

ANNUAL REPORT 2008 - 2009

WEATHERING THE DIFFICULT YEAR



Fresno Regional
Workforce
Investment Board

ON YOUR SIDE... RAIN OR SHINE



No one ever said that every day would be sunny and clear.

Seasons change. Summer days full of sunshine fall to dusk. The once-vibrant colors of autumn leaves fade. The clouds approach — bringing us rain, sleet and snow.

But the dark days of rain bring springtime sun, a time of renewal, rebirth and rainbows. And the Fresno Regional Workforce Investment Board (FRWIB) has continued its efforts to ensure that after this tumultuous time passes, Fresno's workforce will be better and stronger than ever.

Without question, we faced yet another difficult year full of gloomy economic conditions. Fresno continued to feel the effects of the global financial crisis right here in the Valley, as local businesses struggled to stay afloat during the downpour of disappointing news. Families were forced to think outside of the box to maintain their households.

This past year, the FRWIB responded to the economic crisis by increasing awareness about the variety of programs offered at the Business Services Center free of charge. We received a much-needed \$475,000 grant to implement the Choice to Change Gang Intervention program for at-risk youth, and we also reinforced existing partnerships through the continuation of the psychiatric technician program.

The FRWIB was a constant reminder to businesses and job seekers alike that there were other options available. We were proactive in providing services and assistance to recently-displaced workers to prepare them for future job opportunities, and assisted the many businesses who were forced to make these unfortunate decisions. In collaboration with a local partner, we quickly opened the Career Transition Center to provide employment and training assistance to the influx of professionals being displaced. Most important, we never stopped working for the community — throughout the storm, we offered opportunities and hope for out-of-work residents and businesses that were barely hanging on.

Because without rain, there wouldn't be any rainbows.

FRESNO REGIONAL WORKFORCE INVESTMENT BOARD (FRWIB) MEMBERS 2008-2009

Tom Abshere	<i>Service Employees International Union (SEIU) Local 535</i>
Robert Alcazar	<i>Proteus, Inc.</i>
Richard Alves	<i>Kaiser Permanente</i>
Susan Anderson	<i>Fresno County Board of Supervisors</i>
Morel Bagunu	<i>Fashion Fair Mall</i>
Jon Ballinger	<i>Clovis Unified School District</i>
Ken Boyd	<i>The Boyd Company</i>
Tom Crow	<i>State Center Community College District</i>
Michael Dozier	<i>City of Clovis</i>
Larry Fortune	<i>Fortune Associates</i>
Steve Geil	<i>Economic Development Corporation Serving Fresno County</i>
Harry S. Gill	<i>Gill Insurance Agency</i>
Frank Gornick	<i>West Hills Community College District</i>
Jeffrey Hensley	<i>Hensley Associates</i>
Terry Holcomb	<i>Betts Spring Company</i>
Julie Hornback	<i>Fresno County Department of Employment & Temporary Assistance</i>
Kirk Hunter	<i>Southwest Transportation Agency</i>
John Hutson	<i>National Electrical Contractors Association, Inc.</i>
Phil Larson	<i>Fresno County Board of Supervisors</i>
Arthur Lopez	<i>California Department of Rehabilitation</i>
Samuel Lucido	<i>Lucido Properties</i>
Kurt Madden	<i>Fresno Unified School District</i>
Dennis Montalbano	<i>German Auto Repair</i>
Sam Norman	<i>The Rios Company</i>
Joe Olivares	<i>California State University, Fresno, ACT Center</i>
Roger Palomino	<i>Fresno County Economic Opportunities Commission</i>
Tom Richards	<i>The Penstar Group</i>
Chuck Riojas	<i>International Brotherhood of Electrical Workers (IBEW)</i>
Daisy Rush	<i>American Association of Retired Persons (AARP)</i>
Ward Scheitrum	<i>Britz, Inc.</i>
Jim Simonian	<i>Simonian Fruit Company</i>
Andrew Souza	<i>City of Fresno</i>
Ray Vargas	<i>State Employment Development Department</i>
Kirk Vogt	<i>United Food and Commercial Workers (UFCW) Local 1288</i>
Bob Waterston	<i>Fresno County Board of Supervisors</i>
Blong Xiong	<i>Fresno City Council</i>
Lydia Zabrycki	<i>Quad Knopf</i>
Blake Konczal	<i>Director</i>

