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## 2015-16 ANNUAL REPORT

Fuller Employment

PARTNERSHIPS FOR

& Community Enrichment

"Business is our primary customer" at the Fresno Regional Workforce Development Board (FRWDB). In the Valley, employers expect today's job seekers to meet their highest technical and soft skill standards. Working with local employers, our team continually adapts business service offerings, applicant screening criteria and technical training content to meet those requirements.

# NOTES TO THE COMMUNITY

## DELIVERING ON OUR PROMISE

With the implementation of the Workforce Innovation and Opportunity Act (WIOA), Program Year (PY) 2015-2016 has been a period of meaningful development. The FRWDB team has improved the quality and efficiency of local services to participants, developed additional programming for our business partners, expanded inter-agency cooperation within the county, and extended our leadership role within the Regional Workforce Development network.

We have worked cooperatively to simplify access to services by co-locating state and federal agencies at our One-Stop facilities. This has made it easier for over 20,000 county residents who have entered our training programs, accessed our skill evaluation, or received training and job-placement services in this past year.

We have continued our work with partners in other Valley counties to better address critical regional training issues, including the standardization of qualifications and program sharing efficiencies.

I can report that our FRWDB management and staff are operating efficiently at a cost to taxpayers of less than \$5,000/person served. At FRWDB, the difference we are making for participants and in our communities is with the quality of training we provide, the effectiveness of learning participants receive, and the success of the transitions to employment job seekers are creating with our help.

### BLAKE KONCZAL, EXECUTIVE DIRECTOR

*NOTE: FRWDB is a Joint Powers Authority between the City of Fresno and Fresno County that manages Workforce Innovation and Opportunity Act (WIOA) funding disbursed by the Department of Labor.*

## EFFICIENCY & OUTCOMES FROM COMMUNITY OVERSIGHT

The FRWDB Board of Directors is representative of our diverse Fresno County communities and focuses on advancing a strategic vision that addresses trends and the ever-changing employment training needs of our community.”

As the FRWDB Board Chairperson, I am happy to report that the FRWDB – through the leadership of our management and the dedication of our staff – is delivering on our commitment to the community.

Our goal is to optimize the community benefit return on the taxpayer investment in the FRWDB. In PY 2015-2016, the outcomes of “performance-driven, fully integrated services” exceeded all federal and state standards for helping businesses meet their workforce needs and supporting job seekers with professional recruiting, training and outplacement services.

This past year was also another year of program refinement and continuous process improvement for the FRWDB because “operational effectiveness” remains the basic litmus test used by management and staff in their daily decision making – and by the Board in our oversight role. “ I commend the Board of Directors for their commitment and guidance, as we continue our work to meet the needs of our community.”

### PAUL BAUER, CHAIRPERSON



**CHAIR**  
Paul J. Bauer  
Sagaser, Watkins & Wieland PC

**BOARD MEMBERS**  
Tom Abshire  
SEIU Local 521

Robert Alcazar  
Proteus, Inc.

Richard Alves  
Kaiser Permanente

Oliver Baines  
Fresno City Council

Lenora Lacy Barnes  
State Center Federation of Teachers

Andreas Borgeas  
Fresno County Board of Supervisors

Vahagn Bznouni  
Wells Fargo Commerical Banking

Tony Canales  
United Brotherhood of Carpenters,  
Local 701, 1109 & 9083

LeeAnn Eager  
Economic Development  
Corporation serving Fresno County

Frank Gornick  
West Hills Community  
College District

Fely Guzman  
LifeBridge International

Tracewell Hanrahan  
Housing Authorities of the City  
& County of Fresno

Jeffrey Hensley  
Hensley Associates

Ron Hicks  
Soltek Pacific Construction Company

Araceli Holland  
State of California Department  
of Rehabilitation

Richard Keyes  
Richard Heath and Associates  
(Retired)

