



Annual Report 2004-2005

Connecting for Success



At the Fresno County Workforce Investment Board (FCWIB), our number one goal is to add to the economic vitality of Fresno County. But our success isn't based on our ability to merely fill positions, it's based on our ability to fulfill the needs of businesses. When businesses are successful, they attract more industry and more people, thereby creating an environment where commerce can thrive. We believe that by placing well-trained and uniquely-qualified people in the right businesses, we are laying the foundation for growth and success for our individual job seekers – and in the business community where we live.

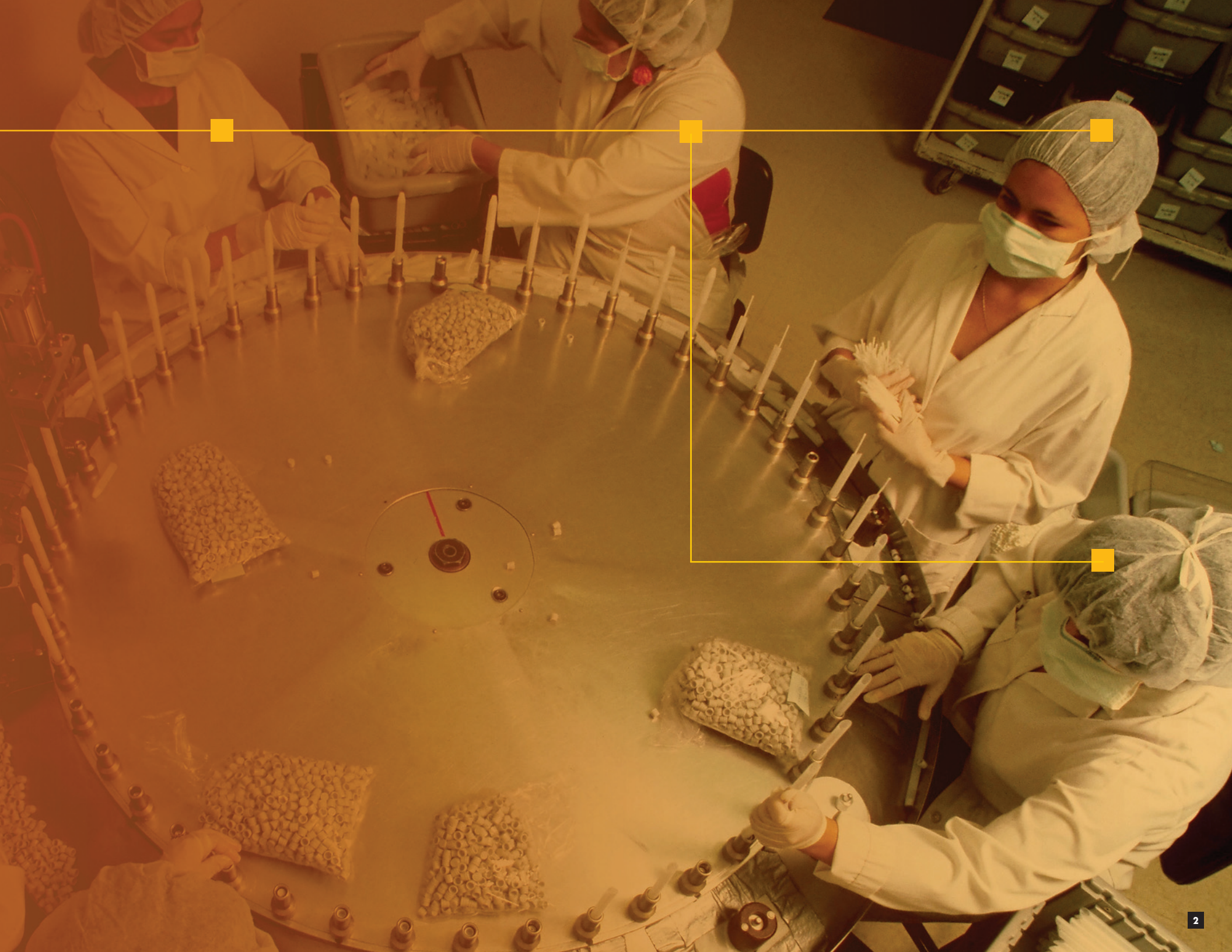
The volunteer directors, management, staff and partners of the FCWIB continue to work towards our goal by efficiently deploying federal Workforce Investment Act resources into the local economy. This team persistently strives to improve the successful hiring and retention of qualified employees in local businesses. Together, we can build a business community that's resilient to change and destined to prosper.



