

Los Angeles County Workforce Investment Board

2009-10 Annual Report

Meeting Workforce Needs

"Enriching Lives"

County of Los Angeles
WorkSource
CALIFORNIA
Building Business and Careers

LOS ANGELES COUNTY
Workforce Investment Board
10TH ANNIVERSARY

Whereas the FEDERAL WORKFORCE INVESTMENT ACT (WIA) OF 1998 CREATED A SYSTEM TO CONNECT ADULT DISLOCATED WORKERS AND YOUTHFUL SEEKERS TO EMPLOYMENT, TRAINING, AND EDUCATIONAL SERVICES, AS WELL AS TO ASSIST BUSINESSES IN ACCESSING TRAINED WORKERS; IT ALSO MANDATED THE ESTABLISHMENT OF WORKFORCE INVESTMENT BOARDS (WIB) FOR PLANNING, OVERSIGHT AND EVALUATION OF THE LOCAL WORKFORCE INVESTMENT AREA; AND

Whereas IN PARTNERSHIP WITH THE BOARD OF SUPERVISORS, THE LOS ANGELES COUNTY DEPARTMENT OF COMMUNITY AND SENIOR SERVICES ADMINISTERS THE WIA PROGRAMS; C&S HAS PROVIDED AN EXECUTIVE DIRECTOR AND STAFF TO SUPPORT THE WIB BOARDS, WHICH ARE THE THIRD LARGEST IN THE NATION, SERVING FOUR MILLION RESIDENTS AND BUSINESSES IN 86 OF THE COUNTY'S 88 CITIES AND ALL UNINCORPORATED AREAS; AND

Whereas WIB MEMBERS ARE LEADERS IN BUSINESS, LABOR, EDUCATION, COMMUNITY-BASED ORGANIZATIONS, ECONOMIC DEVELOPMENT AGENCIES AND EACH OF THE ONE-STOP PARTNERS WHO ARE ENTRUSTED TO SET POLICY, PROVIDE LEADERSHIP AND DEVELOP STRATEGIES AND PRIORITIES BY CONVENING AND FACILITATING STAKEHOLDERS; AND

Whereas THE WIB OVERSEES A NETWORK OF 47 FULL-SERVICE WORKSOURCE CENTERS AND 16 YOUTH PROGRAM PROVIDERS THROUGH UNIVERSAL ACCESS; IT HAS HOSTED REGIONAL MEETINGS AND AN ECONOMIC SYMPOSIUM, DEVELOPED A STRATEGIC PLAN FOR FLORENCE FIRESTONE, ESTABLISHED THE FIRST MATURE WORKER COUNCIL IN THE U.S. WAS RECOGNIZED BY THE COMMISSION ON DISABILITIES FOR IMPLEMENTING ADA STANDARDS AT ALL COUNTY ONE-STOP CENTERS, AND PUBLISHED A 10-YEAR ANNIVERSARY REPORT TO HIGHLIGHT INDIVIDUAL AND BUSINESS SUCCESS STORIES;

Now, therefore, be it resolved THAT THE BOARD OF SUPERVISORS OF THE COUNTY OF LOS ANGELES HEREBY CONGRATULATES THE LOS ANGELES COUNTY WORKFORCE INVESTMENT BOARD AND JOINS IN CELEBRATING ITS 10TH ANNIVERSARY.

ADOPTED BY ORDER OF THE BOARD OF SUPERVISORS OF THE
COUNTY OF LOS ANGELES, STATE OF CALIFORNIA

JULY 28, 2010

Alvin Melan
Supervisor, First District

Frank Kelly-Ryan
Supervisor, Second District

Rayann Landry
Supervisor, Third District

John Fakh
Supervisor, Fourth District

Mike Cotton
Supervisor, Fifth District





Los Angeles County Board of Supervisors



Left to right:

Zev Yaroslavsky, Supervisor, Third District

Gloria Molina, Supervisor, First District

Don Knabe, Supervisor, Fourth District

Mark Ridley-Thomas, Supervisor, Second District

Michael D. Antonovich, Supervisor, Fifth District



William T. Fujioka
Chief Executive Officer

Los Angeles County Community and Senior Services



Cynthia D. Banks
Director,
Community and
Senior Services



Otto Solórzano
Chief Deputy Director,
Community and
Senior Services



Josie Marquez
Assistant Director,
Community and
Senior Services



Richard Verches
Executive Director,
Los Angeles County
Workforce Investment Board

Workforce Investment Board Officers



Dr. Dennis Neder, Chair



Fred Smith, Vice Chair



Laurel Shockley, Secretary



Richard Dell, Treasurer



WorkSource

CALIFORNIA
L.A. County Workforce Investment Board

Dear Friends:

January 2011

This last year was both an amazing and challenging time for your workforce investment system. Whatever your role, (and believe me, you have an important role!) you have been impacted by the unprecedented swings we have seen. You have experienced them as viscerally and emotionally as I have.

As you'll discover between the covers of this report, we have much to celebrate; and much yet to accomplish. I am strongly encouraged by the resolve I see from everyone in the system and while our goals are extraordinary, the talent and commitment to accomplish them abounds.

I'm sure you've felt it – that sense that the game has changed. We are now collaborating in new and creative ways at every level of the system. We are adopting new technologies, new processes, new governing rules, new ways of doing business and new connections at every level of service.

All of our partners have embraced these changes enthusiastically and at the same time committed for even more beneficial growth yet to take place. It now seems that what once was waved away as impossible now seems likely; even necessary. We are going somewhere and the results are beginning to show.

Take for example the many restructuring changes made within the WIB itself. We are doing business in a much different way today than just one year ago. Our partners, the Board of Supervisors and their offices have been enthusiastic and are contributing directly to this evolution. Our administrative arm, the Los Angeles County Community and Senior Services Department (CSS) has worked feverishly to not only embrace these changes, but to augment and enhance them with their own. Our contractors have remade themselves a fit for the new environment not just as a reaction to; but instead, as our lead partners and interface to our customers.

At all levels of the system you're going to find a new and improved structure with new and improved attitudes and respect to match. We are a long way away from where our system can and will be at this time next year, but knowing we have survived and flourished in what many found to be an impossible economy is a testament to a team that realizes that while change is inexorable, with creativity and perseverance it can be directed to the mutual good of all.

Please settle in, turn the page and share the stories of these changes with my Board and me.

Together, we are the "winds of change" and in so many ways, the example for the rest of the system to follow.

Sincerely, and committed as your brother in workforce development,

Dr. Dennis W. Neder
Chairman

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Mission Statement

The Los Angeles County Workforce Investment Board (WIB) provides leadership by convening and facilitating public and private stakeholders, and connecting employers with a qualified workforce through education and training.

Purpose Statement

The WIB, in partnership with the Los Angeles County Board of Supervisors and fully certified by the State through December 2010, has provided leadership since 2000 for the delivery of employment and training services administered by Community and Senior Services (CSS) under the Federal Workforce Investment Act (WIA). The Los Angeles County Workforce Investment Board, the third largest WIB in the country, is mandated by federal law to make key policy decisions affecting the local workforce development system, and to certify WorkSource Centers to serve residents in 58 of the County’s 88 cities and 151 unincorporated areas.

The WIB also:

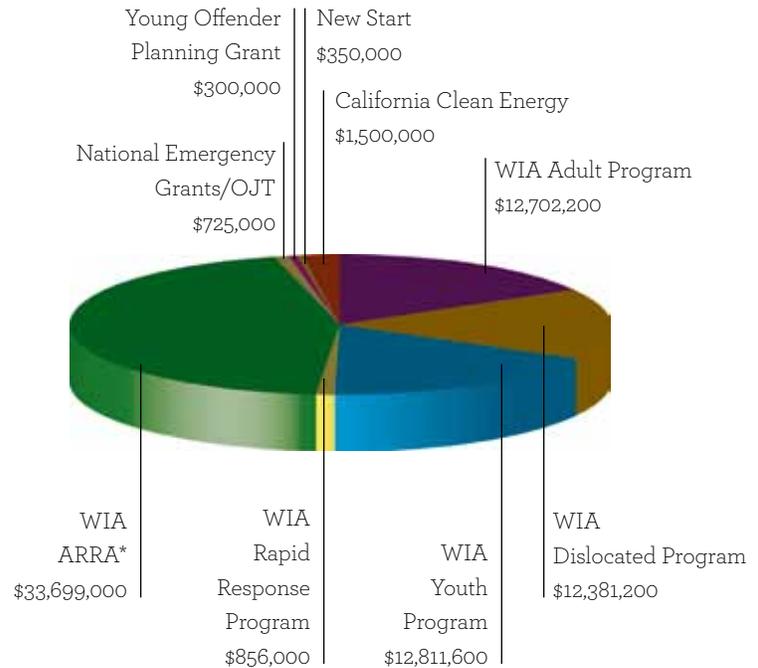
- Assists the Los Angeles County Board of Supervisors with oversight of federally funded WIA Programs, administered by Community and Senior Services and implemented by its system of 17 WorkSource Centers, 3 satellite Centers and 16 Youth Program Providers.
- Provides fiduciary responsibility to ensure WIA funds are spent properly and efficiently
- Provides leadership and coordination in the Workforce System through use and promotion of continuous quality improvement
- Provides programs that place people in living wage jobs that enhance economic activity in Los Angeles County.

The WIB funds, monitors financial and program performance, and provides technical assistance to all of its WorkSource Centers and Youth Program Providers in Los Angeles to develop and train a more qualified and competitive workforce to meet the current and future needs of jobseekers and businesses.

The Workforce Investment Act (WIA) was designed to create a universal access system of one-stop career centers that connect workers to training and employment services and assist businesses in accessing a properly trained and skilled workforce.

WIB 2009–10 Budget

FY 2009-10 WIA Formula Programs, WIA ARRA, and National Emergency Grants (NEG) for Los Angeles County Local Workforce Investment Area.



Strategic Goals

The WIB comprehensive strategic plan commits us to:

1. **ENGAGE** strategically with elected officials at the local, State, federal levels.
2. **IDENTIFY** and meet workforce needs in key industry sectors/ clusters.
3. **PROVIDE** leadership on workforce issues by persuading public and private stakeholders to become partners to impact the economic health of the region.
4. **PROVIDE** performance reports outlining “goals” versus “actual” performance for placements, average wage paid and number of people trained. Provide analysis on customer satisfaction, industry, cost effectiveness, economic impact and comparative data.

Meet the L.A. County Workforce Investment Board

AUTHORITY

Federal Workforce Investment Act (WIA) of 1998 - Section 117(a).

MEMBERSHIP

The Los Angeles County Workforce Investment Board (WIB) shall be comprised of at least 39, but no more than 51 members. Each Supervisor shall appoint three members. The remaining members shall be appointed in accordance with the requirements of WIA.

DUTIES

The WIB shall have the following duties:

1. Develop a 5-year local plan for Board of Supervisors' approval and submission to the State of California.
2. Contract with local Work-Source Centers to provide WIA Programs services.
3. Identify eligible providers of training services, youth activities and intensive services.
4. Oversee One-Stop System.
5. Negotiate local performance measures.
6. Assist in developing State-wide Employment Statistics System.
7. Ensure effective connecting, brokering and coaching activities to assist employers.
8. Coordinate activities with economic development and employers.
9. Establish a Youth Council, as an advisory body.



Dr. Dennis Neder
Fred Smith

Paul Kral

Mayor John Addleman

Ted Anderson (not pictured)

Douglas Barr (not pictured)

R. Vance Baugham

Dr. Christine Bosworth (not pictured)

Larry Caldwell (not pictured)

Aida Cardenas (not pictured)

Corde Carrillo (not pictured)

C. Joseph Chang

Wan Chun Chang

Shomari Davis

Richard Dell

Peter Doctorow* (not pictured)

Michael Dolphin

Luther Evans (not pictured)

Jerry Gaines

Tom L. Gutierrez

Irshad Haque

Kirk Kain

Fred Larkin

Joyce Louden

Dr. Ted Martinez (not pictured)

Dr. Sheryl Monaughan

Richard Nichols

Mike Patel

Meredith Perkins

Dr. Patricia Ramos (not pictured)

Dr. Boris E. Ricks

Honorable Frank Roberts

Helen Romero Shaw

Laurel Shockley

Paula Starr

Ruben R. Trejo

Salvador R. Velasquez

Ross E. Viselman, J.D.

Delvin "Del" Walker

Beverly A. Williams, Esq.

Dr. Lance Williams* (not pictured)

Dr. Rex J. T. Yu

Richard Verches, Executive Director

STATE AND NATIONAL WORKFORCE BOARD REPRESENTATION

Los Angeles County WIB members and the Executive Director serve on national boards to contribute to State and national workforce development policies and share best practices from the perspective of the third largest Workforce Investment Board in the United States,

- Richard Verches, Executive Director, WIB, serves on the **California Workforce Association (CWA) Board of Directors**.
- Josie Marquez, Assistant Director, Community and Senior Services, serves on the Board of Directors of the **National Workforce Association (NWA)**.
- Helen Romero Shaw serves on the Board of Directors of the **National Association of Workforce Boards (NAWB)**.
- Mike Patel serves on the **United States Conference of Mayors** Workforce Development Council.

Cities Served by Los Angeles County Workforce Investment Boards

The County WIB is one of seven local WIBs serving the over 10 million County residents. The County WIB serves 4 million residents in 58 of the County's 88 cities and all 151 unincorporated areas of the County. The cities that the other six WIBs serve are also listed below.

