



Workforce Development Board

*Transforming
lives and
strengthening
business*

WORKFORCE DEVELOPMENT BOARD
ANNUAL REPORT
2017-2018

The image is a full-page background with a teal color overlay. It depicts a landscape with a range of rugged mountains in the distance and a town or city in the foreground. The text is centered over the mountains.

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FROM THEN...

San Bernardino County was formed on April 26, 1853 from parts of Los Angeles County. Some of the southern parts of the county's territory were given to Riverside County in 1893.

Covering an area of 20,105 square miles, San Bernardino County is the largest county in the United States by area. It is larger than each of the nine smallest states, larger than the four smallest states of New Jersey, Connecticut, Delaware, and Rhode Island combined and larger than 71 different sovereign nations.

The first U.S. Census (1860) listed the population of San Bernardino City as 940, the County – 5,551 and the State – 379,994. As of the 2010 U.S. Census, the County population was 2,035,210.



TO NOW

Located in southeast California, San Bernardino County is the largest county in the United States and the fifth most populous county in California. Because it is 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.



MESSAGE FROM THE CHAIR

**Tony
Myrell**

Chair, San Bernardino County, *Workforce Development Board*

Our Annual Report showcases extraordinary achievement for San Bernardino County's workforce system – the impact of which is being felt far and wide, by businesses, job seekers, and entire communities.

Over the last fiscal year the Workforce Development Board and our dedicated team of professionals have forged bold new partnerships, launched a model career pathways initiative to prepare students for the demands and opportunities of the 21st century economy, and provided businesses with a labor pool ready and able to meet their needs. Our regional approach to training our workforce, responding to industry needs, and planning ahead to fill potential gaps is what sets the Inland Empire and San Bernardino County apart.

We realize there is much more we need to accomplish, but the groundwork we have laid is already reaping sizable dividends.

Perhaps nowhere is this more apparent than with our newly launched GenerationGo! Career Pathways program, designed to help youth explore career options, develop leadership qualities and obtain employment skills they'll need in the new economy. The program was piloted this year at Arrowhead Regional Medical Center and several private businesses who provided work-based learning for high school students. This academic year, more than 200 students from multiple school districts will participate in

GenerationGo! – a program we will scale up across all 33 districts in the county.

This is just one step we have taken to provide young people with the skills and experience employers seek. We are setting the foundation for future success through our growing partnerships with the K12 system, Adult Education, Community Colleges, and businesses to create a talent pipeline supporting growth in the entire Inland Empire.

Building upon the momentum of this past year, we are working towards establishing a 21st Century Apprenticeship program to help business of all kinds attract the employees they want and need.

The annual report that follows highlights some of our accomplishments over the last year, demonstrating that the Workforce Development Board is a catalyst for the transformation of our labor force – and the economic potential from which it derives.

