



Workforce Development Board

WORKFORCE DEVELOPMENT BOARD
Annual Report



2018-2019




***Transforming Lives &
Strengthening Business***



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Located in southeast California, San Bernardino County is the largest county in the United States and the fifth most populous county in California. As one of the fastest growing metropolitan areas in the nation, the San Bernardino County Workforce Development Board (WDB) partners with local businesses and

educators to help produce an educated workforce capable of sustaining economic prosperity in the future thereby establishing San Bernardino County as a model in the state where local government, regulatory agencies, and communities thrive.





At a Glance

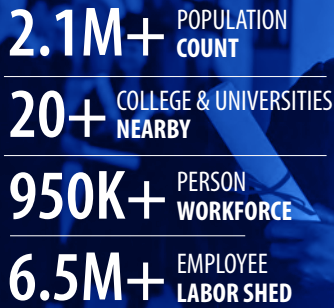
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GEOGRAPHY



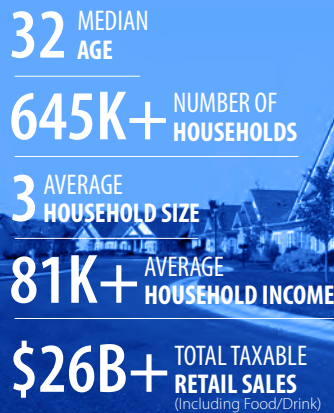
EDUCATION + WORKFORCE

(Source: Chmura, 2018)



DEMOGRAPHICS

(Source: ESRI BAO, 2018)



From 2017 to 2018, employment in San Bernardino County, CA grew at a rate of 5% from 901k employees to over 950k.

EMPLOYMENT BY DEMAND INDUSTRIES





Message FROM THE CHAIR

PHIL COTHRAN

**Chairman, San Bernardino County
Workforce Development Board**

The future of San Bernardino County and the Inland Empire are dependent on building a strong labor pool, and I'm proud to report that our extraordinary workforce development team is setting the standard for how to do that.

During the past year, we've seen significant growth in the programs and partnerships that have distinguished the County's Workforce Development Board (WDB) as a catalyst for opportunity and prosperity throughout the Inland Empire.

As central players in the County's Vision2Succeed initiative, the WDB is bringing together stakeholders from government, industry and education to build a 21st century workforce that meets the needs of businesses and ensures that our region fulfills its promise as one of America's most robust economic and population centers.

Developing those partnerships, and providing the support and intel to promote business and economic growth throughout the County, are our priorities as a Board. In 2019, we launched our Workforce Roadmap to provide businesses

and stakeholders with vital workforce and economic data. Our three America's Job Centers of California are providing job seekers with skills training, referrals and job search assistance. Partnerships with the INTECH Center and, soon, the High Desert Regional Training and Development Center are helping hundreds of jobseekers receive the skills they need to obtain good paying jobs in advanced manufacturing and supply chain management. Initiatives such as GenerationGo! are providing work-based learning opportunities to youth and young adults.

The next 12 months will see us build on all of this, helping business of all kinds attract the kinds of employees they want – and need.

The WDB is proud to be the catalyst for this transformation of our labor force – and the economic potential that will derive from it.

We hope you enjoy our annual report – and we look forward to helping one of America's most dynamic counties build an even more prosperous future.

WORKFORCE DEVELOPMENT BOARD

The San Bernardino County Workforce Development Board (WDB) is a policy-making entity empowered by the Workforce Innovation and Opportunity Act (WIOA) to educate and train local workers and support business. The WDB is comprised of a majority of private business owners alongside leaders from various education,

