



## REACTING TO AN ADVERSE JOBS CLIMATE

ANNUAL REPORT 2009 - 2010

## THE SOLUTION IS NEVER EASY

Not everything in life goes as planned. What seems basic at first glance may end up being acidic upon further inspection. When trying to solve problems, you mix the elements as best you can – but in the business world and in the laboratory alike, all that really matters are the solutions.

Despite hopes that the economy would rebound more quickly, a bleak Fresno County jobs outlook told a different story. Fortunately, the Fresno Regional Workforce Investment Board (FRWIB) received significant funding from the American Recovery and Reinvestment Act (ARRA) in February of 2009, which meant more opportunities to create alternative avenues for job seekers, young people, and businesses to explore.

In addition, both the County and City of Fresno entered into a Joint Powers Agreement (JPA) for the administration of Workforce Investment Act (WIA) funds. The establishment of a formal joint governance is expected to lead to better communication in the arena of workforce development and to better application of WIA resources in Fresno County.

This is a critical point in our region's economic history, but thanks to ARRA funds and the never-say-die resilience of our residents, the future may be brighter than ever.

## FRESNO REGIONAL WORKFORCE INVESTMENT BOARD MEMBERS 2009-2010

|                            |  |
|----------------------------|--|
| <b>Tom Abshere</b>         | <i>Service Employees International Union (SEIU) Local 521</i>      |
| <b>Robert Alcazar</b>      | <i>Proteus, Inc.</i>   |
| <b>Richard Alves</b>       | <i>Kaiser Permanente</i>   |
| <b>Susan Anderson</b>      | <i>Fresno County Board of Supervisors</i>                          |
| <b>John Ballinger</b>      | <i>Clouis Unified School District</i>                              |
| <b>Paul J. Bauer</b>       | <i>Walter &amp; Wilhelm Law Group</i>                              |
| <b>Tom Crow</b>            | <i>State Center Community College District</i>                     |
| <b>Michael Dozier</b>      | <i>Office of Community Economic Development</i>                    |
| <b>Larry Fortune</b>       | <i>Fortune Associates</i>  |
| <b>Steve Geil</b>          | <i>Economic Development Corporation Serving Fresno County</i>      |
| <b>Harry S. Gill</b>       | <i>Gill Insurance Agency</i>                                       |
| <b>Frank Gornick</b>       | <i>West Hills Community College District</i>                       |
| <b>Jeffrey Hensley</b>     | <i>Hensley Associates</i>  |
| <b>Terry Holcomb</b>       | <i>Betts Spring Company</i>  |
| <b>Julie Hornback</b>      | <i>Fresno County Department of Social Services</i>                 |
| <b>Kirk Hunter</b>         | <i>Southwest Transportation Agency</i>                             |
| <b>Gregg Jordan</b>        | <i>International Brotherhood of Electrical Workers (IBEW) #100</i> |
| <b>Paula Kinsel</b>        | <i>State of California, Department of Rehabilitation</i>           |
| <b>Phil Larson</b>         | <i>Fresno County Board of Supervisors</i>                          |
| <b>Samuel Lucido</b>       | <i>Lucido Properties</i>   |
| <b>Kurt Madden</b>         | <i>Fresno Unified School District</i>                              |
| <b>Dennis Montalbano</b>   | <i>German Auto Repair</i>  |
| <b>Sam Norman</b>          | <i>The Rios Company</i>  |
| <b>Joe Olivares</b>        | <i>MCED Career College</i>   |
| <b>Roger Palomino</b>      | <i>Fresno County Economic Opportunities Commission</i>             |
| <b>Preston Prince</b>      | <i>Housing Authority of the City &amp; County of Fresno</i>        |
| <b>Zwi Reznik</b>          | <i>State Center Federation of Teachers</i>                         |
| <b>Chuck Riojas</b>        | <i>International Brotherhood of Electrical Workers (IBEW)</i>      |
| <b>Alan Rush</b>           | <i>Fresno City Firefighters Association Local 753</i>              |
| <b>Daisy Rush</b>          | <i>American Association of Retired Persons (AARP) Foundation</i>   |
| <b>Jim Simonian</b>        | <i>Simonian Fruit Company</i>                                      |
| <b>Andrew Souza</b>        | <i>City of Fresno</i>  |
| <b>Cynthia Sterling</b>    | <i>Fresno City Council</i>   |
| <b>Ray Vargas</b>          | <i>State Employment Development Department</i>                     |
| <b>Kirk Vogt</b>           | <i>United Food and Commercial Workers (UFCW) Local 8</i>           |
| <b>Lydia Zabrycki</b>      | <i>Quad Knopf</i>  |
| <b>Tom Richards, Chair</b> | <i>The Penstar Group</i>   |
| <b>Blake Konczal</b>       | <i>Executive Director</i>  |



