

# “It Starts Here”

## 2016-17 ANNUAL REPORT

COMMITMENT | ENROLLMENT | ASSESSMENT | TRAINING | EVALUATION | PLACEMENT



Fresno Regional  
**Workforce  
Development Board**

A proud partner of America's Job Center of California<sup>SM</sup> network.

# 1 It Begins with Commitment

*This is the story of a young woman who chose to attack uncertainty, address fear of the unknown, and trust strangers who knew more about the path she wanted to take. That's the first choice.*

## The Choice Comes First

Felix Diaz-Olvera graduated from Roosevelt High School in 2014. Not without struggle, she's been supporting herself ever since. She became frustrated with constant rejections because of her lack of relevant experience and sought career guidance at the Manchester Mall One-Stop Center.



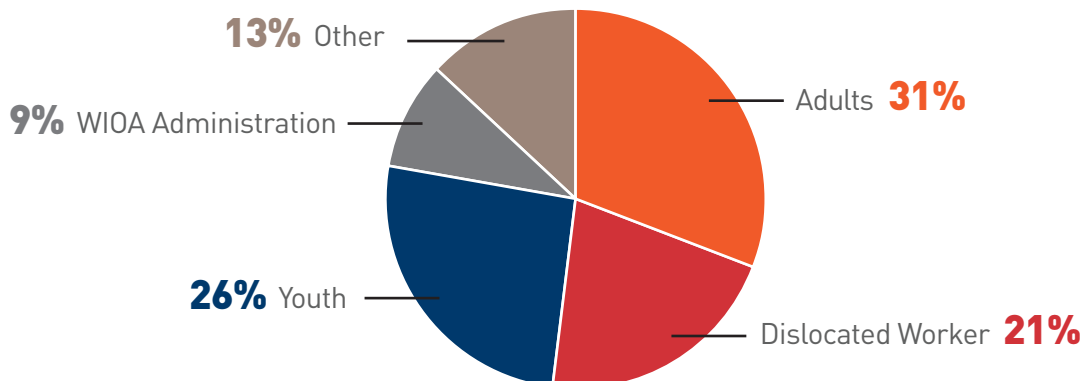
Felix Diaz-Olvera

With no support network around her, but armed with a deep resolve, Felix came to the One-Stop Center as an extremely motivated and determined young adult. Wanting to learn, she connected with our Youth Services Team and with their support and experience, rapidly developed new hard and soft skills, took advantage of internship opportunities, and developed the abilities and the confidence needed to become a more valuable asset to an employer.

Then based on a referral from our One-Stop team, Felix competed for an office assistant position at Imperial Glass Company where she is now employed in a permanent position. Felix has now successfully competed with others for employment, has learned that challenges can be rewarding, and more confidently approaches her work – and her life. And, the launching pad for her success began with a simple commitment.

Flexible Fresno Workforce Development Board One-Stop Centers offer a variety of jobseeker service options, from self-service online training and job searches to intensive assessment, training and on-the-job training (OJT) connection options.

<b>FINANCIAL Program Year PY 2016-2017</b>	<u># Served</u>	<u>Amount</u>
<b>Adult/Dislocated Program</b>		
· Universal	15,554	N/A
· Adult	973	\$4,721,237
· Dislocated Worker	569	\$3,259,684
<b>Youth Program</b>	1,328	\$3,993,368
<b>WIOA Administration</b>	N/A	\$1,330,476
<b>Other</b>	402	\$1,918,069



“Not I, nor anyone else can travel that road for you... It is not far. It is within reach.”

Walt Whitman

Business Services Outcomes PY 16-17

- 68 Workshops Conducted
- 801 People Attended Workshops
- 66 Businesses Utilized Fresno4Biz.com Services
- 156 Businesses Received Human Resource Services Via The HR Hotline
- 342 Unique Businesses Attended Workshops

Angel talks about the joy of having our Workforce team members care about his success and of just being given a chance to work. He talks about how good it feels to learn new skills and to accept and overcome workplace challenges.

### Trusting the System Leads to Results

Angel McCurn was working seasonally and knew he would be looking for work again in three months. In late 2016, he chose to break that cycle by walking in to our Manchester Mall One-Stop Center in search of a job that could become a career with hard work.