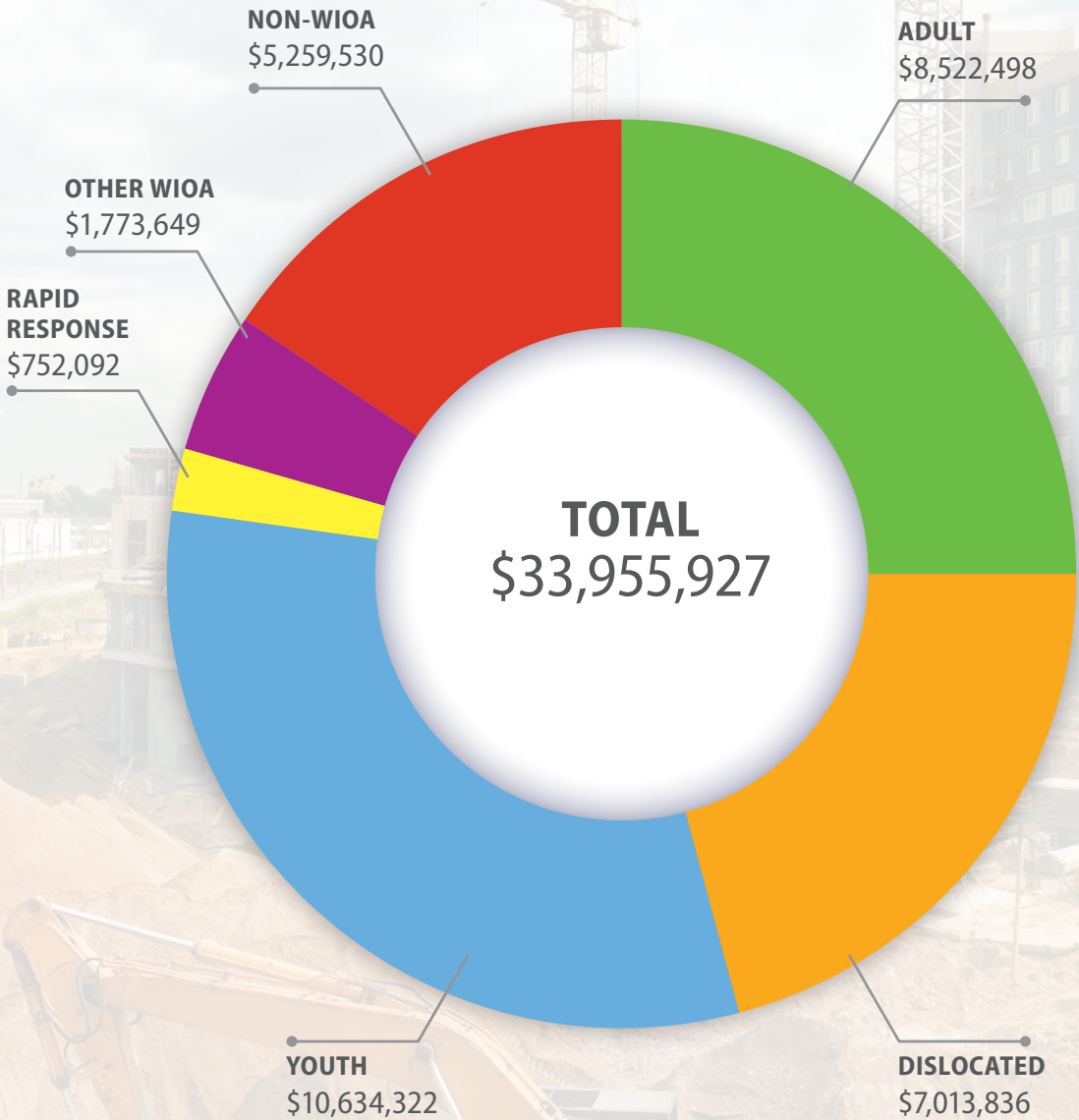
labor, public service, and community-based organizations. The focus of this Board is to ensure that the residents of San Bernardino County have the skills, training, and education to achieve their career goals, and San Bernardino County employers are able to hire, develop, and retain outstanding employees.

Mission STATEMENT

To promote a workforce development system that supports economic vitality by creating opportunities for business, employees and job seekers.