Paula Kinsel  
State of California  
Department of Rehabilitation

Adrianna Kuhnle  
State of California Employment  
Development Department

Keith Lovgren  
Pacific Gas and Electric

Kurt Madden  
Fresno Unified School District

David Mercer  
Operating Engineers, Local 3

Scott Miller  
Gazebo Gardens

Dennis Montalbano  
German Auto Repair

Delfino Neira  
County of Fresno, Department  
of Social Services

Tommie Nellon  
Unlimited Energy

Sam Norman  
The Rios Company

Joe Olivares  
TransAmerica

Aric Olson  
Jain Irrigation

Brian Pacheco  
Fresno County Board of Supervisors

Andre Pecina  
Fresno Adult School,  
Cesar E. Chavez Adult  
Education Center

Jose Plascencia  
AAA of Northern California,  
Nevada, Utah

Tom Richards  
The Penstar Group

Chuck Riojas  
IBEW Local 100

Bret Slusser  
UFCW Local 8

Al Smith  
Greater Fresno Area  
Chamber of Commerce

Renena Smith  
City of Fresno

Lydia Zabrycki  
Precision Civil Engineering

## IN MEMORIAM



### JIM SIMONIAN, BOARD MEMBER 1999-2015

Mayor Simonian was a member of the Workforce Investment Board (WIB) who was appointed in 1999 during the transition from the Private Industry Council to the Workforce Investment Board. He served until 2015. Jim’s passion was for youth and he served on our Youth Council as his committee assignment. Although a busy man, with both his family farm and his municipal duties in Fowler, he nonetheless was a ready volunteer and served on many Request For Quote evaluation scorings and WIB scholarship review panels.

Mayor Simonian was a steady source of firm guidance, leadership, and counsel in setting policy for Workforce Investment Act programs.

He was a true gentleman and a good public servant and we will miss him.

## PROVIDING BUSINESS SERVICES & DEVELOPING PARTNERSHIPS WITH IMPACT

### TARGETED SERVICES SUPPORTING LOCAL BUSINESSES

#### MANAGING THE EFFECT OF LOCAL CLOSURES & LAYOFFS

Often, helping a company save jobs threatened by their potential closure or assisting employees with smooth transitions from a closing plant to more stable situations requires absolute confidentiality, a rapid, focused response and immense levels of trust.

In PY 2015-2016, businesses with a combined total of more than 400 employees were eliminating jobs and reached out to the FRWDB Rapid Response Team for layoff aversion assistance that helped more than 200 of their workers.



#### GROWING LOCAL JOBS BY SUPPORTING LOCAL BUSINESS

The FRWDB Business Services Center helps businesses grow their operations and recruit, train and retain more qualified employees. It offers no-cost, easy access to business education and support programs, services and facilities. In PY 2015-2016, it provided more than 75 subject matter workshops attended by almost 1,000 business owners, managers and supervisors.

Also, the confidential HR Hotline was used by more than 100 local businesses providing timely, accurate answers affecting thousands of local employees.

### COLLABORATING FOR ACCESS

#### NO-COST 24/7 ONLINE SERVICES FOR LOCAL BUSINESSES

A local public-private partnership of business support organizations, including our Business Services Center, provides no-cost one-stop online access to critical business training, education and consulting services and referrals through the Fresno4biz.com portal.

### STRENGTH IN NUMBERS

#### OUR BUSINESS PARTNERS

#### PY 2015-2016 Assistance Provided

43 Businesses & 985 Workshop  
Attendees Assisted By:



<http://www.fresno4biz.com/>



### PY 2015-2016 ADULT EMPLOYER OF EXCELLENCE



#### MAKING A DIFFERENCE FOR THE COMPANY, WORKFORCE CONNECTION JOB SEEKERS, AND OUR COMMUNITY

Louis Mata, the Human Resource Manager at Rich's in Fresno, knows that products requiring consistent quality can only be made with quality ingredients and by quality employees. That's why he works with Workforce Connection's Mark Lozada to identify prospective employees to join the Rich's team – a group of almost 150. Lori Annetti, Plant Manager, knows that “a trusting and engaged workforce” that “feels empowered” and likes what they are doing because they know their work is important and has an impact on consumers who enjoy Rich's products around the country.