With the assistance of his Employment Readiness Specialist at Workforce Connection, Angel enrolled in the Construction/Trades Multi-Craft Pre-Apprenticeship Training Program in January 2017. He has worked hard in training, completing Union courses in sheet metal, plumbing, cementing, painting, and ironwork. He also worked on his résumé writing, interviewing and networking skills so he could become more competitive in his job search.



In late Spring, Angel completed his union training, received OSHA 10, Forklift and CPR certifications, and began the first job in his career as a Union Apprentice with the Cement Masons earning \$22.00/hour with benefits!

## Enrollment Starts the Program



## A Message From the Chair & Executive Director

The sheer scale of FRWDB engagement throughout our county's communities - helping more than 17,000 jobseekers in 2017 - often overshadows the simple impact of a personal connection at the heart of our institutional success: a motivated jobseeker learning to trust the guidance of a professional committed to their individual success.

These stories of demonstrated commitment speak to the deep partnership that develops between FRWDB staff at our One-Stop Centers and our clients. These are jobseekers facing some of the biggest work-related challenges in their lives in what are often also some of the most difficult personal circumstances.

We are proud of how our FRWDB One-Stop professionals work cooperatively with other agencies to simplify what can be complex processes. They also support their clients in making the life changes needed to overcome employment barriers and prepare for new opportunities on a job or in their professional career.



Paul Bauer  
FRWDB Chair



Blake Konzal  
FRWDB Executive Director

### BOARD CHAIR

Paul Bauer Sagaser, Watkins & Wieland PC

### BOARD MEMBERS

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Oliver Baines	Fresno City Council
Lenora Lacy Barnes	State Center Federation of Teachers
Paul J. Bauer	Sagaser, Watkins and Wieland, PC
Andreas Borgeas	Fresno County Board of Supervisors
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Ron Hicks	Soltek Pacific Construction Company
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David Mercer	Operating Engineers, Local 3
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Dennis Montalbano	German Auto Repair
Delfino Neira	County of Fresno, Department of Social Services
Tommie Nellon	Kool Breeze Solar Hat
Joe Olivares	TransAmerica
Aric Olson	Jain Irrigation, Inc.
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Smita Rouillard	Kaiser Permanente Fresno
Bret Slusser	UFCW Local 8
Shelly Tarver	State of California, Employment Development Department
Lydia Zabrycki	Pensionmark

# 260,000 +

Community Members Served  
by FRWDB Since 2007

# 18,424

Community Members  
Utilized Universal Services  
PY 2016-2017



Sarah Askham

# Common Circumstances & Uncommon Commitment Bring Life-Changing Results

## From Few Skills, No Income and No Work History to Self-Sufficiency at 21

Rojelio Andrade, an unemployed 20-year-old in a low income rural agricultural community with 35% unemployment, came to the FRWDB for help and enrolled in the All Youth One System program. A comprehensive skills assessment regimen identified Psychiatric Technician Training as an productive goal for Rojelio, but he needed additional soft and vocational skill training as well as job readiness preparation. He was then supported by our Youth Services team during a year-long Psychiatric Technician vocational training program at West Hills College, Coalinga.



Rojelio Andrade

The first in his family with any post-secondary education, Rojelio's commitment to success presented new challenges and required tremendous discipline with long hours focused on academics. His effort was rewarded with his being hired as a full-time Pre-Licensed Psychiatric Technician at California State Hospitals - Coalinga immediately upon completion of his training. Then, he earned certification as a Licensed Psychiatric Technician in May 2017, and now, operates in that role at \$27/hr. & \$60,000/year!

## Mentors Make A Difference

### Generational Support: A Stabilizing Influence

The California Teaching Fellows Foundation, a collaborative of more than eight Central Valley colleges, partners the FRWDB with their "Teaching Fellows," so seasoned professors support part-time, paid jobs for students and act as academic mentors to community college and university undergraduates who are training to become K-12 instructors.

In 2017, two FRWDB "Teaching Fellows" were hired to support elementary and high school teachers, districts, and county offices of education by serving as mentors and 'college success' role models for their students in after school, tutoring, and summer programs. While helping younger students achieve more academic success, "Teaching Fellows" have gained valuable hands on experience in supportive environments that have become building blocks for their own success.

