



## NEWS RELEASE

### Workforce Development

**CONTACT:**

Bradley Gates, Director  
Workforce Development Department  
909-387-9856

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## On the job training helping Redlands company address labor needs

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As the only private employer in California that delivers both food and medical supplies to intermediate care facilities across the state, Mountain View Services Inc. in Redlands has been busier than ever since the early days of the pandemic.

That would be a challenge even with full staffing, much less the 20 job openings Mountain View has been unable to fill due to a labor shortage that is impacting businesses large and small across California and the nation.

“My payroll is actually higher than if we were fully staffed because of all the overtime we’re paying,” said Eric Goodman, President of Mountain View, which has been providing supplies to healthcare facilities for 35 years.

With the support of the San Bernardino County Workforce Development Department, Goodman hopes to chip away at the vacancies he now has while also providing career-advancement opportunities for the company’s loyal employees. At a recent meeting of the county’s Workforce Development Board (WDB), Goodman highlighted the initial success he has had with the department’s On-the-Job Training (OJT) program, which pays up to one-half of an employee’s salary while being trained for a new position.

As a result of OJT, Goodman was able to train two employees for higher-paying positions, keeping them both at Mountain View.

“I have an employee who has been with me for 10 years, a single mother of two living at home with her parents. It was a situation where she was going to have to seek out other employment,” he said. But thanks to OJT, he was able to train her for a higher-paying position, which “worked out great” for both the employee and the company.

“On-The-Job Training has become an extremely popular resource for the growing number of businesses that call San Bernardino County home,” said Dawn Rowe, Chair of the San Bernardino County Board of Supervisors.

It’s also one of many programs and services available to employers through WDB and its [Business Services](#) team.

“We see our work as a partnership that goes beyond simply filling a position, but creating opportunity, transforming lives and helping the company and their workers succeed,” said William Sterling, WDB Chair.

For Mountain View Services, success, or failure, can have far-reaching impact. The company provides 500 intermediate care facilities with food, medical and other supplies. These facilities serve clients who rely on those supplies to get through life. Many are immunocompromised or

otherwise unable to leave the facility.

The company is funded through Medicare and Medi-Cal providers, which limits what it can charge the care facilities and, therefore, what it can pay employees. With the pandemic and inflation, “the cost of everything has gone through the roof,” Goodman said.

Most of the company’s openings are in its warehouse, and, because of the funding restrictions, most are at minimum wage. Even if it were feasible to raise wages, many employees would resist for fear of losing state subsidies and health care benefits.

“It makes it really tough,” Goodman said.

In the meantime, he said he will continue to seek the support of programs such as OJT.

“We understand that we provide a service that people rely on every single day. It’s important to us and it’s important to the people we serve, and we’re committed to continuing to make people’s lives better,” Goodman said.

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### **About the San Bernardino County Workforce Development Board**

The San Bernardino County Workforce Development Board (WDB) is comprised of private business representatives and public partners appointed by the San Bernardino County Board of Supervisors. The WDB strives to strengthen the skills of the County’s workforce through partnerships with business, education and community-based organizations. The San Bernardino County Board of Supervisors is committed to providing county resources, which generate jobs and investment in line with the [Countywide Vision](#).

The Workforce Development Board, through the San Bernardino County Workforce Development Department, offers a variety of programs designed to help youth and adults identify career pathways and get the appropriate training and skills. Programs funded through the Workforce Innovation and Opportunity Act (WIOA) provide eligible youth, ages 16 to 24, access to a variety of career and educational services designed to help enhance job skills, develop leadership qualities, explore career options, participate in adult and peer mentoring opportunities, and take advantage of work experiences. In addition, the WDB operates San Bernardino County’s three America's Job Centers of California (AJCC). The AJCCs provide individuals with job training, placement and the tools to strengthen their skills to achieve a higher quality of life. The AJCCs also support and provide services to the County's businesses, including employee recruitment and business retention programs.

Employers and job seekers who are interested in the Workforce Development Board programs may call: (800) 451-JOBS or visit [www.sbcounty.gov/workforce](http://www.sbcounty.gov/workforce). Also, follow us on Facebook [www.facebook.com/SBCountyWDB](https://www.facebook.com/SBCountyWDB); Twitter [@InlandEmpireJob](https://twitter.com/InlandEmpireJob); LinkedIn <https://www.linkedin.com/company/sanbernardinocountywdb>; and YouTube <https://www.youtube.com/SBCountyWIB>.  
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