



2016

2017

WORKFORCE DEVELOPMENT BOARD

ANNUAL REPORT

Transforming lives and strengthening business

*Our Job is ...
Your Future*

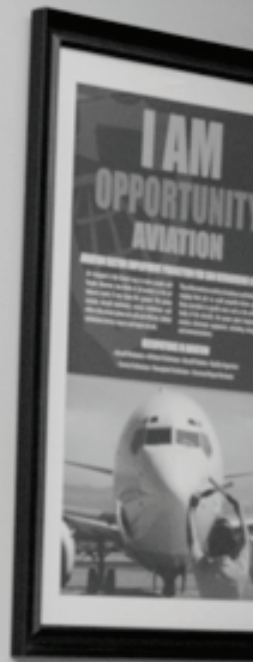
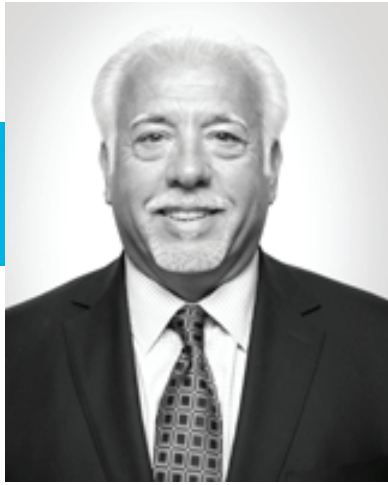


table of contents

02	MESSAGE FROM THE CHAIR	17	BUSINESS SUCCESS STORIES
03	WORKFORCE DEVELOPMENT BOARD & MISSION STATEMENT	18	AJCC SUCCESS STORIES
04	SAN BERNARDINO COUNTY AT A GLANCE	19	YOUTH SUCCESS STORIES
07	REGIONAL COLLABORATION	20	COLLABORATIONS & PARTNERSHIPS
08	MAJOR FUNDING	21	ACCOMPLISHMENTS
10	AMERICA'S JOB CENTERS OF CALIFORNIA	22	EXECUTIVE BOARD MEMBERS
12	Y4 EVENT	22	COMMITTEE CHAIRS
13	YOUTH SERVICES	23	WORKFORCE BOARD MEMBERS
14	BUSINESS COMMUNITY	24	COUNTYWIDE VISION STATEMENT
16	BUSINESS SERVICES UNIT		





Tony Myrell

Chair, San Bernardino County
Workforce Development Board

“ In the center of all of this is a commitment to career pathways and workforce development that has positioned our region as a place where businesses are able to find the talent and resources they need to succeed. ”

message from the chair

On behalf of the San Bernardino County Workforce Development Board, I am proud to present to you our 2016 – 2017 Annual Report.

This is a particularly exciting time for our county and the Inland Empire as a whole as we live up to our promise as one of the nation’s fastest-growing economies. Indeed, what’s happening here is a remarkable example of like-minded stakeholders working together to create a climate, an ecosystem, of economic growth, opportunity and prosperity.

In the center of all of this is a commitment to career pathways and workforce development that has positioned our region as a place where businesses are able to find the talent and resources they need to succeed.

We see numerous examples of this throughout the county – from the heightened emphasis our schools are placing on college and careers to emerging public-private partnerships that are aligning workforce training with the actual needs of businesses. In logistics, health care, advanced manufacturing, construction and other growth industries, San Bernardino County is creating the talent pool that encourage businesses to locate and expand here.

That’s all part of our mission at the Workforce Development Board: to “promote a workforce development system that supports economic vitality by creating opportunities for businesses, employees and job seekers.” In simpler

terms, we help people find jobs and careers, and help businesses find employees.

It starts by understanding what employers need. In this last year alone, the workforce development team visited 7,826 businesses and conducted labor market surveys with nearly 2,086 employers. We work closely, too, with local and county economic development agencies to ensure that we have a labor force that meets the needs of all industry sectors, especially those that offer the greatest long-term growth potential for our county. This kind of engagement has enabled us to develop customized training solutions and to prepare employees and job seekers with the skills they will truly require to succeed in today’s economy.