**“THE RESUMES ARE VERY COMPLETE. THEY ARE BETTER PREPARED... AND MARK DOES A GOOD JOB OF MATCHING THEM TO THE SKILL SET WE ARE LOOKING FOR.”**

LOUIS MATA  
HUMAN RESOURCE MANAGER

**“[WORKFORCE CONNECTION] HELPS US GET THE RIGHT PEOPLE IN. WE TEND TO HIRE PEOPLE AND KEEP THEM FOR MANY, MANY YEARS... SO WHEN WE GET PEOPLE IN WE EXPECT THEM TO WANT TO STAY WITH US.”**

LORI ANNETTI  
PLANT MANAGER



*Rich's is a family-owned company that manufactures frozen dough for a variety of products that are used in food service and sold at retail.*



# ONE-STOP CONVENIENCE

HELPS ADULT JOB SEEKERS

## LOCAL ACCESS THROUGHOUT THE COUNTY

Designed so job seekers in Fresno County can help themselves more efficiently and effectively, five (5) One-Stop Centers served over 20,000 adults and dislocated workers last year through four (4) different no-cost service channels:

### TESTING

Rigorous skills testing and aptitude assessment programs help ensure that training dollars are spent wisely and support a 90% job training completion rate.

### TRAINING

1,620 local job seekers were enrolled and received specific job skills and interview training support through FRWDB programs last year at an average cost of \$1,848. Those investments helped these FRWDB job seekers achieve an 86% sustainable placement rate.

### CAREER COUNSELING

Many job seekers coming to FRWDB One-Stop Centers have limited skills and are facing the reality of a demanding employer’s marketplace for the first time. Career support and honest guidance are helpful as these clients assess their options, set their goals, and work to achieve them.

### PRIVATE JOB SEARCH

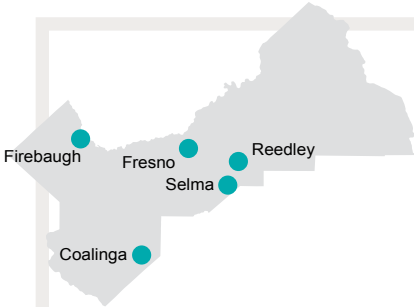
One-Stop Centers let clients confidentially job search online with easy computer access to testing materials, training tools, tutorials and current employment databases.

90%  
JOB TRAINING  
COMPLETION RATE

\$1,848  
AVERAGE  
TRAINING COST

\$950,187  
SCHOLARSHIPS  
& OJTs

\$45,360  
SUPPORTIVE  
SERVICES



## ONE-STOP CENTERS PROVIDES EASY ACCESS TO PARTNER AGENCIES

Co-location at One-Stop Centers and other cooperative connections between agencies simplify life for job seekers, have helped the agencies operate effectively with reduced budgets, and have improved both service delivery and system efficiency.

AMERICAN ASSOCIATION OF RETIRED PERSONS  
CLOVIS UNIFIED SCHOOL DISTRICT  
FRESNO COUNTY DEPARTMENT OF SOCIAL SERVICES  
FRESNO UNIFIED SCHOOL DISTRICT  
FRESNO ECONOMIC OPPORTUNITIES COMMISSION  
FRESNO ■ MADERA ■ TULARE ■ KINGS CENTRAL LABOR COUNCIL  
HOUSING AUTHORITIES OF THE CITY AND COUNTY OF FRESNO

THE CITY OF FRESNO  
THE COUNTY OF FRESNO  
STATE CENTER COMMUNITY COLLEGE DISTRICT  
STATE OF CALIFORNIA EMPLOYMENT DEVELOPMENT DEPARTMENT  
STATE OF CALIFORNIA DEPARTMENT OF REHABILITATION  
PROTEUS, INC.  
WEST HILLS COMMUNITY COLLEGE

\$29,274  
AVERAGE ANNUAL WAGE  
AFTER SUCCESSFUL COMPLETION  
OF FRWDB PROGRAM

## PY 2015-2016 ADULT OUTSTANDING ACHIEVEMENT AWARD

### RODRIGO LOZANO

#### HVAC SCHOLARSHIP RECIPIENT

Rodrigo quit high school to support his family by working two jobs. After an unsuccessful business venture, Mr. Lozano realized that the opportunities he sought required an education which he did not have. He also needed assistance he could only find at Workforce Connection.