WORKFORCE DEVELOPMENT BOARD

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

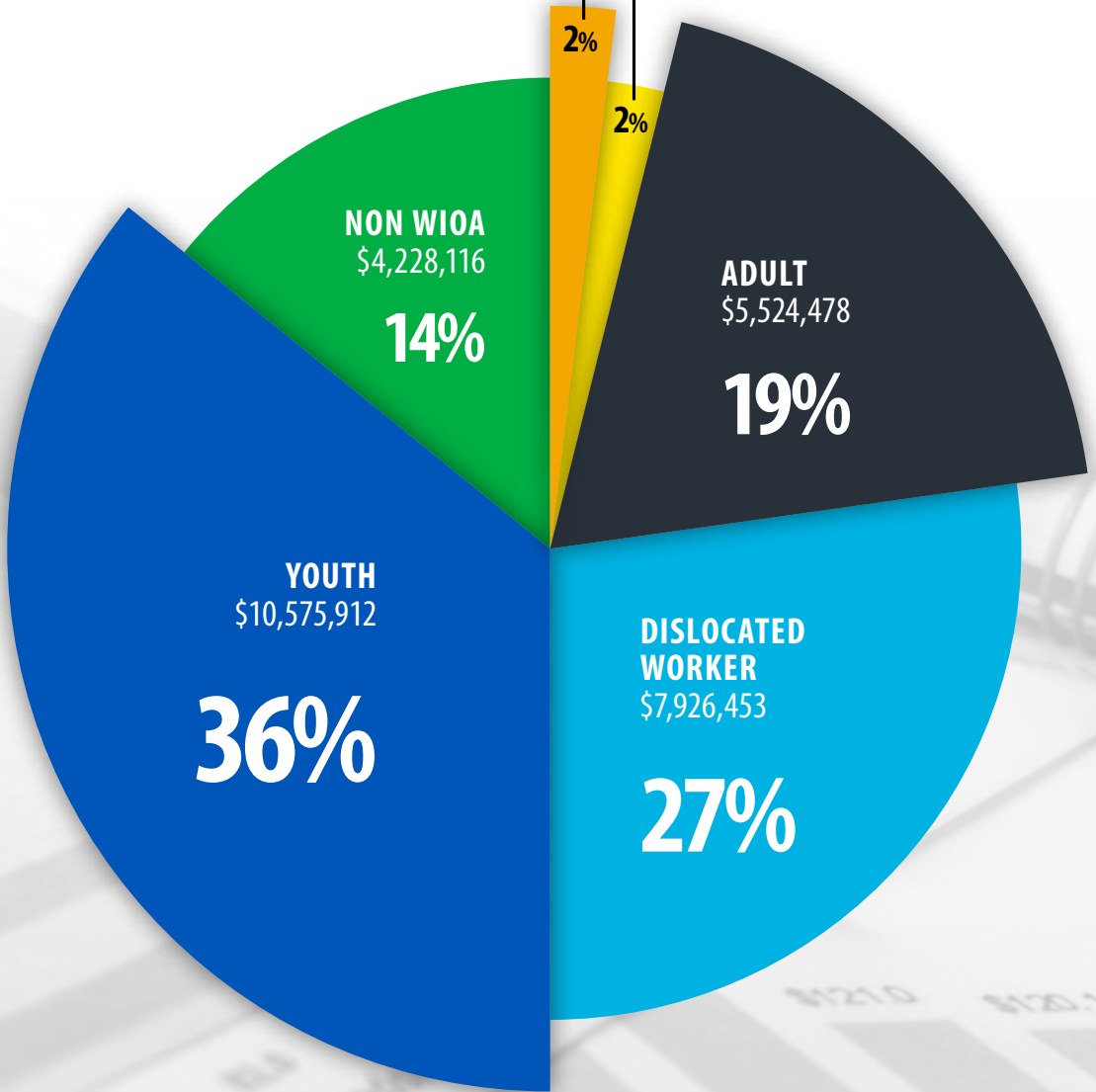
MISSION

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

FUNDING

REGIONAL PLAN | \$705,843

RAPID RESPONSE | \$704,044



AT A GLANCE

POPULATION
2.14M
0.56% GROWTH

MEDIAN AGE
33.2

MEDIAN HOUSEHOLD INCOME
\$56,337
4.71% GROWTH

NUMBER OF HOUSEHOLDS
633,173

POVERTY RATE
17.7%

NUMBER OF EMPLOYEES
888,554
0.56% GROWTH

MEDIAN PROPERTY VALUE
\$302,600
7.57% GROWTH

COMPETITIVE ADVANTAGES

20,105
SQUARE MILES 

6.5M+
EMPLOYEE LABOR SHED 

950,000
LABOR FORCE 

MARKET ACCESS OF
23M
PEOPLE 
(Within a 3-hour drive time)

