



Moving Business **AHEAD**

Annual Report 2011-2012



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Putting our best foot FORWARD

The Program Year (PY) 2011–2012 began and ended plagued by budget reductions, continued economic decline, and high unemployment rates. But rather than miss a step, we remained focused on helping the business community rebound and developing new avenues to assist job seekers.

Year after year, our Board of Directors has made decisions and sought solutions during these tough times that would provide productive outcomes for the community as a whole, adults, businesses, and youth alike. We continued to focus on creating alternative avenues that would make a difference—even though in the midst of the economic turmoil, funding from the American Recovery and Reinvestment Act (ARRA) ended.

We began developing and improving community relationships with:

- Expanded services through the new Business Services Center (BSC)
- Training in the high demand industries of healthcare and energy to avert layoffs and provide employers with an upgraded, skilled workforce
- Opportunities for youth to overcome barriers to self-sufficiency through the Bridge program and the Academic Excellence model
- Transition assistance for local businesses and job seekers from our Rapid Response team

The Fresno Regional Workforce Investment Board (FRWIB) continues its efforts to ensure that Fresno's workforce is better prepared than ever.



MAJOR STRIDES

The Expanded Business Services Center (BSC)

The expansion of the Business Services strategy was a major investment during PY 2011–2012. In an effort to provide a more professional and business-specific environment, the BSC:

- Relocated to a new facility
- Augmented and enhanced the business service product offerings
 - Developed a communication strategy
 - Continued to strengthen relationships with community business organizations.

The Business Services Center

The BSC brings together co-located business-serving partners to provide a wide-range of business resources, such as

- Information on tax-credits and other money saving resources
- Navigating permitting and regulatory issues
- Receiving funding/loan assistance
- Guidance on exports
- Layoff assistance and transition strategies
- Qualified, pre-screened job candidates

The BSC also offers an integrated service delivery network that connects businesses to all business solutions, from start-up through retention, expansion, and layoffs, if necessary.

Employers can conduct business in a professional environment where they have access to temporary office space and conference room accommodations, while connecting to complimentary Wi-Fi and printers, as well as a resource library and computer lab.

Fresno County 2012 Employment Study

The results of our 2012 study revealed that the employment landscape was starting to shift in a couple of ways—some improvement across all industries and an increase in the number of entry-level positions forecasted.

With over 1,200 businesses surveyed across seven sectors and two occupational groups, employers forecasted an additional 10,206 new jobs in year one and 18,953 in year three. This is an improvement in economic and business confidence compared to the 2006 and 2010 employment studies. However, there was a significant shift in the types of jobs that were forecasted. Employer demand was greater for high/mid-level jobs in 2010 than in 2012. Hence, shifting to a greater demand for entry-level jobs, such as retail sales and farm workers. Retail sales positions were increased as a result of higher consumer spending, and a very wet winter boosted agribusiness. This appears indicative of a fragile economy with concerns for long-term stability. For example, there was a significant decrease in demand for registered nurses as compared to our last three surveys.

Since the initial employment survey was conducted in 2006, the most significant impact in the overall job market is the decline of Construction/Trades, Automotive Technology, and Professional-related employment.

Data indicated that there was a significant decrease in employment demand in mid-level jobs. There was an increase in employment demand for entry-level jobs across all industries this year as compared to the 2010 report:

- Automotive Technicians
- Customer Service Representatives
- Secretaries
- Security Guards
- Retail Sales
- Sales Representatives
- Production Workers
- Construction Laborers
- Farm Workers
- Truck Drivers
- Industrial Truck and Trailer Drivers
- Laborers—Freight and Stock
- Packers
- Nurse Assistants
- Office Clerks
- Maintenance and Repair
- Welders

Log on to
www.workforce-connection.com
to view full study





Incumbent Worker Training

As businesses continued to struggle to keep their doors open, the FRWIB created a solution that benefits companies and their employees. Our Board set aside additional funds to implement a proven layoff-aversion strategy through the Incumbent Worker Training program. The program provides two types of training: **occupational skills training**, which is designed to meet the special requirements of a business, and **educational training**, which focuses on strategies to help improve the efficiency of business operations. Companies commit to retaining all employees upon successful completion of their training, thus averting layoffs.