FUNDING

GRANT AVAILABLE FUNDS
(FY18-19)



REGIONAL IMPACT



Together San Bernardino and Riverside County Workforce Development Boards form the Inland Empire Regional Planning Unit (IERPU). As one of the tenets of WIOA, this collaboration brings together partners and key stakeholders representing education, labor, economic development, and community-based

organizations as well as customers. The IERPU focuses on the development and the implementation of regional service delivery and sector initiatives for in-demand industry sectors to create a regional economy that is healthy and robust.



INLAND EMPIRE REGIONAL PLAN MODIFICATION



On March 12, 2019, the Board of Supervisors approved the Inland Empire Regional Plan modification.

While the IERPU's Regional Plan 2017-2021 addressed workforce, education and training, and support services for all job seekers in the region, this plan modification focuses on:

- ▶ Workforce-Corrections partnerships to serve the formerly incarcerated and other justice-involved individuals
- ▶ Multi-Craft Core Curriculum Pre-Apprenticeship partnerships
- ▶ Regional Coordination and Alignment indicators

As a regional entity, the Inland Empire Counties have promoted in-prison job training rehabilitative services and have participated in programs designed to secure employment after release. These efforts will be enhanced and expanded so that the regional approach will:

- ▶ Facilitate long-term outcomes to reduce recidivism
- ▶ Enhance employment opportunities for the justice-involved

The IERPU's goals are focused on strengthening three sector strategies - Healthcare, Advanced Manufacturing, and

Logistics and Transportation to transform the regional economy with jobs that are middle-to-high skilled.

PRISON TO EMPLOYMENT INITIATIVE

The IERPU received an award for \$3,379,884 from the California Workforce Development Board for the Prison to Employment (P2E) Initiative. The purpose

of the initiative is to connect formerly incarcerated and other justice-involved individuals to high demand jobs in the labor market and to reduce recidivism.

The funding will allow the IERPU to work with Corrections, Probation, Sheriff's Departments, other County Departments, Education Providers, and community-based

organizations in the region to assist the formerly incarcerated and justice-involved population in becoming job-ready through training and supportive services.

THE P2E INITIATIVE SEEKS TO IMPROVE EMPLOYMENT OUTCOMES THROUGH:

- ▶ Coordinated efforts between partners to maximize service availability
- ▶ Transitional Employment models that lead to unsubsidized employment
- ▶ Connecting individuals who have completed training and earned certifications during incarceration directly to jobs related to training/certification
- ▶ Successful business engagement that leads to job placement
- ▶ Short-term vocational training that leads to career pathways identified as self-sufficient careers
- ▶ Peer mentorship, soft skills/job readiness, and case management

AMERICA'S JOB CENTERS OF CALIFORNIA

The WDB operates three America's Job Centers of California (AJCC) located in the East Valley, West Valley and High Desert communities offering all-inclusive access points to education and training programs providing demand-driven skills attainment,

especially for those with barriers to employment. Uniquely positioned to support local customers during times of economic growth or decline, the AJCC's provide the assistance required to meet changing workforce needs.

AJCC Success:

- ▶ Total Visits: 60,010
- ▶ Number of clients who received career training: 1,774
- ▶ Clients who received intensive one-on-one services: 5,018

"The past six months have been the best. I didn't just grow in my career but I grew as a person as well... I learned that I am a good person [and] that people believe in [me] and are willing to help. I now believe in myself and [that] I can do anything I put my mind to."

- MEGAN G.



Prior to being referred to the West Valley AJCC, **Megan G.** and her family were facing many barriers including homelessness. The WDB, in collaboration with the Transitional Assistance Department, is able to assist customers through the California Subsidized Employment Program (CSEP). Megan was

enrolled into CSEP and was placed with Career Institute, a youth program provider. While in the program, Megan received work experience training, mentoring, and career guidance. As a result of all the services received, Megan has decided to further her education and is now enrolled at Chaffey College.

VETERANS' SERVICES

Priority of Service: The WDB's partnership with Veterans' Services has resulted in a **streamlined and expedited** enrollment process for veterans seeking job search and training assistance at the AJCCs.