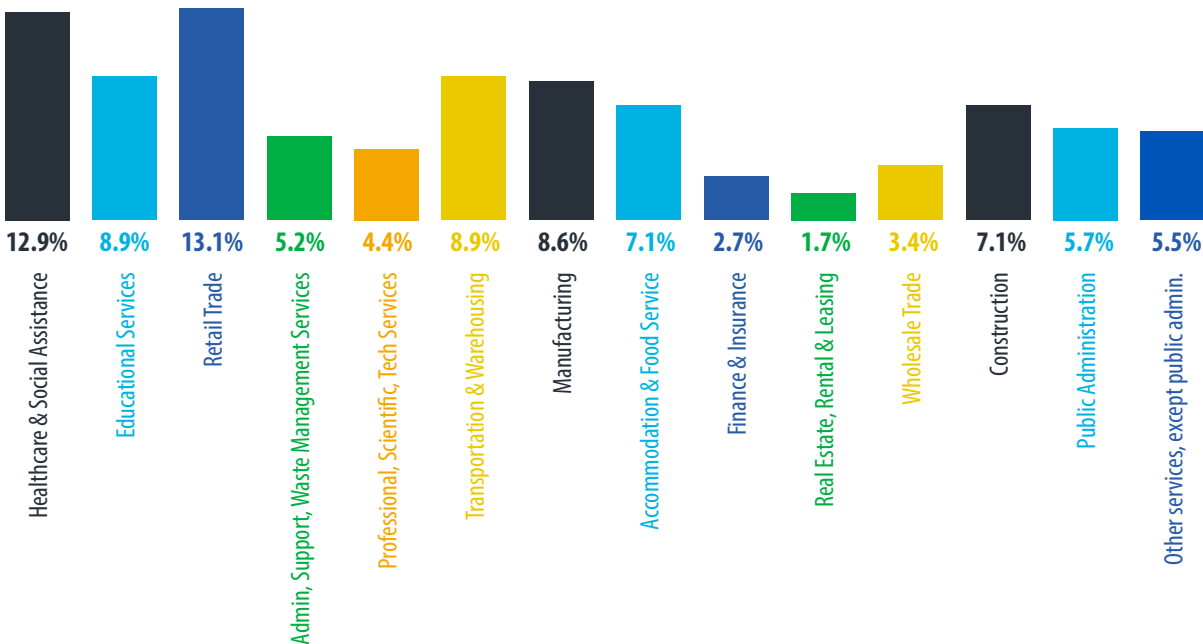
40
MILES FROM LA & LB SEAPORTS 

3
MAJOR AIRPORTS 

3
MAJOR INTERSTATE HIGHWAYS 

2
MAJOR RAILWAYS 

EMPLOYMENT BY INDUSTRY



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 AJCCs provide the assistance required to meet changing workforce needs.

“ I love getting calls from customers who are so happy to be back at work or who have been able to reach that next level. ”

– **George**, *Workforce Development Specialist*



To learn more about our AJCC Services, go to www.sbcounty.gov/workforce

ASSISTIVE TECHNOLOGY

The WDB sought to improve the AJCC service delivery this year, hoping to provide seamless service to all, including individuals with disabilities. By conducting an evaluation of the existing assistive technology (AT) equipment and software, the Department of Rehabilitation (DOR) and Rolling Start, Inc. conducted a comprehensive assessment. Through the assessment, the need for enhanced and upgraded AT was identified at all three AJCCs. With the objective to create a better system for customers with disabilities in order to guide them through an integrated process and access to all available WIOA services, the equipment was all updated and each Center has software readily accessible. AJCC staff have been trained to assist with the use of all AT and DOR partners are available for additional assistance.



“ Workforce is not just my occupation, it's my 'occu-passion'! I love helping empower and inspire others to become self-sufficient. ”

– **Tiffany**, *Workforce Development Supervisor*

PROFESSIONAL EDGE

The Professional Edge Boot Camp offers training with employers' expectations in mind: customer service, communication, self-leadership and team assimilation. Classes focus on professional development based on the essential skills sought by local employers.

STEPS®

Designed to help unlock potential by encouraging a fresh outlook with the tools to make it happen, the STEPS® program workshop enables greater control to become solution focused and provides a common language of vision for achievement.

As a veteran, it is both my honor and privilege to provide services for our veterans with such an outstanding group of professionals. As an employee with the Employment Development Department, working in a close partnership with the County of San Bernardino Workforce Development, I know that the veterans' success is ensured.

– **Sam**, *Disabled Veteran Outreach Program Specialist*



VETERANS' SERVICES

Workforce Development Specialists (WDS) develop job and training opportunities for Veterans, with special emphasis on Veterans with service-connected disabilities.