A total of five local employers were selected to participate in a six-month program that began in July 2012 to save a total of 150 jobs. We are confident that all five businesses will benefit greatly by improving their operations, increasing capacity, and providing more employment opportunities for our job seekers. It's a win-win situation!

Rapid Response

Our Rapid Response team provided information and services to 1,084 dislocated workers and 19 businesses.

| | | | |
|-------------------|-----------|------------------------------|--------------|
| Company Closures: | 11 | People affected by closures: | 684 |
| Company Layoffs: | 8 | People affected by layoffs: | 400 |
| <hr/> | | <hr/> | |
| TOTAL: | 19 | TOTAL: | 1,084 |

KEEPING OUR FOOTING

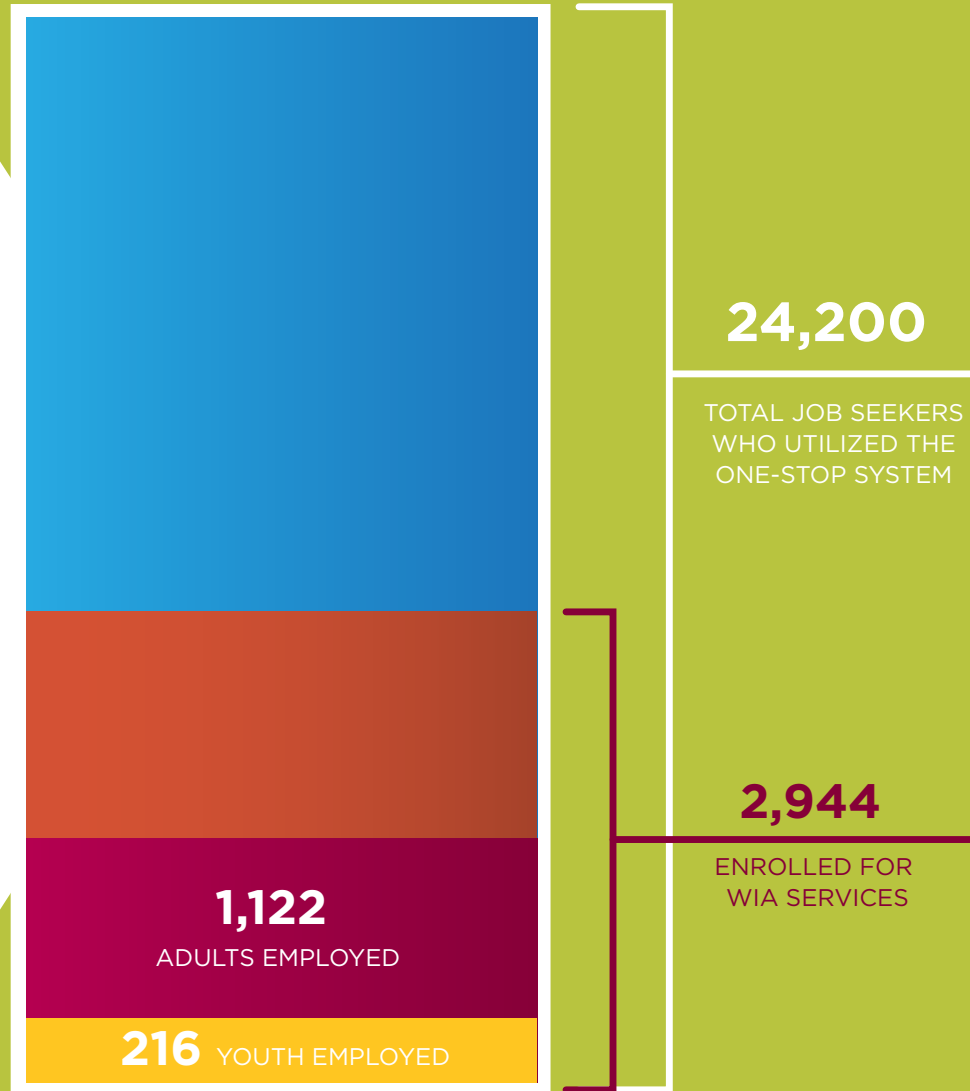
Total number of Job seekers who utilized the One-Stop system