It was during his Career Services program that Mr. Lozano decided a dual track skills training and GED educational program provided the best opportunity for his career and his family’s success. Sustaining the courage and motivation for this challenge helped him elevate his assessment scores using Skills Tutor to obtain his GED and earn a scholarship to pursue training for a certificate in Heating, Ventilation and Air Conditioning (HVAC). He graduated and became certified in March, 2016. Mr. Lozano now works for Artic Mechanical as a Refrigeration Technician and plans on earning an additional certification and promotion to the Construction Installment Technician role. During his challenging journey to a successful career, Mr. Lozano has developed a powerful sense of personal accomplishment and his efforts show that Workforce Training can help individuals create meaningful benefits for themselves, their families and our community.



RODRIGO LOZANO

## OPPORTUNITY PLUS SUCCESS EQUALS NEW HORIZON FOR OUR YOUTH

### HELPING OUR NEXT GENERATION HELP THEMSELVES

Working with a variety of providers, our All Youth One System (AYOS) programs provided meaningful job training and education for more than 1,300 individuals aged 14-24 during PY 2015-2016.

Tutoring, study skills training and mentoring helped 139 youth earn their GED or high school diploma while another 142 participants began their post-secondary education with help from these youth-focused programs. Results after pre-and post-testing showed that these students improved their basic math and reading skills by two (2) grade levels or to the 10th grade standard!

More than 270 youth participants found jobs this Program Year (PY). The 62% increase from last PY reflects the program's growth and its success.

**1,300**  
INDIVIDUALS  
AGED 14-24

**270**  
PLACED IN JOBS

**"ONE OF THE BEST OUTCOMES  
IS SIMPLY THE ABILITY OF KIDS TO  
TRY, STRUGGLE AND WORK THROUGH  
TO CREATE A REAL PERSONAL SUCCESS  
OF THEIR OWN MAKING, OFTEN  
FOR THE FIRST TIME."**

ADULT INSTRUCTOR

**"THE DISCIPLINE INVOLVED WAS  
A REAL GROWING UP EXPERIENCE."**

YOUTH PARTICIPANT



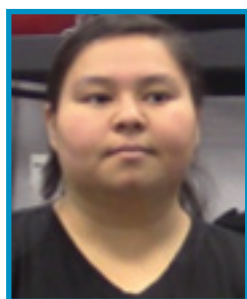
AYOS YOUTH TUTORING PROGRAM  
AVERAGE GRADE LEVEL IMPROVEMENT  
Basic Math – 2 grades  
Basic Reading – 2 grades

### HELPING AT-RISK YOUTH TRANSITION

Our youth offenders program served 68 at-risk, in-school, and out-of-school youth who were released from Juvenile Hall with skills training, comprehensive guidance, and educational and occupational counseling.



## PY 2015-2016 YOUTH OUTSTANDING ACHIEVEMENT AWARD



ANGELICA OLIVA

#### ANGELICA OLIVA

##### BUILDING A FUTURE WITH DEDICATION AND HARD WORK

Allied Barton Security, where Angelica currently works, is a partner company who is working with staff in our AYOS program. AYOS is a special youth-focused career enrichment and job training effort designed to give youth a glimpse into new opportunities that may be of interest to them. Angelica Oliva applied, was tested, qualified and received a scholarship to explore security and law enforcement with the team at the Police Science Institute.

In PY 2015-2016, more than 270 youth were placed in jobs and Angelica was selected as the program's outstanding achiever. Here is the reason why, in her own words:



**"I LEARNED YOU HAVE TO INVEST IN YOURSELF –  
AND BELIEVE IN YOURSELF. AND WHAT I MEAN BY INVEST  
IS DO WHAT YOU HAVE TO DO TO TAKE CARE OF BUSINESS.  
DO NOT SLACK OFF BECAUSE AT THE END OF THE DAY THAT  
GOAL, THAT TROPHY, IS YOURSELF – BEING A BETTER PERSON."**

ANGELICA OLIVA

## PY 2015-2016 YOUTH EMPLOYER OF EXCELLENCE

#### GERMAN AUTO REPAIR

##### HELPING YOUTH CREATE A MORE HOPEFUL VISION

German Auto Repair of Fresno, owned by Dennis Montalbano, serves car owners with high standards of performance for their automobiles and in the service they receive. Dennis, who is also a committed FRWDB member, knows that quality repair outcomes and premium service require great attention to the smallest details – and that is also why Dennis appreciates working with Workforce Connection's Tamar Fagin to find youth employees who can benefit from and contribute to the satisfaction of German Auto Repair customers.