The WDS staff provide direct services to Veterans enabling them to be competitive in the labor market. They provide outreach and offer assistance to all Veterans by promoting community and employer support for employment and training opportunities, including apprenticeship and on-the-job training.

I love my job because it's an opportunity to empathize with fellow veterans and be able to give them the opportunity that was given to me.

– **Andres**, *Disabled Veteran Outreach Program Specialist*



BUSINESS SERVICES

The WDB's Business Services Unit was developed to give local government the opportunity to promote business and workforce development within the County's borders. The Unit provides an extensive variety of opportunities for local organizations to interact with County departments through employees specifically dedicated to fostering business relationships. Business Service Representatives (BSR) are charged with serving as the faces of the County to its businesses and acting as liaisons between the County and its constituents. Business Services Unit aids in local business growth by providing an assortment of tools to foster effectiveness and efficiency, including business workshops, consulting services, referrals to external resources, labor market and demographic information, incumbent worker and customized training, job fairs, business resource summits, and of course, streamlined access to the County's business services.

The mission of the Business Services Unit is to provide services to cultivate business growth and development, to stimulate hiring, and to satisfy the ever-growing needs of the local labor market.



Total Company Visits

7,468

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, 33 businesses earned:

- \$566,474 in savings
- \$20,545,000 in revenues

JOB FAIRS

2017 West Valley Job Fair

64 BUSINESSES

624 TOTAL ATTENDEES

2017 High Desert Job Fair

65 BUSINESSES

983 TOTAL ATTENDEES

2017 East Valley Job Fair

64 BUSINESSES

624 TOTAL ATTENDEES

FREE HUMAN RESOURCES HOTLINE

The HR hotline is a toll-free number that any business in San Bernardino County can use for Human Resource advice. The Hotline helps protect companies from costly fines and penalties. The hotline provides advice on topics such as:

- Hiring questions & procedures
- Discipline related issues
- Workers compensation
- Labor laws
- California leave laws
- Wage Updates
- Termination issues



(877) 282-3763

618
CALLS THIS YEAR

WORKSHOP SERIES

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

This year's workshops covered subjects including:

- Building Strong, Engaged Teams
- Social Media – Analyzing Success and Developing strategy
- Human Resources – Wage and Hours, Employee Handbooks, How to Manage Leave of Absences
- Labor Law



21 Workshops

300+
ATTENDEES



COLLECTIVE IMPACT

The success of the WDB is found in its ability to work collaboratively with partners across the region. While each partner has a different approach, each remains committed to the common mission of forming one workforce system in San Bernardino County in order to create a competitive, relevant, and highly-trained workforce to meet industry needs of today and of the future.



AJCC WORKFORCE SYSTEM

Charged with addressing major workforce issues in the County, the role of the WDB is to convene appropriate parties around issues, create dialogue among relevant parties, generate creative, innovative solutions through consensus, and to enlist community commitments to action in order to achieve a competitive advantage. Acting to facilitate this approach, the WDB engaged other community leaders creating a collaboration to form one Workforce System in San Bernardino County under a Memorandum of Understanding with 29 current partners representing workforce programs across the county. The AJCC system integrated service providers aligned with the common passion of bringing their collective client base the means to improve their health and financial well-being through employment.

FEATURED PARTNERSHIP: RE-ENTRY SERVICES

The WDB seeks to connect the re-entry population with needed resources both to reduce the rate of recidivism and strengthen the competitiveness of the workforce in the region. Through WDB's partnership with the County's Sheriff and Probation Departments, justice-involved adults and youth are provided the opportunity to turn their lives around. Participants work closely with staff to create individualized plans for success.

THIS YEAR AT THE DAY REPORTING CENTERS:



364 Workshops Provided



1,008 Workshop Attendees



454 Graduates from 3 Day Job Readiness Seminar



227 Number of Employments Year-to-Date

GenerationGo!

GenerationGo! is San Bernardino County's WIOA Youth Program, under which the WIOA Youth Contracts provide services to out-of-school youth and the Career Pathways program allows for services to in-school youth.