FRESNO COUNTY DEMOGRAPHICS

ITEM	MEASUREMENT	SOURCE
Total population	914,078	US Census estimates 2009
Median household income	\$45,066	US Census estimates 2009
Unemployed	16.8%	US Census estimates 2009
High school graduate	25.7%	US Census estimates 2009
Spanish-language-dominant adults	23.3%	Scarborough Research Corp
Percentage below poverty level, 2008	22.1%	US Census, ACS 2008

“If you want to see the sunshine,
you have to weather the storm.”

— **Frank Lane**, American businessman

FRWIB COMMITTEE CHAIRS

Tom Richards, Chair
Executive Committee (February-Present)

Larry Fortune, Chair
Executive Committee (June-January)

Tom Crow, Chair
Business and Industry Committee

Michael Dozier, Chair
Adult Council

Sam Lucido, Chair
Youth Council

A COMMUNITY SURVIVES THE STORM



Understanding the economic crisis meant that businesses may be forced to lay off employees or close their companies entirely. However, that didn't dampen our efforts to continue preparing a ready and capable workforce to meet the needs — whether current or future — of our community's businesses.

Businesses had to regroup and go back to the basics of doing more with less to keep their companies afloat. We heightened awareness of the array of services offered at the Business Services Center — all at no charge. Local businesses were able to take advantage of:

- Tax incentive seminars
- Employment opportunity postings
- Recruitments and interviews
- Referrals to other businesses serving partnering agencies
- Layoff/downsizing assistance

FRESNO COUNTY EMPLOYMENT BY INDUSTRY

1. State, Federal and Local Government	68,500
2. Trade, Transportation and Utilities	55,600
3. Agriculture	47,200
4. Education Services, Health Care and Social Assistance	40,200
5. Professional and Business Services	28,100
6. Leisure and Hospitality	26,600
7. Manufacturing	25,300
8. Financial Activities	13,900
9. Construction	13,700
10. Other Services	10,200
11. Information Technology	4,400

California State Employment Development Department 2009

SEARCHING FOR RAINBOW'S END



JOB SEEKERS FIND SHELTER AT WORKFORCE CONNECTION

As the economy worsened, the number of job seekers coming into our One-Stop locations began to increase. In Program Year (PY) 2008-2009, nearly 27,600 job seekers used our One-Stop system — a 39 percent increase in the average yearly traffic. Of the 1,990 enrolled job seekers, we successfully placed a total of 609 adults and 113 youth in employment.

In the comfort of their homes or at any of our One-Stop locations, job seekers can log on to another valuable resource — CareersintheValley.com. This website links employers to job seekers and job seekers to vocational training providers across the 10 counties in the San Joaquin Valley. The site also provides access to more than 80 career ladder documents that reveal comprehensive information about the requirements of jobs and careers, including: promotional career paths, hiring criteria, WorkKeys® requirements and potential salaries. This information assists many job seekers today in determining what types of jobs are available, what they might be interested in or what they could be good at. Career ladders also describe what the working environment is like — which is valuable information that allows job seekers the ability to research and find their “perfect” career opportunity.

CareersintheValley.com is our one-stop website for all employment needs and provides the following:

- Current employment studies — job demand information across 10 counties
- Current vocational training — by job title
- Career research documents — career ladders
- Résumé template — to create and submit a résumé
- Exposure — to thousands of employers

In PY 2008-2009 the FRWIB assisted 400 job seekers with training and provided supportive services totaling \$656,510.



Despite the economic decline, the average annual wage gain per year went up for the newly employed.