The annual report that follows details what the Workforce Development Board has done during the past year to meet the Countywide Vision’s call for 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 are proud of what we have accomplished, but understand, too, that we are just getting started.

workforce development board

The San Bernardino County Workforce Development Board (WDB) is a policy-making entity empowered by 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.

on behalf of the **san bernardino county board of supervisors**, san bernardino county local workforce development board...

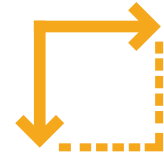
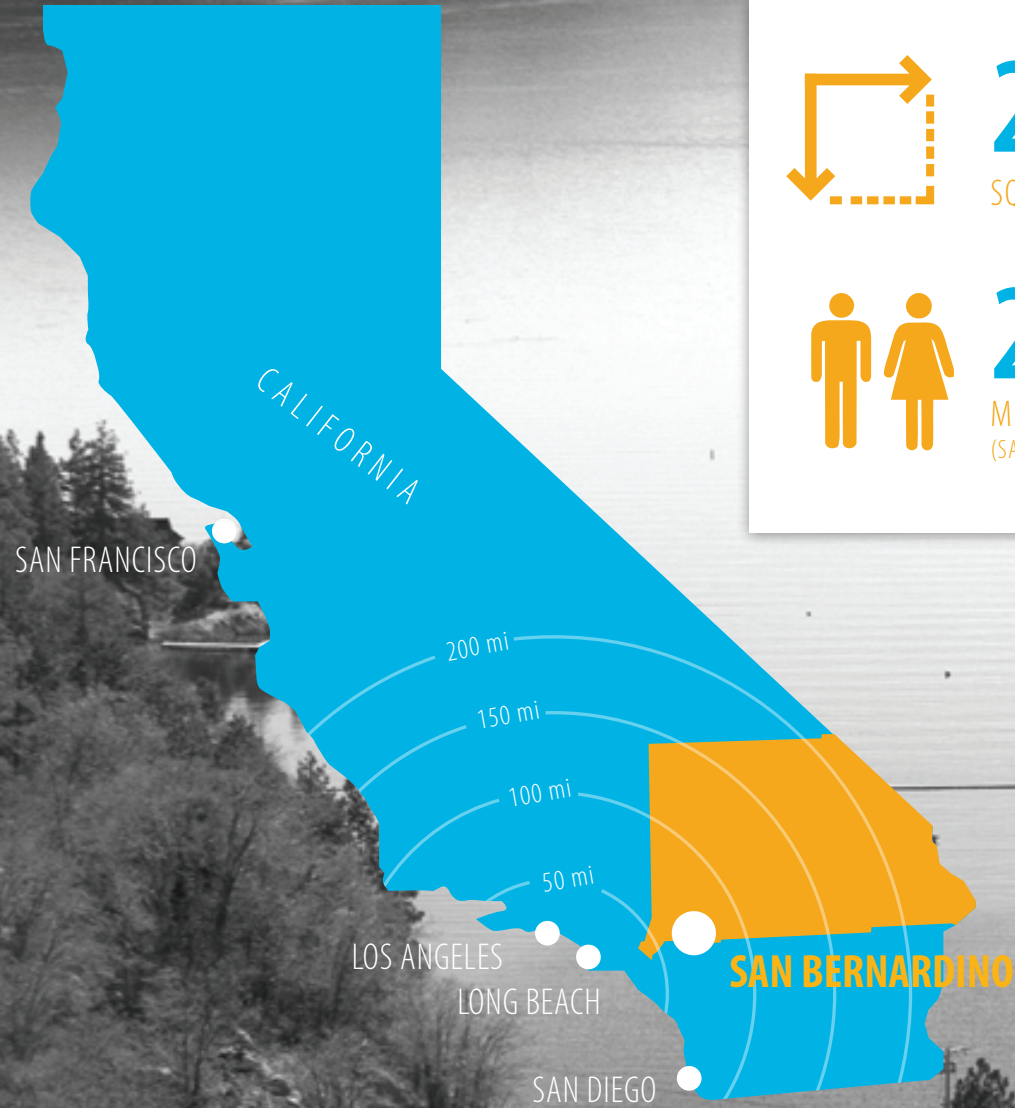
- Provides administration and oversight of local WIOA funding for adults, dislocated workers, and youth
- Supports programs that build employable skills of the County workforce
- Creates a strategic plan aligned with the Governor's and California Workforce Development Board's objectives
- Aligns WIOA services with the Countywide Vision of creating a vibrant economy with a skilled workforce
- Operates the three America's Job Centers of California located within the County
- Identifies and understands the workforce investment needs of local businesses and job seekers
- Commissions independent research studies to identify top industry demand sectors in the local economy and to objectively evaluate the return on investment of its program

