

# CREATING PRODUCTIVE COLLABORATIVE RELATIONSHIPS

*Developing Our Community's Frontline Workers*



# A NOTE ABOUT US

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Paul Bauer  
FRWDB Chair

The Fresno Regional Workforce Development Board (FRWDB) is a citizen-managed Joint Powers Authority between the City of Fresno and the County of Fresno. We work in partnership with both the public sector and private industry to assist local businesses in meeting their human capital needs.

We are responsible for the fiscal oversight and operational performance of FRWDB funded human resource training and support initiatives. We manage Fresno Regional Workforce Development Board and Workforce Connection service contractors. We also collaborate with and convene local and regional organizations to address workforce problems that affect the stabilization and improvement of our local economy.

Providing services to the community's unemployed, under-employed, and dislocated workers, the Fresno Regional Workforce Development Board team develops and implements jobseeker training and referral service programs. We further manage federal, state, local and private grant funding to address changing local workforce needs in a timely manner. The result is precise targeting of training outcomes in the following service areas:

- *Supporting local businesses in their search for well-qualified employees.*
- *Screening, training, and qualifying prospective new employees for businesses.*
- *Assisting in the skill development of both job seekers and existing employees at participating businesses.*

We provide targeted training specifically designed to improve the quality of our local workforce. Our goal is to assist willing job seekers in creating sustainable incomes that improve the economic health of our communities and support our region's integration into the larger California economy.

## **Changing the Standard of Workforce Investment Productivity**

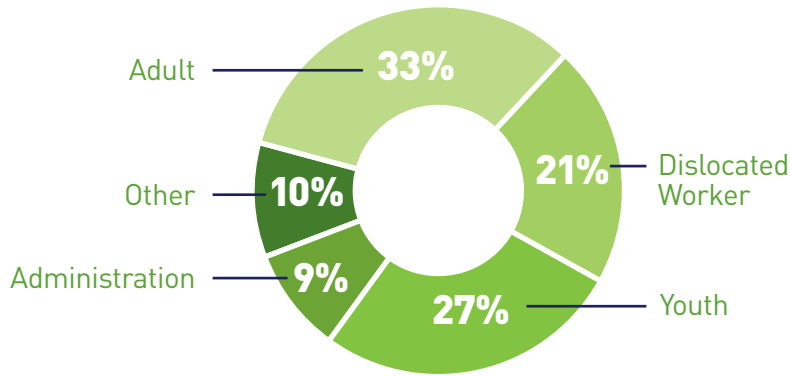
FRWDB works with multiple agencies and the contracted service providers it manages to ensure that the shared goals of our community, employers and jobseekers are met - and that key workforce stakeholders are working to improve and accelerate outcomes.

# 2017/2018 YEAR IN REVIEW



**57,427**

Visits to Our  
Five One-Stop  
Locations  
Throughout  
Fresno County



## FINANCIAL Program Year PY 2017-2018

	# Served	Amount
<b>Adult/Dislocated Program</b>		
· Universal	16,530	N/A
· Adult	1,593	\$4,828,391
· Dislocated Worker	569	\$3,123,688
<b>Youth Program - Young Adults Served</b>	1,272	\$4,027,997
<b>Administration</b>	N/A	\$1,331,120
<b>Other</b>	N/A	\$1,498,048
<b>Total PY 2017-2018</b>		\$14,809,244

**\$1,297,515**

Amount of  
Scholarships,  
Grants &  
On-The-Job  
Trainings



## IMPROVING JOB QUALITY AND BUSINESS OUTCOMES

Knowing that meaningful change is created by committed people acting together, Gabriel Garcia and his team at the local Petco have created work experiences and expanded opportunities for many local youth. Gabriel has been working closely with the FRWDB Manchester Center Workforce Connection office since 2013, matching their retail work experience requirements with youth who have been pre-qualified by taking and passing comprehensive vetting tests. After participants pass rigorous hard and soft skill assessment regimen for retail workers, Gabriel's PETCO team provides specific animal handling training and qualifying participants are selected and assigned their roles and tasks in the PETCO store, with aptitude and safety as priorities.



Almost all of the participants have gained their first experience working with the general public through this initiative, and almost as many have also experienced the joy of working with animals for the first time!

"Gabriel's dedication to training and motivating youth helps them excel, move to permanent employment and earn promotions from there."



## SURFING THE SOLAR TREND

WITH GRID ALTERNATIVES: A SUCCESSFUL NON-PROFIT COMMUNITY-SERVING COMPANY

By their constant and continued commitment to Workforce Connection with photo-voltaic training and hands-on solar installation and field maintenance job experiences over the last nine years, GRID Alternatives has been able to provide the first entry-level career step into the sector for many; and has installed almost 1,000 affordable solar systems that are reducing usage during peak seasons and helping low-income families in our Central San Joaquin Valley save money every day.