Los Angeles County WIB Cities		Sup. District	2010 Population	Unemployment Rate	
				July 2009	June 2010
1	Azusa	1	49,207	13.6%	13.2%
2	Baldwin Park	1	81,604	15.6%	15.2%
3	Bell	1	38,867	16.5%	16.1%
4	Bell Gardens	1	47,002	19.7%	19.2%
5	Commerce	1	13,581	23.1%	22.6%
6	Cudahy	1	26,029	17.3%	16.9%
7	El Monte	1	126,464	15.4%	15.0%
8	Huntington Park	1	64,219	18.5%	18.1%
9	Industry	1	803	22.1%	21.5%
10	Irwindale	1	1,717	12.9%	12.6%
11	La Puente	1	43,355	15.3%	14.3%
12	Maywood	1	30,034	18.0%	17.6%
13	Montebello	1	65,781	14.0%	13.6%
14	Monterey Park	1	65,027	9.5%	9.3%
15	Pico Rivera	1	66,967	11.7%	11.4%
16	Pomona	1	163,683	13.9%	13.6%
17	Rosemead	1	57,756	11.1%	10.8%
18	Santa Fe Springs	1	17,929	10.5%	10.2%
19	South El Monte	1	22,627	15.9%	15.5%
20	South Gate	1	101,914	15.9%	15.5%
21	Vernon	1	96	0.0%	0.0%
22	Walnut	1	32,659	6.1%	6.0%
23	Compton	2	99,769	21.0%	20.5%
24	Culver City	2	40,722	8.7%	8.4%
25	*Florence-Firestone	1,2	60,197	24.4%	23.9%
26	Lynwood	2	73,295	19.5%	19.1%
27	Agoura Hills	3	23,387	5.6%	5.5%
28	Beverly Hills	3	36,224	8.8%	8.5%
29	Calabasas	3	23,788	5.8%	5.6%
30	Hidden Hills	3	2,025	4.1%	4.1%
31	Malibu	3	13,765	4.4%	4.2%
32	San Fernando	3	25,366	12.8%	12.5%
33	Santa Monica	3	92,703	10.4%	10.1%
34	West Hollywood	3	37,805	10.6%	10.4%
35	Westlake Village	3	8,872	6.9%	6.7%
36	Avalon	4	3,559	6.0%	5.8%
37	Diamond Bar	4	61,019	9.0%	8.8%
38	La Habra Heights	4	6,151	5.2%	5.0%
39	La Mirada	4	50,015	7.7%	7.5%
40	Palos Verdes Estates	4	14,085	2.9%	2.8%
41	Paramount	4	57,989	18.1%	17.7%
42	Rancho Palos Verdes	4	42,893	4.3%	4.2%
43	Rolling Hills	4	1,974	2.2%	2.1%
44	Rolling Hills Estates	4	8,157	3.8%	3.7%
45	Whittier	4	87,128	9.0%	8.8%
46	Alhambra	5	89,501	10.8%	10.6%
47	Bradbury	5	963	7.4%	7.3%
48	Claremont	5	37,608	6.6%	6.4%
49	Covina	5	49,622	8.9%	8.7%
50	Glendora	5	52,830	6.6%	6.4%
51	La Verne	5	34,051	7.3%	7.1%
52	Lancaster	5	145,875	17.5%	17.1%
53	Palmdale	5	152,622	15.5%	15.1%
54	San Dimas	5	36,946	7.4%	7.2%
55	San Gabriel	5	42,984	10.3%	10.1%
56	San Marino	5	13,415	5.7%	5.6%
57	Santa Clarita	5	177,641	7.8%	7.5%
58	Temple City	5	35,892	8.2%	8.0%
59	West Covina	5	112,890	11.1%	10.8%
Total Population			4,006,138 (including unincorporated areas)		

*Florence-Firestone is an unincorporated area of the County. Due to its high unemployment, it is included in this report.

Unemployment rates: source: <http://www.labormarketinfo.edd.ca.gov>

Population: source California Department of Finance, <http://www.dof.ca.gov>

County and State	2010 Population	Unemployment Rate	
		July 2009	June 2010
County of Los Angeles	10,441,080	11.9%	12.2%
State of California	38,648,090	11.8%	12.3%

City of Los Angeles WIB	Sup. District	2010 Population	Unemployment Rate	
			July 2009	June 2010
1 Los Angeles	1, 2, 3, 4, 5	4,094,764	13.8%	13.5%
Total Population		4,094,764		

Foothill WIB	Sup. District	2010 Population	Unemployment Rate	
			July 2009	June 2010
	5	56,719	7.2%	7.0%
Foothill WIB	5	23,124	8.8%	8.6%
	5	39,984	11.1%	10.8%
4 Pasadena	5	151,576	9.6%	9.4%
5 Sierra Madre	5	11,099	3.8%	3.7%
6 South Pasadena	5	25,881	6.3%	6.1%
Total Population		308,383		

Pacific Gateway (Long Beach) WIB	Sup. District	2010 Population	Unemployment Rate	
			July 2009	June 2010
1 Lomita	4	21,015	9.1%	8.9%
2 Long Beach	4	494,709	13.8%	13.4%
3 Signal Hill	4	11,465	10.0%	9.8%
4 Torrance	4	149,717	6.3%	6.1%
Total Population		676,906		

SELACO (Southeast L.A. County) WIB	Sup. District	2010 Population	Unemployment Rate	
			July 2009	June 2010
1 Artesia	4	17,608	9.1%	8.9%
2 Bellflower	4	77,312	12.7%	12.4%
3 Cerritos	4	54,946	6.9%	6.7%
4 Downey	4	113,715	10.1%	9.9%
5 Hawaiian Gardens	4	15,884	14.1%	13.7%
6 Lakewood	4	83,636	8.2%	7.9%
7 Norwalk	4	109,817	13.2%	12.9%
Total Population		472,918		

South Bay WIB	Sup. District	2010 Population	Unemployment Rate	
			July 2009	June 2010
1 Carson	2	98,047	12.6%	12.3%
2 Gardena	2	61,927	11.8%	11.5%
3 Hawthorne	2	90,145	16.2%	15.8%
4 Inglewood	2	119,053	15.6%	15.2%
5 Lawndale	2	33,641	12.4%	12.1%
6 El Segundo	4	17,049	6.2%	6.1%
7 Hermosa Beach	4	19,599	5.6%	5.5%
8 Manhattan Beach	4	36,773	4.5%	4.4%
9 Redondo Beach	4	68,105	6.7%	6.5%
Total Population		544,339		

Verdugo WIB	Sup. District	2010 Population	Unemployment Rate	
			July 2009	June 2010
1 Burbank	5	108,469	10.2%	9.9%
2 Glendale	5	207,902	11.0%	10.7%
3 La Cañada-Flintridge	5	21,261	4.9%	4.8%
Total Population		337,632		

WIB PROGRAMS AND SUCCESSES

In 2009-10, the L.A. County WIB, one of six local workforce investment areas serving the 11 million residents of the County, received \$34 million in WIA Formula funding and \$36 million in additional ARRA stimulus funding for workforce development, employment and training services to jobseekers and employers.

In addition, \$1.5 million was awarded for two California Clean Energy Training Program grants in partnership with the Los Angeles Community College District, \$725,000 in National Emergency Grants/On-The-Job Training, \$350,000 for California New Start Program, and \$300,000 as one of only five national recipients of a Young Offender Reentry Planning Grant. Five Summits, one in each Supervisorial District are planned through the end of 2010 to garner stakeholder and community input to develop a Master Plan, in collaboration with a research team from the UCLA School of Public Affairs, with recommendations on addressing the employment needs of reentry juvenile and young adult offenders, to be presented in early 2011.

The New Start Prison-to-Employment Program is a collaborative project of the California Dept. of Corrections and Rehabilitation (CDCR), Labor and Workforce Development Agency, California Workforce Investment Board, Employment Development Department and Local Workforce Investment Boards to enhance the employability of parolees and improve their access to local employment opportunities.

The recession that began in 2007 has slowed as a result of the President's 2009 economic stimulus program and the job loss trend started to reverse with steady job growth in early 2010. Unemployment rose from 11.8% to 12.3% statewide in FY 2009-10, but the rate in L.A. County was slightly lower at 12.2% through June 2010. Long-term unemployment, however, continues to be a significant challenge as the percentage of the unemployed who have been without work 27 weeks or longer remained virtually unchanged throughout the year at or near 44%.

Local and regional workforce development strategies were adopted to address the many employment challenges L.A. County residents face. Initiatives were adopted in areas such as Florence-Firestone, which had the highest unemployment rate in the County at over 24%; for groups such as Veterans, Reentry Youth and Mature Workers; and in sectors such as health, clean energy, transportation in partnership with the L.A. Regional Workforce Development Collaborative that includes the leadership of L.A. City WIB and CDD, L.A. Community College District, LAUSD, United Way of L.A. and L.A. Area Chamber of Commerce.

L.A. COUNTY WIA AND ARRA GRANT FUNDING BY SUPERVISORIAL DISTRICT FY 2009-10

Programs	Grant Total	Sup. 1	Sup. 2	Sup. 3	Sup. 4	Sup. 5	Sup. Total
WIA Adult	\$11,022,000	\$5,933,000 (54%)	\$2,261,000 (21%)	\$228,000 (2%)	\$606,000 (6%)	\$1,994,000 (18%)	\$11,022,000 (100%)
WIA Dislocated Worker	10,654,000	4,559,000 (43%)	1,528,000 (14%)	691,000 (6%)	1,108,000 (10%)	2,768,000 (26%)	10,654,000 (100%)
WIA Youth	11,425,000	6,220,000 (54%)	2,330,000 (20%)	236,000 (2%)	612,000 (5%)	2,027,000 (18%)	11,425,000 (100%)
WIA Rapid Response	856,000	366,000 (43%)	123,000 (14%)	56,000 (6%)	89,000 (10%)	222,000 (26%)	856,000 (100%)
Total	\$33,957,000	\$17,078,000 (50%)	\$6,242,000 (18%)	\$1,211,000 (4%)	\$2,415,000 (7%)	\$7,011,000 (21%)	\$33,957,000 (100%)
ARRA Adult	\$6,428,000	\$3,460,000 (54%)	\$1,318,000 (21%)	\$133,000 (2%)	\$354,000 (6%)	\$1,163,000 (18%)	\$6,428,000 (100%)
ARRA Dislocated Worker	11,137,000	4,766,000 (43%)	1,597,000 (14%)	723,000 (6%)	1,158,000 (10%)	2,893,000 (26%)	11,137,000 (100%)
ARRA Youth	14,920,000	8,122,000 (54%)	3,042,000 (20%)	308,000 (2%)	801,000 (5%)	2,647,000 (18%)	14,920,000 (100%)
ARRA Rapid Response	3,473,000	1,486,000 (43%)	498,000 (14%)	226,000 (6%)	361,000 (10%)	902,000 (26%)	3,473,000 (100%)
Total	\$35,958,000	\$17,834,000 (50%)	\$6,455,000 (18%)	\$1,390,000 (4%)	\$2,674,000 (7%)	\$7,605,000 (21%)	\$35,958,000 (100%)

WIA Adult Program

The WIA Adult Program provides services to adults aged 18 and older in accordance with Section 101 of WIA. The goal of the Adult Program is to assist clients in achieving self-sufficiency by providing access to Core, Intensive, Training, Placement, and Post Follow-up Services through the WorkSource system and its partners.

“Universal access” allows all persons, no matter where they reside, to access employment development resources and services available at our WorkSource Centers.

In FY 2009-10, there were 178,171 first time visits to L.A. County WorkSource Centers and 507,319 repeat visits for a total of 685,490 visits.

In 2009-10, WIA Adult Program Providers achieved the following :

- 3,152 adults enrolled, an increase of 79% from 2008-09.
- 1,590 entered employment , an increase of 55% from 2008-09
- 1,943 exited, an increase of 50% from 2008-09, 82% of which entered employment.

Depending on their eligibility, clients enrolled in the Adult Program may receive:

- **Core services:** initial assessment, job search, placement assistance and career counseling. This is available to all adults.
- **Intensive services:** in-depth assessment, counseling, career planning, and pre-vocational services. This is available for unemployed individuals unable to obtain jobs through core services or employed individuals needing additional training services to reach self-sufficiency.
- **Training services** are also available for those who meet intensive services eligibility but are unable to obtain employment through those services.



PROGRAM SUCCESS

Ms. B. was referred to **Hub Cities WorkSource Center** by the L.A. County by Department of Public Social Services (DPSS). She is a 25 year old single mother of 2. She had searched for a job for a long time but was unable to find employment because of several barriers such as no work history, limited skills and low educational attainment. She indicated to DPSS that she was interested in a job in health care. DPSS informed her that she could qualify for vocational training through the WIA Adult Program offered at Hub Cities WorkSource Center, which she visited and as a result narrowed her interest to becoming a Certified Nursing Assistant.

She was approved for vocational training at and Computer Institute Technology. She completed the training and received three certificates: as a Certified Nursing Assistant, Home health Aide and Restorative Nurse Assistant.

She is now works as a nurse assistant in Norwalk and will soon be able to support her family without public assistance. She has expressed her interest in continuing an education to become a Licensed Vocational Nurse (LVN).

Mrs. C.L. interrupted her education at California State University Northridge (CSUN) for eight years to be a homemaker for her family, a husband and three small children. When her daughters began attending school, she decided it was time to continue her education and seek employment. This was a challenging task since so much had changed in the job market and she was not up to date with current computer skills. She came to the **Northeast San Fernando Valley WorkSource Center** for assistance. She attended WIA orientation and was assigned to a Case Manager in November 2008, who developed a plan to bring her office skills up to date and to continue with her education. She attended the twelve week Office Clerical Assistant Program and internship program at the Northeast San Fernando Valley WorkSource Center. Mrs. C.L. a decided that more education would enhance her opportunities in the job market and decided to return to CSUN. She was unable to enroll at CSUN because enrollment had closed. However her case manager helped her appeal the decision. She returned to school in the fall of 2009. She graduated with a Bachelor of Arts degree in June, 2010 and started a new job at Bank of America three days later.