“ You don't always have to know everything, you just have to know where to go to find the answer. I like to think of us as people with the answers. ”

– **Yesenia**, *Workforce Development Specialist*



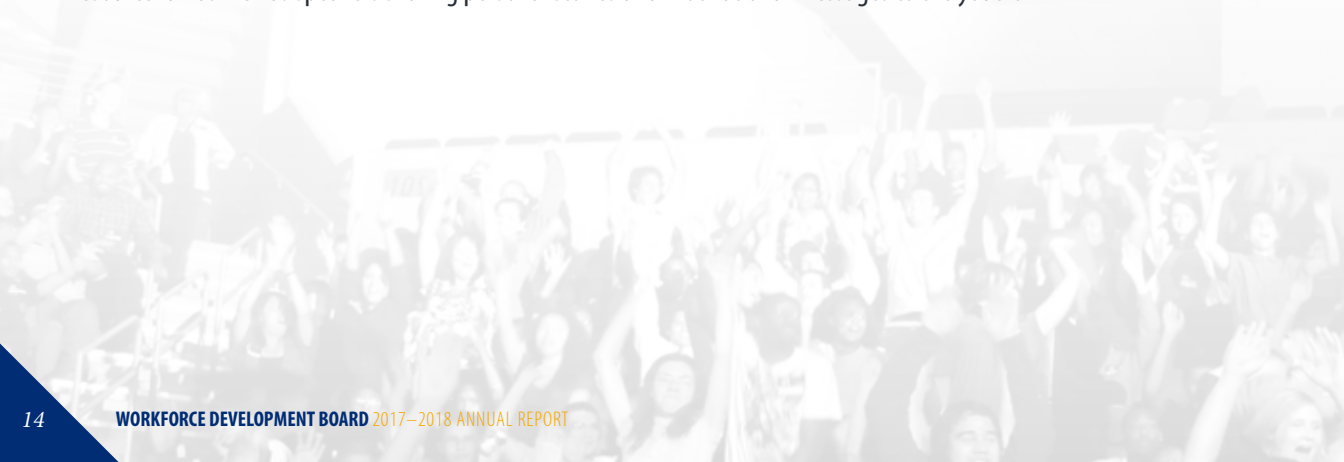
OUT-OF-SCHOOL YOUTH

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 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

Y4 WHY YOUTH | WHY WAIT | WHY NOW | WHY NOT

The Annual Y4 Youth Event highlights the four tenets of the program, Why Youth, Why Wait, Why Now, Why Not. Designed to enhance WIOA youth programs the Workforce Development Board administers, the event includes representatives from local employers, educational institutions, and public agencies to provide career guidance, promote educational resources, and highlight local opportunities. With over 600 San Bernardino County youth in attendance, Y4 included a job and resource fair as well as speakers sharing personal stories and motivational messages to the youth.



IN-SCHOOL YOUTH – CAREER PATHWAYS

The WDB is creating a pipeline of talent to meet industry demand and help keep our youth in their own communities. Through the GenerationGo! Career Pathways program, the K-12 and community college systems, and industries, together, are changing the trajectory of San Bernardino County for generations to come.

“ *[Healthcare] is something I truly want to do, this program is helping me with school and making this my career.* ”
– **Priscilla**, *Student*



Imagine a kindergarten student learning to use software to program 3D printers. As that child moves through the education system, she continues to develop these skills. Once she reaches high school, she enrolls in a course at her local community college. Growing up in a family where each member has no more than a high school diploma, she now envisions herself as a college student. Upon completion of the course, a private business provides her with hands-on experience to apply what she has learned in the classroom. She graduates high school with a diploma, college credit and work experience on her resume. Because of the preparation she has received throughout her educational years, she was a stellar intern and the business hires her on as a full-time employee. This path has changed not only the child’s life but has transformed her community in a big way. This is happening in the City of San Bernardino and what we are striving to replicate across the County.