The continuation of dire economic conditions throughout Fresno County combined with the loss of ARRA (American Recovery and Reinvestment Act) funding resulted in a nearly four-percent decrease in yearly traffic—or 900 fewer job seekers than the previous program year. During PY 2011–2012, approximately **24,200** job seekers utilized our One-Stop system of universal services that provided access to computers, telephones, fax machines, workshops and more. However, our Workforce Investment Act (WIA) funding only allowed us to enroll and provide services for a total of **2,944** job seekers. Of these job seekers **1,122** adults and **216** youth were successfully employed.

As usual, the FRWIB sought innovative programs to address the needs of the community and found partnerships in two grants that provided self-enrichment and professional development for job seekers.

Promotoras/Community Healthcare Workers Grant

As communities begin to adopt healthy behaviors, particularly in areas where substantial health hazards exist, the occupational growth for community health workers is projected to increase. Funding provided by the State of California made it possible for the FRWIB, in partnership with the Workforce Investment Board of Tulare County, California State University, Fresno, and the College of the Sequoias, to successfully provide training, work experience, and supportive services to a total of 22 job seekers in the field of community health.



JOB SEEKERS

Average annual wage

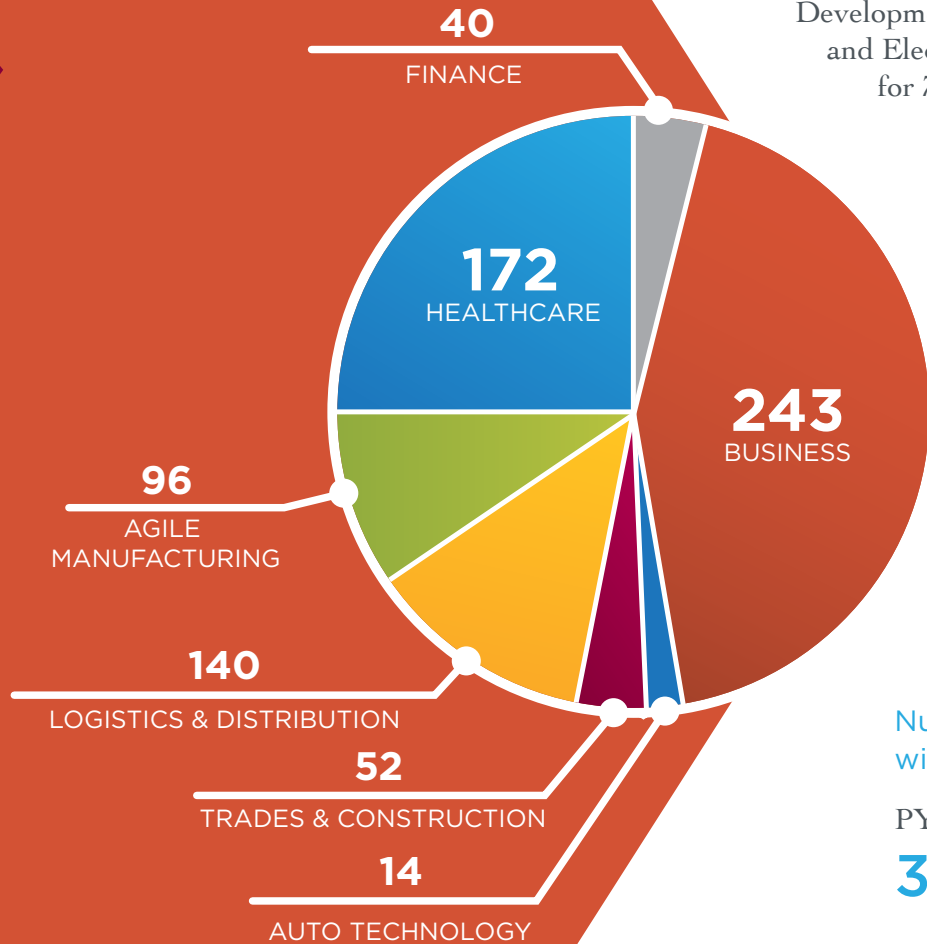
Upon FRWIB enrollment **\$21,659**

Upon exit from the FRWIB **\$25,755**

Wage gain **\$4,096**

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

6



State Energy Sector and Partnership (SESP) Grant