mission statement

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

san bernardino county at a glance

GEOGRAPHY




20,160
SQUARE MILES



2.1
MILLION PEOPLE
(SAN BERNARDINO COUNTY ONLY)

\$1
TRILLION GDP

 **340**
DAYS OF SUNSHINE

 **30 min.**
MEAN COMMUTE

SAN BERNARDINO COUNTY

located in southeast California is the largest county in the United States and the fifth most populous county in California, one of the fastest growing metropolitan areas in the nation. Partnering with local businesses and educators to help us produce an educated workforce capable of sustaining our economic prosperity in the future. Establishing San Bernardino County as a model in the state where local government, regulatory agencies and communities thrive.

WORKFORCE DEVELOPMENT DEPARTMENT

(WDD) operates programs under the guidance of the Workforce Development Board, funded by the Department of Labor's Workforce Innovation and Opportunity Act (WIOA). The America's Job Centers of California are strategically located in the east valley, west valley and high desert regions of the County. WDD implements comprehensive strategies to meet the needs of local businesses for a skilled workforce, while creating opportunities for workers to prepare for and enter into well-paid careers.

INLAND EMPIRE REGION

new under WIOA is the collaboration among local areas: together San Bernardino and Riverside County form the Inland Empire Region. The Inland Empire Region will have discussions that include regional labor market information, regional service strategies, and the development and implementation of sector initiatives for in-demand industry sectors to create a regional economy that is healthy and growing.

GROWTH

TRANSPORTATION



EDUCATION & WORKFORCE

(SOURCE: CHMURA, 2017)



EDUCATION & WORKFORCE

(SOURCE: CHMURA, 2017)