### THREE STORIES OF SUNNY FUTURES

#### Cristian Tello

*Cristian enrolled at Workforce Connection for Solar Installation Training at GRID Alternatives with an EPA scholarship and it has changed his life. After the initial six-week photo-voltaic, safety and solar installation training courses, he also trained in the clean-up and restoration of contaminated sites, earning a HAZWOPER40 training certification. After graduating, realizing that he had a passion for the electrical conversion aspect of solar, Cristian joined GRID Alternatives and is employed full-time as a Solar Corps Construction Fellow earning \$15.00 per hour with advancement prospects in the company – and the industry.*

#### Christopher White

*After a five year career as a roofer and with support from his brother, Christopher decided to change his career and enroll at the Manchester Center Workforce Connection office where he went through the assessment process and was awarded a scholarship to attend a six-week EPA funded Solar Installation Training course at GRID Alternatives. Upon graduation, he was hired at Lifestyle Solar as a full-time Solar Installation Technician earning \$13.00 per hour with pay raise incentives.*

#### Larry Garcia

*"My family and I are very grateful for the opportunity that Workforce Connection gave me to train with GRID Alternatives. Everything from the first week classroom training with Adrian, to the solar install training with Manuel and Daniel, and the resume workshop building with Karina and Eric, was strategically planned in order to ensure that I was certified and ready to obtain employment."*

# REAT INVESTMENTS



## HIGH STANDARDS REQUIRE DEEP COMMITMENT

Lorena, unemployed and seeking assistance with training to re-enter the workforce, enrolled in the Workforce Connection program on March 1, 2018. She met with her employment Readiness Specialist at the Manchester Center location for guidance on how to regain financial stability. She was informed about various training opportunities and was interested in the Supply Chain Logistics program held at Fresno City College. She was committed to making changes for her future and enrolled in the 12-week full-time program by mid-March 2018.



### SAMPLE LOGISTIC SECTOR CURRICULUM

- Warehouse & Distribution Practices
- Supply Chain Life Cycle
- Math/Measurements
- LEAN Principles
- Industrial Automation

While in the program, Lorena often received written comments from her instructors stating that she was a hard worker, punctual and does excellent work. Several instructors wrote that she was “one of their best students”. Because she excelled in the program, her Employment Readiness Specialist referred her to Amazon for an employment opportunity. Four days prior to the completion of the program Lorena secured a full-time position with Amazon as a Counter, responsible for Inbound Record Counting/Tracking. Lorena completed the program and now receives full benefits and enjoys the bonuses for exceeding quotas and working overtime. She stated, “one of the best rewards of my new position is that my husband and I were able to finally purchase a home.”



## A CHANCE MEETING AND RISING CAREER PATH

Cristian Robles, now 18, was just one of the many youth who have been assessed, trained and evaluated through our All Youth One System (AYOS) for the Manufacturing Career Pathway program that was designed collaboratively with local manufacturers, educational institutions and training organizations. Recruited into the 3rd cohort of the Manufacturing Career Pathway program while still at Duncan Poly Technical High School, Cristian began the detailed skills assessment and supplemental training programs that were customized to fill a skills gap with additional math curriculum.



Then, even before graduation, Cristian interviewed with the Manufacturing Employer Panel where Jim Sullivan of Quality Concessions met him. Based on Cristian’s performance in the program and the interview, Quality Concessions offered him permanent employment almost immediately. Cristian’s apparent personal characteristics and dedication to learning must have been impressive because, says Sullivan, “that’s what motivated the job offer while he was still in school.” And, that decision has paid big dividends for Quality Concessions and Cristian, with his work quality and productivity quickly earning a pay raise that has helped to support his youthful self-sufficiency.

With no previous work experience but great success in his Duncan welding classes, Cristian tracked into the job readiness workshop. He also completed 150 hours of paid work experience at Quality Concessions and earned college credits by successfully using his welding skills in a managed commercial production environment. An AYOS investment covering tuition, fee, textbooks and other supportive materials is also helping Cristian, now a full-time student in the Fresno City College Occupational Skills Training program. Upon successful completion of that program, he will receive an Industrial Maintenance Technician certification that qualifies him in Mechanical Power Drive Systems, Hydraulic Systems, Motor Controls and other specialized areas.

# HOW DIVERSE GROUPS WORK TOGETHER TO DEVELOP OUR COMMUNITY'S FRONTLINE WORKERS

## Understanding Key Sector Employers



Goal: Develop Professional Recruitment/Hiring Relationships for Frontline Employees.

Activities: Outreach to business leaders and hiring decision-makers to build trust and create awareness of the quality of the frontline employee pool available through Workforce Connection. The employee pool has been assessed and trained for specific sectors and is available to local employers at no cost.