As occupations continue to emerge in the green sector, energy cluster employers surveyed identified several areas of training that would be beneficial to the industry as a whole. Through a partnership with the County of Stanislaus Workforce Investment Board, the Economic Development Corporation serving Fresno County, and Pacific Gas and Electric Company, the FRWIB successfully provided training for 76 individuals in the following areas:

- LEED Green Associate*
- LEED Building Design and Construction*
- LEED Building Operations & Management*
- LEED Project Management Experience*
- Lead Renovation, Repair and Painting Certification
- BPI Building Analyst – Field training**
- Power Pathways – Apprentice Line Workers, and Gas Utility Workers

All participants finished the program and received credentials and/or certifications.

*LEED = Leadership in Energy and Environmental Design

**BPI = Building Performance Institute

Number of new job seekers assisted with training funds/scholarships

PY 2010 / 2011

371 (\$1.3MM)

PY 2011 / 2012

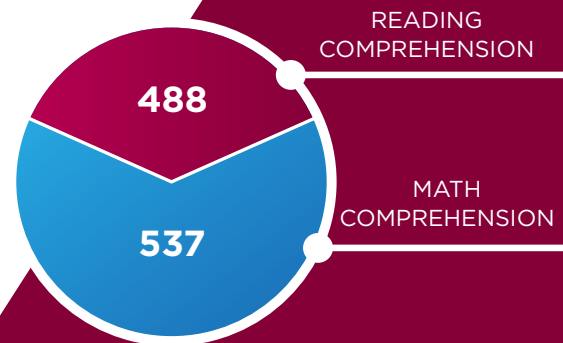
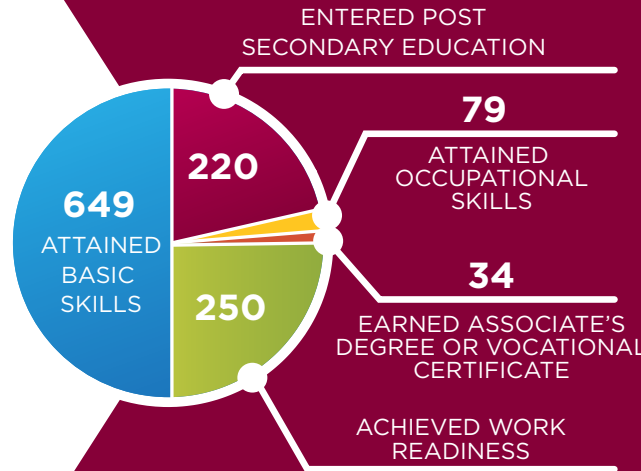
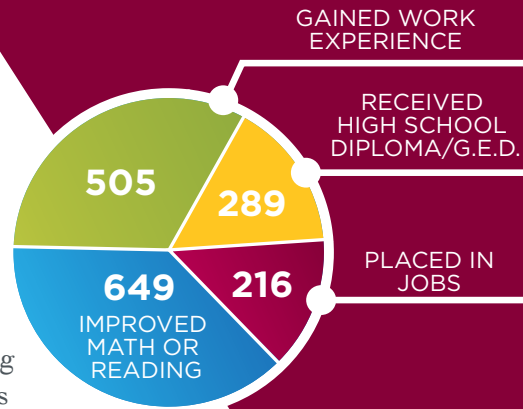
252[†] (\$524,710)

[†]Number of job seekers and funding decreased due to the loss of ARRA funding

WALKING TALL

Our Academic Excellence model, established by our Youth Council, remains the cornerstone of our All Youth One System (AYOS) program. This model has proven to be successful in assisting our youth with the proper preparation that equips them to compete in today's job market. A total of \$50,377 in supportive service funds in addition to assistance in job interview expenses allowed 647 youth to complete the program with the necessary academic and career preparation skills. In PY 2011–2012, 1,883 youth enrolled in youth services—656 were older youth, aged 19–21, and 1,227 were younger youth, aged 14–18.