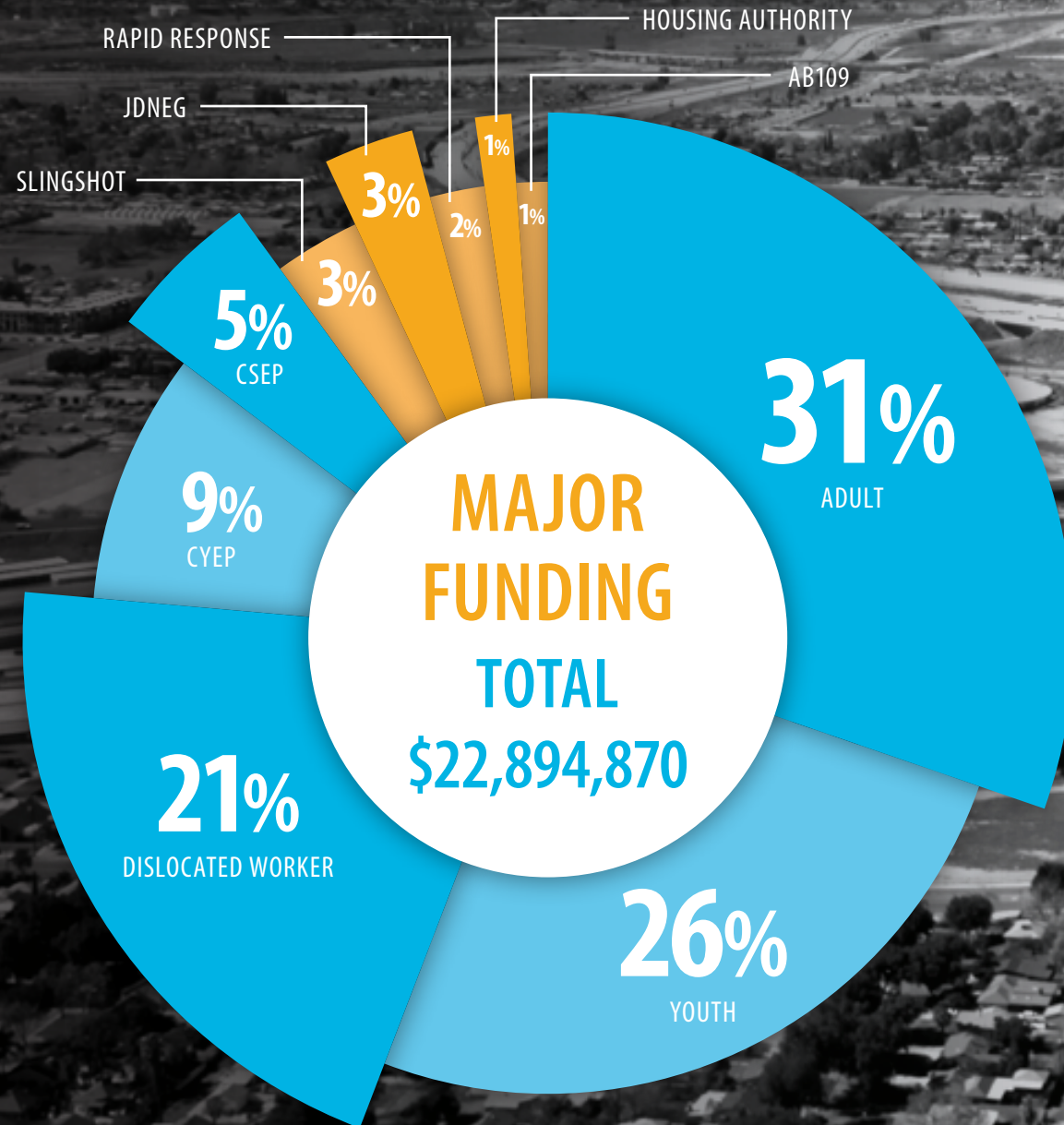


regional collaboration

Regional collaboration is one of the tenets of WIOA. Together San Bernardino and Riverside Counties form the Inland Empire Region. Throughout the year, the IERPU held collaborative meetings to gather input from partners and key stakeholders representing education, labor, economic development, community based organizations as well as customers including job seekers, youth, and businesses, leading to the creation of the first regional workforce plan, effective July 1, 2017 through June 30, 2020.



