



Fresno County  
**Workforce  
Investment Board**

Annual Report  
2006-2007



The Year In **FOCUS**

# The Big PERSPECTIVE

## **FOCAL POINT** ① A Strong and Diverse Economy

Doing more with less. At the Fresno County Workforce Investment Board (FCWIB), the “more” is about the positive change our volunteer directors, management, staff and partners can initiate for the diverse workforce and commerce of Fresno County. And to no one’s surprise, the “less” is about how we can do it on a dime.

Some might see our circumstance as restrictive. We see it as focused. Budget cuts forced us to view resources as faces and not just dollar signs. With this fresh perspective, we collaborated with local colleges, hospitals, businesses and other community partners to maximize our presence and training capabilities. In essence, these collaborations made our mission not just possible, but personal.

Validating these efforts, the California Workforce Association — an alliance of workforce boards from across the state — published a set of guidelines. With their “Seven Characteristics of a Community with a Competitive Workforce Advantage,” serving as our focal points, we’ve endeavored to make Fresno County a place where businesses and individuals can come to raise capital, families and expectations.

In short, Program Year 2006-2007 (PY 06-07) represents the efforts of many whose goals were less about filling jobs and more about fulfilling people. Through it all, a simple truth about humanity surfaced: when we each focus our attention on the needs of others, the benefits to the community are exponential.



# Leading The COMMUNITY

## FOCAL POINT 2 Forward Thinking Community Leaders

The volunteer directors, management, staff and partners of the FCWIB represent the diversity of commerce in Fresno County. With so many industries being represented, a system of checks and balances is inherent, which is crucial to the effective management of Workforce Investment Act programs and to our ability to secure state and federally funded grants. With a collective commitment to empower Fresno County businesses with a well-trained workforce, the Board aims to identify issues before they become problems and to create solutions that will benefit the prosperity of our community.

### FCWIB MEMBERS 2006-2007

**Tom Abshere**  
**Robert Alcazar**  
**Richard Alves**  
**Morel Bagunu**  
**John Ballinger**  
**Jim Boone**

SEIU Local 535  
 Proteus, Inc.  
 Kaiser Permanente  
 Fashion Fair Mall  
 Clovis Unified School District  
 New England Sheet Metal  
 Works, Inc.  
 The Boyd Company  
 California Employment  
 Development Department  
 State Center Community College  
 District

**Ken Boyd**  
**Carolyn Carter**

City of Clovis  
 Fresno City Council

**Tom Crow**

**Michael Dozier**  
**Jerry Duncan**  
**Robert Fain, Jr.**

Field Ironworkers Apprenticeship  
 & Training

**Larry Fortune**  
**Frank Gornick**

Fortune Associates  
 West Hills Community College  
 District

**Jeffrey Hensley**  
**D-B Heusser**  
**Terry Holcomb**  
**Julie Hornback**

Hensley Associates  
 City of Selma  
 Betts Spring Company  
 Fresno County Department of  
 Employment & Temporary  
 Assistance

**Kirk Hunter**  
**John Hutson**

Southwest Transportation Agency  
 National Electrical Contractors  
 Association, Inc.

**Michael Kelton**  
**Phil Larson**

Inland Star Distribution Centers, Inc.  
 Fresno County Board of  
 Supervisors

**Arthur Lopez**

California Department of  
 Rehabilitation

**Samuel Lucido**  
**Kurt Madden**

Lucido Properties  
 Fresno Unified School District

**Rebecca Mendibles**  
**Dennis Montalbano**  
**Sam Norman**  
**Joe Olivares**

SER-Jobs for Progress, Inc.  
 German Auto Repair  
 The Rios Company  
 California State University,  
 Fresno, ACT Center

**Roger Palomino**

Fresno County Economic  
 Opportunities Commission  
 Sierra Kings District Hospital  
 Fresno City Council  
 The Penstar Group  
 Britz, Inc.