It's not just about raising the bar but working closely with our youth every step of the way to help them meet the standards of Academic Excellence. Youth must demonstrate mandatory 10th-grade reading and math levels or a minimum improvement of two-grade levels. Empowering our youth to build up their lives has led to successful outcomes.



YOUTH SERVICES

Skills preparation and number of WIA* youths trained

Goals attained— Number of WIA* youth

7

Subjects and number of WIA* youth tutored

*Workforce Investment Act



Mari Sanders started the program in 2006. She was living at the Transitional Living Center at the time, having recently emancipated from the foster care system. She overcame many obstacles to successfully complete an Associate of Science degree in Child Development in August of 2011. Mari is currently employed as a Child Care Worker, assisting foster youth and young people in situations similar to her old life.



Joseph Romer grew up in various foster and group homes, was involved in gang activity, and had his share of trouble with the law. As a young father and husband Joseph realized that he needed to make some changes.

Joseph said, “The AYOS counselors were helpful, insightful and they guided me on my career path.” He is a proud recipient of an Associate in Arts degree in General Studies and is scheduled to transfer to pursue a Bachelor of Arts degree in Social Work.

The Fresno County Bridge Program

The Bridge Program began in 2006 and continues to assist pre-screened high-risk WIA and foster youth aged 18-21 who are on their own and no longer in the foster care system. The program is designed to provide the support and guidance they need through a unique treatment of care to ensure a successful transition into college, a vocational training program, and/or full-time employment. However, this assistance comes with the commitment that the youth complete one full-time semester at Fresno City College while co-enrolled in the AYOS.

Counselors from the AYOS, Fresno City College, and the Department of Social Services continuously work together to develop strategies to provide the treatment of care and services needed to assist youth in completing the program.

Each youth in the program diligently works with their counselor to select and develop an educational and/or employment plan. The plan outlines a way for participants to earn a vocational training certificate, Associate’s Degree, continue toward a four-year degree, or secure full-time employment.



High School Co-Locations:

The AYOS has created valuable partnerships with local high schools throughout Fresno County in an effort to broaden the vision of Academic Excellence and become more attuned to the needs of youth requiring additional services. With Academic Career Advisors (ACAs) co-located at 18 high school campuses and the Juvenile Justice Center (JJC) campus, the close collaboration between ACAs and school faculty makes it possible to hone in on specific areas needed for improvement. As a result, more youth have shown improved levels in basic skills, passed the California High School Exit Exam (CAHSEE) and graduated from high school, and progressed to post secondary education and vocational training.



43

TOTAL ENROLLMENT

34

TOTAL YOUTH COMPLETED
BRIDGE PROGRAM

21

TOTAL YOUTH
TRANSITIONING INTO
A CAREER PATHWAY

16

TOTAL YOUTH COMPLETED
BRIDGE PROGRAM
WITH 12 OR MORE UNITS

Bridge Program Statistics
2011-2012

9

286

TOTAL ENROLLMENT

183

TOTAL YOUTH COMPLETED
BRIDGE PROGRAM

135

TOTAL YOUTH
TRANSITIONING INTO
A CAREER PATHWAY

100

TOTAL YOUTH COMPLETED
BRIDGE PROGRAM
WITH 12 OR MORE UNITS

Bridge Program Statistics
2006-2012



Incarcerated Youth Program:

The FRWIB's Youth Council continues to dedicate time and resources to provide services to youth ages 14–18, inside the Fresno County Juvenile Justice Center (JJC). A total of 103 youth were enrolled in the comprehensive program that offers a Building/Trades class, academic tutorial activities, job readiness workshops, vocational goal-setting, and personal development activities to youth during and after incarceration. A Building/Trades class instructor and an Academic and Career Advisor (ACA) are permanently located at the JJC and work solely with incarcerated youth to offer these services.