DEVELOP



ADULT

FUNDING FY16-17 \$5,682,210

FUNDING CARRYOVER FROM FY15-16 \$5,615,434

DISLOCATED WORKER

FUNDING FY16-17 \$5,315,327

FUNDING CARRYOVER FROM FY15-16 \$2,380,932

YOUTH

FUNDING FY16-17 \$5,998,495

FUNDING CARRYOVER FROM FY15-16 \$3,441,381

RAPID RESPONSE

FUNDING FY16-17 \$450,078

FUNDING CARRYOVER FROM FY15-16 \$135,105

SLINGSHOT

FUNDING FY16-17 \$720,441

FUNDING CARRYOVER FROM FY15-16 \$389,501

JDNEG

FUNDING CARRYOVER FROM FY15-16 \$1,078,535

HOUSING AUTHORITY

FUNDING CARRYOVER FROM FY15-16 \$255,945

AB109

FUNDING CARRYOVER FROM FY15-16 \$193,839

CSEP

FUNDING CARRYOVER FROM FY15-16 \$2,024,396

CYEP

FUNDING FY16-17 \$3,226,279

america's job centers of california

The WDB operates three America's Job Centers of California located in the east valley, west valley and high desert communities that offer employment resources, support services, and training for our local businesses and county residents. The AJCCs are uniquely positioned to support local customers during times of economic growth or decline by providing the assistance required to meet changing workforce needs.

VETERAN'S 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.

- Enrolled 632 Veterans into our Adult and Dislocated Worker programs
- 139 Veterans received Training Services
- 394 Veterans received Individualized Services

NO-COST SERVICES OFFERED BY THE AJCCs INCLUDE:

- Job training
- Job placement
- Job search
- Career counseling
- Skills and aptitude assessment
- Occupational training
- Resume writing
- Interview training
- Access to computers, printers, telephones and copy machines

GATEWAY



ajcc's success

68,722 TOTAL VISITS

1,616 TOTAL NUMBER OF
CLIENTS WHO RECEIVED
CAREER TRAINING

5,507 CLIENTS WHO RECEIVED
INTENSIVE ONE-ON-ONE
SERVICES

4,783 INTERNAL JOB REFERRALS

11,253 EXTERNAL JOB REFERRALS

1,410 JOB OPENINGS POSTED
TO ONLINE JOB BOARD



The Annual **Y4 Youth Leadership Event** is designed to enhance the WIOA Youth Program that the Workforce Development Board administers. Over 600 San Bernardino County youth attend the Y4 each year. Y4 provides career guidance, promotes educational resources and highlights local opportunities. A job and resource fair is also conducted during the event, which includes representatives from local employers, educational institutions, and public agencies. The event also includes speakers who provide motivational messages to the youth audience.

The youth participants and exhibitors are surveyed after the conference. At the 2016 Y4, the overall event survey for the youth stated:

- 96.77% of youth found the overall event experience valuable
- 96.77% of youth would recommend this event to others
- 88.71% of youth would attend this event again if given the opportunity
- 98.39% liked the event being held at a college
- 96.77% found Dr. Ellis, the Keynote, to be impactful
- 93.55% liked the Where Are They Now panel segment
- 93.55% of the youth found the resource fair valuable



youth success

72.8% EMPLOYED OR IN EDUCATION

82.9% ATTAINING A DEGREE/CERTIFICATE

67.7% BASIC SKILLS GAIN

youth services

The San Bernardino County Workforce Development Board (WDB) believes that in order to develop and sustain a healthy workforce, it must increase accessibility of education and early work experience. The WDB Youth Program offers training and employment opportunities to youth between the age of 16 and 24. In collaboration with 12 youth service providers, WDB assisted 560 youth to develop the skills needed for successful careers.

YOUTH PROGRAM SERVICES

- 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

CALWORKS YOUTH EMPLOYMENT PROGRAM (CYEP)

The Workforce Development Department and the San Bernardino County Transitional Assistance Department entered into a Memorandum of Understanding to provide work readiness and work experience opportunities to youth receiving CalWORKs assistance. Each youth is eligible for 485 hours or 6 months of subsidized employment.