**Melvyn Patashnick**  
**Henry T. Perea**  
**Tom Richards**  
**Ward Scheitrum**

**Jim Simonian**  
**Andrew Souza**  
**Kirk Vogt**  
**Bob Waterston**

Simonian Fruit Company  
 City of Fresno  
 UFCW Local 1288  
 Fresno County Board of  
 Supervisors  
 Quad Knopf

**Lydia Zabrycki**

### FCWIB COMMITTEES

Executive Committee  
**Larry Fortune, Chair**

Business and Industry Committee  
**D-B Heusser/Tom Crow, Chair**

Adult Council  
**Michael Dozier, Chair**

Youth Council  
**Sam Lucido, Chair**



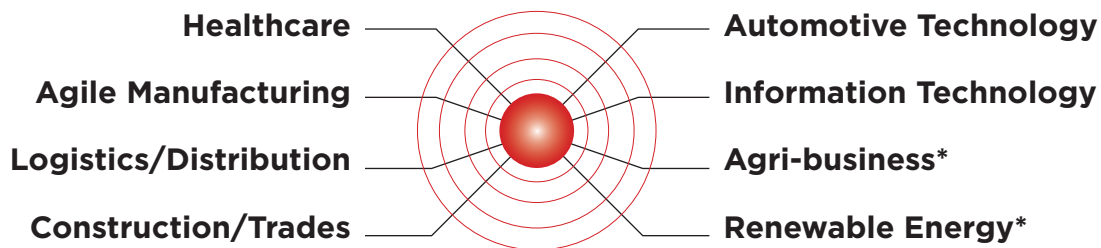
## A Closer LOOK

### **FOCAL POINT 3** Business Investment in Human Capital as a Priority

Designed to assist Fresno County businesses in fulfilling all their needs, FCWIB Business Services offer companies a variety of management tools, including human resources, financial and marketing tools and information.

### **FOCAL POINT 4** Providing an Integrated Infrastructure **2007 Fresno County Employment Study**

In order to continue to provide an accurate and current assessment of the human capital needs of our employers, it was imperative that the FCWIB, in partnership with the Regional Jobs Initiative and the Partnership for the San Joaquin Valley, determine disparities between employer demands and available labor pools within eight high-growth/high-wage industries:



*\*This year we expanded our efforts to include agri-business and renewable energy.*

Results from this new study and that of the previous year will allow both private and public sectors to make informed decisions on hard facts and assist us in constructing specific regional strategies to reduce workforce shortages, assisting both employers and job seekers alike.

### **Central California Workforce Collaborative (CCWC) Grant**

The Governor of California authorized an executive order to direct \$1,000,000 in additional Workforce Investment Act (WIA) discretionary funding to support the San Joaquin Valley's efforts to develop a stronger regional economic model. The FCWIB, along with seven other local Workforce Investment Boards that comprise a 10-county region, are working together to develop a demand driven workforce investment system.

The CCWC has been making substantial progress by focusing on the following outcomes:

- Utilizing a standardized objective assessment process through the implementation of WorkKeys® and providing employers with a “certified” pool of labor.
- Rewarding job seekers with the Central California Work Readiness Certificate (CCWRC) to validate their successful completion of the assessment process.
- Conducting employer surveys to complete employment studies in high-growth/high-wage occupations in targeted sector industries in each of the ten county regions.
- Developing a web-based inventory of all employment demand and vocational training.
- Implementing standardized and consistent Business Intelligence Tools, such as Executive Pulse and Connectory.
- Completion of a pilot program to assess employer value of a manufacturing skills certificate.
- Development of a “Red Team” that consists of community college partners to develop curricula to address the gaps in vocational training based on the employment study.



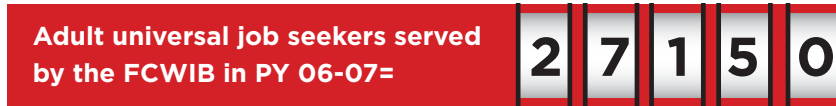
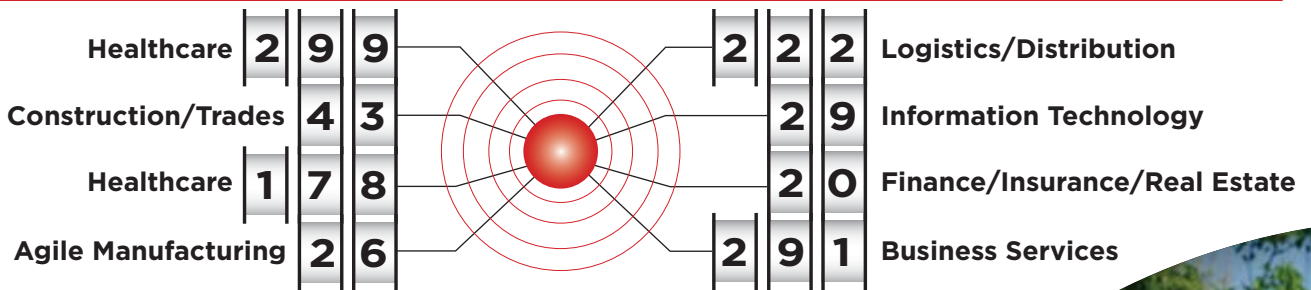
People **FOCUSED**

**FOCAL POINT 5** Building a Ready, Willing and Able Workforce

The results of the 2006 Fresno County Employment Study sent a resounding message – businesses need a more qualified workforce. With thousands of job openings on the horizon, employers are anxious to know that qualified workers will be ready as soon as positions become available.