Ms. L responded to the newspaper advertisement for Security Guard Training. She was one of over 200 people who signed up for the event, which was held at the Hilton Garden Inn in Palmdale. All participants received a Workforce Investment Act (Orientation, and information on how to enroll into the WIA Program. She was one of the first ARRA Adult clients enrolled. She is a young adult with no prior work experience although she has accumulated many hours of volunteer experience with

various community organizations, gaining employment without work experience has been her greatest struggle.

Her long term employment goal was to attend the Los Angeles Police Academy and become a Law Enforcement Officer and eventually a Detective. She saw the Security Guard training as a stepping stone to her future and an opportunity to gain valuable work experience. It will also allow her to work in an industry that supports her long term goal. She completed Security Guard training in July 2009 and immediately began the work on her interviewing skills and her first resume under the guidance of her Case Manager while awaiting her Bureau of Security and Investigative Services background check.

Upon receiving her Security Guard License, she interviewed and was offered employment as a Dispatcher/ Security Officer with a company and Security in Santa Clarita. Ms. L. states that the South Valley WorkSource Center offered guidance and direction, in addition to job readiness preparation skills. She is thankful to the WorkSource Center for providing her training and the job development assistance. She has remained in contact with the Center Staff members and has offered to share her story with future Security Guard Training participants.

The WIB and **South Valley WorkSource Center** extends their wishes to Ms L. and continue to offer guidance and encouragement and remain a resource for her.

Mrs. G. is a 64 year old single woman whose husband died one year earlier. She was referred to **Hub Cities WorkSource Center** for job search assistance from the Title V, Adult Worker Program in order to pay for the room she rents from a friend. She does not have a High School diploma and her last job as the primary care giver for her husband was about a year ago. Hub Cities assisted her with job leads, case management, employment transitions, supportive services, etc. She was eventually hired to work for County of Los Angeles' Title V Program and she is very happy that she is now able to financially support herself.

Leah P. visited **Santa Clarita WorkSource Center** and enrolled in the WIA Adult Program. She found employment after attending a recruitment event. She stated, "The class at the [Santa Clarita WorkSource Center] empowered me. They gave me enthusiasm for the process. Leah says her approach went from "spray to pray" to "laser point focused and methodical".

Mr. B. had a history of being in and out of temporary employment; he knew that he had to find something more secure because he was expecting a daughter in 3 months. He went to **Hub Cities WorkSource Center** for assistance with vocational training to pursue a career as a truck driver. After he completed his training, he was motivated to also get his TWIC Card, which would allow him to qualify for better employment in this line of work.

He was soon hired as a Truck Driver at the Ports of L.A. He makes more than a starting truck position would pay and is able to financially provide for his partner and new born daughter.

Mrs. G. is a single mother of two boys. She was laid off from her previous employer because the company moved production to another country. She was able to get training as a dental assistant through EDD's Trade Adjustment Assistance program, while co-enrolled with **Hub Cities WorkSource Center**. Hub Cities provided her with transportation assistance while she completed the dental assistant program. She graduated at the top of her class. Soon after she was offered a position as a dental assistant and is now able to financially support her children.

Mr. A is a 30 year old man who currently cares for his mother. He lost his job due to the fact that he did not have the proper certification for his previous job. After unsuccessfully looking for work on his own, he was referred to **Hub Cities WorkSource Center** to get vocational training since he was eligible for the services through the WIA Adult Program.

He was approved for the Security Guard training at Coast Career Institute, which he successfully completed.

He is now employed at Universal Protection Service as a Security Guard. He is very happy to be able to provide for his mother and himself once again.



In March 2010, **L.A. Works WorkSource Center**, the Irwindale Chamber of Commerce, and Southern California Edison teamed up for highly anticipated Job Fair at L.A. Works' state-of-the-art Customer Technology Application Center. Over 600 job seekers and 20 businesses participated. Within a month, at least 10 job seekers were already hired and several other candidates were in the interview process.

WIA Dislocated Worker Program

In accordance with Section 101 of WIA, a Dislocated Worker is defined as an individual who is 18 years of age or older, and falls under one of the following categories:

- **General Dislocated Worker:** An individual who has been terminated or laid off, or who has received a notice of termination or layoff from employment; is eligible for or has exhausted entitlement to unemployment compensation, and is unlikely to return to a previous industry or occupation, or has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings, or having performed services for an employer not covered under a state unemployment compensation law; and is unlikely to return to a previous industry or occupation.
- **Plant Closure:** An individual who has been terminated or laid off, or has received a layoff, from employment as a result of any recent (two years or less) permanent closure of, or any substantial layoff (two or more workers) at a plant, facility or enterprise.
- **180 Days Prior Notice:** An individual employed at a facility at which the employer has made a general announcement that such facility will close within 180 days.
- **Self-Employed/Unemployed:** An individual who was self-employed but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters.
- **Displaced Homemaker:** An individual who has been providing unpaid services to family members in the home, and has been dependent on the income of another family member, but is no longer supported by that income; due to death, divorce, legal separation, permanent job loss, permanent disability or other personal reasons causing economic hardship, and is unemployed or unemployed and is experiencing difficulty in obtaining or upgrading employment.

As in the Adult Program, clients are provided access to Core, Intensive, Training, Placement, and Post Follow-up Services. Priority of service will be provided to covered veterans who are eligible for Dislocated Worker Services as appropriate. Veterans will be given priority over non-veterans when spending limitations are in effect. The veteran's policy is not intended to displace the core function of the Dislocated Worker Program.

In 2009–10, WIA Dislocated Workers Program Providers achieved the following :

- 2,618 participants enrolled, an increase of 145% from 2008–09.
- 1,124 exited, an increase of 62% of from 2008–09.
- 907 (81%) entered employment, an increase of 60% from 2008–09.

PROGRAM SUCCESS

In October 2009, the **Antelope Valley WorkSource Center** implemented an *Academy of Learning* which focused on achieving a humanistic and curriculum based approach to alleviate the struggles of job seekers. During the four week session, the academy's goal was to articulate the essential concepts and skill sets in interviewing, resume writing, job search, networking, and salary negotiation in order to help an individual in getting back to work. The humanistic recovery of an individual's confidence and self-esteem enabled this process to be successful. The Academy empowered job seekers such as **Dianne** not only with the skills to improve her job search, but the confidence and positive outlook needed in order to find employment.

Dianne was a Proposal Coordinator who was laid off in June 2009. Dianne was attempting to return 10 years of being a homemaker following her divorce. Her last employment was of short duration and when Dianne came to Antelope Valley WorkSource Center she was having extreme difficulty securing employment. Although her work experience was extensive, she faced challenges with being a mature worker who lacked the required formal education for many of the jobs she sought. When she was asked to participate in the Academy of Learning she quickly agreed without knowing what to expect: but she was determined to do whatever it took to get back to work.

After Dianne completed the Academy of Learning she stated that "it put everything in perspective for her". She did not realize that her divorce had such a big impact on her ability to look for work. The support system the Academy provided assisted in her ability to cope process. She realized that her dislocation date wasn't in June 2009, but much earlier...the day her husband asked for a divorce. She was not only trying to save her home, but to support her 18 year old son as well. Armed with a renewed confidence Dianne started networking with old colleagues and on March 1, 2010 she was hired by Northrop Grumman Corporation as an Engineer Technical Services 3 with starting salary was \$41.83 per hour.

Ms. J. enrolled in the Dislocated Worker Program at **Antelope Valley WorkSource Center** in November 2009. The following was sent to her case manager after she successfully found employment starting at \$23.42/ hour.

Hello S.,

I wanted to let you know that I am working!!!!

My first day of work was 2-23-10 and I am working with JVS as a GAIN Service Supervisor in the Burbank office.

Thank you for your moral support during what has been one of the most difficult times of my professional career; as you can imagine 7.5 months of being unemployed is no easy walk for a person to endure. The staff at your office was all very helpful and encouraging each time I visited your location seeking job search assistance. I truly gained a sense of motivation and perseverance by attending the workshops offered on job search, networking, resume writing, interview technique and salary negotiation.

Warm Regards,

Mrs J.

Up to 2009, **George** worked as a Driller's Assistant in Lompoc. It was a well paying job, and George was well liked. Regrettably, he was going through a divorce and it began to affect his work. Soon he lost his job and decided to move to Southern California. He was soon out of luck and he ended up on general relief while living in his car. In February 2010, the Department of Public Social Services (DPSS) told him about a County of L.A program through the WorkSource Centers, called Transitional Subsidized Employment (TSE). He came to a **SASSFA WorkSource Center** orientation and was very willing to take any kind of work he was offered. At first, George selected a position at Marshall's Department Store but it was not available. He was then placed at another site where he was promised a position as a mechanic, but ended up in a janitorial position. George was then offered a position at Votaw Precision Technologies, to tear down, clean, and reassemble equipment and machines. Votaw was impressed and they asked him to train on how to operate the machines. He soon became one of the top performers.

At the end of the TSE program, George was offered a permanent position with Votaw. As a result of a recent contract,

George was asked to work an extra 20 hours week overtime. He now has an apartment and has been granted visitation rights with his son. He is extremely thankful to the TSE program and the opportunity it has given him to rebuild his life and become a productive citizen once again.

Minelva's story is similar to many job seekers in the San Fernando Valley. For 17 years, she worked as a packager and quality checker and she felt secure in her position. Although losing a job can be devastating, when she was laid off, she decided to continue her education and learn different skills. She came to the **Northeast San Fernando Valley WorkSource Center** and met with a WIA Case Manager in July 2008. They developed a plan and Minelva attended Pacoima Skills Center for Computer Operator/Software applications, where she attended classes on Saturday. She obtained her GED from the Los Angeles Unified School District and received the "Spirit Award" for her efforts. In August 2009, she was hired part time at LAUSD and Kohl's. A few months later, Minelva accepted full-time job at the same LAUSD Elementary School. She also attends evening school at Los Angeles Valley College to receive a Certificate in Special Education.

Maria was working, going to school and taking care of a young child, which is a daunting task for someone who just received their high school diploma and wanting to start college. Work became a greater priority for her as the cost of caring for her child took precedence. After working for a few years at an escrow company, she was laid off. Maria decided to sharpen her skills by taking computer and business classes.

As a single parent, with no child support, the imminent termination of unemployment benefits, Maria turned to the DPSS. In January 2009, Maria attended Job Services Program with the County Office of Education as a requirement for benefits. The program motivated her to work and to "believe in herself." With help from her instructor, she continued her job search and was soon offered a temporary position with the County Office of Education at \$8.00/hour and 32 hours a week. She flourished in this position assisting people in their job search, talking to companies and assisting with job fairs.

Being in the right place at the right time and working hard gave Maria an excellent opportunity to transition to paid work experience thanks to the TSE program. She got an increase in pay and full time hours up to a year. Maria was one of the first TSE participants to work at the **Central San Gabriel Valley WorkSource Center**. A few months later, her perseverance and hard work paid off when she was offered a position at the WorkSource Center as an Employment Service Representative.

Maria now works at the Department of Mental Health. She feels a great deal of gratitude to those who believed in her and helped her.

WIA Youth Program

The Youth Program prepares youth between the ages 14–21 for paid and unpaid work experience — such as internships and job shadowing — occupational skills training, leadership development, and supportive services and postsecondary education, linking academic and occupational learning, career paths, and employment. Programs support completion of secondary school (including dropout prevention), alternative, school services, and mentoring. Participants may also receive, counseling and follow-up services to encourage them to pursue post-secondary education

In 2009-10, the WIA Youth Program Providers performance achieved the following:

- **2,443 youth were enrolled:**
 - 1,300 (53%) were enrolled as In School Youth
 - 1,143 (47%) were enrolled as Out School Youth
 - 1,443 youth were exited
- **939 youth placements were achieved:**
 - 361 entered employment
 - 662 entered Post-Secondary Education
 - 66 entered Advanced Training

PROGRAM SUCCESS

Victor is 18 years old and graduated from Huntington Park High School. He now attends Long Beach City College. Victor enrolled in the WIA Youth In-school Program in March 2010 to gain work experience. He comes from a family of five and is the first to graduate from high school and attend post-secondary education. Victor was eager to gain the experience he needed to find a permanent job, but due to his timid personality, he felt it was a challenge. His Case Manager noticed that indeed he had an introverted personality. After reviewing many of **Hub Cities'** worksites, Victor seemed to be interested in conducting his work experience at a local elementary school as a Teacher's Aide. Through this work experience, Victor overcame his shyness and gained greater self confidence. He accepted employment with L.A.U.S.D at Hope Elementary School on a part-time basis while he attends college. He greatly appreciated Hub Cities for helping him with his new career path.

Erick is a recent high school graduate who participated in **L.A. Works** residential college program. At enrollment, he was an active gang member and was referred to LA Works by school personnel. They saw his potential and recognized his desire to change his life. Eric came to the program reading at a 6th grade level and with 8th grade math skills. Given personal history and academic challenges, he would not have been recognized as college bound. However, as of October 2009, Erick is a full time college student studying to be an architect. He works part-time and no longer participates in any gang related activities.

He mentors younger siblings and cousins to give up the life of gangs.

Gilbert is a 19 year old who lives in Huntington Park, with his foster mother with whom he has lived since he was 14. Gilbert has overcome many obstacles to be where he is today. First he endured the painful separation from his biological parents and siblings.

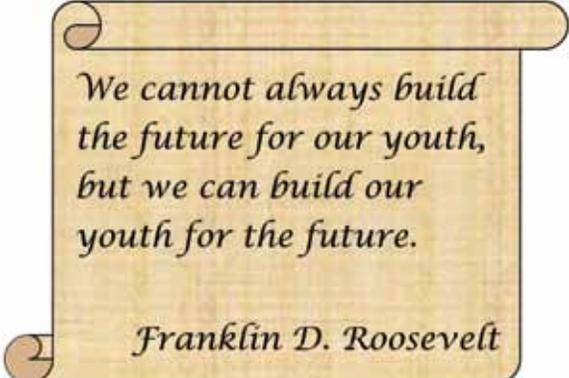
Gilbert graduated from Bell Gardens High School in June 2008 and in an effort to make it on his own, he came to **Hub Cities**

Worksource Center in December 2009 for assistance in obtaining employment. After evaluating his situation, they encouraged him to get vocational training to provide him additional experience and compete for a broader range of jobs. He successfully completed the Solar Energy System Installers training in June 2010.