HOUSING AUTHORITY YOUTH EMPLOYMENT PROGRAM (HAYEP)

In collaboration with the Housing Authority of San Bernardino County, the WDB provided 45 youth who were already living in subsidized housing units with work readiness training and work experience opportunities. Youth under HAYEP can complete up to 480 hours of work experience.

the business community

 LABOR MARKET SURVEYS & VISITS

 ON THE JOB TRAINING

 HIRING ASSISTANCE

 WORKSHOPS

 LAYOFF AVERSION

 RAPID RESPONSE

 HR HOTLINE

business success

7,826 TOTAL BUSINESS VISITS

2,376 UNIQUE BUSINESSES

1,223 INTRODUCTORY BUSINESS VISITS

2,086 BUSINESS RETENTION SURVEYS COMPLETED

736 HIGH DESERT

735 WEST VALLEY

615 EAST VALLEY

With an investment of \$170,000, the Workforce Development Board was able to serve 21 businesses in 5 major industry sectors. As a result:

- 254 jobs retained
- 87 jobs created
- \$414,246 in cost savings
- Over \$16.5 million in increased revenue
- Held 221 customized recruitments and bi-weekly employer hiring events for businesses
- Developed 316 successful On-the-Job Training contracts
- Responded to 27 businesses that were reducing their workforce or closing
- 2,752 workers targeted for layoffs met with the Rapid Response team
- Received 591 calls from 167 unique businesses to the HR Hotline

EAST VALLEY JOB FAIR

- 69 business participants
- Over 2,200 job opportunities
- 774 total job seekers

HIGH DESERT JOB FAIR

- 69 business participants
- Over 2,000 job opportunities
- 1,081 total job seekers

WEST VALLEY JOB FAIR

- 93 business participants
- Over 2,000 job opportunities
- 449 total job seekers

business services unit

The Business Services Unit serves the business community in San Bernardino County to support the retention of jobs and identify employment opportunities for the customers who use the America's Job Centers of California.



business success stories

ADVENTURE CABINS, INC.

Travis Saenz
MANAGER

“

The management and staff at Adventure Cabins are very appreciative-of the support from the San Bernardino County Workforce Development Board in assisting us with the services provided by California Manufacturing Technology Consulting (CMTc).

Our small family owned and operated manufacturing facility produces towable cabins, studios, and backyard cottages, established in San Bernardino in 1999. Growth at Adventure Cabins was stagnant prior to the WDB investment. A forced relocation in May, 2016 has additionally impacted our business growth. We operated with high lead-times, poor on-time delivery ratings, and poor marketing tactics to the "tiny home" community.

CMTc has allowed us to implement Lean Manufacturing tools to improve our lead-times and our ability to improve our planning process. In addition, the CMTc has given our company the digital marketing requirements to be seen and viewed digitally. In addition, we were able to accomplish the following:

JOBS RETAINED – 7
JOBS CREATED – 2 TO 10*
SALES RETAINED – \$70K
SALES INCREASED – \$130K
COST SAVINGS – \$45K

**Additional jobs may be needed based on large order for homeless shelters.*

”

ADVANCED CUSTOMS MANUFACTURING (ACMFG)

Adam Spofford
DIRECTOR

“

Trinity Construction is located in the San Bernardino Mountains, in the city of Cedar Glen. Our company caters to Industrial, Residential/Commercial, Public Works and Lake & Dock construction projects. Trinity Construction had no consistent branding in the marketplace. While we work across 5 different major areas of operations we have done so for years without a clear, concise and consistent brand. Our website was very out of date, as well as not being responsive or mobile optimized which was affecting our SEO rankings.

We would like to thank Ron Stark and his team at Voice Marketing for guiding us through the process of improving our logo, selecting a color palette, defining our typography and creating a new and fresh branded stationary set, including letterhead, envelopes, business cards and E mail signature. Delivered in print but more importantly on a DVD so we have access to fully editable files.

Once our branding was complete they then dove into the arduous task of creating a whole new modern website for us. Our site is now Google friendly, SEO optimized, intuitive and compelling. The best part is, we can easily access the backend of the site and make any changes or improvements ourselves without having to hire or pay someone else to do it.