PY	Average Annual Wage at Enrollment	Average Annual Wage at Exit from FRWIB	Average Annual Wage Gain
08-09	\$15,342	\$25,977	\$10,977
04-05	\$12,050	\$20,488	\$8,438

PSYCHIATRIC TECHNICIAN TRAINING

With the unemployment rate hovering in double-digits and the future seemingly bleak, we were still able to offer job seekers other avenues to explore. Through researching local labor market data and assessing the economic priorities of the community, we continued our partnership with West Hills Community College, Coalinga, to offer the Psychiatric Technician Training program. As the only state-approved program in the county, this program provides valuable occupational training for eligible FRWIB clientele to become psychiatric technicians at Coalinga State Hospital.

West Hills Community College, Coalinga, offers both academic and vocational training for students who need to prepare for the California Board of Vocational Nursing and Psychiatric Technicians licensure exam. The Psychiatric Technician Training program operates on a 16-week trimester, and upon course completion and meeting state-regulated criteria, students will be able to find employment at the Coalinga State Hospital, which needs to employ 862 psychiatric technicians. FRWIB's goal was to train and prepare up to eight sponsored students in his program.

SHELTER FROM THE STORM

In the PY 2008-2009, **1,498** youth enrolled in youth services — **403** were older youth, ages 19-21, and **1,095** were younger youth, ages 14-18.

With more than 80,000 people unemployed in Fresno County, the FRWIB realizes that equipping youth to compete in today's job market is critical now more than ever. And finding a job is often a job itself — that's why we're sensitive to the needs of job seekers who may sometimes need a helping hand during their period of unemployment. The FRWIB provided a total of \$53,107 in supportive service funds to our youth that allowed them to purchase items such as gas, tools and interview clothing necessary to secure jobs.

Once a youth takes cover under the All Youth One System umbrella, they are well aware that their mantra from start to finish will be "Academic Excellence." The Youth Council's "Academic Excellence" model has proven to be about more than just good grades, it's about providing youth the proper preparation to seize opportunities right here in their own community. Youth must demonstrate mandatory tenth-grade reading and math levels or a minimum improvement of two grade levels. With the right tools in hand, our youth are empowered to build up their lives and ultimately the community they live in. Our youth achieved successful outcomes through the online tutorial programs in the following ways:

- 219 youth earned a high school diploma or GED
- 417 improved their math and/or reading scores
- 193 entered post-secondary education
- 258 gained work experience

Jumping into the deep end and exploring new areas is nothing new to the FRWIB's All Youth One System. Providing services to gang-involved youth between the ages of 14-24 with the receipt of a \$475,000 Cal GRIP (Gang Reduction, Intervention and Prevention) grant made perfect sense. With more than 220 identified gangs in Fresno County, the grant provided the opportunity to implement the Choice to Change Gang Intervention program to help 125 gang-involved youth get off the streets and into a job, school or training program to prepare for a better future. Youth had the opportunity to:

- Earn a high school diploma or GED
- Increase basic skills levels to meet academic standards if they are determined to be basic skills deficient
- Obtain the Central California Work Readiness Certificate (completion of an in-depth skills evaluation and employment readiness process)
- Receive vocational training
- Secure employment

SPECIAL PROGRAM: INCARCERATED YOUTH

The FRWIB's Youth Council continues to dedicate time and resources to provide services to youth detained and to those being released from the Juvenile Justice Campus, Juvenile Hall and the California Youth Authority.

Sixty-one incarcerated youth participated in project-based learning opportunities in which they gained skills for employment and helped build their self-esteem. Successful completion of the program earns the youth a certificate of achievement/completion and also helps them realize that a better future is possible through the attainment of a high school diploma and/or vocational training.

YOUTH DEMOGRAPHICS

30% of Fresno County's population is under the age of 18
 32% live in poverty
 25% do not have a high school diploma
 5,110 juvenile arrests annually

Subjects and Number of WIA*

Youth Tutored

Reading Comprehension	287
Math Comprehension	334

Skills Preparation and Numbers of WIA Youth Trained

Basic Skills	417
Occupational Skills	87
Work Readiness Skills	441
World of Work Awareness	277

**Workforce Investment Act*

STANDING UNDER OUR UMBRELLA

RAPID RESPONSE

Our Rapid Response Outplacement program is designed to help employers make layoffs and closures less traumatic for their employees and less costly to their businesses.