Liliana came to **LA Works Worksource Center** as a low income, struggling high school student from a

single parent home. She often missed school to take care of her siblings. The career center director at her school referred her to LA Works and she enrolled in College Works.

She greatly enjoyed the residential college experience. She was inspired to finish high school and go to college. Unfortunately before she could finish high school, all the children in Liliana's home (including her) were placed in protective custody and became part of the foster care system. While in foster care, Liliana struggled to keep in contact with LA Works. But her time in foster care was short and she was able to return to LA Works. She is now a high school graduate and has completed 3 community college



We cannot always build the future for our youth, but we can build our youth for the future.

Franklin D. Roosevelt



semesters. She continues to receive services from LA Works as she prepares to transfer to a university. She is also a volunteer and mentor to youth currently enrolled in College Works.

Unesha enrolled in the WIA Youth Program at **Hub Cities WorkSource Center** to achieve gainful employment and assist with paying for her tuition and living expenses. As an emancipated foster youth she was living in transitional housing and the deadline for departure was approaching. Working two part-time jobs, both at minimum wage, was torture for the former foster youth.

Despite all the adversities in her life, Unesha managed to attend Cerritos College where she will obtain an AA in Liberal Arts (Mental Health) before the end of the year. She plans to transfer to Cal State Fullerton to pursue a B.A. in Human Services with a minor in Mental Health.

After feverishly searching for employment, she obtained a position with PL\$ Check Cashers as a Vehicle Registration Clerk. She also obtained new living arrangements with a family member and can now focus on continuing her education.

Unesha is planning on helping those she feels are less privileged than her. Through all of her hard work and perseverance she is becoming a prodigy of her community. We wish Unesha continued success in her endeavors.

Breanne is a very bright young lady who is looks forward to being the first in her family to attend college. She enrolled in the WIA Youth Program through **L.A. Works WorkSource Center** as a 17 year old who attended 10 different elementary and middle schools. Breanne's mom is a low skilled worker who found it difficult to support two children after her divorce.

They moved a lot because they would stay with a family member or friend as long as they could and then move on to someone else. The instability put a great stress on the family. All through school Breanne was encouraged by her mom to keep her grades up as it would pay off one day. She completed all 4 years

at one high school although her living situation did not improve.

With the support of WIA funded programs, Breanne received the information and guidance she need to reach her goal of attending college. Because of her excellent grades, she was encouraged to attend college classes while finishing high school. Upon high school graduation, Breanne had earned 16 college credits. She now lives on a college campus, in a dorm room.

Javier, 18 years old, was enrolled in the WIA Youth Program at **Hub Cities WorkSource Center** and qualified for the In-School program. Raised by his grandmother as a single child with no other siblings, he came from a very modest home with only his grandmother's Social Security pension and county food stamp aid to support them. Although Javier is a very intelligent individual, he was basic skills deficient and had a lower score overall on the Test for Adult Basic Education language section. Javier lives in a rough neighborhood where there is a lot gang activity.

He was previously enrolled in the youth program and was part of the College Preparation Program, where he was able to gain the pre-college experience, independence and self motivation. He re-enrolled for 2009/10 for additional assistance that he and Hub Cities felt he needed. Javier is currently enrolled as a full time student at California State University, Los Angeles, he resides in the on-campus dorms, and is employed part time at a local retail store. Javier states, "I want to thank Hub Cities for the wonderful opportunity that it has given me. Participating in the College Preparation Program has influenced my decision to continue my education and has motivated me to dorm on campus. I now see the way work experience has shaped me and allowed me to gain employment so that I may pay my way through school.

Matthew is a senior in high school who receives special education services. He had always struggled in school. His father died suddenly 2 years ago and this impacted his grades and academic performance. He joined **L.A. Works WorkSource**



Center in the summer of 2009 and participated in the college program. He was exposed to college life and received mentoring. He continues to participate in a program to help under-achieving students complete high school and move to college.

When Matthew started high school, he consistently earned D's or F's in Algebra. Since returning from the college program he has changed his attitude about school and the possibilities for his future. In the first grading period, Matthew earned an A+ in Algebra and has A's in all of his classes. His mom states that he is a different person since being in the program. He has more confidence and believes in his own ability to succeed.

Jasmin and **Joseph** not only got work experience with a prominent business, but they were very fortunate to also get a Mentor. State Farm Agent Nona is fairly new to her agent role; however she's not only thrown 100 percent of herself into her job, but also into her community. Nona grew up in a less-than-ideal household. Her mother passed away when she was just 18 months old, with a father unprepared to raise her. However, she learned to be responsible for herself at an early age. She received minimal guidance from home and school about to obtain a higher education, interview for a job or manage her finances. She always knew once she was positioned to help youth in similar situations, she'd jump in and help get the job done. A friend told her about **LA Works'** youth program funded by the L.A. County Workforce Investment Board. She contacted the organization and arranged for two students to work in her agency. Students were screened by LA Works however, Nona added an interview, so the kids could experience this process and receive constructive feedback from how they were dressed to how they answered the questions. Nona wanted to be more than an employer, but also a mentor, something she could have used during her own teenage years.

"I've always wanted to give back to the community, and after hearing about LA Works I knew this was the program for me," said Nona understand the need for a mentor and how impactful they can be in someone's life."

"The most important thing I learned is to be more assertive and confident when speaking with people I don't know, said high school junior Jasmin G. I thought it would be difficult, but I was surprised to find it wasn't."

Joseph V. is starting community college. "The thing I like most about working in this office is they acknowledge that sometimes I know things they don't, and they let me show them what I can do. The energy here is positive."

Maureen Lynch, LA Works Youth Specialist, stated, "This program has been around for a number of years, but Nona has taken the opportunity to make this a great growing experience for both Jasmin and Joseph. She's taken the time to get to know them and their interests so she can tailor the work accordingly. They aren't just photocopying documents, but actually gaining transferrable life skills. Not all employers invest so much of their personal time into this process. We appreciate all that Nona has done for these kids."

In partnership with the City of Claremont, **LA Works Work-Source Center** hosted the 2nd Annual Youth Resource and Career Fair. The event yielded more than 130 available positions. Approximately 175 youth job seekers ages 16-21 attended the event hoping to secure employment, and met with potential employers such as LA County Parks and Recreation and Job Corps.

Representatives from the Piping Industry and Southern California Laborers Union provided information and opportunities for the attendees to be a part of "earn as you learn" Apprenticeship Programs. Jesse Lopez represented the Youth Employment Opportunity Program that serves job seekers 15-21 years old providing mentoring and job search assistance. Christopher Bryant of Job Corps won the raffle for presenters and went home with a brand new notebook computer.

ARRA 2009 Summer Youth Employment Program

The County's Summer Youth Employment Program (SYEP) was launched in May 2009 as a result of President Obama's ARRA stimulus funding. SYEP created subsidized employment opportunities and supportive services for Youth, ages 14-24, during the summer of 2009. The Los Angeles County Workforce Investment Board exceeded by over a 1,000 the goal of employing at least 5,000 young people in summer jobs. Youth were placed in jobs with businesses, community-based organizations or local government including several L.A. County Departments such as Community and Senior Services, Fire, Registrar-Recorder.

In 2009, 6,194 Youth were placed in summer jobs, 69% of which were between the ages of 14-18; 3,262 (52.7%) were still in school and 2,929 (47.3%) were out of school youth; 1,581 were food stamp/cash aid recipients; 522 were youth ex-offenders; 464 were in foster care; 394 were disabled youth; 307 were homeless and 19 were runaways.

The 2009 ARRA Summer Youth Employment Program achieved the following:

- 14,195 Youth were placed in Work Experience Countywide*
- 12,781 (90%) Completed SYEP Work Experience
- 11,896 (84%) Attained Work Readiness
- 6,194 were placed by L.A. County Youth Providers
- 5,707 (92%) Completed SYEP Work Experience
- 5,689 (92%) Attained Work Readiness

**There are seven Local Workforce Investment Areas (LWIA) serving L.A. County. These numbers reflect youth enrolled by 6 of the 7 LWIAs. Pacific Gateway (Long Beach) numbers are not included in these figures.*

PROGRAM SUCCESS

Michael, 20 years old, was referred to the Summer Youth Program by a counselor at **San Gabriel Conservasion Corps**. Michael had never held a job and was excited to have the opportunity to work and be able to support his two children. Michael was assigned to AJ Wright in El Monte as a customer clerk trainee.

In late September, his case manager conducted a visit to observe how things were going. The store manager stated that all the youth were doing great but that the one who stood out the most was Michael. He came in on time, completed his work and also would go to other work areas in the store to assist other employees. His manager was very content with Michael because he was a proactive employee and eager to learn. He also stated that he was going to hire Michael as a permanent employee after he completed the summer program. Michael was happy to know he would be hired as a permanent employee and thankful that he was able to enroll in the summer youth employment program, which gave him the opportunity to obtain invaluable skills and open new doors to his future.

Valentina was a shy youth with no work experience. She had the opportunity to be in the Summer Youth Program in 2008, 2009, and 2010, working at Rosemead High School, TJ Maxx, and **Career Partners WorkSource Center**, gaining work experiences in different industries. As a result, she has outgrown her shyness and become very talkative. When the San Gabriel Tribune came in August, she volunteered to be interviewed.

She told the reporters that the youth program has changed her life tremendously. Her parents informed her case manager that Valentina has become an amazing person because of her experience in the youth program. Currently, she is ASB Secretary at Rosemead High School and enrolled in the WIA In-School youth program.



Cameron, a graduate of Washington Prep, is a little different from your average 21 year old and has had to deal with trials and tribulations following graduation when his mother passed away. As a result, Cameron had a shaky start to adult life. A friend told him about the **Asian American Drug Abuse Program (AADAP)**, which managed to help him out a lot. The

Program offered to assist him with finding a job so that he would be able to get his life back on track. The task of finding a job for Cameron wasn't very easy. He was turned away from many job sites that AADAP provided him because he had a record. Louis Lewis, program manager at AADAP, didn't give up on him.

Cameron is now employed at the AADAP Center. His job consists of custodial work and clerical assistance. Cameron said, "I enjoy this job very much because it's offering me a second chance." He feels that this job is good for him because it is giving him a real sense of work ethic. This job has taught Cameron more about himself and how to set goals. "My supervisors here

at AADAP are great, they treat me with respect and the work environment that they provide for me is very professional and fun.” After this job, Cameron plans on finding a new job so that he will be able to establish himself financially and help take care of his family. He hopes to go back to school one day and major in kinesiology, so he can be a basketball coach.



Angelica is a 22 year old graduate of Dominguez High School. She now attends Long Beach City College. One of the major challenges she overcame was getting pregnant during high school, though she still managed to graduate on time. Angelica heard about the Summer Youth Employment Program (SYEP) from her sister, who used to work for **Communities in**

Schools (CIS). This is Angelica’s second time working through the Summer Youth Employment Program; she came back because she really enjoyed her experience at CIS. The first job she had was at a women’s clothing store in Long Beach. Angelica then worked at CIS which consisted mainly of clerical work, filing payroll documents and communicating with different businesses. She enjoyed working at CIS because they taught her a lot of things that will benefit her in the future and all of her bosses were very nice. “If I didn’t understand something they would take the time out of their day and help me,” she said. Angelica learned about so many things she wasn’t aware existed. She hopes to learn more about accounting from this and future jobs.



Yvette is an 18 year old living in Los Angeles. She attended Locke High School before she transferred to a charter school, Heritage-College Ready Academy in Los Angeles. She graduated in 2009 and planned to pursue a career in business or the nursing field. She heard about the **WIA/ARRA Summer Youth Employment Program** from a friend

and worked at the Los Angeles County Community and Senior Services department. She helped provide clerical assistance to the WIA Program Operations staff. She enjoyed this job very much. Her bosses were great, nice, helpful and professional. She believes that this program helped her a lot because it gave her a chance to experience a professional work environment. She was very grateful for this opportunity. She expects this job to be an experience that she will cherish for the rest of her life. Every two

weeks when she got her pay check, she put \$100 in the bank for her car and the rest of the money went to her mom to help pay bills. When the program was over, she returned to college as a part-time student at Los Angeles City College. In the future, she plans on finding a part-time job to work so that she would be able to pay for her own expenses while she is in college.



Kristopher was not your average 15 year old. By age 16, he started experimenting with crystal-meth and was addicted to the drug for about 8 years. During this time, he managed to stay on the honor roll for two years. Kristopher graduated from Phoenix Academy High School in 2003 with honors and a grade point average of 3.8. He managed to still get several

jobs during his addiction; he worked for a Hauling Company, the airport (baggage man), Belmont Burger Palace and a jewelry store. One of the major challenges he managed to overcome was the death of his father in 2005 and the death of his mother in 2006, both from alcoholism. He was only 20 years old but it

seemed as if life just was not working out for him. Kristopher ended up getting caught and was sent to jail for several months. He knew then that is was time for a change. As a result of a judge’s order, he attended the **Asian American Drug Abuse Program (AADAP)** so that he could get himself clean. Once he attended the AADAP center he stopped using drugs. AADAP managed to get

him a temporary job in the Summer Youth Employment Program (SYEP) at AADAP with job duties to repair computers and update the systems. For Kristopher, this was not too difficult since he had several other jobs before this one. Kristopher said, “I enjoyed this job a lot and it helped me to keep clean.” When the program was over Kristopher was hired as a full-time receptionist. His new job duties are answering the phone, to sort and distribute mail and assist clients. Kristopher has now been clean for over a year. Kristopher said, “I plan on staying that way and eventually will start school again part-time so that I can pursue a career. My check is helping me to survive in the real world.” Kristopher is a very smart and extraordinary young man and he is an example of what one can do if they set their mind to it.