## FRWIB COMMITTEE CHAIRS

|                                 |  |
|---------------------------------|--|
| <b>Tom Richards, Chair</b>      | <i>Executive Committee</i>             |
| <b>Tom Crow, Chair</b>          | <i>Business and Industry Committee</i> |
| <b>Michael Dozier, Chair</b>    | <i>Adult Council</i>                   |
| <b>Sam Lucido, Chair</b>        | <i>Youth Council (July-September)</i>  |
| <b>Dennis Montalbano, Chair</b> | <i>Youth Council (October-June)</i>    |

## DISTILLING THE PROBLEM

Funds received through ARRA provided the FRWIB greater flexibility to improve business services through programs such as the Incumbent Worker Program and Blue Technology Business Services.

### INCUMBENT WORKER PROGRAM

When we saw that a local manufacturer of “clean technology” filtration products was faced with the choice of increasing overseas production and reducing their local workforce or focusing on efficiency and productivity to maintain their local workforce, we knew we could help.

ARRA funds were utilized to provide Lean Manufacturing/Six Sigma Green Belt certification training to 30 incumbent workers, focusing on the efficiency and productivity of the company’s operation. As a result, layoffs were prevented because production and responsiveness were increased on a local level, minimizing any cost savings that may have occurred from increased overseas production.



## BLUE TECHNOLOGY BUSINESS SERVICES

As if the economic downturn wasn't enough, Fresno County has continued to deal with the impact of a "man-made drought." This lack of an assured water supply affected not only our vital agricultural industry, but ancillary businesses and consumers as well.

In order to attract, retain, and develop water technology businesses within Fresno County, the FRWIB contracted with two water related organizations to identify and assist water related industries/employers (Blue Technology). The goal is to increase awareness of water issues such as: water use, reuse, conservation, conveyance, capture, and storage in Fresno County.

We look forward to seeing tangible results from these efforts in the coming years.





## MATCHING THE ELEMENTS

With nearly 29,500 job seekers utilizing our One-Stop System services in Program Year (PY) 2009-2010 – an increase of 1,900 job seekers from the previous year – we had to think outside the box and develop programs to assist this growing number. ARRA funds helped make it possible for us to implement many of the programs necessary to address the needs of the community, resulting in the successful placing of 1,088 enrolled adult and dislocated job seekers into employment.

### FREE DIRECT TRAINING PROGRAMS

Many job seekers were not only unemployed, but discovered they had skill sets that were no longer marketable. In order for job seekers to compete for limited career opportunities, many would need to upgrade and/or learn new skills.

ARRA funds were allocated to develop short-term vocational training classes with public and private organizations and local vocational schools to assist workers who had been affected by the economic downturn.

Program selection was based on the projected employment demand at the end of training, availability of training across the entire region, and the introduction of training in emerging industries (i.e., green, renewable energy, water, etc.).