FINANCIALS

Message from the Executive Director

The reporter Sam Ewing once said:

“Hard work spotlights the character of people: some turn up their sleeves, some turn up their noses, and some don’t turn up at all.”

In general I think the same applies to organizations. In particular I know this applies to the Fresno Regional Workforce Investment Board — Its board of directors, its administrative staff, and its adult and youth contractors.

The constant and growing need for our services from local businesses and unemployed/underemployed workers has been contemporaneous with continuing budget cuts at the federal level and continuous tinkering (vis-à-vis unfunded mandates) at the state level. Our response has been to “turn up our sleeves” and work harder!

Our One-Stop system provided more than 24,000 job seekers access to universal services. Of these job seekers, 2,944 were enrolled and received individualized assistance utilizing Workforce Investment Act funding.

The sheer number of clients we have served only hints at the challenges we face. Many of our clients face barriers to employment, such as homelessness, lack of education, criminal histories, etc. With this in mind, I encourage anyone reading this report to focus on the performance data found on pages six and seven. Those who left our system with employment realized an average wage gain of over \$4,000 for a six-month period.

Any objective analysis of the data contained in this Annual Report will clearly indicate that once again we have been able to “do more with less.” The policies and procedures we have put in place during this year of budget downturn should serve us well when Fortune’s wheel turns again and our funding goes up.

Blake Konczal, *Executive Director*

| | Amount Expended | Percent of Total |
|--------------------|---------------------|------------------|
| YOUTH | \$5,225,363 | 28% |
| ADULT | 5,365,651 | 29% |
| DISLOCATED WORKER | 4,413,756 | 24% |
| WIA ADMINISTRATION | 1,523,939 | 8% |
| ALL OTHER | 2,130,869 | 11% |
| TOTAL | \$18,659,578 | 100% |

FRWIB Board

Tom Abshere
*Service Employees International Union (SEIU)
Local 521*

Robert Alcazar
Proteus, Inc.

Richard Alves
Kaiser Permanente

Susan Anderson
Fresno County Board of Supervisors

Brian Angus
Fresno County Economic Opportunities Commission

Oliver Baines
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*Fresno State,
Office of Community & Economic Development*

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Gill Insurance Agency

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Richard Keyes
Keyes & Associates

Paula Kinsel
State of California, Department of Rehabilitation

Phil Larson
Fresno County Board of Supervisors

Keith Lovgren
Pacific Gas & Electric

Kurt Madden
Fresno Unified School District

Dennis Montalbano
German Auto Repair

Tommie Nellon
Unlimited Energy

Sam Norman
The Rios Company

Joe Olivares
UEI College

Aric Olson
Jain Irrigation, Inc.

Jose Plascencia
AAA of North California, Nevada, Utah

Preston Prince
Fresno Housing Authority

Ken Ramos
Wells Fargo Bank

Zwi Reznik
State Center Federation of Teachers, APT Local 1533

Yrma Rico
Weber BMW

Chuck Rios
Just Pictures

Allen Rush
Fresno City Firefighters Association Local 755

Daisy Rush
*American Association of Retired Persons
(AARP) Foundation*

Stan Santos
Communications Workers of America, Local #9408

Alice Saviez
Saviez Farms

Jim Simonian
Simonian Fruit Company

Kirk Vogt
*United Food and Commercial Workers
(UFCW) Local 8*

Lydia Zabrycki
Quad Knopf

Nicole Zieba
City of Fresno

Tom Richards, Chair
Penstar Group

Blake Konczal, Executive Director
Fresno Regional Workforce Investment Board

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Michael Dozier, *Chair*
ADULT COUNCIL

Alice Saviez, *Chair*
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Kirk Hunter, *Chair*
YOUTH COUNCIL

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The County of Fresno

American Association of Retired Persons

Fresno | Madera | Tulare | Kings
Central Labor Council

Clovis Unified School District

Department of Rehabilitation

Employment Development Department

Fresno County Economic
Opportunities Commission

Fresno Unified School District

Housing Authorities of the City
and County of Fresno

Proteus, Inc.

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