“ *This program offers opportunities to students that they had never considered and helps them create their career pathway.* ”
– **Shavona**, *Workforce Development Specialist*

COHORT 1

IN PARTNERSHIP WITH SAN BERNARDINO VALLEY COLLEGE

14 medical assistant students from Cajon High School completed Internships at Arrowhead Regional Medical Center

COHORT 2 & 3

280 students from San Bernardino and Colton School Districts will complete work readiness classes Summer 2018 and begin their internships by February 2019

From here, the initiative can scale to all 33 districts and all community colleges in the county, placing tens of thousands of students.

To learn more about our Youth Services Team, go to www.sbcounty.gov/workforce

REGIONAL IMPACT

Together San Bernardino and Riverside County 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, as well as customers. The IERPU tackles the regional labor market, service strategies, and the development and implementation of sector initiatives for in-demand industry sectors to create a regional economy that is healthy and robust.

One such initiative, 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.



INCUMBENT WORKER PROGRAM

Incumbent Worker Training (IWT) is designed to help upskill current employees to assist in company growth and prevent lay off. Employees attend training and move to higher waged positions within their current company, which allows the company to backfill positions with new employees.

In response to the needs of four manufacturing companies, the WDB worked with NTMA Training Center to customize CNC and MasterCam training for 7 employees. The six month course was offered at night while participants continued to work full time. At the end of training, each participant was promoted and companies are able to add more staff.

One of the nation's largest health care systems and one of the county's largest employers, Dignity Health Foundation Inland Empire, reached out to the San Bernardino County Workforce Development Board to assist with addressing the critical training need for its specialized nurses, cardiopulmonary, radiology, lab technicians, and cardiac sonographers. The WDB, in partnership with Dignity Health, are implementing an Incumbent Worker Training Program at Community Hospital of San Bernardino and St. Bernardine Medical Center. In the upcoming year, Dignity Health plans to train close to 100 current staff members to promote into higher skilled jobs, resulting in vacant positions filled by newly hired individuals.

This fall, IWT programs will help Cucamonga Valley Medical group with promoting staff to Clinical Medical Assistants and back filling front-office positions, and the Inland Empire Health Plan to promote office staff to Community Health Worker positions.

Incumbent Worker Training programs help build pipelines to career pathways, responding to the needs of business while creating jobs in the region.

APPRENTICESHIP PROGRAMS

The IERPU is working together to increase the number of apprenticeships available throughout the region. The initiative aims to educate all businesses as to the value of the apprenticeship model in securing much-needed workers and to help place individuals into work-based learning opportunities. The WDBs and Inland Empire community colleges want to create pathways for students and workers to help more businesses and industries implement training to create a valuable skilled workforce. With a ready-to-go apprenticeship system, businesses are provided another tool to attract and retain employees.

WORKFORCE DEVELOPMENT BOARD



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Stirling Development,
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Committee

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Premier Medical Transport,
WDB Chair

Jonathan Novack
Patton Sales Corp., Chair,
Economic Development and
Business Resource

BJ Patterson
Pacific Mountain Logistics, LLC,
Chair, Youth Committee

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, and Native Americans.

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.



John Andrews
City of Ontario



Kenneth Boshart
Boshart Automotive



Rene Castellanos
International Union of
Operating Engineers Local 12



Mike Gallo
Kelly Space & Technology,
Inc.



Cheryl Greenlee
State of California
Employment Development
Dept.



Terry Klenske
Dalton Trucking Inc.



Dale Marsden
San Bernardino City
Unified School District



Paul Moreno
Iron Workers Local 433



Henry Shannon
Chaffey College



Laurie Stalnaker
UNITED HERE Local 535



Robert Loewn
Department of
Rehabilitation



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.

Gary McBride
Chief Executive Officer

Reg Javier
Executive Director
Workforce Development Board

BOARD OF SUPERVISORS



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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

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San Bernardino County Workforce Development Board



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America's Job Center of
California™ Network*

WORKFORCE DEVELOPMENT BOARD

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San Bernardino, CA 92415

This WIOA Title –I financially assisted program or activity is an equal opportunity employer/program. Auxiliary aides and services are available upon request to individuals with disabilities. For TTY please call 711