

**SANTA BARBARA COUNTY
BOARD AGENDA LETTER**



Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Agenda Number:
Prepared on: 10/18/04
Department Name: Social Services
Department No.: 044
Agenda Date: 11/02/04
Placement: Departmental
Estimate Time: 30 Minutes
Continued Item: NO
If Yes, date from:

TO: Board of Supervisors
FROM: Kathy Gallagher
Director, Social Services
STAFF Michele Fitzpartrick, Deputy Director Social Services
CONTACT: 681-4455
SUBJECT: Report on the Workforce Investment Act Program

Recommendation(s):

That the Board of Supervisors:

Receive and accept the attached report regarding the Workforce Investment Act program.

Alignment with Board Strategic Plan:

The recommendation(s) are primarily aligned with Goal No. 4. A Community that is Economically Vital and Sustainable.

Executive Summary and Discussion:

This status report has been prepared at your Board's request and includes an overview of the Workforce Investment Act program, its infrastructure and services provided in our communities. In FY 04/05 the Santa Barbara Workforce Resource Center system will serve over 62,000 universal and registered adult and youth customers, a large population of adults seeking employment, recently dislocated workers, and several hundred young people throughout the county. The Workforce Investment Board, Department of Social Services, and Workforce Resource Center system partners continue to focus on improving the availability and quality of services, assuring that they are widely available, and that our communities are aware of the services we provide. We continue to work toward a system that meets the needs of both businesses and job seekers.

The attached report of the Workforce Investment Act program is presented for your Board's consideration.

Mandates and Service Levels: Public Law 105-220 Aug. 7, 1998; Workforce Investment Act of 1998.

Fiscal and Facilities Impacts: There is no fiscal or facility impact incurred by receiving this status report.

Special Instructions: none

Concurrence: none

Attachment: Workforce Investment Act Report

Workforce Investment Act Program Report

November 2004

This report has been prepared at your Board's request and includes an overview of the Workforce Investment Act (WIA) Program, its infrastructure, and services provided in our communities. In FY 04/05 the Santa Barbara Workforce Resource Center system will serve over 62,000 customers, a large population of adults seeking employment, recently dislocated workers, and several hundred young people throughout the county. The Workforce Investment Board, Department of Social Services, and Workforce Resource Center system partners continue to focus on improving the availability and quality of services, assuring that they are widely available, and that our communities are aware of the services we provide.

WORKFORCE INVESTMENT ACT HISTORY

The Federal Workforce Investment Act (WIA) of 1998 provides the framework for a national workforce preparation and employment system and replaced the Job Training Partnership Act.

Unlike the old Job Training Partnership Act which focused primarily on training, WIA places a heavier focus on universal access, the utilization of One Stop Centers, and the Workforce Investment Board as a catalyst for workforce issues. WIA principles include universal access for all customers, customer choice, streamlined services, local flexibility, increased accountability, improved youth programs, and coordinated, comprehensive One Stop Career Centers open to the community. In Santa Barbara County these are known as Workforce Resource Centers. The overall goal of the Act is to increase earnings, retention and skills attainment and improve the quality of the local, and ultimately, the national labor force. In short, the goal is to assist local areas in providing a well trained workforce for local employers.

FUNDING ENVIRONMENT

The WIA FY 04/05 gross funding is \$4,938,434. All Workforce Resource Center system universal services, job seeker, and employer services are provided through funding by annual allocations of Adult, Dislocated and Youth funding. Available funding approved for these three fundamental WIA services in FY 04/05 total \$2,993,519. The WIB recommended and approved rolling over to FY 05/06 20% of current allocations in the Adult, Dislocated, and Youth programs in an effort to stabilize services and funding. This amount is subject to change by WIB approval. Also included in the gross funding is an allocation for Rapid Response (lay off assistance) and the tri-county Nurse Workforce Initiative grant. In addition, we also receive a small amount of funding for providing case management services to the ADMHS administered program, Substance Abuse and Crime Prevention Act Program and Adult Drug Court. The availability and program requirements associated with these other WIA programs may change from year to year.