Linking Businesses with Potential

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STATEMENT FROM THE FRESNO COUNTY BOARD OF SUPERVISORS CHAIR

Leading to Results

I am pleased that the federal funds we receive to improve our local workforce here in Fresno County are being invested so productively – building a responsive infrastructure to deliver the services that matter most to the businesses and job seekers in our community.

Congratulations to the Workforce Investment Board (WIB), its volunteer directors, staff and management for setting such a productive course to utilize the federal tax dollars. This partnership between business and government provides needed job training and preparation for our residents to become productive citizens who contribute to our economy through gainful employment. Congratulations to the many businesses that are investing in themselves and our community by hiring employees through the WIB – and demanding great results from the WIB.

Finally, kudos must be given to the many thousands of motivated individuals who improved their skills this past year, accepted employment and are now succeeding for employers throughout Fresno County and more successfully contributing to the economic vitality and social well-being of their own families and our community.



Judith G. Case
Chair, Fresno County Board of Supervisors, District 4

The FCWIB was established in 2000 by the federal Workforce Investment Act as the successor to the Workforce Development Board, charged with creating more effective and efficient results in our community. The local Board of Directors is comprised of 37 local business and public agency leaders appointed by the Fresno County Board of Supervisors. Directors serve two-year terms and are responsible for managing Department of Labor funds provided annually to Fresno County for employment and training services.

MESSAGES FROM OUR BOARD MEMBERS

Proven Performance

While I am proud to represent all the residents of Fresno County on our Workforce Investment Board, the 2004 land following on the West side created special burdens for individuals, families and whole communities in the District I serve as a Supervisor. So, I am especially pleased that we have been quickly adapting the FCWIB services and programs to meet those special – and devastating – needs on the West side with a full range of effective and useful retraining and re-employment services. Those impacted by the situation are now being equipped with the necessary tools they need to secure employment in other positions.

Phil Larson
Fresno County Board of Supervisors, District 1



Through focused efforts and unrelenting commitment over the past four years, Fresno County is now emerging as a national standard bearer for exceptional performance among workforce investment boards (WIBs) in all fifty states. By developing successful employer and job seeker service models tailored to the various specific needs of Fresno County's different rural and urban settings, our local WIB services are now simpler to use and easier to access. And the proven results of these changes have been customized individual services, reduced handling costs and dramatically more successes. This is a performance that engenders pride and offers us all a tremendous challenge for the future.

Bob Waterston
Fresno County Board of Supervisors, District 5



STATEMENT FROM THE FRESNO COUNTY WORKFORCE INVESTMENT BOARD CHAIR

Committed to Our Economy

The Workforce Investment Board is responsible for adding to the economic health of our community. We are doing this by sticking to the basics... by helping employers develop their businesses with well-qualified employees and by supporting committed individuals in search of employment. I am proud to say that our local effort now includes programs with stringent performance standards and results that match the best in the nation. While this has been accomplished with the guidance of the FCWIB volunteer Board members, credit must be given to our dedicated management team, our professional staff and our service partners for their outstanding commitment to create outcomes that matter for the residents of our community.

Larry Fortune, Chair
Fresno County Workforce Investment Board



FCWIB COMMITTEES

Executive Committee

Larry Fortune, Chair

Adult Council

Michael Dozier, Chair

Business & Industry Committee

D-B Heusser, Chair

Finance Committee

John Hutson, Chair

Information Services Committee

Kurt Madden, Chair

Marketing & Communications Committee

Darryl Hanoian, Chair

Youth Council

Alice Saviez, Chair

FCWIB MEMBERS 2004-2005

Tom Abshere	SEIU Local 535
Robert Alcazar	Proteus, Inc.
Richard Alves	Kaiser Permanente
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
Robert Fain, Jr.	Field Ironworkers Apprenticeship & Training
Larry Fortune	Fortune Associates
Frank Gornick	West Hills Community College District
Darryl Hanoian	ValPrint
Jeffrey Hensley	Hensley Associates
D-B Heusser	City of Selma
Julie Hornback	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	SERJobs for Progress, Inc.
Dennis Montalbano	German Auto Repair
Sam Norman	The Rios Company
Joe Olivares	CSUF ACT Center
Roger Palomino	Fresno County Economic Opportunities Commission
Melvyn Patashnick	Sierra Kings District Hospital
Alice Saviez	Saviez Farms
Ward Scheitrum	Britz, Inc.
Alan Scott	Sony Entertainment Distribution
Jim Simonian	Simonian Fruit Company
Edward Stacy	Fresno Housing Authority
Ge Thao	Lao Family Community of Fresno
Todd Valeri	American Ambulance
Kirk Vogt	UFCW Local 1288
Bob Waterston	Fresno County Board of Supervisors
Mark Wilson	Fresno Unified School District

 Blake Konczal Director

THE YEAR IN REVIEW

Rural, urban and roughly the size of Delaware, Fresno County, located in the heart of the San Joaquin Valley, ranks ahead of six states and the District of Columbia in population and possesses one of the longest-term double digit unemployment rates in the nation.