## Support Workforce Network

Goal: Fill support gaps that may hinder and motivated jobseekers during their transition to new jobs with our Workforce Employment Network.

Activities: Working with other agencies to provide simplified service access to support jobseekers return to the productive workforce.

SUPPORT = SUCCESS

## Journey to a Motivated Jobseeker



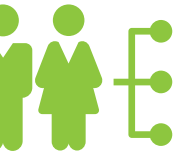
Goal: Assess jobseekers for success and train them for performance.

Activities: Nationally recognized pre-employment testing of soft and hard skills to understand commitment levels, identify preferences and strengths, and understand qualification gaps for upskill development needs. Post training testing to ensure qualifications and suitability for specific employer-generated jobseeker referral requests.



## Synchronizing Upskill Investments With Local Needs

# DEVELOP



the success of qualified training or while onboarding per Network.

and workforce partners support jobseekers in their

ACCESS

“Where there’s hope, there’s life. It fills us with fresh courage and makes us strong again.”

*Anne Frank*



## Partnering Cooperating Workforce Agencies



Goal: Seamless one-stop application of collaborating agency services to support employers and guide jobseekers to mutually productive outcomes.

Activities: Consistent management and evaluation of Workforce Connection One-Stop and training contractors; coordination with other workforce agencies to ensure the efficient application of supportive services; fiscal management of local FRWDB programs and targeted regionally funded multi-county grants focused on specific situations.



## Employment Assessment and Training Management



Goal: Provide motivated jobseekers with access to job search tools and employment opportunities.

Activities: Self-help job-search tools are available to any jobseeker at no charge at One-Stop Centers; guided skill assessment, tailored upskill training programs, and job referral opportunities to participating employers are made available to qualifying jobseekers.

2017/2018 Impact

**\$8,433** AVERAGE WAGE GAIN

**x 519** EXITED WITH JOB

**\$4,376,727** INCOME INCREASE BACK INTO COMMUNITY

## al Needs

Serving local businesses seeking ready and willing employees trained in skill sets with a demonstrated character to reduce turnover, improve productivity, and increase both employer profitability and jobseeker-client earnings



# Working Together For A Better Economic Future

## PARTNERS



**CLC Partnership**





## Technical EPA Training Improves Personal Environments Too!

EPA Workforce Development and Job Training Program Grant of \$192,000 has trained 63 jobseekers and when it is over in July 2019, will have trained a total of 73 unemployed Fresno County residents in jobs created by the management, assessment, cleanup, and revitalization of solid and hazardous waste sites and other environmental projects in the community, such as water quality improvement, pesticide management and chemical risk management efforts.

This FRWDB-managed tax dollar investment, of just over \$3,700 average cost per person for each of the 63 unemployed trainees, has already transitioned the first 41 graduates from system dependence to productive independence with jobs in various occupations where they are earning an average annual wage of more than \$30,000.

### Graduates from the FRWDB-Managed EPA Training Programs

14 – Solar\*

15 – Water Distribution and Treatment\*

13 – Forklift\*

8 – Truck Driving\*

13 – Asbestos, Lead and/or Pesticide Awareness\*

*\*The EPA training program mandates that all participants must also complete a 40 hour Hazardous Waste Operations and Emergency Response Standard (HAZWOPER 40) training class.*

## Creating Advantage with Workforce Connection

Alfonzo Portugal enrolled in Workforce Connection after release from incarceration and qualified to participate in the EPA-funded Water Distribution and Treatment training where he excelled. Showing the initiative that makes a difference, Alfonzo started a study group for his cohort and even began tutoring his classmates in math. He now has the HAZWOPER 40 card and is Water Distribution 1 and Water Treatment 1 Certified. Earning a WIOA funded Transitional Job Opportunity scholarship, Alfonzo excelled in the The Water School on-the-job training and has been hired by the Timber Cove County Water District as a Water Treatment Plant Operator 1, earning \$15 an hour. He is now also waiting for the results of his Distribution and Treatment 2 exams and the new opportunities they provide.

## Personal Confidence and Self-Sufficiency Grow with the Opportunity to Succeed

Marco Silvas was able to turn his years of experience raising fish and maintaining koi ponds in his backyard into a productive Water Treatment training and certification scholarship through Workforce Connection. Funded by the EPA and managed by the FRWDB team, Marco took full advantage of his opportunity to learn and grow, turning his vocation into professional certifications and converting that into a professional training and job opportunity with Malaga County Water District. Through this last year working with EPA Environmental grant support, Marco has gained not only the knowledge and skills needed to pursue a career he has long held interest in, but the confidence in his future to care for his growing family by building a career he can be proud of.

## 2017/2018 FRWDB BOARD OF DIRECTORS

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

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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.