“I enjoyed this job a lot and it helps me to keep clean.”

—Kristopher



Andrea, an eleventh grader at Pioneer High School in Pico Rivera heard about the **SASSFA** Summer Youth Employment Program at school. The same day, she came home and her mom told her about the

program. She decided, why not work for the summer, stay busy and make some spending money. What she got was an amazing summer experience at the Santa Fe Springs Fire Department. She was exposed to an office environment for the first time and learned new skills like answering phones in a professional manner, working on Excel spreadsheets and even riding in a real fire engine.

She plans to attend San Diego State University and major in Criminal Justice. When asked to elaborate, she said she “...wants to be a cop on the street; I like to help people, to serve others...it would give me a chance not only to serve, but the opportunity to save others, it would be a daily challenge.”



Yela is a 23 year old Cerritos College student who is very close to transferring to a four-year university. On the surface, she appears to be your typical everyday all-American young adult, working her way through college, and in many ways she is.

However, if you scratch just beneath the surface there is an amazing story of leaving her home in Texas at a young

age to escape overwhelming obstacles, bad relationships, abuse, bad decisions, and coming to California to start a new life. What she found was that being in California alone was not a lot better than what she left behind.

As things got worse, she moved in with an aunt, but that did not last long as Yela’s own behaviors led her aunt to ask her to leave. She spent six months of her young life living in a transitional shelter in Whittier. She was able to maintain her schooling despite living in the shelter, however, when she got the news that she was about to lose her eligibility to stay there, she went to one of her counselors in the recovery program to ask for direction and help since she was desperate and afraid she would have to stop attending college.

Yela was referred to the **Southeast Area Social Service Funding Authority (SASSFA)**, which happened to be recruiting for the Summer Youth Employment Program. The staff quickly indentified her as a young lady who could step

right in and help any organization, so they put her to work immediately in the Summer Youth Office in Pico Rivera as an administrative assistant.

She was able to continue her schooling, and find an apartment while working part time in the SASSFA Main Office in Santa Fe Springs. Her dream is to continue on with school majoring in Psychology.



Mario reflects on his experience in the ARRA 2009 Summer Youth Employment Program.

“When I signed up for this summer program, I was a little apprehensive. I didn’t think there was a job out there for me. Luckily I was proven

wrong. I had the pleasure of working at **SASSFA**. Being that this was my first job, I was a little worried about how other workers would receive me. A great sense of relief came over me when I was met with such a warm and welcoming staff. I felt like I had been there for a year. I was happy to be surrounded by intelligent, ambitious people. It was evident that this was a good team and a team that I was honored to be a part of. I was given a great opportunity that I’m sure men twice my age would be happy to have. I was so grateful that they would give me, a kid out of high school with no resume a chance to show not only them but myself what I was capable of. SASSFA provided me with skills that would build up my resume and skills that will be very useful throughout my working career. SASSFA also provided me with skills that hold a deeper meaning to me. They taught me life skills and people skills. These attributes not only helped me become a better worker but a better person and I thank them for that. So once again, thank you SASSFA for giving me this opportunity of a lifetime.”



Young Offender Reentry Planning Grant

Los Angeles County Community and Senior Services was one of five entities in the nation to be awarded a 12-month Young Offender Reentry Planning Grant for \$300,000 grant in June 2009 by the U.S. Department of Labor (DOL). The goal of the grant is to develop a comprehensive Master Plan, which will serve as a blueprint for addressing the employment needs of all juvenile and young adult offenders returning from correctional facilities.

To ensure that the County's plan for young offender reentry reflects the broad experience and extensive resources of all local stakeholders, the project will assemble a *Community Reentry Partnership* consisting of representatives from key County, State, municipal and other local agencies serving juvenile and young adult offenders.

“We are spending a lot of money, per youth, to keep these offenders locked up. That kind of money could be better spent on sending a kid to college or teaching him a marketable skill.”
– Porfirio Frausto, *Outward Bound Adventures*

KEY PARTNERS:

- California Dept of Corrections and Rehabilitation, Division of Juvenile Justice and Division of Adult Justice
- Los Angeles County Superior Court, Juvenile Division, Public Defender, Chief Executive Office and Economic Development Commission
- Los Angeles County Departments of Probation, Children and Family Services, Mental Health, Public Social Services, Office of Education
- Governor's Mentoring Partnership, California Conservation Corps, Greater LA Chamber of Commerce and L.A. Unified and other local school districts.



Juvenile Offender Summits: Five “Juvenile Offender Summits”, one in each of the County's five supervisory districts were held to obtain input for a Master Plan blueprint and build local “Juvenile Offender Reentry Coalitions.” A sixth countywide summit will be held in February 2011 to present the final Young Offender Reentry Master Plan and recommendations.

Research and Analysis: Dr. Laura Abrams and her team from the UCLA Department of Social Welfare, School of Public Affairs, was engaged to draft the blueprint based on the findings from the Summits and research regarding best practices and effective services for young offenders including employment, education, mentoring, case management, and youth involvement in restorative justice projects.

Assess Community Needs: A comprehensive needs assessment of juvenile offenders and their families, service providers and other representatives from impacted communities was conducted. The data will be used to ensure that planning reflects the true needs of communities and returning youth offenders.

Produce Countywide Master Plan: A Young Offender Reentry Master Plan (Blueprint) with recommendations from the Community Reentry Partnership will be presented to the L.A. County Board of Supervisors, prior to submission to the U.S. Department of Labor as the final deliverable. The Plan will specify requirements for project implementation, including strategies, agencies, and financial resources necessary to transform the plan into services that will tangibly improve the lives of young offenders returning from correctional facilities.

Rapid Response

WORKER ADJUSTMENT AND RETRAINING NOTIFICATION (WARN)

On January 1, 2003, California-specific Worker Adjustment and Retraining Notification (WARN) requirements became law. These Labor Code provisions expand upon requirements in the 1989 federal WARN legislation. In 2009-10, \$856,000 was received to support the County's Rapid Response Program with an additional of \$ 3,473,000 from ARRA.

WARN requires employers to give affected employees and other state and local representatives notice 60 days in advance of a plant closing or mass layoff.

California Labor Code mandates employers who close a Plant, layoff or relocate 50 or more employees within a 30-day period, regardless of percentage of work force, must file a WARN with the local City or County elected official, who forwards it to the local Workforce Investment Board to coordinate rapid response services and contractors to address the dislocation events specified in these notices.

What Happens After an Employer Files a WARN Notice?

The Employment Development Department (EDD) has Rapid Response Teams to assist employers and workers during a mass layoff or plant closing. These teams collaborate with the Local Workforce Investment Area to disseminate information on the adult and dislocated worker services available through WorkSource Centers and Unemployment Insurance programs.

Rapid Response teams work with employers and any employee representative(s) to quickly maximize public and private resources to minimize disruptions associated with job loss. Rapid Response can provide customized services on-site at an affected company, accommodate any work schedules, and assist companies and workers through the painful transitions associated with job loss.

In 2009-10, 163 companies received Rapid Response services in Los Angeles County. Of these companies:

- 76 issued Worker Adjustment & Retraining Notification (WARN) notices. The other affected companies did not issue WARNs.
- Of the 18,998 employees affected, 2,656 employees were provided Rapid Response services.

HOW RAPID RESPONSE WORKS

Information is provided to the affected employees on the first three items with the remaining items covered by the Center:

- Unemployment insurance
- How to utilize CalJOBS to find employment
- Labor market information
- Case management services and career counseling
- How to access free Internet services
- Resumé assistance
- Skills training
- Employment workshops
- How to locate WorkSource Centers

The Los Angeles area Rapid Response teams include Layoff and Workforce Development Specialists, WorkSource Center Representatives, Labor Unions (when applicable) and Employment Development Department (EDD).

PROGRAM SUCCESS

"The JVS Rapid Response representatives did an amazing job and it proved to benefit all parties involved as the staff left these seminars feeling a little more secure in their difficult situation. We had a magnificent turnout - 53 employees out of 72 - and all feedback was POSITIVE! All those in attendance were very grateful and appreciative of the detailed information and assistance they were provided. I would highly recommend having this same process."
—Human Resources Manager, Pyramid Services (May 2010)

A Tale of Two Companies: Weathering the Economic Storm

With the economic downturn, many L.A. County businesses have had to close their business, experience massive layoffs, or relocate. Companies are desperately trying to stay in business. The solutions are not easy but there are practical steps and expert assistance that can help companies avert layoffs.

The L.A. County Workforce Investment Board's Rapid Response program plays an important role to help businesses threatened by or experiencing substantial layoffs. Services are provided by three agencies: **SASSFA, Goodwill, and Jewish Vocational Services**. Traditional rapid response services focused on direct assistance to affected businesses and workers

to mitigate the impact of mass layoffs and business closures on the local economy. Recently, rapid response has shifted to lay-off aversion services: assessing lay-off aversion potential, devising layoff aversion activities, bringing together workforce partners, refocusing or retooling a company to serve new markets or emerging sectors, implementation of business intervention strategies including skills upgrade for at risk employees, and retraining employees or adapting their skills to take better advantage of opportunities presented by emerging and high-growth industries.

As a strategy to assist businesses, L.A. County WorkSource Centers work with the Department of Social Services' Transitional Subsidized Employment Lay-off Aversion program funded by the American Recovery and Reinvestment Act and the Emergency Contingency Fund. This lay-off aversion program can assist a business by paying up to \$10/ hour per qualified employee for a maximum of 40 hours per week.

Two L.A. County manufacturers, "Company A" and "Company B", suffered several waves of lay-offs yet desperately fought to remain afloat. Both received traditional rapid response services. Company A had approximately 400 employees but downsized to 185 employees and Company B had approximately 200 employees and downsized to 80. Both companies faced the prospects of further downsizing or even closing their doors. When a lay-off aversion plan was implemented, the results were astonishing for both. Company A signed a contract for 25 TSE eligible employees and Company B signed a contract for 10 TSE eligible employees. This resulted in a one-month savings of over \$40,000 dollars in administrative costs for Company A and \$16,000 for Company B. According to the Chief Financial Officer of Company A, "New orders have recently started to increase; we are starting to see light at the end of the tunnel."

Los Angeles County WIB Business Services Success Story Southeast Area Social Services Funding Authority (SASSFA)/Hannibal Industries, Incorporated

In November 2009, Heidi Moon, Chief Financial Officer of Hannibal Industries, contacted Los Angeles County asking for approximately 35 Rapid Response folders. She was referred to Arthur Monreal, SASSFA Business Services/ L.A. County Rapid Response Coordinator, who immediately contacted her. Hannibal is a leading manufacturer and provider of carbon steel tubing products and steel pallet racks in the western U.S. Hannibal had been profitable every year since 1987, but suffered their first annual loss in fiscal 2009, and had suffered consecutive monthly losses from October 2008 through December 2009, resulting in three rounds of lay-offs.

The current economic condition took a toll on the company and on the industry. 44 layoffs occurred in October 2008 based on reversed seniority. The second wave of 32 layoffs was in February 2009. In March 2009, the Company qualified for



EDD's California Work Share Program, reducing some of their employee's hours but allowing them to receive Unemployment Insurance benefits, in lieu of further lay-offs, but it was not enough to stop the bleeding.

30 more lay-offs occurred in December 2009, some of whom worked at the company for over 25 years. SASSFA became involved and proposed ideas to save the 30 jobs pending lay-offs, but it was not successful. Saving the remaining 185 jobs became the priority. Los Angeles County DPSS evaluated the company for a new offshoot of the Transitional Subsidized Employment (TSE) Program called TSE Lay-off Aversion. Mr. Monreal called the DPSS GAIN Unit in to explain the program in detail. The Company was eligible for up to a \$10 per hour reimbursement subsidy for each employee with minor children who earned less than 200% of the federal poverty guidelines.

Following a survey of employees, it was determined that 25 of Hannibal's existing employees were eligible for the DPSS Lay-off Aversion Program. From December 2009 until September 2010, Hannibal industries received the reimbursement subsidy for all 25 employees. In addition, Hannibal was encouraged to apply to South Bay WIB to become eligible for the regular TSE program which resulted in 10 extra sets of helping hands at no cost to Hannibal, all of whom were eventually kept through a temporary agency. Both programs ended September 30, 2010.

Finally, the California Manufacturing Technology Consulting (CMTC) was brought in to help streamline the company, and help them select new production software. With the resources that SASSFA provided and a rebounding economy, Hannibal Industries, Inc., has gone from thirteen straight months of being in the red, to a full year of being in the black. They are not quite ready to begin growing their workforce, but the bleeding has stopped and they are once again profitable. They have maintained the 185 employee level with no plans for further lay-offs. They have also brought in an additional 70 employees through a local staffing agency as temps, poised to leap ahead and grow with the looming recovery!

National Emergency Grant

National Emergency Grants (NEG) are discretionary grants awarded by the U.S. Department of Labor to temporarily expand the service capacity of Workforce Investment Act Dislocated Worker training and employment programs at the state and local levels by providing funding assistance in response to large, unexpected economic events which cause significant job losses. NEG's generally provide resources to states and local workforce investment boards to quickly reemploy laid-off workers by offering training to increase occupational skills. In 2009-10, work continued to finalize use of the NEG grant of \$3,597,445 by L.A. County for the cleanup in the Angeles National Forest for the fires of 2007 and 2008.