Reuben Alarez, a youth work experience employee, says of his experience in the shop "I've learned a lot from the employees, they've been teaching me..." Of Dennis, he says "he's been helping me with a lot of tips I've been trying to get used to. I got out of my lazy zone and started to work my way up to be responsible on the job site."

So, it is the ability to teach – and for youth to learn - both hard skills and soft skills that makes German Auto Repair a PY 2015-2016 Youth Employer of Excellence.



DENNIS MONTALBANO,  
GERMAN AUTO REPAIR OWNER

**"OVERWHELMINGLY EVERY SINGLE PARTICIPANT  
WE HAVE HAD COME TO GERMAN AUTO COMES AWAY  
FEELING THAT IT WAS A VALUABLE EXPERIENCE FOR THEM.  
THEY TALK ABOUT THE STAFF AND HOW FRIENDLY AND  
HELPFUL EVERYONE IS – EVERYONE IS WILLING TO TRAIN,  
GIVE FEEDBACK, GIVE TIPS. IT'S JUST BEEN A GREAT  
PLACE FOR OUR YOUTH."**

TAMER FAGIN



## STATEWIDE & REGIONAL LEADERSHIP

### COLLABORATIVE INNOVATION

#### DEVELOPING THE NEWEST CALIFORNIA CAREER PATHWAY PROGRAM

The FRWDB was selected by the California Workforce Investment Board to work with local educational partners to develop the Mass Transit Fleet Conversion Servicing and Maintenance Career Pathway Program.

The Servicing and Manintenance career pathway applies to biodiesel and hydrogen fleet conversion processes and extends from K-12 to college to employment. It includes career awareness, vocational training, continuation toward a four (4) year degree, and the identification of job classifications in the mass transit fleet conversion, servicing, and maintenance industry.

#### INCREASING EXPOSURE TO FUTURE EMPLOYMENT

Fresno and Contra Costa counties were selected by the California Workforce Investment Board as pilot areas for the creation of a disability employment acceleration program to develop employment and re-employment strategies for individuals with disabilities. The FRWDB was selected because of its success with regional program development and worked locally with Resources for Independent Living, Fresno City College and the Positive Resource Center in San Francisco to develop this program.

#### MANUFACTURING INTERNSHIPS DEVELOP WORKFORCE-READY TALENT

PY 2015-2016 saw the successful development of a manufacturing internship program in cooperation with Reedley College, Fresno County Career Technical Education/ROP and the San Joaquin Manufacturing Alliance. The program successfully demonstrated that workforce-ready talent pipelines can be built by connecting students to the manufacturing industry through career exploration and internships.

Five (5) full-time student participants were selected from 15 candidates and all will:

- Complete a career exploration paid work experience
- Complete two (2) semesters of Manufacturing Training
- Earn a Manufacturing Certificate of Achievement in welding or as a machinist

All participants will take part in paid internships with the goal of full-time employment in manufacturing.

"FRESNO COUNTY  
IS A RECOGNIZED  
WORKFORCE LEADER IN THE  
REGION AND THROUGHTOUT  
THE STATE."

### PARTNERING WITH THE TRADES

#### REAL PREPARATION FOR A GROWING SECTOR

Our successful Pre-Apprenticeship Multi-Craft Training Program launched by the FRWDB five (5) years ago is now a nationally recognized success operating in collaboration with Building and Construction Trades Councils and WDBs from Stockton to Bakersfield.