Thirty free short-term training programs were offered in the following high-growth, high-wage industries:

- Healthcare
- Automotive Technology
- Manufacturing
- Information Technology
- Green Technology

### NEW START PROGRAM

Another employment assistance avenue was created when the FRWIB received funding from the California Department of Corrections to provide a voluntary job readiness program (New Start Program) for eligible parolees. The program was designed to reduce prisoner recidivism and improve parolee reintegration by connecting parolees with local employment opportunities.

The FRWIB partnered with a local community-based organization with extensive experience working with parolees to provide them with access to telephones, computers, fax machines, and copiers, as well as assistance with the following:

- Resume writing and job search techniques
- Job application completion
- Interview preparation
- Financial readiness

## JOB SEEKER STATS

|   | PY08/09  | PY09/10  |
|---|----------|----------|
| Average Annual Wage at FRWIB Enrollment | \$15,342 | \$17,915 |
| Average Annual Wage at Exit From FRWIB  | \$25,977 | \$26,944 |
| Average Annual Wage Gain                | \$10,635 | \$9,029  |
| Number of Adults Placed in Jobs         | 609      | 1,088    |

|                                | PY08/09 | PY09/10   |
|--------------------------------|---------|---|
| Number of Enrolled Job Seekers | 1,990   | 3,606<br><i>(of which 1,368 were served using ARRA funds)</i> |

|   | PY08/09 | PY09/10 |
|---|---------|---------|
| Total Number of Job Seekers Visiting All One-Stop Locations | 27,600  | 29,500  |

Number of job seekers who were placed in the following industries:

|                          | PY08/09 | PY09/10 |
|--------------------------|---------|---------|
| Healthcare               | 136     | 136     |
| Agile Manufacturing      | 64      | 111     |
| Logistics & Distribution | 65      | 140     |
| Trades/Construction      | 7       | 37      |
| Auto Technology          | 8       | 11      |
| Business                 | 170     | 298     |
| Finance                  | 11      | 36      |
| Computer Technology      | 10      | 0       |

Total number of job seekers assisted with training funds/scholarships:

|                                      | PY08/09 | PY09/10 |
|--------------------------------------|---------|---------|
| Number of Adult & Dislocated Workers | 392     | 1,196   |
| Total Training Funds/Scholarships    | \$0.9MM | \$5.3MM |



## LEARNING TO BALANCE EQUATIONS



The All Youth One System (AYOS) continued to develop partnerships with Fresno County high schools to better connect with young men and women in need of additional services. The collaborative efforts of the school administrators and the AYOS service providers led to an additional five high school co-locations totaling 13 throughout Fresno County.

### SUMMER YOUTH JOBS PROGRAM

Just as the region was feeling the brunt of our recession-battered local economy, ARRA funding proved to be instrumental in stimulating the development and implementation of the Summer Youth Jobs Program (SYJP). The SYJP provided low-income youth with an opportunity to learn about a prospective career and improve their workplace skills while earning a paycheck.

The SYJP was designed to:

- Serve approximately 2,358 youth
- Provide a six-week work experience paid by the FRWIB
- Expose young people to careers in various industries that sparked their interest
- Recruit worksite mentors to provide well-supervised and safe work environments
- Provide an opportunity to experience and learn real work expectations while earning a paycheck

In an area where unemployment hovers near 15% for adults and is significantly higher for teens and young adults, the summer program was instrumental in promoting the value of hiring youth to local employers.

When the numbers were tallied, the SYJP proved to be very successful:

- Thousands of local youth received invaluable positive job and career experiences in various positions
- Hundreds of local employers served as mentors, introducing the youth to the world of workplace expectations and accountability

|   |              |
|---|--------------|
| Total Number of Summer Youth Participating in a Work Experience | <b>2,561</b> |
| Total SYJP Payroll  | <b>\$4MM</b> |
| Number of SYJP Participants Hired for Ongoing Employment        | <b>153</b>   |

## SYMBOL OF SYJP SUCCESS

Having aged out of foster care and finding herself with neither a job nor a home, 17 year old LaToya Wadsworth's options seemed rather limited. Fortunately, this remarkable young woman co-enrolled in the 2010 ARRA summer program and began working at Collectables Management Resources (CMR). The folks at CMR were so impressed with LaToya's exceptional work ethic and positive attitude that they offered her a permanent position and helped foster her resurgent academic ambitions. LaToya is currently on track to receive her Associate in Arts degree from Fresno City College in June of 2011 and is considering a career in law.