Both of these fire clean-up efforts provided temporary employment for 294 participants. In at least one case, a participant went on to become a supervisor for the San Gabriel Valley Conservation Corps. Workers and Supervisors were paid between \$13 to \$17 per hour. They were grateful to receive employment of any kind during this recessionary period which provided them with valuable training and experiences to add to their resumes.

Three L.A. County WIB WorkSource Centers received these funds and subcontracted with two local Conservation Corps. While the Corps generally work with youth, as there is no age limitation for NEG Programs, many of the workers were over the general age of Corps members, up to the age of 53.

An additional NEG grant was awarded by the Department of Labor (DOL) for On the Job Training (OJT) to 65 long-term unemployed dislocated workers who need re-training as a result of job loss during the recession since January 1, 2008. Notice of grant for \$725,000 was received on June 28, 2010.

NATIONAL EMERGENCY GRANT OVERVIEW:

- Over 247 long-term unemployed workers participated
- Primarily between ages 18-30
- Temporarily work up to 1066 hours or six months
- May earn \$12,000 in wages (whichever comes first)
- Receive CPR training
- Learn techniques for tree planting and landscaping
- Gain valuable experience to put on their resumés



Business Services

One of the strategic priorities of the L.A. County Workforce Investment Board (WIB) is to assist businesses and employers by being a reliable and consistent resource for qualified and trained employees. Each of the County's WorkSource Centers have Business Service Representatives (BSR) that reach out to local and regional businesses to offer employment and training services and resources. Programs and strategies can also be tailored to the specific employment needs of businesses. Some of these services include:

- Applicant screening/referral
- Business closure assistance
- Customized training
- Enterprise zone tax credits
- Entrepreneurial training
- Job placement assistance
- Labor market information
- Training subsidies
- On-the-job training

One example of the WIB's strong commitment to support the business community was its support for a focused business outreach and job development initiative under the direction and leadership of Beacon Management Group, which will complement and support our WorkSource Center and BSR's efforts by reaching out to thousands of small and large businesses to educate them about the business services available at the County's network of WorkSource Centers and identify job openings that qualified WIA participants can apply for.

PROGRAM SUCCESS



Compton WorkSource Center launched its first training program for bus operators in January 2010 with the Metro Pre-Bridge Bus Operator Training Academy, a customized training program offered in partnership with Community Career Development, Inc. (CCD), El Camino College Compton Educational Center, and Los Angeles Valley College. As a result of the training, these five Compton residents were among 12 individuals who successfully completed the program and continued into the paid training at Metro. Today, **Adriane H., Janice P., Barbara M., Annette S.J. and Shanelle D.** are enthusiastic and proud bus operators. Their success is the result of the perseverance and tenacity required by anyone who embarks upon training in a new industry.

As Ms. P. commented, "I almost didn't come back that first day because I underestimated what I was hearing. In fact, the coaching

in soft skills was the most valuable to prepare me for working with the public and becoming a responsible employee." Barbara M. states that "the support staff was thoroughly knowledgeable and I appreciate the time spent reviewing my career goals and recommending strategies for achieving them. I didn't think I could learn much more, but you gave me the confidence and additional tools needed that helped me become gainfully employed. The WorkSource Center, and the team who spearheads it, makes me proud to say I am a Compton resident. I would recommend the pre-bridge program to anyone because it is an excellent program!"

"Career Partners have been our facility neighbor for many years and we have benefited each other since. They have graciously provided us with a top notch classroom for meetings and training our agents. Many Career Partners clients are able to find new careers and could also be potential great agents if they choose to join our offices." —Elaine Li, Realtor/Owner

“Career Partners WorkSource Center has been able to assist our State Farm Insurance agency by supporting us in recruitment of new employees and youth interns over the summer of 2010. Career Partners WorkSource Center has supported us in an efficient, professional manner that allowed our agency to work effectively with the youth interns. We would also like to commend Career Partners for their facility and conference rooms they made available to us for agency meetings.”

—Janet Tiet, Consultant Manager for State Farm Insurance Company Job-Training Program

LA Urban League WorkSource Business & Career Center hosted their 2nd Annual “Tying It All Together” event in April 2010. This event was geared towards providing supportive services to our job seeking participants in the form of clothing, grooming, and life skills presentations from leaders in our community. Participants were provided with hair styling for the women by local Beauty School Graduates, hair cuts for the men by the local Barber Shop. The guest motivational speaker was Donna El-Armale. Also, **KJLH Radio** Street Team with special guest **Adai Lamar**. **CVS Pharmacy** and **Dr. Miracle** provided personal care toiletries. Over 100 job seekers participated.



Candace Mackey Toyota AAC Chair; Antoinette Anderson LAUL Director; Jazzmine Stephens, Toyota AAC Co-Chair of Community and Fund-raisers; Hazel White LAUL Sr. Case Manager; Elainea Robbins, LAUL Manager, Employment & Business Services

The Toyota African American Collaborative, an employee leadership and service network, organized a Career Clothing Donation Drive to support the **L.A. Urban League WorkSource Business & Career Centers’** Clothes Closet. The Clothing Drive took place Tuesday, February 10, 2010 at Toyota’s company headquarters in Torrance, California. The Clothing was donated by hundreds of Toyota 3000 employees. “We are grateful to Toyota and the AAC for their generosity and service which will greatly help our WorkSource Center clients confidently prepare for job interviews and ongoing work.” said Antoinette Anderson, Director, LAUL **Avalon WorkSource Center**

The Business Services Department of the **Los Angeles Urban League WorkSource Business & Career Center** hosted a graduation ceremony for job seekers that participated in our Business Plan Writing Class. This class is sponsored by the **L.A. Urban League WorkSource Center** in partnership with Vermont Slauson Economic Development Corporation and LABAP Los Angeles Business Assistance Program. The classes were held on Thursday mornings for eight-weeks. The class topics include Marketing Plan and Strategies, Financial Planning and Forecasting, Management and Operations Planning. A certificate of completion was awarded upon satisfactory attendance and submission of a completed business plan. Of the twelve participants, 4 have begun the process of starting their business. Congratulations to all the participants and best wishes on your new business venture.



Serving Veterans

An eligible veteran, or their spouse, who is entitled to receive Priority of services, has served at least one day in the active military, naval, or air service, and was discharged or released from service under any condition other than dishonorable. This includes Reserve units and National Guard units activated for Federal Service.

Jobs for Veterans Act became law in 2002. Implementation of Priority of Service issued through Training and Guidance Letter 10-09 and Veteran's Program Letter No.07-09 provides guidance details of the requirements of State Workforce Agencies, LWIBs and One-Stop Career Centers.

LOS ANGELES COUNTY'S PROGRAM IN 2009-10

In addition to Congress and the California Legislature, the Board of Supervisors places a high priority on the employment of veterans. The Los Angeles County WIB has a policy requiring 5% of all WIA/ARRA Adult Program funds be expended on services for eligible participants who are veterans.

The County's WorkSource Centers undertook several initiatives to assist returning and retiring veterans with new careers and job placement. From 2009 to 2010, 392 Veterans were enrolled in WIA services, 195 in training and 218 entered employment.

Additional veteran's programs are under consideration for 2010-11, including greater collaboration with L.A. County Department of Military and Veterans Affairs.

PROGRAM SUCCESS

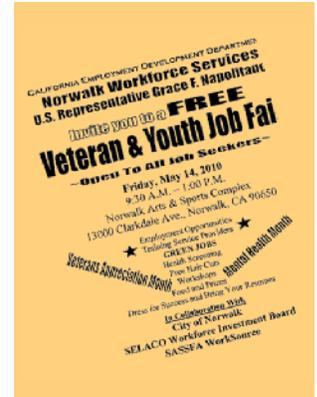
The Central San Gabriel Valley WorkSource Center and Goodwill of Southern California launched a pilot program that placed 8 of the 10 in their first group in full-time jobs as truck drivers.

The Veterans Priority Training Pilot Program consisted of:

- Veterans Representative and WorkSource Center Manager collaborate on referral process and develop a structured plan.
- Veterans Representative meets the Veteran and connects with the WorkSource Center to confirm the veteran will attend an orientation.
- Case Manager contacts the Veteran for an intake, assessment and to discuss WIA services available to them.
- Veteran completes all WIA required workshops and documentation within a week to determine eligibility.
- Veteran enters into designated Truck Driving training and is immediately placed into full-time employment upon completion.

Antelope Valley WorkSource Center hosted the Annual "Honor A Hero, Hire A Vet" Job and Resource Fair in coordination with the San Fernando and Antelope Valleys/Ventura County Veterans Job Fair Collaborative. The purpose of the event is to attract recently separated veterans who are trying to return to the workforce.

SASSFA WorkSource Center and the **SELACO Workforce Investment Board**, along with U.S. Representative Grace Napolitano, joined forces to host a Veteran & Youth Job fair in May 2010. Over 90 employers and service providers and 1,000 job seekers attended the event which also included entertainment, free health screenings, food, prizes, and resources to green jobs and many more.



Oliver is an Honorably Discharged Veteran who served in the Army from 1979 to 1982. He saw the free training flier for veterans at the **L.A. Urban League City of Pomona WorkSource Center**. He achieved licensing and certification as a professional security officer within a short period of time and is now fully qualified

There were 21.9 million military Veterans in the United States in 2009. States with over 1 million Veterans were:

- California (with 2 million)
- Florida (with 1.6 million) and
- Texas (with 1.6 million)

County of Los Angeles Veteran Population: 345,792*
(as of September 30, 2010)

* U.S. Department of Veteran Affairs

to work in just about any capacity in the security industry. He recently was employed by two large security services companies and is making every effort to go above and beyond the call of duty.

MCS West San Gabriel Valley trained group of young veterans and within a month, they obtained their certifications and were placed in jobs as security guards. The great thing about this situation was that we reached out the potential employers and brought them to the training sessions. The employers were on site to conduct interviews and provided the opportunity for the men to be placed while training. A security guard position enables these eager veterans to continue their education by providing very flexible work schedules. They all understand the necessity of an education and were thrilled to be taking advantage of this flexibility in hopes to attain higher education and degrees.

Antelope Valley WorkSource Center provided training services to three Veterans profiled below:

Veteran **Brian** was hired by a Technology company in Bakersfield as a Technical Support Technician, starting salary of \$15.00/hr.

Veteran **Sylvia** was hired -after being referred to CalJobs listing- as an Aircraft Planning Doc Specialist for a major aerospace firm. Her starting wage is \$18.00/hr.

Veteran **George** was assisted with enrollment in University of Phoenix in Pasadena to pursue a Bachelor's Degree.

South Valley WorkSource Center recruited for Security Guard Training in July 2009. Byron was one of over 200 people that signed up for the orientation in Palmdale. Numerous participants listened attentively but the determination and pleasant nature of Byron stood out.

Byron enrolled as one of the first ARRA Dislocated Worker clients. He is an eight year veteran of the U.S. Army and the National Guard. In April 2009, Albertson's closed 9 stores in Southern California, including the Lancaster location where he

worked for 2 years. Byron was devastated by the loss of his job and wasn't optimistic about his chances to obtain a job in the near future until he learned about security guard training at the **South Valley WorkSource Center**. Byron felt his military service and desire to get his Bachelor's Degree in Criminal Justice would be enhanced if he became a Security Guard. He completed the training in July 2009 and was hired on the spot by Copper Eagle Patrol and Security in Santa Clarita in August. He stated that the South Valley WorkSource Center offered guidance and direction in addition to job readiness preparation skills and he is thankful to the Center for the training and new career.

John is an IT Professional who worked as a Server, Systems and Network Administrator for over 18 years. In April 2009 he became a victim of corporate downsizing and was laid off after 11 years.

John sought the services of the **South Valley WorkSource Center** to return to the workforce and support his family. While unemployed, he learned that his skills and certifications were outdated and without training he would be less competitive in the job market. Upon successfully completing a 4 week training program and John earned his CCNA/ CEH/ CISSP certifications and worked closely with his case managers to update his resume, get interview coaching, and industry specific job leads.

In August of 2010, the South Valley WorkSource Center submitted John's resume for consideration for an IT Systems Specialist position with Antelope Valley Federal Credit Union. John interviewed and was extended an offer of employment. John is thankful for all the support, encouragement and training provided by the South Valley WorkSource Center during his time of need. The South Valley WorkSource salutes this four year veteran of the U.S. Navy for his positive attitude and never ending determination to return to the workforce.

"There is no greater honor nor thank you that we can give our returning heroes than to assure that they have gainful, living-wage-level, family-sustainable employment upon returning home. I appreciate your creativity, focus, efforts and ideas for the coming new year to help make Los Angeles County a veteran's "100% employment zone." — Dr. Dennis W. Neder, WIB Chair

Strategic Plan for Enhancing Employment Opportunities for Residents of Florence-Firestone

Los Angeles County Workforce Investment Board Florence-Firestone Employment Planning and Coordinating Group

Adopted by the WIB in July 2010.

The unincorporated community of Florence-Firestone is a 3.6 square mile area located 6 miles south of Downtown Los Angeles with an estimated population of 70,000. According to the California Employment Development Department (EDD), the unemployment rate was 24% in March 2010, the highest in any of the County's 88 cities or 151 unincorporated areas. In addition, area high school dropout rates range from 24% to 44% according to L.A. Unified School District data from 2007-2008.

This area is bordered in part by Alameda Street, which has served as the major corridor for transportation to and from the Ports of L.A. and Long Beach. As a result, there is a high concentration of longtime recycling and salvage businesses. According to the Florence-Firestone Vision Plan, over 50% of businesses in the area are industrial, with approximately 20% retail and 20% service sector businesses.

At the conclusion of the Florence-Firestone Economic Symposium in June 2009, WIB Chair, Dr. Dennis Neder, announced the commitment for a "Florence-Firestone Economic Development Group" to forge an ongoing dialogue geared towards expanding opportunities at the local level.