This multi-year training program is designed to train up to 130 enrollees in multiple cohorts for career paths in masonry and carpentry as operating engineers, and in other construction and energy related fields. In PY 2015-2016, 81 participants gained industry-identified certification and 55 are working in their field.

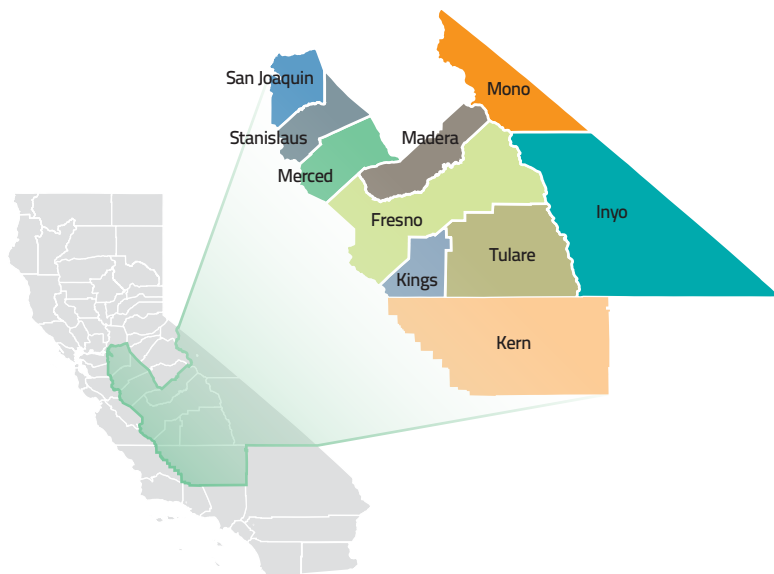


### VETERANS EMPLOYMENT-RELATED ASSISTANCE PROGRAM (VEAP)

In PY 2014-2015 the Fresno Regional Workforce Investment Board worked closely with the Building and Construction Trades Council to develop a veteran's focused initiative within the Pre-Apprentice Multi-Craft Training Program to recruit veteran trainees for apprenticeship programs. This effort began as part of the national VEAP and was expanded regionally in 2016 to all ten (10) San Joaquin Valley Counties with funding from California's Proposition 39.

#### PARTICIPATING COUNTY ORGANIZATIONS:

Fresno Regional Workforce Investment Board  
Kern, Inyo, Mono Workforce Investment Board  
Kings County Job Training Office  
Tulare County Workforce Investment Board  
Merced County Workforce Investment Board  
Stanislaus County Alliance Worknet  
San Joaquin County Worknet



# PARTNERS & FINANCIALS



## PARTNERS

The City of Fresno  
 The County of Fresno  
 American Association of Retired Persons  
 Fresno • Madera • Tulare • Kings Central Labor Council  
 Clovis Unified School District  
 Fresno County Department of Social Services  
 Fresno Economic Opportunities Commission

Fresno Unified School District  
 Housing Authorities of the City and County of Fresno  
 Proteus, Inc.  
 State Center Community College District  
 State of California Employment Development Department  
 State of California Department of Rehabilitation  
 West Hills Community College District



## PY 2015-16 FINANCIALS

	# Served	%	Amount
<b>Adult/Dislocated Program</b>			
Universal	19,930		
Adult (includes \$822,815 / 25% minimum training expense)	1,010	29%	\$4,295,169
Dislocated Worker (includes \$447,636 / 25% minimum training expense)	610	20%	\$3,041,879
Total Served	21,550		
<b>Youth/Young Adult Program</b>	1,304	25%	\$3,770,285
<b>WIOA Administration</b>		9%	\$1,279,608
<b>Other – Includes:</b>	838	17%	\$2,032,659
Job Driven National Emergency Grant – \$369,057			
Veterans Employment-Related Assistance Program – \$112,035			
Rapid Response Layoff Aversion – \$242,661			
Central Valley Infrastructure Employment Project – \$342,057			
Disability Employment Accelerator – \$108,302			
SlingShot – \$69,332			
Non-Workforce Innovation and Opportunity Act – \$789-215			
<b>TOTAL</b>	<b>23,692</b>	<b>100%</b>	<b>\$14,419,600</b>