## A WORD FROM A SYJP PARTNER

At Golden Living Center-Fresno, we've enjoyed working with the FRWIB the past several years. It gives our organization an opportunity to train youth and to see them succeed in the workplace. Upon learning that there is a consequence for every action, the young people quickly learn to be teachable and flexible. The encouragement and life skills this program offers youth is priceless, and I will continue to help by offering a workplace to train.

**Margie Relph,**  
Recreation Service Director

## YOUTH STATS

### Total Number of Youth Enrolled:

|              | PY08/09 | PY09/10 |
|--------------|---------|---------|
| Older        | 403     | 597     |
| Younger      | 1,095   | 1,170   |
| Total        | 1,498   | 1,767   |
| Incarcerated | 61      | 82      |

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

|  | PY08/09 | PY09/10 |
|--|---------|---------|
| Number Who Entered Post Secondary Education          | 193     | 208     |
| Number Who Received High School Diploma/GED          | 219     | 238     |
| Number Who Gained Work Experience                    | 258     | 283     |
| Number Who Improved Their Math And/Or Reading Levels | 417     | 503     |

### Youth Goals Attained – Out of 1,498 Total Youth:

|                     | PY08/09 | PY09/10 |
|---------------------|---------|---------|
| Basic Skills        | 417     | 503     |
| Occupational Skills | 87      | 96      |
| Work Readiness      | 441     | 328     |

### Subjects and Number of WIA Youth Tutored:

|                       | PY08/09 | PY09/10 |
|-----------------------|---------|---------|
| Reading Comprehension | 287     | 383     |
| Math Comprehension    | 334     | 400     |

# ACCELERATED REACTION THROUGH A CATALYST

As more and more businesses struggled to keep their doors open, our Rapid Response team continued to keep their collective fingers on the pulse of our local business community. With the receipt of additional ARRA funds, we were able to provide more resources to businesses in a confidential and professional manner in order to reduce the number of layoffs and company closures.

Although PY 09/10 rounded out the second year of a bleak economic outlook, our Rapid Response team was contacted by, and met with, a total of 39 businesses and provided information and various services to nearly 2,000 dislocated workers.

The FRWIB began seeing significant impacts to local businesses while conducting the 2010 Fresno County Employment Study. The study revealed that a substantial number of businesses had closed. This prompted the FRWIB to utilize the business National Establishment Time-Series (NETS) Database that captures the total number of businesses by sector in a region and measures the birth and death rates. Use of this database showed a substantial decrease from 2007 to 2010 as reflected in the chart.

### Change in the Number of Businesses by Industry:

*The NETS information provided evaluates only the birth/death rate of six local industry clusters. It does not include other high employment industry data such as retail, services, government, etc.*

|                  | 2007  | 2008  | 2009  | 2010  | Net Loss (2007-2010) |
|------------------|-------|-------|-------|-------|----------------------|
| Agribusiness     | 3,041 | 3,256 | 2,832 | 2,945 | (96)                 |
| Trades           | 2,822 | 3,255 | 2,820 | 2,756 | (66)                 |
| Manufacturing    | 1,493 | 1,591 | 1,451 | 1,334 | (159)                |
| Logistics        | 1,731 | 2,028 | 1,774 | 1,665 | (66)                 |
| Automotive       | 1,335 | 1,475 | 1,245 | 1,110 | (225)                |
| Healthcare       | 2,118 | 2,386 | 2,185 | 2,048 | (70)                 |
| Total Businesses |       |       |       |       | (682)                |

## GRANTS

Developing and maintaining strong relationships with our community is essential to the success of many of our programs because it allows for the development and implementation of programs that benefit both employers and job seekers.