The WIB convened an Oversight Group from January to June 2010 to develop a comprehensive plan in accordance with the L.A. County Strategic Plan for 2009-10, Goal 3 related to Community and Municipal Services, Strategy 3 on Unincorporated Area Services and Objective 5b related to Job Development that are also consistent with the Priority Actions established in the Florence-Firestone Vision Plan, on Jobs and Economic Development.

The Oversight Group, hosted by East Los Angeles College - South Gate campus, included WIB and Youth Council Members, WorkSource Center Directors and staff, senior administrators of E.L.A. College, and staff of the Board of Supervisors, Florence Firestone Chamber of Commerce, State Employment Development Department, L.A. County Department of Probation and the County's Community Development Commission.

A Strategic Plan was developed to meet the needs of Business Owners; the employment, training and support service needs of adults; the employment, training and education needs of youth and young adults; and to identify opportunities to remove barriers to employment and create greater economic self-sufficiency for area residents.

The WIB adopted the Oversight Group's Strategic Plan in July 2010 with the following recommendations tailored to the unique and general needs and challenges of Florence-Firestone to achieve, support and complement other County initiatives and commitments in the area, and is intended to serve as a model for other unincorporated areas of the County that face similar economic, employment and educational challenges.

MEETING THE NEEDS OF BUSINESS OWNERS

Business owners believe that economic and employment development are linked and that healthy businesses are the key to increasing employment. Given the number of long-time recycling and salvage companies in the area, there is strong interest in redefining Florence-Firestone as a "green zone" to enhance green jobs and new opportunities for local businesses and residents. Most business owners lack easy access to information on Government procurement opportunities with corporations, nonprofit organization as well as other business services which could result in new businesses savings and collaboration to strengthen their businesses.

PROPOSED RECOMMENDATIONS:

- A Increase resources and support to Worksource Centers to ensure successful implementation of the existing L.A. county WIB business services directive.
- B Research the feasibility of a business friendly One-Stop business support center in Florence-Firestone, staffed by an experienced and qualified business representative to assist with County department business services as a single "Point of Contact".
- C Increase access to information, awareness and training programs for local business owners on federal, state, county and/or city business assistance programs and services related to incentives, workforce development, technical assistance, ARRA funds, Community Development Block Grants and other federal programs in collaboration with the local Chamber of Commerce.
- D Reapply for designation of the Florence-Firestone area as part of a State Enterprise Zone in order to provide economic incentives which could be invest in hiring employees of the area.
- E Identify the current level of procurement and purchasing by County Departments with Florence-Firestone area businesses and develop a plan to increase procurement and purchasing opportunities with targeted business or industries.
- F Reinvent and promote recycling businesses as "green/ environmentally friendly" companies. Establish a "Recycle Zone" in the Alameda corridor of Florence-Firestone and adopt a county department-wide "Recycle first" procurement policy with goals to buy "low liability" recycled products from area businesses.
- G Undertake a comprehensive assessment of area businesses to identify the possibility of becoming county vendors and the potential for increased procurement of their "non- or low liability" recycled refurbished products as a cost saving measure to the County. Some of these companies currently have major clients such as Hawaiian Airlines, and U.S.military.
- H Develop and implement a low-cost "facade art" contest for area youth and schools that would upgrade the appearance of "recycling/ salvage" companies.

MEETING THE EMPLOYMENT, TRAINING AND SUPPORT SERVICES NEEDS OF ADULTS.

High unemployment and low educational attainment limits access to career opportunities: the working population (16 years and older) in Florence-Firestone is estimated at 47,208 and of this population only 8,034 people are employed locally. Educational attainment in the Florence-Firestone is low: approximately 70% of its residents (25 years and older) do not possess a high school diploma (compared to 31% countywide) which is a great challenge for enhancing job opportunities. Therefore, there is an important need training programs for adults to pursue and compete for employment. The East Los Angeles College and its relocation plans create a lot of opportunities for local employment, training, education and career prospects.

PROPOSED RECOMMENDATIONS

- A WIB shall stay strongly committed to training: it is important that occupational, classroom and on the job training (OJT) remain high priorities and outcomes for WIA funded efforts in Florence-Firestone. There is a need to include sector based initiatives such as “green/eco-friendly” jobs or health services in the Florence-Firestone area in coordination with ELAC, Organized Labor and the workforce system.
- B Identify existing and new opportunities for increasing employment, training and educational resources for residents of Florence-Firestone. Organize or support monthly jobs fair to better connect residents to employment, training and educational opportunities.
- C Develop and implement a targeted outreach and education campaign to promote employment and training services and educational resources to all residents and businesses; both online and in print.
- D Increase knowledge of employment and training opportunities at ELAC’s South Gate campus and continue collaboration with ELAC to solidify its role as one of the cornerstone for successfully improving employment opportunities for residents.
- E Develop a Florence-Firestone “Local Hire” strategy for employment opportunities related to economic development projects, including ELAC’s expansion to its new site and encourage local jurisdictions to adopt and implement it.
- F Ensure greater collaboration between county departments especially Probation, Parks and Recreation, Department of Social Services, Department of Children and Family Services, Community and Senior Services, County Libraries, Sherriff’s Department and Internal Services Department.
- G Create a bilingual job and information portal, “Florence-Firestone Job Connection!” with education and career development, training information and services and links to partners websites and all County department’ services available to local residents and businesses.

MEETING THE EMPLOYMENT, TRAINING AND EDUCATION NEEDS OF YOUTH (AND YOUNG ADULTS)

Similar to adults, employments and career opportunities for youth are impacted by high dropout rates and low numbers of high school graduates. Addressing this phenomenon is imperative in order to improve employment opportunities for youth. This underscores East Los Angeles College’s vital partnership with the WIB, business, government, Los Angeles Unified School District (LAUSD) and existing youth programs in the area to have meaningful impact on graduation rates. It is also important to increase awareness of and participation in all the employment programs to improve opportunities for youth and young adults.

PROPOSED RECOMMENDATIONS

- A Support Job readiness and employment development programs at the Probation Department’s Adult Day Reporting Center and increase inter-institutional coordination to enhance programs that serve probation and re-entry young adults.

- B Develop partnerships and coordinate with the LAUSD and ELAC to enhance work readiness programs and extracurricular opportunities.
- C Increase awareness of continuing and post-secondary educational opportunities, including availability of and process to apply for financial aid, through outreach, and co-enrollment in order to address high dropout rates and low college attendance.
- D Establish mentoring programs with college students and professionals from private sector, government, Organized Labor and non-profits to increase awareness to more diverse career paths and opportunities
- E Develop partnerships to increase outreach to low-income, foster, at-risk, reentry and probation youth and young adults to increase awareness of post-secondary, mentoring and leadership development programs and training.
- F Coordinate among the partners to develop and implement a parent leadership program and curriculum to strengthen engagement of parents with educational institutions.
- G Determine the feasibility to establish a One Stop Center for youth with an emphasis on employment related services including job readiness, mental health education, and tutorial and educational support services.

REMOVING BARRIERS TO EMPLOYMENT AND CREATING OPPORTUNITIES FOR ECONOMIC SELF-SUFFICIENCY

Access to information on employment and training, resources and services is lacking and due to the lack of affordable day care in the area, most of parents have difficulty completing or continuing their education. Given the limited space for attracting new companies, it is essential to prepare and connect local residents to employment outside of Florence-Firestone. There is a great need of non-profit organizations that will advocate and provide community needs and attract philanthropic support. They can also work with higher education, WIB, government business to develop the institutional partnerships to close the employment gap and also enhance opportunities.

PROPOSED RECOMMENDATIONS

- A Develop partnerships with existing programs that offer entrepreneurial training.
- B Identify and better promote programs to improve work readiness.
- C Create a pilot Youth Leadership Program that targets school and out of school youth to develop the leadership skills of students and increase awareness of L.A and Southern California leadership development programs.
- D Develop a policy which supports programs to strengthen web literacy of area residents.
- E Coordinate among the partners to establish a Young Parent mentoring program to guide young parents to improve their parenting skills, increase their employment opportunities and complete their education.
- F Create and support a Leadership Program to develop the leadership skills of adults
- G Develop partnerships with existing programs that offer entrepreneurial training to develop a plan to establish Non-Profit Incubator Hub..
- H Support establishment of a child development training center to provide high quality early childhood education.

WIB COMMITTEES AND COUNCILS

The Workforce Investment Board (WIB) has six committees and two councils. The Youth Council is mandated by the Workforce Investment Act of 1998. The Mature Worker Council, established in 2002 by the L.A. County Workforce Investment Board, was the first of its kind in the United States. Each of the Councils serves as an advisory body. Council members are appointed from the WIB and each Council may also include public members with subject matter expertise.

- Executive Committee
- Business Services/Marketing Committee
- Certification and Quality Committee
- Intergovernmental Relations Committee
- Finance Committee
- Bylaws and Nominations Committee
- Mature Worker Council
- Youth Council

Executive Committee

Dr. Dennis Neder, Chair
Fred Smith, Vice Chair
Laurel Shockley, Secretary
Richard Dell, Treasurer
Richard Nichols, Chair-Business Services/Marketing Committee
Beverly A. Williams, Chair-Youth Council
Mike Patel, Chair-Bylaws & Nominations Committee

Jerry Gaines, Chair-Intergovernmental Relations Committee
Corde Carrillo, Chair-Certification and Quality Committee
Ted Anderson, Chair-Mature Worker Council
John Addleman, Director-at-Large
Paul Kral, Director-at-Large
Frank Roberts, Director-at-Large
Helen Romero Shaw, Director-at-Large

THE WIB EXECUTIVE COMMITTEE:

- Develops and submits a Local Area Plan each year to the State of California Employment Development Department (EDD).
- Provides oversight of all fiscal and program performance, adopts policies, and issues directives to improve delivery of services and enhance program performance outcomes.
- Approves fiscal and program policy recommendations from the WIB's five Committees and two Councils, and submits its recommendations, where appropriate, to the full WIB and then Board of Supervisors for final approval.
- Identifies eligible providers of training services, youth activities and intensive services.

Finance Committee



Fred Smith,
Chair

Fred Smith, Chair
John Addleman, Vice Chair
Dr. Christine Bosworth
Dr. Dennis Neder
Richard Nichols
Mike Patel

The Finance Committee oversees financial and program performance for WIA Formula Programs and all other WIA-related grants received by the L.A. County WIB or Community and Senior Services. The Finance Committee recommends approval of the annual budget, budget modifications and formal receipt of new grants or allocations from EDD and/or DOL. The Finance Committee also approves funding allocations that are distributed to agencies procured through competitive RFP process based on census data such as poverty levels, unemployment and underemployment.

Business Services/Marketing Committee



Richard Nichols,
Chair

Richard Nichols, Chair
Joyce Louden, Vice-Chair
Ted Anderson
Vance Baugham
Dr. Christine Bosworth
Richard Dell
Dr. Dennis Neder
Mike Patel
Laurel Shockley
Rex Yu

- The Committee made a strong commitment to continue one important business initiative and pursue two new efforts:
- A business outreach and job development initiative was re-designed to increase and improve coordination with business service representatives at County WorkSource Centers. Beacon Management Group was selected to spearhead the initiative beginning in July 2010.
- An outreach and education initiative was launched to raise the public awareness and increase utilization of the employment and training programs, services and resources available to jobseekers and employers alike at the County's system of 17 WorkSource Centers, 3 satellites and 16 Youth Program agencies. Full Capacity Marketing was selected to lead the County's effort to develop and implement strategies beginning in July 2010.
- Pursue alternatives to traditional rapid response activities and support layoff aversion programs that will result in preserving jobs and enhancing the ability of businesses to stay in business and prevent job reductions or dislocation

Certification and Quality Committee



Corde Carrillo,
Chair

Corde Carrillo, Chair
Dr. Christine Bosworth
Wan Chun Chang
Paul Kral

- The Certification of L.A. County Workforce Investment Board-funded WorkSource Centers and oversight of WIA program performance are the two primary responsibilities of the Committee. There were no certifications or re-certifications scheduled in 2009-10. Rescare (formerly Arbor) East Los Angeles Employment and Business WorkSource Center and Chicana Service Action Center WorkSource Center were both Recertified for a 4-year period ending January 2013
- The Committee has initiated a study to re-examine the current certification and recertification process to develop recommendations whether to continue or enhance the current process of certifying its One-Stop Centers, or to develop a new certification process and schedule that is aligned with procurement and existing continuous quality improvement programs that many Centers also utilize.
- The Committee remains committed to a premier WorkSource System that strives for and is designed to achieve superior program and financial performance, continuous quality improvement, and highly satisfied customers, and to provide exemplary services to meet and exceed the employment and training needs of jobseekers and employers.

Bylaws and Nominations Committee



Mike Patel,
Chair

Mike Patel, Chair
Richard Nichols, Vice Chair
Ted Anderson
Dr. Christine Bosworth
Paul Kral
Beverly A. Williams
Rex Yu

- The Bylaws and Nominations Committee took leadership to review the WIB Bylaws and integrate the previously separate WIB Operating Procedures. This resulted in a substantial number of proposed amendments to the Bylaws to increase efficiency and transparency.
- The Committee forwarded the nominations of Dr. Ted Martinez, President of Rio Hondo College, Dr. Patricia Ramos, Dean at Santa Monica College and Irshad Haque, business owner, as Education and Business Representatives for support by the WIB in 2010. All were appointed by the Board of Supervisors to two-year terms.
- Each even-numbered year, the committee oversees the election of WIB Officers to two-year terms.