With reduced resources and a community that needs quality results, the FCWIB has been addressing problems and processes it can control, and a series of longer-term barriers created by the lower education, skill and experience levels of many local job seekers.

Research funded by the FCWIB and conducted in partnership with the Regional Jobs Initiative* revealed the primary employment drivers in our community. Broken down into four industry categories, these findings supported employer clusters and have become the focus of current FCWIB service efforts:

- **Healthcare**
- **Manufacturing**
- **Trades & Construction**
- **Logistics/Distribution**

*The Regional Jobs Initiative (RJI) is a collaboration between various government entities and private sector organizations to develop a short- and long-term comprehensive strategy to generate long-term, sustainable economic development in the Fresno Region by diversifying the industrial and economic base of the area to combat historical chronic, double-digit unemployment.

More than 799,000 Residents

Median Family Income less than \$35,000

10% +/-Unemployed

33% without a High School Diploma

More than 20% Speak No or Limited English

More than 28% Live in Poverty

Our Commitment: Competency. Capacity. Accountability.

The FCWIB knows that the most daunting challenge is also the simplest: doing the basics well every day, day-in and day-out. This simple challenge is why local Workforce Investment Board management, staff, service partners and volunteer directors are all committed to delivering effective services that reduce the cycle time for motivated job seekers to find employment, and help local businesses reduce turnover and fill their employment needs more efficiently.

When evaluating FCWIB performance, Larry Fortune, FCWIB Chair, paraphrases the famous maxim, "Trust, and verify," as follows, "We want the community to be critical recipients of our efforts because that is the surest way to continuing improvement. I hope our community's employers, FCWIB clients, stakeholders, civic leaders and taxpaying residents in Fresno County remember our promises and follow our accomplishments. We are holding ourselves to our business performance goals and expect no less of the community."

As a measuring stick by which our progress can be evaluated, the FCWIB established a comprehensive set of goals that, cumulatively, have guided and will continue to guide us toward the FCWIB's foremost purpose of improving the economic vitality of Fresno County.

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 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 four 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.**

The Workforce Investment Board has been making substantial progress towards reaching these goals by focusing on three key system improvements:

1. **Simplifying access to screening and hiring processes for local employers.**
2. **Implementing mandatory skills assessments so every prospect is rigorously 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.**



BUSINESS SERVICES

Earning Trust with Success

The best business-to-business relationships are built on trust: the predictable performance that helps both parties fulfill their mutual self-interests. With the Fresno County Workforce Investment Board, that has meant changing a culture by listening to our local business community and adjusting our offerings to their needs. Through that effort, the FCWIB spent 2004 aggressively implementing processes, service programs and broad support initiatives that are now delivering meaningful returns on our investments – and operating at or above private sector standards of performance.

Our Challenges

During this past year, responsiveness, professional competency and “rubber-to-the-road results” have become the performance norm expected by current FCWIB business clients. Our challenge is to continue meeting that standard and expand our hiring, retention and relocation benefits to more employers throughout the community.

Our Successes

In 2003, after studying the results of research and feedback obtained from businesses that utilized FCWIB services, the FCWIB staff implemented changes proposed by business leaders into a new Business Services Delivery Model. The success of the model was confirmed when more than 1,259 local employers hired over 1,558 adults and youth during the 2004-2005 program year.

While there have been some major changes to the Business Services Delivery Model since the initial research, five of the originally implemented services have proven especially powerful.



“Due to the strict pre-screening process, the normal time and effort spent on interviewing is almost entirely eliminated. The FCWIB’s ability to identify successful, reliable, quick-learning individuals has been key to our staffing.”

Pedro Garcia

Pacific Family Health Transportation
Director

“Workforce Connection provided a very qualified and enthusiastic employee that had the educational background we were looking for. He was a good fit for this industry.”

Gary D. Horn

Yamabe & Horn Engineering, Inc.
Principal Engineer



1. Free automated Job Match services of pre-screened qualified candidates

Employers have the option of listing current job postings to our talent bank to connect with qualified candidates.

2. Career Ladder information for current employees

Career Ladders provide job seekers descriptive information about the position, requirements, work conditions, wages, growth opportunities and WorkKeys® scores necessary for the position. Additionally, employers can use them to align themselves with industry benchmarks to attract the best candidates.