Understanding that sentiment, the FCWIB approached PY 06-07 through a clear lens. Training our workforce has remained top priority, and through re-budgeting, the CCWC grant and collaborative partnerships, the FCWIB is striving to provide Fresno County's growing economy with a stronger workforce.

**TARGETED INDUSTRY CLUSTER PLACEMENTS:**



Universal services are resources available to all job seekers, including access to computers, telephones, fax machines and workshops.



Employment and training services includes staff assistance with the assessments, career counseling, job search and more.

“After my mom and I signed up for the LVN program at Fresno Adult School, we took skills assessment tests through Workforce Connection to see if we qualified for full scholarships. Our Workforce counselors told us that they would pay for our entire LVN education, so we started the classes together. It was cool.”

— Danielle Cordova, LVN



Wage Gains	PY 2004-2005	PY 2005-2006	PY 2006-2007
Avg. Annual Wage at FCWIB Enrollment	\$12,050	\$10,527	\$11,251
Avg. Annual Wage at Exit from FCWIB	\$20,488	\$21,132	\$21,779
Avg. Annual Wage Gain	\$8,438	\$10,605	\$10,528

**93%**  
INCREASE

### Training and Scholarships

In PY 06-07, the FCWIB assisted 526 job seekers with training, awarding 248 scholarships totaling \$780,030. Additionally, 278 of those job seekers had access to low-cost and/or no-cost training services.



“I took my daughter, Danielle, to register for LVN classes, and thought, ‘Hey, I can do that, too!’ We did everything together — it just made the whole experience that much more special. And our counselors always called to check-up on us, asking how things were going, encouraging us, seeing if we were making good grades. Everyone at Workforce Connection was wonderful!”

— Linda McDowell, LVN



# Future FOCUSED

## FOCAL POINT ⑥ Developing an Effective, Articulated Education System

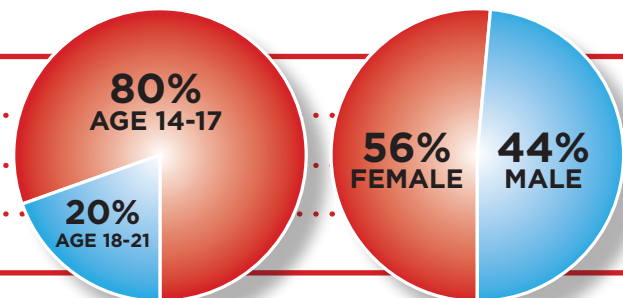
Under the direction of the FCWIB's Youth Council, eligible youth (ages 14 through 21) receive educational opportunities, job skills and leadership development; the chance to explore career options through mentoring, counseling and work experiences; and knowledge of a number of scholarships for which they can apply.

### All Youth One System (AYOS)

In PY 06-07, the FCWIB focused on implementing its new vision of Academic Excellence for all WIA Youth through the AYOS, and assisted 124 youth in obtaining a high school diploma or GED. Our programs provide youth from challenging areas and circumstances with proven interventions — extensive counseling, leadership activities, assessments, remediation and workshops — to improve academic achievement, social and leadership development, education and career focus. To continue to adequately prepare youth to compete in tomorrow's workforce, we held fast to the standard set by the Youth Council that participants must demonstrate a mandatory 10th grade reading and math level or a minimum improvement of two grade-levels.

### FCWIB Youth Demographics

<b>Number of Youth Enrolled</b>	<b>1,664</b>
<b>Students, (High School or Less)</b>	<b>64%</b>
<b>Low Income</b>	<b>97%</b>
<b>Basic Literacy Skills Deficient</b>	<b>90%</b>



### Co-location at High Schools

In PY 06-07, we placed WIA Program staff at four local high schools and collaborated with school counselors and faculty, helping 112 youth progress to the next level. The face value with students and teachers, plus access to student records resulted in more focused assistance. Our goal is to see WIA students become basic skills competent through diagnostic assessments and remediation, pass their CAHSEE (California High School Exit Exam) and progress to post-secondary education or vocational training.