Workforce Development Specialists (WDS) develop job and training opportunities for

veterans, with special emphasis on veterans with service-connected disabilities. The WDS provide direct services to veterans enabling them to be competitive in the labor market.

Veterans' Success:

- ▶ Veterans enrolled into Adult and Dislocated Worker programs: 1,604
- ▶ Veterans who received intensive one-on-one services: 384
- ▶ Veterans trained in demand occupations: 58



"I can't thank you [all] enough for helping me find what I thought was an unreachable job. I am happy to know that I can be close to my loved ones in case of an emergency. Thank you [all] for believing in me."

- PATRICIO CAMARENA

Patricio Camarena is an Army Veteran who, after honorably serving his country, dedicated himself to loyally working with one company for over twenty-five years. Unfortunately, after so many years of service and for circumstances beyond his control, Patricio was laid-off. After becoming involved with the High Desert AJCC, Patricio

was able to benefit from the many veteran focused services. Patricio received training assistance to get his Class A Driver's License. Today, Patricio is back in the workforce working as a Class A driver for a company that allows him to remain local and be home every night while providing financial stability and medical coverage for his family.

BUSINESS SERVICES

The WDB's Business Services Unit (BSU) was developed to support local businesses with resources and tools to advance business and workforce development within the County's borders. The BSU engages businesses and responds to their diverse workforce needs through personal interaction. Our Business Services Representatives (BSR) communicate directly

with businesses to gather input on their specific workforce development needs and use this information to develop customized services for the employers. Through our engagement efforts and cultivation of personal relationships with employers, the WDB and BSU are the direct links in achieving new levels of growth and prosperity.

► **Total Company Contacts: 7,722**



On-the-Job Training

Recognized nationally as one of the top providers of On-the-Job Training opportunities. The WDB reimburses employers up to 50% of a new hire's wages while in training. The WDB helps businesses

to continue to grow profitably while job seekers obtain the skills necessary for permanent employment.

► **On-the-Job Training Contracts: 222**

Process Improvement Consultations:

The WDB partners with Process Improvement Specialists to provide assistance that transforms organizations into innovative, high performing, market-driven, and cost-effective operations. With the help of consulting professionals, these services allow companies to increase revenue, reduce costs, and improve employee performance. This program helps avert lay-offs and adds jobs within the local economy.



THIS YEAR, BECAUSE OF PROCESS IMPROVEMENT PROJECTS, 22 BUSINESSES EARNED:

- ▶ \$1,455,000 in savings
- ▶ \$22,965,000 in revenues

Workshop Series

Business Services offers free business workshops throughout the year by partnering with industry experts and providing solid and relevant information.

- ▶ **24 Workshops**
- ▶ **Over 650 attendees**

THIS YEAR'S WORKSHOPS:

- ▶ Marketing Done Right! Quality over Quantity
- ▶ Digital Supply Chain
- ▶ A Guide to creating an Employee Handbook
- ▶ Grant Writing 101
- ▶ Harassment Prevention Training for Supervisors
- ▶ OSHA – Foe to Ally
- ▶ Introduction to Quickbooks
- ▶ Using Social Media to Increase Your Sales

GENERATIONGO! YOUTH PROGRAMS

Out-of-School Youth

The WDB believes that in order to develop and sustain a healthy workforce, it must increase **accessibility of education and early work experience for youth**. A variety of career and educational services are available to eligible youth through WIOA funded programs. Designed to help enhance job skills, these services help youth take advantage of work experiences, develop leadership qualities, offer career exploration options, and provide participation in adult and peer mentoring



James Woodard - "I was lost, without direction... I was ready to find a new direction, but I didn't know how or where to begin. One day, a friend of mine took me to a program that he said could help me. He took me to Goodwill. He said their WIOA Youth [Program] would help me get on my feet. At first, I did not trust the program... I quickly realized [that] this could be the opportunity I needed to help me find my way.

[Goodwill] helped me enroll in school to help me graduate. Next, I joined their Work Experience



opportunities. In collaboration with over a dozen youth service providers, the WDB assists hundreds of youth to develop the skills needed for successful careers.