3. Access to the Business Services Center facilities for recruiting, interviewing and utilization of technology

The Business Services Center is a comprehensive business “One-Stop” that offers local businesses a wide variety of valuable services at no charge

4. Professional Outplacement Services (Rapid Response)

Rapid Response provides confidential short-term, early intervention and immediate assistance with layoff and/or plant closures.

Fresno County Workforce Investment Board

Connecting for Success

Business Services

F.C.W.I.B. · RFP's/RFQ's/Awards · News & Events · Job Seekers · **Business Services** · Training Providers · Partners

Contact Us · Site Map · Help

Intranet Login:

username GO!

Subscribe to Our Newsletters

Your email address here

Catalyst Newsletter

subscribe

Business Services

Home :: Business Services

Services offered to employers include:

- Posting of employer job leads
- Circulation of employer materials
- Screening and testing

5. Online access to the Business Services Center webpage (www.workforce-connection.com) to fulfill hiring needs, including human resource and business assistance materials

Access is everything... the local business community requested One-Stop access to business resources, and the FCWIB responded in 2004 by moving the resources online. Our website, www.workforce-connection.com provides easy 24/7 access to the full range of FCWIB business services in ways that are useful and productive for employers.

JOB SEEKER SERVICES

Helping People Help Themselves

Any job is achievable as long as the right tools are available. At the FCWIB, it's our job to provide those tools in a manner that's easy for job seekers to access, understand and apply. With the right tools in hand, our job seekers are empowered to build up their lives and ultimately, our community.

Our Challenges

The largest challenge the FCWIB faces every day is the 40,000-50,000 adult job seekers in Fresno County at any given time. Unfortunately, our funding only allowed us to register 2,938 job seekers last year. This obvious limitation forced us to re-evaluate how we serve our job seekers, how our job seekers serve the employers with which they're placed, and to identify and eliminate inefficiencies within the program.

One way we overcame this challenge was by offering free job search activities. Interviewing classes and computer job searching are conducted at no charge at our One-Stop centers. Last year, more than 19,800 Fresno County job seekers utilized our One-Stop system of universal services.

Our Successes

In program year 2004-2005, we not only embraced these challenges, but began the journey to overcome them by focusing on the following five key employment criteria:

- 1. Placement Processes**
- 2. Employer Satisfaction**
- 3. Progressive Services Delivery**
- 4. Web-Based Services**
- 5. Industry Clusters**



The FCWIB helped cover the cost of training me, rather than my employer losing money on un-billable time. I was trained to read and assess plans, maps and surveys, and then began submitting my own projects to the city – all without any prior training."

James Morris

Harbison International
Assistant Engineer

"I heard about Workforce Connection through an instructor at Fresno City College. I went through three training courses in one week then got my job as the receptionist making minimum wage. Two and a half years later, I'm an administrative assistant making \$16 per hour, and I really love my employer. The FCWIB did a great job of finding an employer that fit my needs."

Maria Garcia

Greater Fresno Area Chamber of Commerce
Administrative Assistant



ROAD TO EMPLOYMENT

Based on our own internal evaluation, we ascertained that the areas most in need of focus were job seeker assessment, training and follow-up on employability. By pooling all our resources, we were able to implement many positive changes that helped us show strong improvement in those key areas and place 1,242 adult and 316 youth job seekers into jobs.

Career Assessment

We discovered that many of our job seekers are not aware of what they want to do, or more importantly, what their strengths are. Therefore we implemented an innovative, comprehensive career guidance and assessment system that links job seekers to employers' needs. This multi-level process ensures that our job seekers will only be referred to jobs and industries where they will succeed during their careers.

Training

Higher standards and accountability systems were established that ensured employability after training.

High-growth industries were targeted and partnerships with local training providers were established to create new training programs based on employers' hiring skill needs.

Employment Opportunities

Of the 1,558 enrolled job seekers we assisted in gaining employment, a total of 1,252 adults entered employment in high demand growth industries that offered better wages and long-term employment opportunities, including:

- Healthcare 166
- Logistics/Distribution 196
- Manufacturing 158
- Construction 60
- Automotive Technology 14

Job seekers were also placed in other occupations that supported high-demand growth industries such as:

- Finance 32
- Business 130
- Computer Technology 30

Average Annual Wage at FCWIB Enrollment:
\$12,050

Average Annual Wage at Exit from FCWIB:
\$20,488

Average Annual Wage Gain:
\$8,438

Employer Satisfaction

2004-2005 was the year to implement our employer-driven quality system. In order to ensure 100% satisfaction, we worked with employers to develop employment and hiring criteria in order to better distinguish the right candidate for the right job. We also implemented a 100% Employer Customer Satisfaction survey by which we rate ourselves. Each employer that is referred a job seeker is surveyed to ensure that he or she met their expectations. Last year, more than 90% of the employers surveyed indicated that the job seekers who were referred, met or exceeded their expectations. Our job is not finished until every employer is completely satisfied.