Based on her success on the job, Sarah Askham, a FRWDB "Teaching Fellow," was encouraged to take the Para Educator exam and passed it with flying colors, making her job eligible. This simple career exploration experience launched Sarah's budding educational career and has helped support her as she is completing her teaching degree at Fresno City College.



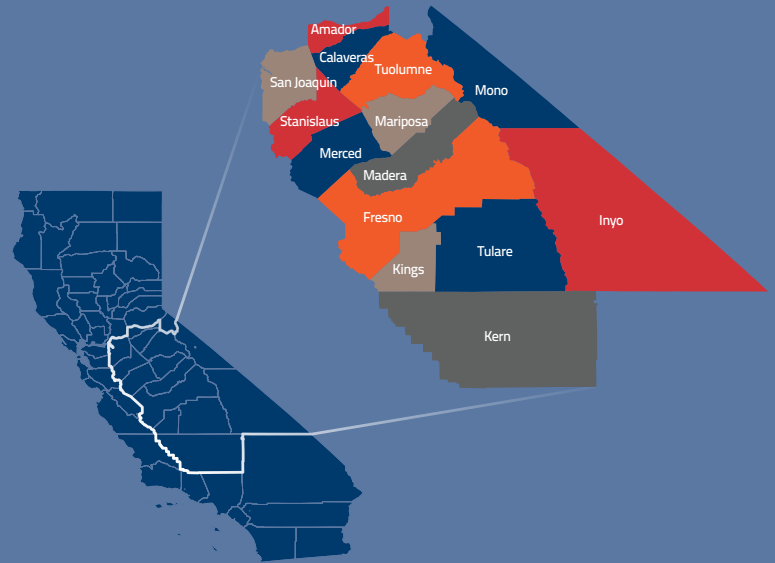
The California Teaching Fellows Foundation is a powerful partner that operates with integrity and passion as it offers quality experiences that help form the teachers of tomorrow while working with Valley schools to help our younger students excel.

# Local Access. Regional Leadership.

Self-help employment services and other FRWDB support is available for jobseekers and business throughout the county at strategically located One-Stop Centers, our Business Services Center and at our partner training sites. FRWDB One-Stop Centers have dramatically increased their level of service efficiency and have reduced stress on clients. All truly live up to their name by also hosting other employment service related agencies. This is so One-Stop jobseekers in Fresno County find all the support they need, co-located under one roof.

Because matching jobs with jobseeker skills is sometimes more difficult in the Valley, FRWDB has also led the effort to develop, implement and monitor a common skills assessment program for all Workforce Development Boards in the Valley. Now, jobseekers who have been tested and qualify in Fresno County automatically qualify for jobs throughout the region requiring that level of certification.

Noticing a change in how employment support grants were being evaluated and approved earlier in the decade, Fresno pioneered the shift by Valley Workforce Development Boards to a regional grant application approach that has brought millions in new outside resources to bear on our regional employment issues. It continues to grow and generated an additional \$1.9M in grant dollars for just our local Fresno County jobseekers in 2016-2017. Besides application management, FRWDB staff also provides fiduciary services for all of the regional grants to ensure full compliance by each county receiving funds.



An openness to addressing employment barriers is required for our staff to help the jobseeker begin their process of qualifying for sustainable employment in a sector that could allow them to turn a job into a stable career.

## Lost a Job. Found a Career.

Martha Hernandez, a single mother of a young child and full-time caregiver for her ailing father, lost her only income producing job. She moved quickly to pick-up the pieces by turning to our Workforce Connection One-Stop Center in Coalinga. She eagerly participated in our detailed skills assessment process and completed the various tests with flying colors. In fact, her scores earned her a FRWDB scholarship to pursue training as a Certified Nurse's Assistant.



The testing also showed that her limited English skills would become a barrier to self-sufficient employment in healthcare. Not to be deterred, Martha took classes to improve her English and her presentation skills – and did. Dramatically. She has since excelled in all of her required coursework and training, passed her Boards on the first try, and is now working full-time!

Congratulations to Martha and her family – and 'thank you' to Claudia Call of our One-Stop staff in Coalinga for helping make a difference.