YOUTH PROGRAM SERVICES INCLUDE:

- ▶ Tutoring and study skills training
- ▶ Instruction leading to completion of high school
- ▶ Alternative high school opportunities
- ▶ Mentoring
- ▶ Leadership opportunities
- ▶ Occupational skills training
- ▶ Summer employment and work experience
- ▶ Comprehensive guidance and counseling
- ▶ One year of follow-up services to ensure continued success

[Training Program] (WEX) and [started working] at Goodwill's thrift store. After I finished my WEX, I signed up for the Security Guard Training Course. I quickly graduated, and I am now a Certified Security Guard. [I have learned] that **no matter what obstacle life places in front of you, even if you find yourself in a complete traffic jam, don't give up on yourself.** Slow motion is better than no motion. As long as you keep moving, you can make it to your final destination. No one is stopping you but you."

IN-SCHOOL YOUTH CAREER PATHWAYS

With our focus on the workforce of tomorrow, the WDB seeks to improve the trajectory of our youth by providing previously unavailable avenues for employment. Through Career Pathways and work-based learning, High School (HS) youth are offered innovative opportunities in both education and real world work experience. Career Pathway partnerships allow youth to be co-enrolled in HS and College giving them a glimpse of themselves as college students and participants in the future workforce. The work-based learning program enables businesses, schools, community colleges, and universities alike to benefit from the success of the students.

This year marks the third anniversary of the Career Pathways Program. Rialto Unified School District joined San Bernardino City Unified School District and Colton Joint Unified School District for the Job Readiness Skills Certificate portion of the program in Summer 2019.

Spring 2019 had the largest group of students complete work experience. As the largest employer in the region, the Board of Supervisors and Chief Executive Officer for San Bernardino County are so committed to supporting GenerationGo! Career Pathways Program that they provided resources to ensure county departments could participate.



- ▶ 27 County departments accepted 103 students for the Spring 2019 cohort
- ▶ Another 27 private businesses, including partner school districts, took interns

The program continues to prepare students with the skills needed in for high demand high salary jobs of the future. The internships allow students to be introduced to careers in San Bernardino County and to encourage them to stay in the area. The

GenerationGo! Career Pathways Program aims to bring economic change to San Bernardino County by making system changes for businesses and by ensuring future success for students.

Cohorts 3, 4, & 5

247 students from San Bernardino and Colton School Districts completed their work experience.

Cohort 6

Approximately 300 students are scheduled from San Bernardino, Colton, and Rialto School Districts to complete their work readiness classes in Spring 2020 and begin their work experience in Fall 2020.

COLLABORATIONS & PARTNERSHIPS



Partners pictured: Phil Cothran, Topacio Jones, Molly Wiltshire, William Sterling, Luis Urgilles, and Sam McMakin

AJCC Workforce System Summit

The WDB coordinated the first Annual AJCC Partnership Workforce Summit. The Summit allowed the 29 MOU partners to convene, network, and receive critical training to enhance the AJCC Workforce System. The Summit contributed to the WDB's recognition and receipt of the National Association of Counties Achievement Award (NACO), winning for

the MOU Partnership Desk Reference Guide and Referral Program. The event featured breakout sessions for partners to educate attendees about their various programs, resources, and services. It also spotlighted the impact of the AJCC Partnership with presentations from a keynote speaker and others who benefited directly from partner collaborations.



PARTNERING WITH THE TRANSITIONAL ASSISTANCE DEPARTMENT

California Subsidized Employment Program (CSEP) & California Youth Employment Program (CYEP)

The California Subsidized Employment Program (CSEP) & California Youth Employment Program (CYEP) are programs that assist California Work Opportunity and Responsibility to Kids (CalWORKs) customers. The objective of the CSEP &

CYEP programs is to connect CalWORKs customers to the labor market through work experience opportunities that enable them to gain exposure in real work environments, and to learn the skills and attitudes to succeed as employees.