Rapid Response services are typically cyclical throughout the fiscal year, with services provided to **31 employers and nearly 2,300 employees** throughout Fresno County. However, due to a constant increase in local businesses reeling from the global economic crisis, we amplified our efforts to help businesses before layoffs and company closures. We also provided education on available employment and training resources through our Workforce Connection One-Stop locations.

During these transitional periods of layoffs and downsizing, our Rapid Response Outplacement team helped businesses:

- Avert closures or layoffs by providing resources
- Maintain productivity during layoffs
- Lower unemployment insurance costs
- Increase employee morale
- Lessen potential liability from wrongful termination suits

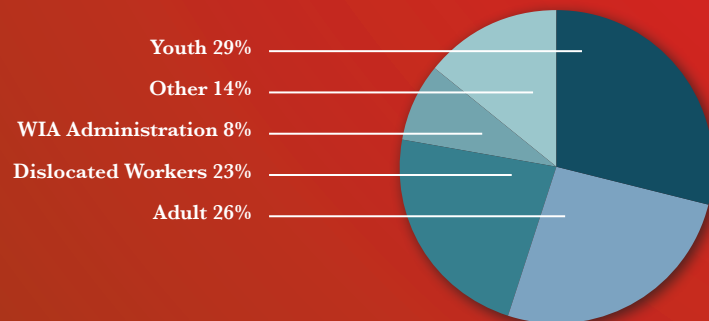
As the number of layoffs began to increase, we saw a much larger audience of job seekers who previously held high-level and/or management positions. To avoid overwhelming the One-Stop Centers, we opened our doors at a new location — the **Career Transition Center (CTC)** — in April 2009.

Through the CTC, individuals who have earned degrees or have many years of work experience are able to receive the same services as the other One-Stop locations throughout the area. The CTC provides assistance with:

- Job search resources
- Workshops
- Vocational training
- Individual outplacement assistance
- One-on-one coaching
- Relocation assistance
- Referrals

FINANCIAL

FUNDING EXPENDITURES	# SERVED	AMT. EXPENDED	PERCENT
Youth	1,498	\$ 5,027,296	29%
Adult	1,118	4,534,542	26%
Dislocated Workers	910	3,904,134	23%
Universal	27,556	N/A	N/A
WIA Administration	N/A	1,301,518	8%
All Other	N/A	2,419,813	14%
Total Expended Funds		\$ 17,187,303	100%



LETTER FROM THE DIRECTOR

From feast to famine to feast — and now back to less. The world of Workforce Investment Act funding makes the cover of this annual report, with its umbrella and admonitions about weathering storms, quite apt.

Simply put, we have moved from a Program Year (PY) 2009-2010 budget that was flush with stimulus money to a 2010-2011 budget that is some 34% less than what we received last year!

While we cannot control the vagaries of funding levels, we can control the principles we use to deal with those funding levels.

It is reported that at the height of World War II, United Kingdom Prime Minister Winston Churchill was informed by the Chancellor of the Exchequer that the British Empire was bankrupt. His famous retort of, **“Gentlemen we have run out of money, now we have to think,”** is one that we can use today.

As ever, the starting point for the Fresno Regional Workforce Investment Board’s budget planning for PY 2010-2011 was the immediate reservation of over 20% of our adult and dislocated worker program budget for direct client costs in supportive services and training vouchers. By sticking to such principles as these, we will weather this storm, too.

Blake Konczal, *Director, FRWIB*



Fresno Regional
**Workforce
Investment Board**

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PARTNERS

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The County of Fresno
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Employment Development Department
Fresno County Economic Opportunities Commission
Fresno Unified School District
Proteus, Inc.
State Center Community College District
West Hills Community College District