**"Martha's story, like so many, speaks to the flexibility and customization of our services, the empathy and professional skill of our One-Stop staff, and maybe most importantly, the power of personal motivation."**

**Paul Bauer, FRWDB Board Chair**

# Assessments Show a Path & Focus Resources

# Targeted Training Delivers Efficient Results

## Gathering the Building Blocks

After high school, Daniel Perez realized he did not have enough training to qualify for the type of manufacturing position that would let him become independent and begin helping his mother and siblings. So, Daniel reached out to his Workforce Connection office in Reedley in June of 2016.

Guided by the Reedley Workforce Connection team, Daniel completed a series of comprehensive skills assessment panels and enrolled in the two-semester Reedley College Manufacturing Program based on his assessment results. Working with his local One-Stop team to identify work experience openings, Daniel landed an On-the-Job Training (OJT) experience that helped him develop new hard and soft skills. After successfully completing his comprehensive training regimen, Daniel earned

Reedley College's welding certification and has been working full-time with his OJT employer earning \$16.00/hour or \$35,000/year with benefits!



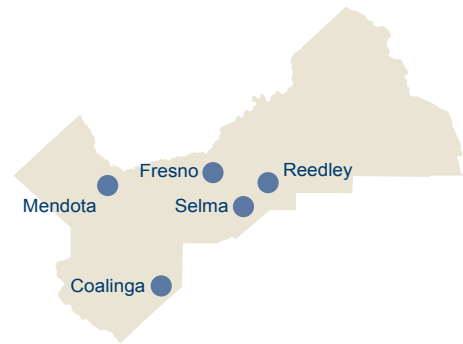
Daniel Perez

Daniel's success is a model for how many of our successes are created: a high level of personal determination, a willingness to learn, and great cooperation between the jobseeker, our staff and our Community College partners.

**Daniel's success is a model** for how many of our successes are created: a high level of personal determination, a willingness to learn, and great cooperation between the jobseeker, our staff and our Community College partners.

“Wanting something is not enough. You must hunger for it. Your motivation must be absolutely compelling in order to overcome the obstacles that will invariably come your way.”

Les Brown



### FRWDB One-Stop Locations

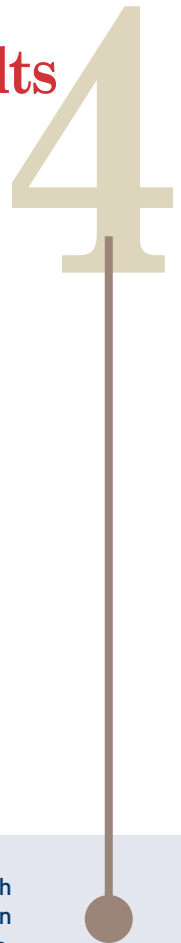
**Manchester Center Mall, Fresno Office**  
3302 N. Blackstone Avenue, Suite 155, Fresno, CA 93726  
(559) 230-3600 (T) | (559) 230-4022 (F)

**Reedley Office**  
1680 E. Manning Avenue, Reedley, CA 93654  
(559) 637-2444 (T) | (559) 637-0392 (F)

**Coalinga Office**  
300 Cherry Lane, Coalinga, CA 93210  
(559) 934-2424 (T) | (559) 935-1344 (F)

**Mendota Office**  
655 Quince Street, Mendota, CA 93640  
(559) 655-5281 (T)

**Selma Office**  
3706 McCall Ave, Suite 116, Selma, CA 93662  
(559) 891-0135 (T) | (559) 891-0177 (F)



## Outstanding Character Creates Self Sufficiency

Eric Gonzalez earned his high school diploma from Laton High School in 2008 and continued his education at both Fresno City College and West Hills Community College until he had to quit to support his family. Then, after seven years working as a food processing sanitation technician at \$9.15/hour, Eric was laid off due to a lack of work.

Still responsible for two younger siblings of his girlfriend, one being a young adult with autism, Eric came to our Manchester Mall One-Stop Center in Fresno for assistance in June, 2015. He wanted to enroll in a Truck Driver Training program for the stability and job security driving could provide, but did not meet the entry-level requirements for that training.

So, he began our FRWDB WinSolutions tutorial program to upgrade his WorkKey's reading score for Truck Driving training but found a learning disability made the required reading and writing very difficult. With the help of his Workforce team, Eric began using the "Audio Function" in the courses, improved his performance, and qualified for Truck Driver training in just 3 months.

