
- Job Titles of Affected Employees:** A large text area with instructions: 'Please enter all of the job titles that have been affected by this action, along with the number of employees at that job title that have been affected. For example: "Accountant: 5; Sales: 3". Please separate each occupation with a semi-colon.'
- Number of Locations Affected:** A text input field with a note: 'When you enter a number in this field, a new window will open where you can enter the addresses of the locations affected and the number of employees affected at each location.'

The website header includes 'Fresno County Workforce Investment Board' and 'Fresno County WIB Rapid Response'. A navigation menu on the left lists: Benefits, Outplacement Services, WARN Information, Send a WARN Notice, Post Jobs, Register, Layoff/Closure Help, TAA Information, Employee Information, Testimonials, F.A.Q.s, and Home.

# Funding Our Journey

## Financial Report

### Program Year 2005-2006 Expended Funds



	NUMBER SERVED	AMOUNT EXPENDED	PERCENT
<b>Youth</b>	<b>2,105</b>	<b>\$7,098,423</b>	<b>30%</b>

	NUMBER SERVED	AMOUNT EXPENDED	PERCENT
<b>Adult</b>	<b>1,727</b>	<b>\$6,958,767</b>	<b>30%</b>

<b>Dislocated Worker</b>	<b>1,206</b>	<b>\$5,568,579</b>	<b>24%</b>
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<b>Universal</b>	<b>18,366</b>	Resources available to all job seekers, including access to computers, telephones, fax machines, workshops and more.	
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<b>Total Served</b>	<b>21,299</b>		
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	AMOUNT EXPENDED	PERCENT
<b>WIA Administration</b>	<b>\$1,558,608</b>	<b>6%</b>

<b>All Other</b>	<b>\$2,266,605</b>	<b>10%</b>
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<b>Total Expended Funds</b>	<b>\$23,450,982</b>	
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## Letter from the Fresno County Workforce Investment Board Director



### View of the Future

The Chinese word for crisis is *weiji* (危機) and is comprised of two characters, one signifying “danger” and the other “opportunity.” For at least the last five years (the current length of my tenure here at the FCWIB) we have undergone what can only be termed as a fiscal crisis, with our budget going from \$68 million to \$23 million.

Inherent in such a budget reduction is obvious danger, but to the credit of both our staff and our Board we have chosen to focus on the opportunity that this circumstance has afforded. Learning how to do “more with less” has turned us into the proverbial “mean, lean fighting machine.” Both the Board and its staff have demonstrated a tenacious ability to seek out creative and resourceful solutions, and in this manner, to resolve difficulties.

By shifting our focus to positioning the FCWIB as a sector strategy leader, we developed industry-specific job seeker assessments and training curriculum. The result? We received grants, developed more specialized education, generated more insightful evaluations and conducted an eye-opening employment and skills gap analysis study. By continuing along this course, I’m confident we’ll lead Fresno County businesses into a future where a stronger, smarter workforce is the backbone of a prosperous economy.

The relationships we create with the people and businesses around us are fundamental to our current and future successes. By focusing on the shared goal of adding to the economic vitality of Fresno County we have created new relationships that will be instrumental in the maintenance of our economic development efforts.

Fiscal Year 2007-2008 will probably be the first fiscal year in over five years that we do not face a budget cut at the federal level. I know you share our organization’s collective sigh of relief. Yes, we are happy to even “hit bottom” on this budgetary cycle. We will not, however, “rest on our laurels.” We must take advantage of this opportunity and forge ahead trying to “get the biggest bang for our buck.”

**Blake Konczal, Director**  
**Fresno County Workforce Investment Board**

## Charting the Future Together with Our Partners





Fresno County  
**Workforce  
Investment Board**

3302 N. Blackstone, Suite 221  
Fresno, CA 93726  
Phone (559) 490-7100  
Fax (559) 490-7199  
[www.workforce-connection.com](http://www.workforce-connection.com)