Progressive Service Delivery – One-Stop Centers

Job seeker services now allow a diverse spectrum of residents to help themselves with customizable services offered at many of our Workforce Connection One-Stop locations. Aside from our current six fixed locations, the FCWIB, in partnership with Proteus, Inc., also provides services to many rural communities through our Mobile Employment Center.

Web Based Services

The FCWIB now offers Web-based customer service that provides a quicker response to employers and job seekers alike, and allows management visibility across the complete six-facility, county-wide One-Stop system. Combined with the Job Match system in 2004, staff can review and determine the availability of a qualified job seeker for employment, regardless of their One-Stop service location.

Industry Clusters

Because it is not fiscally possible to serve all the job seekers in Fresno County, the FCWIB has identified target industries where placement of our job seekers is most likely to occur, specifically in the Healthcare, Manufacturing, Logistics/Distribution and Trades industries. This distinction has simplified our budgeting, human resources management and time-management processes.



Targeted Industry Cluster Outcomes of On-the-Job Training (OJT) Efforts:

In program year 2004-2005, the FCWIB placed 241 of its clients into OJT's and allocated \$434,366 toward those training opportunities. As a result of the hands-on training, the FCWIB was able to fill positions in the following cluster industries:

- **Healthcare – Licensed Vocational Nurses, Occupational Therapy Aides and Assistants, Health Support Workers, Medical and Clinical Laboratory Technicians, Medical Assistants, Medical Records and Health Information Technicians, Medical Secretaries, Nurse Aides and Orderlies**
- **Trades – Carpenters, Carpet Installers, Cement Masons, Civil Engineering Technicians, Electricians, Heating and Air Conditioning Technicians, Painters, Surveyors, Tile and Marble Setters**
- **Manufacturing – Welders and Cutters, Machinists, Metal Fabricators, Numerical Control Operators, Packaging and Filling Operators, and Assemblers**

Workforce Connection One-Stop Centers



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 six Workforce Connection One-Stop Centers that are located in Fresno (2 locations), Coalinga, Kerman, Reedley, and Mendota, satellite resource centers in Kerman and Sanger, 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 2004-2005, the FCWIB assisted 222 job seekers with scholarships totalling \$908,796. As a result of these scholarships, our job seekers were able to receive training, higher education and fill positions in the following cluster industries:

- **Healthcare – Psychiatric Technicians, Pharmacy Technicians, Cardiovascular Technicians, Medical and Clinical Technicians, Medical Assistants, Respiratory Technicians, Medical Records and Health Information Technicians, and Medical Secretaries**
- **Trades – Installation, Heating and Air Conditioning Technicians**
- **Manufacturing – Welders and Cutters**
- **Logistics – Truck drivers**

YOUTH SERVICES

Helping Tomorrow's Workforce Succeed Today

With 32 percent of Fresno County's population under the age of 18, our Youth Council works diligently to develop programs to increase their educational options and prepare them for the workforce. With the work environment requiring an increasingly higher skills set, exposure to relevant training and preparation is important.

We service two targeted groups of youth: older, ages 18-21 and younger, ages 14-17. The focus for the older youth is to prepare them for employment by encouraging continuing education for diplomas, degrees and training certification. The major emphasis for younger youth is to assist them in academic improvements, encouragement to stay in school, and preparation for later employment.

The Challenges

Most youth have not been guided through vocational choices and requirements. Because the youth do not understand the educational requirements for employment, many times they are not prepared to compete with youth that have focused on long-term career requirements. The majority of the youth we serve do not have college level required reading or math skills. Therefore, significant FCWIB resources are utilized to assist them in those basic skills areas.

Because there are 40,000-50,000 adult job seekers in Fresno County at any one time, our biggest challenge is equipping youth to compete in the job market. It is critical that we expose youth as early as possible to different occupations and help them discover their interests.

Another significant challenge is the lack of a community youth summer employment program that would assist youth to identify interests. This precious time when youth aren't burdened with homework and tests should be utilized to its maximum potential.

Our Successes

In program year 2004-2005, there were a total of 2,567 youth enrolled in FCWIB services of which 482 were older youth and 2,085 were younger youth. With the help of FCWIB programs, many of Fresno County's youth were able to receive tutoring, training, advancement support, internships, diplomas and the FCWIB's main goal – jobs. In fact, the programs have proven so successful that the FCWIB's Youth Council was honored as an "Architect of Change" for its innovative and successful implementation of the State Youth Council's "All Youth One System" framework.