Our Workforce team also assisted him with individual employment development, career exploration, résumé development and mock interview skills in preparation for interviews with a FRWDB Scholarship Panel. Eric successfully completed the following job readiness workshops: résumé writing, networking/internet use, and interviewing skills.

During this same period, the support and care of an ailing grandfather also fell to Eric, adding to his responsibilities and to the struggles he had to endure and overcome during his training. Even though he had earned his Class A Driver's License, Eric needed to return to his previous job to meet the immediate financial obligations placed on him by family responsibilities. Then, after losing his grandfather in the fall of 2016, Eric was able to earn a "Tankers Endorsement" to his license. He became

full-time employed on January 3, 2017, as an Equipment Operator 1 with Cal Trans making \$3,250.00 per month, where he remains employed.

During his time with Workforce Connection, Eric showed outstanding character as demonstrated by a strong commitment to improve his future, great fortitude in loyalty to his family, and a deep desire to complete truck driver training.

**The mechanics of self-sufficiency are often pretty simple: a dedicated jobseeker with - or committed to acquire - relevant skills, a supportive environment, and the opportunity to learn and to contribute to their employer's success and their own.**







## Future Ford Provides A Brighter Future

Future Ford of Clovis has expanded its community outreach effort by offering internship scholarships to high school students through the Clovis High automotive program.

By also partnering with the All Youth One System Work Experience program at-risk youth participants are provided internship opportunities that generate new visions and passions for interesting hands-on work that can last a lifetime.

**Rigorous skills assessment requires jobseekers with the willingness to change and the confidence to learn.**

- > *Jobseeker motivation is critical*
- > *Trusting our One-Stop staff opens new doors*
- > *A workable path forward requires persistence*

**A commitment to training requires the humility to admit you do not know, the willingness to try something new, and the courage to face the possibility of failure.**

- > *Those who succeed in our training learn a lot about themselves as well.*

Future Ford is offering our young participants the opportunity to learn, problem solve and put the principles they have learned in class to work. Besides those placed at the dealership, Future Ford Service Director, Tracy Gill, also helps by mentoring many other youth in our program as well. The program has been so successful that in 2017, Future Ford transitioned two of our participants from internships to employment and hired a third who was referred by our Business Services Team. Future Ford has quickly become a much requested work site because of their valuable hands on training and supportive environment. And they are highly valued because of their commitment to teaching and mentoring. Their acceptance of candidates (with or without training or previous experience) and their willingness to provide exposure and hire interns into the field of automotive repair giving participating youth direct access to a growing economic sector.

# 5 Evaluation Aligns Jobs & Skills

## Placement Begins A New Path

Second chances create first class results at West Coast Enterprises Truck & Trailer Sales, a family owned and operated full-service dealership. West Coast Enterprises has been working with Workforce Connection to recruit maintenance workers for more than three years. Their offer of new paths to the workplace and successful careers have proven to be a great asset for our placements. More than that, the family environment created by Andrea West and her team reflects a set of values that lets West Coast Enterprises Truck & Trailer be a productive 'second chance' employer. And it also creates a model environment for new employees to grow and succeed.

Andrea appreciates the rigor of Workforce Connection's skills pre-screening process and overlooks what might otherwise be disqualifying barriers for jobseekers. She gives referrals a new chance to prove their trustworthiness based on their actions. Their special values and workplace environment and this unique level of cooperation has been productive for West Coast Enterprises. It has also proven to be a powerful change agent in the lives of Workforce Connection clients and their families.

**Support Employees as Assets and Businesses that Invest in Human Capital**  
 FRWDB aggressively partners with local businesses, educational and training organizations to better align jobseeker skill sets in the community with changing local business needs.