*I would like to take this opportunity to thank San Bernardino County and for making programs like this available to companies like ours. I would also like to thank Ron Stark and his team at Voice Marketing for taking the time to deliver the quality work that we received. **It is good to know that there are resources and programs like these to help save jobs in San Bernardino County. We will save 10 JOBS and hope to add 5 MORE at an average rate of \$52,000 PER YEAR.***

”

america's job centers of california success stories

Christian Gonzales
COMMERCIAL TRUCK DRIVER
Gardner Trucking, Victorville, CA



“

The workforce development department helped me by paying for an education that provided me with knowledge to start a career. This program is truly a blessing for anyone who seriously wants a career and is willing to put in the work.

”



Stacy Trevino
SHIFT MANAGER
Custom Goods, Redlands, CA

Stacy came through Workforce looking for resources and help with handling her conviction statements. Her sporadic work history was an issue and she needed help. The probation department paid for her food handlers card and forklift certification.

“

About 6 months ago I bought a new car. Which is something I've never been able to do before. And last month I moved into my own two bedroom house. I couldn't have done it without Miss Donna's help and the Workforce Development class. Today I have been two years clean and sober and I am happily married.

”

Gloria Gomez
MAIL CARRIER
USPS, Rancho Cucamonga, CA



After attending WIOA Orientation and completing AJCC Workshops, Gloria received staff assistance with her resume, job placement services, job search assistance, and career counseling. Gloria was featured in a video detailing her gratitude for the assistance she received at the WV AJCC including the STEPS workshop and how it helped her to land her new job. Video presented at WDD All Staff Meeting on 7/31/2017.

youth success stories

Jesse Montano
DIESEL TECHNICIAN
Redlands Truck and RV



“

The Operation MONEY program helped me decide on a career and paid for my automotive training at ICEC (Inland Career Education Center). I also completed customer service training and learned the best ways to apply and interview for employment.

”



Isaiah Davis
STUDENT
Goodwill Youth Opportunity Program

“

I was new to the Victorville area, I moved out here just over a year ago. I felt like didn't have a foundation nor I didn't know where to start building. Since I was a re-entry participant I heard "No" a lot and I kept my guard up, but Goodwill Youth Opportunity said "Yes."

”



COLLABORATIONS & PARTNERSHIPS

The San Bernardino County Workforce Development Board continues to develop partnerships and collaborations with agencies to develop community leaders, an excellent workforce, and provide unsurpassed service to our customers.

CALWORKS EMPLOYMENT PROGRAMS

Collaboration between WDD and Transitional Assistance Department (TAD) to provide work readiness and work experience to youth and adults that receive CalWORKs assistance. Over the last two years, 610 youth and 502 adults have been placed in subsidized employment.

AJCC SYSTEM MEMORANDUM OF UNDERSTANDING (MOU)

A collaborative effort to form one Workforce System in San Bernardino County under one MOU of 27 partners representing workforce programs. Partners include (among others) adult schools, community colleges, State of California Employment Development Department, State of California Department of Rehabilitation. MOU focuses on shared service for customers to streamline referral systems and maximize efforts to help customers.

PARTNERSHIP WITH HOUSING AUTHORITY

The WDB provides 3 Workforce Development Specialists on-site to assist low income individuals with finding and retaining work, improving skills, and becoming self-sufficient. This program has placed over 100 individuals in gainful employment.

CHILD SUPPORT SERVICES

In collaboration with Child Support Services, WDD assists non-custodial parents with skills training and job placement assistance.

THE INLAND EMPIRE SLINGSHOT INITIATIVE

A regional collaboration between SB and RC Workforce Boards, SlingShot focuses on healthcare and manufacturing business inclusion in a model that incorporates business needs into the development of workforce training curriculum, resulting in targeted training improved hiring outcomes.

PARTNERSHIP WITH SAN BERNARDINO CITY UNIFIED SCHOOL DISTRICT

WDB, San Bernardino City Unified School District, and San Bernardino Community College District have created a partnership aligned with the County's Cradle to Career initiative. This program will be expanded to other school districts over the next few years.