## The Foster Bridge Program with the Walter S. Johnson Foundation

Each year in Fresno County, as many as 200 teenagers “age out” of foster care services, leaving them to fend for themselves. Last year, the FCWIB piloted the Foster Bridge Program with funds granted by the Walter S. Johnson Foundation. This intensive program continues to assist pre-screened high-risk and incarcerated youth, between the ages of 18-21 years, in making the transition into community college, vocational training and/or full-time employment more manageable. The insight gained into these youths’ emotional and psychological experiences has helped us provide a basic foundation of education and career exploration, while giving them hope and the resources to pursue their dreams.



### Portrait of Success

A 21-year-old Foster Bridge participant has been involved in gangs since his inception into foster care as a minor. With a juvenile record, but no major offenses as an adult, he entered our program in 2006 looking for a way to turn his life around. Among many positive changes, the program connected him with resources to obtain Transitional Housing. He is no longer affiliated with a gang, continues to support Planned Parenthood as a youth consultant for youth group meetings, and he remains active in the program with hopes of being a Bridge leader.

## Summer Career Exposure Program

For the second year in a row, the FCWIB invited businesses and youth to participate in the 2007 Summer Career Exposure Program. Participating youth had the unique opportunity to work in a field of their interest, while employers got a chance to shape the future workforce and leaders of our community. The FCWIB screened youth participants and matched them according to employers’ specifications. A total of 29 youth participated in the summer program, five of which were hired into permanent positions.

### Summer Career Exposure Program Positions

- **Medical Assistant**
- **Dental Assistant**
- **Nursing, Teaching Assistant**
- **Sales**
- **Veterinarian**
- **Human Resource Assistant**
- **Pharmacy Technician**
- **Administrative Assistant**

# Changing PERSPECTIVES

## **FOCAL POINT** ⑦ Providing Clearly Defined, Accessible Career Paths

Losing your job or closing the doors to your business can be a traumatic experience. Fortunately, the Rapid Response services offered by the FCWIB can help to alleviate at least some of that stress. Our experienced team promptly responds with understanding, and equally important, a plan for the future.

In an effort to refine our assistance to those in need of our Rapid Response services, the FCWIB was awarded a grant from the California Employment Development Department totaling \$225,000. This grant funded the continuation of the Fresno County Employment Analysis for 2007 and allowed us to expand our study of high-growth industries into two additional industries: Agri-Business and Renewable Energy. The new information will enable us to address issues of unemployment and underemployment by prescribing long-term interventions, conduct an extensive outreach campaign to job seekers, promote career opportunities in high-growth industries, and consider revising WIA resource allocations to better serve the Fresno region.



# Maximum EXPOSURE

Funding Expenditures	# Served	Amt. Expended	%
Youth	1,663	\$ 6,336,338	32
Adult	1,459	\$ 5,631,610	28
Dislocated Worker	905	\$ 4,982,609	25
Universal	26,983		
WIA Administration		\$ 1,404,385	7
All Other		\$ 1,639,780	8
<b>Total Expended Funds</b>		<b>\$19,994,722</b>	<b>100</b>

## Letter from the Director — Opportunities from Difficulties

One of my favorite historical figures for great quotations is President Harry Truman. He said, *“A pessimist is one who makes difficulties of his opportunities and an optimist is one who makes opportunities of his difficulties.”*

During the course of the last year the Fresno County Workforce Investment Board has been the ultimate optimist, and made many opportunities out of the difficulties it has encountered. The continuing precarious nature of our budget has forced a constant state of innovative thinking. Relatedly, it has also led to our adopting a hyper-competitive stance in the arena of competitive grants where we have done quite well. To name but a few:

- Fresno Economic and Workforce Strategic Partnership — Special Rapid Response (\$250,000)**
- Foster Bridge Program with the Johnson Foundation (\$200,000)**
- Empowering Patriots for Careers (\$500,000)**

Organizationally we are quite sound. Most significantly, the recent agreement between the City of Fresno and the County of Fresno to jointly administer the WIB assures continued stable operation of our organization.

From this “unified” stance, where the City and the County are working together in the arena of workforce development, I am optimistic that we will continue to pull “opportunities from difficulties.”

**Blake Konczal, Director, FCWIB**

# Partner LIST



2000 Fresno Street, Suite 200

Fresno, CA 93721

Ph: 559-490-7100 / Fax: 559-490-7199

[www.workforce-connection.com](http://www.workforce-connection.com)