### 2016/2017 IMPACT FOR TRAINED JOBSEEKERS

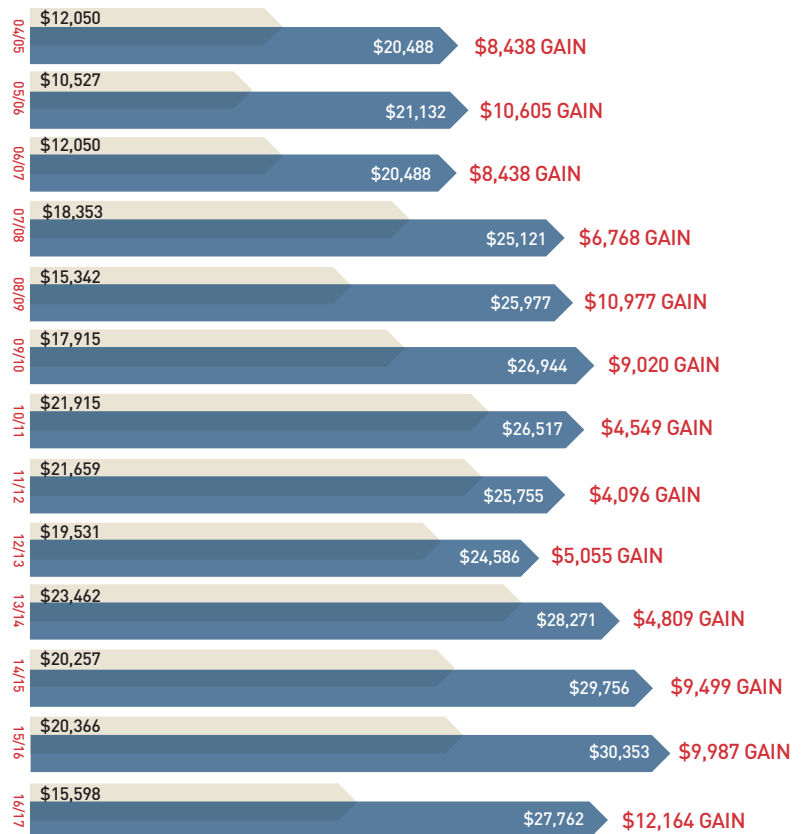
**\$12,164** AVERAGE WAGE GAIN

**x 464** PEOPLE EXITED WITH A JOB

**\$5,600,000 +**

ADDITIONAL INCOME BACK INTO  
OUR LOCAL ECONOMY

#### AVERAGE WAGE GAIN FROM ONE-STOP SUPPORT



Average Annual Wage At Enrollment  
 Average Annual At Exit  
 Average Annual Wage Gain

“Success is to be measured not so much by the position that one has reached in life as by the obstacles which he has overcome.”

Booker T. Washington

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

**Use Workforce Attributes as Economic Development Advantages**  
FRWDB works with other local organizations and institutions to integrate the workforce agenda with our community's broader business retention, growth and attraction programs.

## Win-Win-Win for Customers, One-Stop Clients & Community

CS & FD Medical Waste Disposal services, a locally owned company has partnered with our One-Stop Business Account team to create meaningful training opportunities and unsubsidized employment for FRWDB jobseekers while operating in a very sensitive and highly regulated healthcare category.

The quality of medical waste handling services, now including crime scene decontamination and clean-up, that CS & FD delivers to their customers is well received in the marketplace. It has led to the company's long-term growth trend. Continuation of that expansion requires the regular incorporation of additional qualified employees who committed to the "family like" organizational values and uncompromising performance standards at the heart of their success.

The solution: The Workforce Connection Business Account Team. CS & FD Medical Waste Disposal Services now turns to Workforce Connection first and looks to our Business Account group as team members contributing to their continued success.

Sherri Duvivier hired multiple Workforce Connection clients in 2017 to fill office, plant and field positions. She says that Workforce Connection clients respond to their opportunity to quickly become productive contributors to the team. They are dedicated to the company's success. This public /private partnership makes a difference for the employees, the company and for our community!

**Responsibility Meets Experience  
For Permanent Placement**



# Focused Attention By Our Business Support Partners Makes A Difference!

## When Companies Downsize or Close, Employees Suffer

That's when the FRWDB's Rapid Response Team is invited in by caring owners and managers to provide their dislocated workers with more focused resources such as training, job search and other self-help assistance. Working with 28 businesses in the 12 months ending in June 2017, FRWDB Rapid Response Team provided intensely targeted support that affected 795 employees.



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Phone: 559.490.7100 | Fax: 559.490.7199 | [workforce-connection.com](http://workforce-connection.com)

This WIOA, Title 1-financially assisted program /service is an equal opportunity employer/program. Auxiliary aids and services are available upon request to people with disabilities and/or limited English.