DEMOGRAPHIC

32.1% of Fresno County's population is under the age of 18

The largest under-18 population in the State of California.

38% live in poverty

23% are unemployed

(ages 16-19 years)

4.73% girls ages 15-17 years become pregnant

3,000+ juveniles hospitalized annually

(from assaults)

10,000+ juvenile arrests annually

ARCHITECT OF CHANGE FRESNO COUNTY WORKFORCE INVESTMENT BOARD YOUTH COUNCIL



For excellence and innovation in developing a comprehensive youth serving system

[Signature]
Jerry Ayala, California Youth Council, Chair

[Signature]
Larry Gotsch, California Workforce Investment Board, Chair

PRESENTED BY THE CALIFORNIA YOUTH COUNCIL INSTITUTE • NOVEMBER 20, 2003



Special Program: Incarcerated Youth

Eighty-two incarcerated youth were served by the Youth Council this program year. Many at-risk youth are in search of a better future. The FCWIB dedicates time and resources to provide services to youth cadets detained and to those being released from the following facilities: Elkhorn Correctional Facility, Juvenile Hall and the California Youth Authority. Our goal is help incarcerated youth realize their vision of a better future through attainment of a high school diploma and/or vocational training to gain skills that will increase their opportunities for employment and build their self-esteem.

SUBJECTS AND NUMBERS OF WIA YOUTH TUTORED

Reading Comprehension: 779	Math Comprehension: 342	Language/Speaking: 69	Writing: 67
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TUTORING / BASIC SKILLS UPGRADES

In order to succeed later in advanced education and employment, we assess all youth who are enrolled for basic skills, and provide tutoring to advance their basic skills and literacy.

ADVANCEMENT SUPPORT

The FCWIB realizes that finding a job is often a job in itself and is therefore sensitive to the needs of the job seeker who may sometimes need a helping hand during the period of unemployment. During the program year 2004-2005, the FCWIB provided a total of \$146,500 in supportive service funds to our youth. These funds allowed them to purchase items necessary to secure jobs, such as gas, tools and interview clothing.

INTERNSHIPS

Partnerships with local employers provided the FCWIB with opportunities to give youth real-world work experience. In program year 2004-2005, 1,176 youth enrolled in FCWIB programs received limited internships and hands-on work experiences, and their wages were supplemented with \$1,013,707 of FCWIB funds.

DIPLOMAS

A high school diploma or GED is the basis to a productive, successful future for anyone striving to excel in this day and age. The FCWIB is proud to have helped 187 Fresno County youth earn their high school diploma or GED.

JOBS

At the FCWIB, one of our jobs is to put people into jobs, and by placing 316 of the older youth (ages 18-21) into positions throughout Fresno County, we feel we're all on the road to success.

In 2004 the FCWIB Youth Council started providing construction craft training through a special Youth Apprenticeship Preparedness Training program that was co-developed in collaboration with the local building and trades industry. Thirty-five youth completed 320 hours (10 weeks) of training in this rigorous introductory program.

SKILLS PREPARATION AND NUMBERS OF WIA YOUTH TRAINED

World of Work Awareness: 912	Labor Market Knowledge: 75	Career Planning: 85
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Job Search Techniques: 202	Life Skills: 97	Team Work: 7	Advanced Training: 25
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Entered Post-Secondary Education: 147

RAPID RESPONSE

Helping Employers Assist Dislocated Employees

The FCWIB Rapid Response Team is experienced at helping business people respond compassionately and professionally to employees whose jobs have been dissolved. By providing a menu of services that help ease employee transitions and encourage them to explore new possibilities, time between jobs – and the inevitable stress is reduced. With each day, more and more companies are becoming aware of Rapid Response services, and providing evidence of FCWIB's immeasurable value in our business community.

Our Challenges

Whether you are an implementing manager or an affected employee, reduction in force is one of the most traumatic life situations to confront. Therefore, one of the FCWIB's greatest challenges is to communicate the need for businesses to be prepared for something they don't plan to face. And because business closures sometimes come without much warning, our other greatest challenge is to constantly be prepared to assist those affected – in any industry.

Our Successes

While the Rapid Response team can mobilize immediately after an announcement, the most successful transitions occur with confidential planning to offer these services at the time of employee notification. The following services are provided through local Workforce Connection One-Stop centers:

- **Personal job search assistance**
- **Job search training and workshops**
- **Skills assessment**
- **Information on training and education**
- **Customized job fairs**
- **Job matching**
- **Federal, state, and community resource and support referrals**

In program year 2004-2005, the Rapid Response Team met with 19 employers experiencing downsizing or closures which affected 834 individuals. "In some instances, the displaced employees have worked for these companies for many, many years, and making this type of transition is a very difficult step for them to take," stated Tamico Thomas, Senior Rapid Response Coordinator. "However, the Rapid Response Team has been able to successfully guide many displaced employees through the One-Stop system of services. In doing so, they were able to regain employment in a very short period of time."