### THE FRESNO BRIDGE ACADEMY DEMONSTRATION PROJECT

The goal of the Bridge Academy pilot program is to move families from government dependency to self-reliance, addressing issues at the family unit level rather than individually.

This pilot program is neighborhood-based and operates in six-month intervals, with two cohorts of 30 families. Partners in the academy provide job placement and financial-planning

assistance, nutrition counseling, and referrals to other agencies for supportive services, and maintain a connection with participants after graduation until job stability is achieved.

### CHOICE TO CHANGE PROGRAM

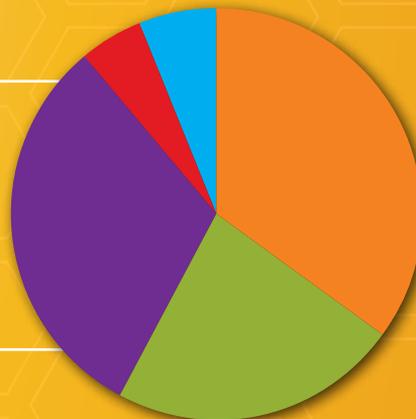
The Choice to Change program was designed to provide young (14 – 24 year old) gang members, gang-involved youth, and at-risk youth access to tutoring, continuing educational guidance, training certification opportunities, supportive services, and counseling to change their lives. Many youth were able to make a successful transition.

- 127 youth were enrolled in the Choice to Change program
- 17 were retained and/or returned to secondary school
- 9 entered post-secondary education
- 8 entered unsubsidized employment
- 11 received a recognized degree

# FINANCIAL INFORMATION FOR PY 2009/2010

| FUNDING SOURCE              | # SERVED | AMT. EXPENDED       | PERCENT     |
|-----------------------------|----------|---------------------|-------------|
| Youth                       | 4,801    | \$10,699,123        | 35%         |
| Adult                       | 1,805    | \$7,157,202         | 23%         |
| Dislocated Workers          | 2,164    | \$9,511,805         | 31%         |
| Universal                   | 29,468   | N/A                 | N/A         |
| WIA Administration          | N/A      | \$1,408,794         | 5%          |
| All Other                   | N/A      | \$1,781,348         | 6%          |
| <b>Total Expended Funds</b> |          | <b>\$30,558,272</b> | <b>100%</b> |

- Youth **35%**
- Adult **23%**
- Dislocated Workers **31%**
- WIA Administration **5%**
- All Other **6%**



## MESSAGE FROM THE EXECUTIVE DIRECTOR

This 2009-2010 Annual Report for the Fresno Regional Workforce Investment Board, a Joint Powers Agreement of the City of Fresno and the County of Fresno, outlines the “yeoman’s work” put forward by the FRWIB Board of Directors, its administrative staff, and its contractors in response to the continuing economic downturn.

Program Year 2009-2010 was one in which we saw a massive increase in our budget because of the American Recovery and Reinvestment Act, concomitant with a massive increase in our clientele because of the dire national recession.

Even with the availability of these stimulus funds, the FRWIB was able to serve only a small percentage of the 100,000 unemployed adults in Fresno County (that number is our best guesstimate – the “official” numbers are lower at 70,000).

Our 26th President – Theodore Roosevelt – summed it up best when he said:

**“Do what you can, with what you have, where you are.”**

I believe the FRWIB has done all three admonitions in PY 2009-2010.

**Blake Konczal**, Executive Director, FRWIB

## **PARTNERS**

The City of Fresno

The County of Fresno

Clovis Unified School District

Department of Rehabilitation

Employment Development Department

Fresno County Economic Opportunities Commission

Fresno Unified School District

Proteus, Inc.

State Center Community College District

West Hills Community College District



Fresno Regional  
**Workforce**  
Investment Board

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