Intergovernmental Relations Committee



*Jerry Gaines,
Chair*

Jerry Gaines, Chair
Ted Anderson, Vice Chair
Doug Barr
Shomari Davis
Irshad Haque
Richard Nichols
Meredith Perkins
Helen Romero-Shaw
Rex Yu

In March 2010, WIB Members met with staff from U.S. Senators Boxer and Feinstein, Representatives Laura Richardson, Judy Chu and Adam Schiff, and legislative staff of Representatives Hinojosa, Watson, Harmon, Waters, McKeon, Napolitano, Waxman, Roybal-Allard, Becerra, and Linda Sanchez to discuss WIA programs and services in L.A. County and the impact of their investment, in particular, the importance of ARRA funding for enhanced workforce development initiatives and success of Summer Youth Employment programs.

Held quarterly meetings with Board of Supervisors' Deputies to provide an update on program successes, countywide coordination with community colleges and local workforce investment boards serving L.A. County residents.

Participated in the L.A. Regional Workforce Systems Collaborative is committed to developing a regional workforce development system which is critical to bolstering the nation's economy. The Collaborative is hosted by the L.A. Area Chamber of Commerce and includes the leadership of the L.A. City WIB/Community Development Department, L.A. City Office of the Mayor, L.A. Community College District, LAUSD Adult and Career Technical Education, LAEDC, and United Way of Greater Los Angeles.

L.A. WORKS WORKSOURCE CENTER HOSTS CONGRESSWOMAN JUDY CHU

On June 21, 2010, the L.A. County WIB hosted a Legislative Briefing for Congresswoman Judy Chu at L.A. Works WorkSource Center in Irwindale, one of the County's WorkSource Centers in her 32nd congressional district. with WIB Chair Dennis Neder and WIB Members Richard Nichols, Jerry Gaines, Michael Dolphin (EDD), Fred Smith, Paul Kral, Shomari Davis and Helen Romero-Shaw; L.A. Works CEO Sal Velasquez, Jorge Hernandez, Client Services Manager, and partners Ellen Greer from EDD and Madeline Arballo, Vocational Director of Mount San Antonio College and WIB Executive Director, Richard Verches.

Representatives of two businesses spoke about the excellent services they have received from L.A. Works. Ms. Garcia of L.A. Live read a letter of thanks to L.A. Works for the assistance they have provided hiring disabled adults. Miller-Coors Human Relations Manager Rick Salazar reported that they have hired many employees referred by LA Works. WIB Executive Director, Richard Verches, underscored ongoing collaboration between the WIB, community colleges and Labor Unions.

Rep. Chu toured the center's Career Connections, Universal Access area, community services program departments and all of the training facilities and classrooms. She also observed the GED program at the Mt. San Antonio College basic skills lab and offered words of encouragement to the staff and both young and older job seekers and was able to witness mock interviews, trainings and various job development classes.



Youth Council



Beverly Williams,
Chair

Beverly Williams, Chair
Joyce Loudon, Vice Chair
Cecily Betz*
Connie Chan*
Dr. Jeff Dorsey*
Daniel Oaxaca*
Dr. Patricia Ramos
Natalie Salazar*
Paula Starr
Shelly D. Thompson*
Paula Trejo*
Yevgine Yesayan*

*Non-WIB Members

“I am honored to serve as Chair of the Youth Council and humbled by the vast level of experience and expertise garnered in the individual council members. The Council is optimistic about the significantly enhanced funding provided by the federal government to serve our youth through the Stimulus program. We look forward to tracking the result of this monumental effort. Further, the Council continues in forward movement as it aims to positively impact collaboration of partnerships that effectively enhance youth career development outcome.”

—Beverly Williams

The Youth Council is established in WIA to:

- Provide expertise in youth workforce development policy and assist the WIB in developing the portions of the local plan relating to eligible youth;
- Develop and recommend local youth employment and training policy and practices;
- Broaden the youth employment and training focus in the community to incorporate a youth development perspective;
- Establish linkages with other organizations serving youth in the local area.

Youth Council Chair and members participated in various local, state and national conferences to share best practices and improve strategies for improving employment development programs for youth. As a result, some of the strategic priorities and Goals established in 2009-10 included:

- Improve partnerships with businesses and educational institutions
- Improve soft skill training for youth to enhance job readiness
- Increase opportunities for On-The-Job training and Mentorship training
- Develop more effective strategies, programs and collaboration to achieve more effective programs for foster youth, youth with disabilities and probation/re-entry youth
- Increase Partnerships with the Business community to improve employment and mentoring opportunities for youth.

During 2009-2010, the Council actively recruited a parent representative to fulfill requirements of membership and appointed Paula Trejo, an active community leader and parent from the unincorporated area of Florence Firestone.



Mature Worker Council



Ted Anderson

WIB Members:
Ted Anderson, Chair
Dr. Rex Yu, Vice Chair
C. Joseph Chang
Richard Nichols
Helen Romero Shaw

Non-WIB Members:
Glenna Amos
Helen Dennis
Dr. Pamela K. Gefke
Susanne Ko
Linda Lee

In 2002 the Los Angeles County WIB became the first in the nation to establish a Mature Worker Council. The Council provides expertise on policies and programs to benefit mature workers in L.A. County. The Council is dedicated to advocacy for the older worker and to address the continuum of services for the baby boomer generation. The Council includes Non-WIB Members who have extensive experience in mature worker issues from academia, private sector and L.A. County WorkSource Centers. The Council recognizes the need to educate employers and workforce professionals on the assets a mature worker brings to a job, to assist mature job seekers to identify their strengths and market themselves to employers, and to assist the mature worker to be more prepared and competitive job-seekers.

MATURE WORKER COUNCIL HIGHLIGHTS

The Mature Worker Council organized a workshop and at the April 2010 California Workforce Association's Spring conference on 'How to Recruit & Promote a Mature Workforce.' Workshop panelists were WIB Mature Worker Council Chair Ted Anderson, Lisa Jordan, President of Human Solutions, Marisela Quevedo, Northeast San Fernando Valley (Mission College WorkSource Center) and Lisa Aradian, Manager from JVS Marina del Rey WorkSource Center.

In 2008, the Council developed and implemented a Mature Worker Training and Technical Assistance project which resulted in an innovative training curriculum and toolbox with materials to enhance the skills and increase the knowledge of WorkSource (One-Stop) Center staff to meet the employment and training needs of mature workers to be more competitive job seekers. The Toolbox includes a Mature Worker Staff Resource Guide, Mature Worker Resource Guide, Mature Worker Pre-Employment Toolbox Facilitator Guide, Mature Worker Age Discrimination and Disability Laws Fact Sheet Workshop.

The number of mature workers in the U.S. increased from 18.2 million to 26.6 million from 2000 to 2010, a 46% increase. The L.A. County WIB established a Mature Worker Council in 2003 to address the unique needs of mature workers. The Council, headed by Chair Theodore Anderson, is the first of its kind in the nation. Mr. Anderson, formerly of the National Council on Aging and Los Angeles County Commission on Aging, stated that he brought together a group of the "movers and the shakers" in the field, people he knew would move the issues forward effecting the growing number of mature workers ages 55 and up.

Initially, a survey was conducted by Council member Dr. Pamela Gefke, of Claremont Graduate University and Gefke International, to better understand the challenges and concerns of the dislocated or unemployed mature job seeker and set the framework for the development of the training project.

In June 2010, Human Solutions LLC completed development of a Mature Worker Toolbox in partnership with the WIB's Mature Worker Council and WorkSource Center staff that included training modules and resources for employment and training staff, mature workers themselves to use, and businesses to focus on strategies for effectively recruiting, placing and retaining mature workers. In addition, 78 WorkSource Center and Title V staff completed the Mature Worker Staff training and 42 completed the advanced Toolbox Training. As a result, trained individuals from L.A. County WorkSource Centers agreed to act as Mature Worker Champions and form a Speaker's Bureau to attend public and business events and promote the value of mature workers in the workplace.

WorkSource Centers Funded by the Los Angeles County WIB

1ST DISTRICT

Career Partners WorkSource Center
3505 N. Hart Avenue
Rosemead, CA 91770
(626)572-7272
www.careerpartners.org

Central San Gabriel Valley WorkSource Center
11635 Valley Blvd. Unit G,
El Monte, CA 91732
(626)258-0365
www.goodwillsocial.org

Chicana Service Action Center (CSAC) East Los Angeles WorkSource Center
3601 E. First Street
Los Angeles, CA 90063
(323)264-5627

Hub Cities Consortium WorkSource Center
2677 Zoe Avenue, 2nd Floor
Huntington Park, CA 90255
(323)586-4700
www.hubcities.org

ResCare-East Los Angeles Employment & Business WorkSource Center
5301 Whittier Blvd, 2nd Floor
Los Angeles, CA 90022
(323)887-7122

ResCare Florence Firestone Employment & Business Center (Satellite to East Los Angeles Employment & Business WorkSource Center)
1816 Firestone Blvd, Suite A
Los Angeles, CA 90001
(323)583-9655

West San Gabriel Valley WorkSource Center
1000 Corporate Center Dr. Suite 550
Monterey Park, CA 91754
(323)201-6180

2ND DISTRICT

Compton WorkSource Center
2939 E. Pacific Commerce Drive
Compton, CA 90221
(310)762-1101

L.A. Urban League Pomona WorkSource Center
264 E. Monterey Avenue
Pomona, CA 91767
(909)623-9741
www.laul.org

L.A. Urban League Avalon WorkSource Center
12700 S. Avalon Blvd
Los Angeles, CA 90061
(323)600-1106
www.laul.org

3RD DISTRICT

Jewish Vocational Services (JVS) West Hollywood WorkSource Center
5757 Wilshire Blvd, Promenade 3
Los Angeles, CA 90036
(323)904-4900
www.jvsla.org

Jewish Vocational Services (JVS) Marina Del Rey WorkSource Center
13160 Mindanao Way, Suite 240
Marina Del Rey, CA 90292
(310)309-6000
www.jvsla.org

Northeast San Fernando Valley WorkSource Center
11623 Glenoaks Blvd
Pacoima, CA 91331
(818)890-9400
www.wsac.cc

4TH DISTRICT

Southeast Area Social Services Funding Authority (SASSFA) WorkSource Center
10400 Pioneer Blvd
Santa Fe Springs, CA 90670
(562)946-2237
www.sassfa.org

SASSFA Paramount Employment & Training Center (Satellite to SASSFA WorkSource Center)
15538 Colorado Avenue
Paramount, CA 90723
(562)633-9511
www.sassfa.org

5TH DISTRICT

Managed Career Solutions, Inc. WorkSource Center
2550 W. Main Street
Alhambra, CA 91801
(626)284-9715

Antelope Valley WorkSource Center
1420 W. Avenue I
Lancaster, CA 93534
(661)726-4128
www.av.worksource.ca.gov

Santa Clarita WorkSource Center (Satellite to Antelope Valley WorkSource Center)
26455 Rockwell Canyon Rd #250
Santa Clarita, CA 91355
(661)799-9675
www.scworksource.com

LA Works WorkSource Center
5200 Irwindale Avenue, Suite 130
Irwindale, CA 91706
(626)960-3964
www.laworks.org

South Valley WorkSource Center
1817 E. Avenue Q, Unit A-12
Palmdale, CA 93550
(661)265-7421
www.cityofpalmdale.org/svwc

Youth Program Providers Funded by the Los Angeles County WIB

1ST DISTRICT

Career Partners WorkSource Center
3505 N. Hart Avenue
Rosemead, CA 91770
(626)572-7272
www.careerpartners.org

Door of Hope
1414 South Atlantic Blvd
Los Angeles, CA 90022
(323)262-2777
www.doorofhopecc.org

Goodwill Industries
342 San Fernando Road
Los Angeles, CA 90031
(323)223-1211
www.goodwill.org

Hub Cities Consortium WorkSource Center
2677 Zoe Avenue, 2nd Floor
Huntington Park, CA 90255
(323)586-4700
www.hubcities.org

Maravilla Foundation
5729 Union Pacific Avenue
Commerce, CA 90022
(323)869-4500
www.maravilla.org

Mexican American Opportunities Foundation (MAOF)
972 South Goodrich Blvd
Commerce, CA 90022
(323)890-1555
www.maof.org

2ND DISTRICT

Asian American Drug Abuse Program, Inc. (AADAP)
2900 S. Crenshaw Blvd
Los Angeles, CA 90016
(323) 293-6284
www.aadapinc.org

AYE of Catholic Charities of Los Angeles
3250 Wilshire Blvd, Suite 1010
Los Angeles, CA 90010
(213)736-5456
www.catholiccharitiesla.org

Communities in Schools
17625 S. Central Avenue, #E
Carson, CA 90746
424-288-2809
www.cislwest.org

Compton Career Development WorkSource Center
2939 E. Pacific Commerce Drive
Compton, CA 90221
(323)825-2687
www.comptoncity.org/index.php/
CareerLink

L.A. County Office of Education (LACOE)
3055 Wilshire Blvd, Suite 1100
Los Angeles, CA 90010
(562)803-8203
www.lacoe.edu

Watts Labor Community Action Center (WLAC)
10950 South Central Avenue
Los Angeles, CA 90059
(323)563-5639
www.wlcaac.org

3RD DISTRICT

Jewish Vocational Services (JVS) West Hollywood WorkSource Center
5757 Wilshire Blvd, Promenade 3
Los Angeles, CA 90036
(323)904-4900
www.jvsla.org

4TH DISTRICT

Southeast Area Social Services Funding Authority (SASSFA) WorkSource Center
10400 Pioneer Blvd
Santa Fe Springs, CA 90670
(562)946-2237
www.sassfa.org

Special Services for Groups (SSG)
19401 S. Vermont Avenue, Suite A-200
Torrance, CA 90502
(310)323-6887
www.ssgmain.org

5TH DISTRICT

L.A. Works WorkSource Center
5200 Irwindale Avenue, Suite 130
Irwindale, CA 91706
(626)960-3964
www.laworks.org



LOS ANGELES COUNTY WORKFORCE INVESTMENT BOARD

3175 West Sixth Street • Los Angeles, CA 90020 • (213) 738-2711

www.worksourcecalifornia.com