RAPID RESPONSE



"The Rapid Response presentations by FCWIB representatives to our employees were extremely reassuring to them during a time of uncertainty and fear. Their calm and professional manner expressed encouragement to them and helped them to better understand what services are available to them and that they were not alone in their search for new employment."

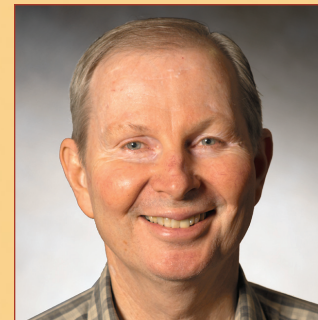
Gregory Don Hunsucker

United Food & Commercial Workers
Local 1288
President-Chief Executive Officer

"When we closed our doors after 24 years, we were all devastated. The Rapid Response team encouraged us and gave us hope when they came in and presented us with options through their Workforce Connection, and brought in representatives from other employment and training agencies. The FCWIB offered each of us assistance with resumes, interviewing skills and language assessments. They did a great job; I compliment them."

Craig Anderson

Management Training & Marketing Association
(MTMA)
Administrator



FINANCIALS

FCWIB Committed Funds Fiscal Year 2004-2005

Youth – \$8,966,91835% **(served 2,567)**

This program focuses on youth with significant barriers, such as limited family income and basic skills deficiency. Our goal is to keep them in school, guide them back into school and/or help them gain employment skills.

Adult and Dislocated Worker – \$13,711,627

Universal (served 19,802)

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

Adult (served 1,741)31%

The Adult program focuses on job seekers that have been unemployed for a significant period of time, with salaries that do not allow them to be self-sufficient. Our goal is to assist them in seeking careers that offer long-term gainful employment.

Dislocated Worker (served 1,197)23%

The Dislocated Worker program provides assistance to job seekers who have been displaced from employment through company re-engineering, downsizing or closure; by finding re-employment with minimum down time.

Total (served 22,740)