- ▶ **Customers participate in a job-readiness training program to acquire the necessary soft skills and job retention skills**

CalFresh Employment & Training Program (CFET)

The CalFresh Employment & Training Program (CFET) is an employment and training for Non-Assistance CalFresh (NACF) applicants and recipients. Non-assistance recipients are those who receive CalFresh benefits, but do not receive a monthly cash

grant under the California Work Opportunity and Responsibility to Kids (CalWORKs) program. CFET aims to assist NACF families towards self-sufficiency through workforce development.

CFET PROGRAM SERVICES INCLUDE:

- ▶ Job-readiness (soft skills) training
- ▶ Adult basic education (GED) exam preparation
- ▶ Individualized and focused case management
- ▶ Referrals to vocational training
- ▶ Identification and elimination of mental, emotional, relational, career, and financial barriers to the client and/or family
- ▶ Connection to other wrap-around resources

EXECUTIVE BOARD



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WDB Chair
State Farm Insurance



William Sterling
WDB Vice Chair
Sterling Synergy
Systems, Inc.



BJ Patterson
WDB 2nd Vice Chair
Chair, Youth Committee
Pacific Mountain
Logistics, LLC.



Jonathan Weldy
Chair, Special
Populations Committee
Meridian Land
Development Company



Anita Tuckerman
Chair, Economic
Development and Business
Resources Committee
Stirling Development

Economic Development & Business Resource Committee

Focusing on business engagement in workforce, EDBR promotes board participation with in demand sectors while developing links with employers in the region to further support employer utilization of the system.

Special Populations Committee

Tasked with identifying resources for special population customers, this committee serves veterans, individuals with disabilities, the re-entry population, Native Americans, among other special populations.

Youth Committee

Relating to the provision of services to WIOA eligible youth, the youth committee assists with the coordination of youth programs and assists with planning recommendations.

WORKFORCE DEVELOPMENT BOARD



**John
Andrews**
City of Ontario



**Kenneth
Boshart**
Boshart Automotive



**Rene
Castellanos[†]**
International Union of
Operating Engineers
Local 12



**Ricardo
Cisneros**
Inland Empire Labor
Council AFL-CIO



**Mike
Gallo**
Kelly Space &
Technology, Inc.



**Cherilyn
Greenlee**
State of California
Employment
Development Dept.



**Robert
Loewn**
Department of
Rehabilitation



**Dale
Marsden**
San Bernardino City
Unified School District



**Tony
Myrell**
Premier Medical
Transport



**Paul
Moreno**
Iron Workers
Local 433



**Jon
Novack**
Patton Sales Corp.



**Henry
Shannon**
Chaffey College



**Joseph
Williams**
Youth Action Project

Countywide VISION STATEMENT

WE ENVISION

a complete county that capitalizes on the diversity of its people, its geography, and its economy to create a broad range of choices for its residents in how they live, work, and play.

WE ENVISION

a vibrant economy with a skilled workforce that attracts employers who seize the opportunities presented by the county's unique advantages and provide the jobs that create countywide prosperity.

WE ENVISION

a sustainable system of high quality education, community health, public safety, housing, retail, recreation, arts and culture, and infrastructure, in which development complements our natural resources and environment.

WE ENVISION

a model community, which is governed in an open and ethical manner, where great ideas are replicated and brought to scale, and all sectors work collaboratively to reach shared goals.

From our valleys, across our mountains, and into our deserts, we envision a county that is a destination for visitors and a home for anyone seeking a sense of community and the best life has to offer.

BOARD OF SUPERVISORS



**CURT
HAGMAN**
Chairman
Fourth District Supervisor



**JOSIE
GONZALES**
Vice Chair
Fifth District Supervisor



**ROBERT A.
LOVINGOOD**
First District Supervisor



**JANICE
RUTHERFORD**
Second District Supervisor



**DAWN
ROWE**
Third District Supervisor

WORKFORCE DEVELOPMENT BOARD

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San Bernardino County Workforce
Development Board



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