- Goal is to have 100% of students in San Bernardino City Unified School District in a career pathway
- WDB will offer Work Based Learning
- San Bernardino City Unified Schools District will offer High School Diploma
- San Bernardino Community College District will concurrently enroll all students for a work experience class

PARTNERSHIP WITH SAN BERNARDINO COUNTY PROBATION

In partnership with the County Probation Department on the AB109 program, WDB stations one Workforce Development Specialist at each of three Day Reporting Centers.

OFFICE OF STATEWIDE HEALTH PLANNING & DEVELOPMENT (OSHPD) GRANT

Recognizing an opportunity to meet County workforce demand, WDD received a grant award of \$1,050,000 from OSHPD. This grant funds supervisors to train psychiatric nurse practitioners to address the County's projected increase in demand for mental health professionals.

HIGH DESERT TRAINING CENTER

WDB is working to create a regional training center in the High Desert region of the County based on expressed need from mining and manufacturing industry leaders.

ADDITIONAL RESOURCES

Additional partnerships and collaborations further developing our community impact include:

- Parole Action Community Team (PACT)
- Desert View Modified Community Corrections Facility (DVMCCF)
- Special Education Local Plan Areas (SELPA)

ACCOMPLISHMENTS

The San Bernardino County Workforce Development Department participated in the Department of Labor's Customer Centered Design (CCD) Round III Challenge. They collaborated with State partners as well as past CCD teams to discuss opportunities to improve the experience and outcomes of shared customers. The team interviewed all levels of staff from all three San Bernardino County AJCCs and administration. Common areas of improvement were discovered throughout. Solutions, such as All-Staff trainings, have been implemented. The next phase is the implementation of Kiosks at each center, which will serve as check-in systems, informational systems, and eventually a better way to connect with mutual partners. Due to the efforts of the team, CCD Round III was selected and invited to participate in the Washington D.C. Learning Exchange and Symposium.



executive board members



Phil Cothran William Sterling Anita Tuckerman Tony Myrell Jonathan Novack BJ Patterson



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.

Jonathan Novack
CHAIR, ECONOMIC DEVELOPMENT & BUSINESS RESOURCE COMMITTEE
Patton Sales Corp.



SPECIAL POPULATIONS COMMITTEE

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

Robert Loeun
CHAIR, SPECIAL POPULATIONS COMMITTEE
Department of Rehabilitation



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.

BJ Patterson
CHAIR, YOUTH COMMITTEE
Pacific Mountain Logistics, LLC

workforce board members



John Andrews
City of Ontario



Kenneth Boshart
Boshart Automotive



Rene Castellanos
International Union of
Operating Engineers Local 12



Mike Gallo
Kelly Space & Technology, Inc.



Cherilyn Greenlee
State of California
Employment Development Dept.



Terry Klenske
Dalton Trucking Inc.



Dale Marsden
San Bernardino City
Unified School District



Paul Moreno
Solar Power International



Henry Shannon
Chaffey College



Laurie Stalnaker
UNITED HERE Local 535



Anita Tuckerman
Stirling Development



Jonathan Weldy
Meridian Land
Development Company



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



Robert A. Lovingood
Chairman
First District Supervisor



Curt Hagman
Vice-Chairman
Fourth District Supervisor



Janice Rutherford
Second District Supervisor



James C. Ramos
Third District Supervisor



Josie Gonzales
Fifth District Supervisor



Gary McBride
Chief Executive Officer



Reg Javier
Executive Director
Workforce Development Board

CONNECT WITH US:



@InlandEmpireJob



@SBCountyWDB



San Bernardino County Workforce Development Board



www.youtube.com/SBCountyWIB



800.451.JOBS (5627)



www.SBCounty.gov/Workforce

A proud partner of
America's Job Center
of CaliforniaSM Network

WORKFORCE DEVELOPMENT BOARD

290 N. D Street, Suite 600, San Bernardino, CA 92415