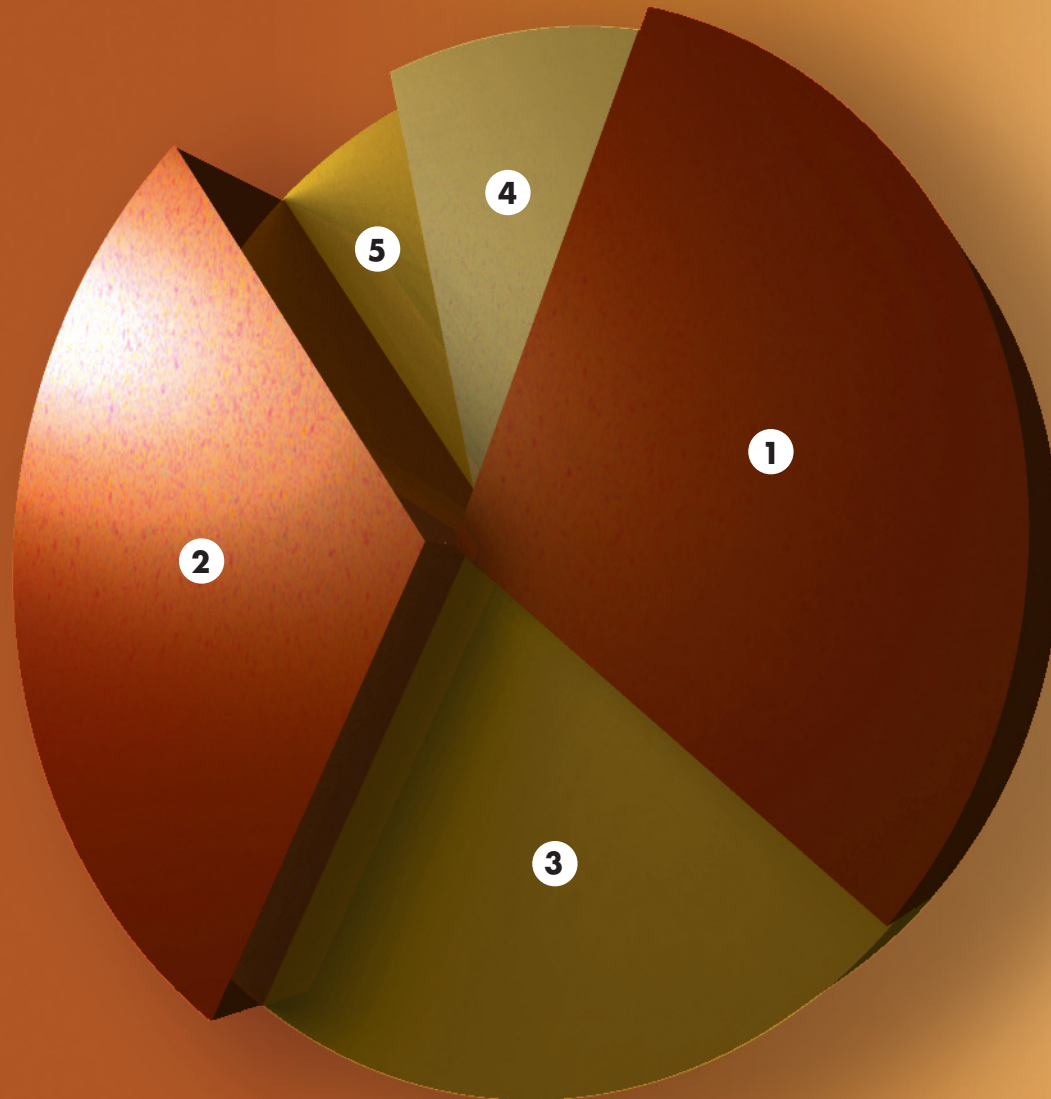
Administration – \$1,730,884.....7%

These funds are utilized to ensure FCWIB meets all required and mandated staff and federal requirements. Specifically, contract procurement, managerial, fiscal, program development, auditing and monitoring.

All Other – \$1,085,8364%

These funds are utilized for significant business services that include the Central Valley Business Incubator, Eligible Training Providers and the CSUF International Center for Water Technology.

FCWIB Expenditures Fiscal Year 2004-2005



1 WIA Youth35%

2 WIA Adult31%

3 WIA Dislocated Worker23%

4 WIA Administration7%

5 All Other4%

WIA = Workforce Investment Act

FUTURE OF FCWIB

View of the Future

The future of the Fresno County Workforce Investment Board is inextricably linked with the future of our region. We are all “passengers” on this great vessel called “Fresno” and we sink or swim with this ship.

After having worked in the public sector for more than a decade, I can empirically state that our organization is well positioned to deal with the future. The reforms undertaken by our Board over the last three years have resulted in a true metamorphosis of the FCWIB. Only through such an essential transformation could any organization deal with a 46 percent reduction in budget over a 3-year period. The streamlined systems and processes that we have put into place to deal with these severe cuts have positioned us to optimally deal with the growth that will eventually come in our cyclical industry.

Our successful transformation has been possible by adherence to a few key principles. First, among these is the realization that “Business is Our Primary Customer!” Without our business community and the jobs they provide, our program is worthless. The government never created a job, except for civil service positions. The proper role of government, and the FCWIB as an extension of the government, is to create the best conditions that allow the private sector business community to flourish.

Secondly, we had to acknowledge that our real task with our unemployed clients is to simply prepare them to compete. If the FCWIB is to function as a pro-active business development tool, and not as a reactive social service agency, we must be honest and politely blunt with our clients. We must give them realistic appraisals and assessments of their skills, abilities, and competencies to compete in the real workaday world.

Finally, our WIB had to jump into the deep end of the pool and try things that had not been tried before. By breaking out of the box, casting aside the self-imposed limitations that hamper many WIBs, FCWIB has entered uncharted territory. The prima facie example of this forward-thinking paradigm was the decision to have the WIB function as a 501(c)3 not-for-profit, moving away from a strictly bureaucratic government structure towards a private sector model.

While I cannot predict the future, I do know that if the FCWIB holds true to the realization that business is our primary customer, that we exist to teach people how to compete, and if we continue to think outside of the box, we will be able to deal with the inevitable challenges we will face in the future.

Because of this preparedness, I am excited at the prospect of what lies ahead.

Remember,

AUDENTES FORTUNA JUVAT - Fortune favors the bold!

Blake Konczal

Director, FCWIB

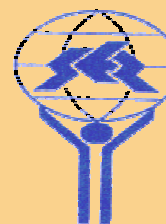


Fresno County
**Workforce
Investment Board**

PARTNERS

Collaborating with Impact

The FCWIB promotes community collaboration through the "One-Stop System" of service delivery that optimizes strong partner relationships, supports efficient resource sharing and networking, and provides local residents with services that help them succeed. FCWIB service partners include the following local agencies and organizations:





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