	Adult	Dislocated Workers	Youth	Rapid Response	Nurse Workforce Initiative	SACPA	Other	Total
Gross Funding FY 04/05	\$1,199,221	\$843,551	\$1,388,863	\$248,218	\$1,123,309	\$130,000	\$5,272	4,938,434
Less Rollover to FY 05/06	(\$133,231)	(\$113,857)	(\$191,028)		(\$244,689)			(\$682,805)
Available Funding FY 04/05	\$1,065,990	\$729,694	\$1,197,835	\$248,218	\$878,620	\$130,000	\$5,272	\$4,255,629

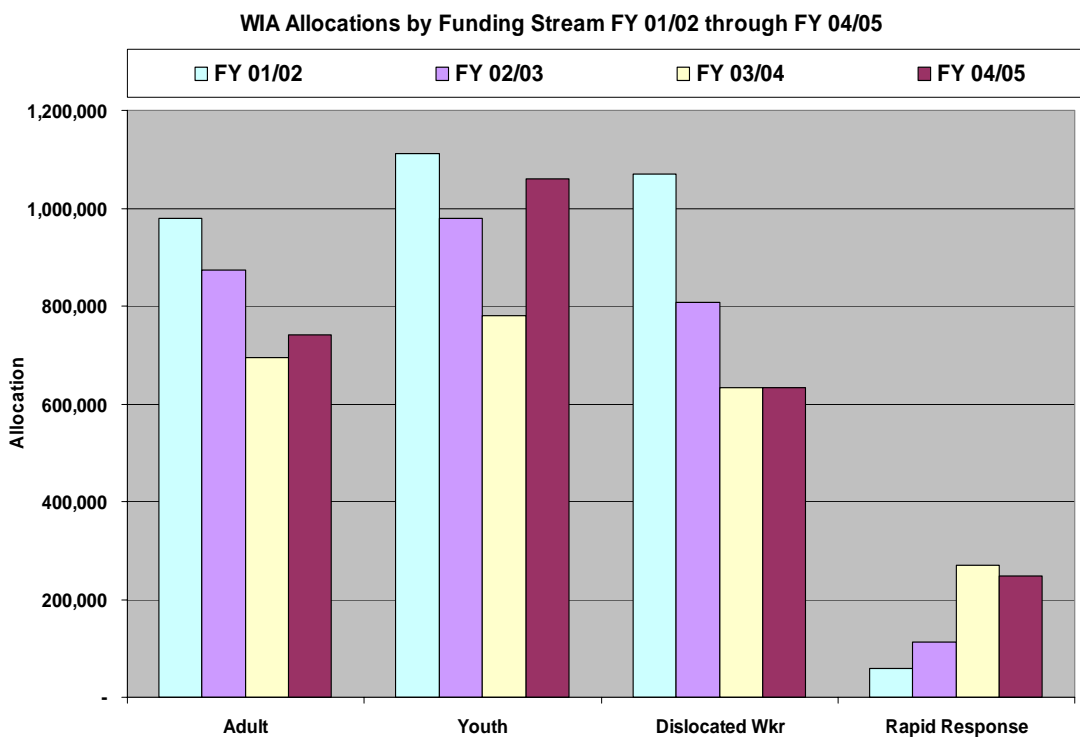
November 2, 2004

WIA monies are federal and flow by formula, first to the 50 states and then within California to the 50 Local Workforce Investment Areas. These formulas are complex, varying for each of the three funding streams: Adult, Dislocated Worker and Youth. The Dislocated Worker formula takes into account layoffs occurring in a Local Workforce Investment Area as well as major dislocations nationally.

Santa Barbara County's level of WIA funding is based on local population, unemployment rate and income statistics. Santa Barbara County has the lowest unemployment rate in the state and therefore receives one of the lowest WIA allocations statewide.

The WIB and Board of Supervisors jointly accept annual allocations from the United States Department of Labor via the California Employment Development Department to fund local WIA programs.

WIA funding is unique in that it is generally two year money and it is subject to rescissions and recapture after the allocation has been awarded, regardless of the fact that funds may be obligated to contractors and trainees.



OVERVIEW OF WORKFORCE RESOURCE CENTER SERVICES

The Department's Workforce Resource Center Services overview is provided to give your Board an understanding of the many services available to both job seekers and employers at the Workforce Resource Centers as well as demographics of the population served.

Universal Core Services Offered To Job Seekers

Universal core services are available to any visitor of the Workforce Resource Centers. The visitor simply registers and is directed to the resource, activity or service. There is not an eligibility requirement for these services. The visit may be entirely self service or the visitor may request assistance from staff on duty in the Resource Room. The visit may also be to attend a job seeker workshop.

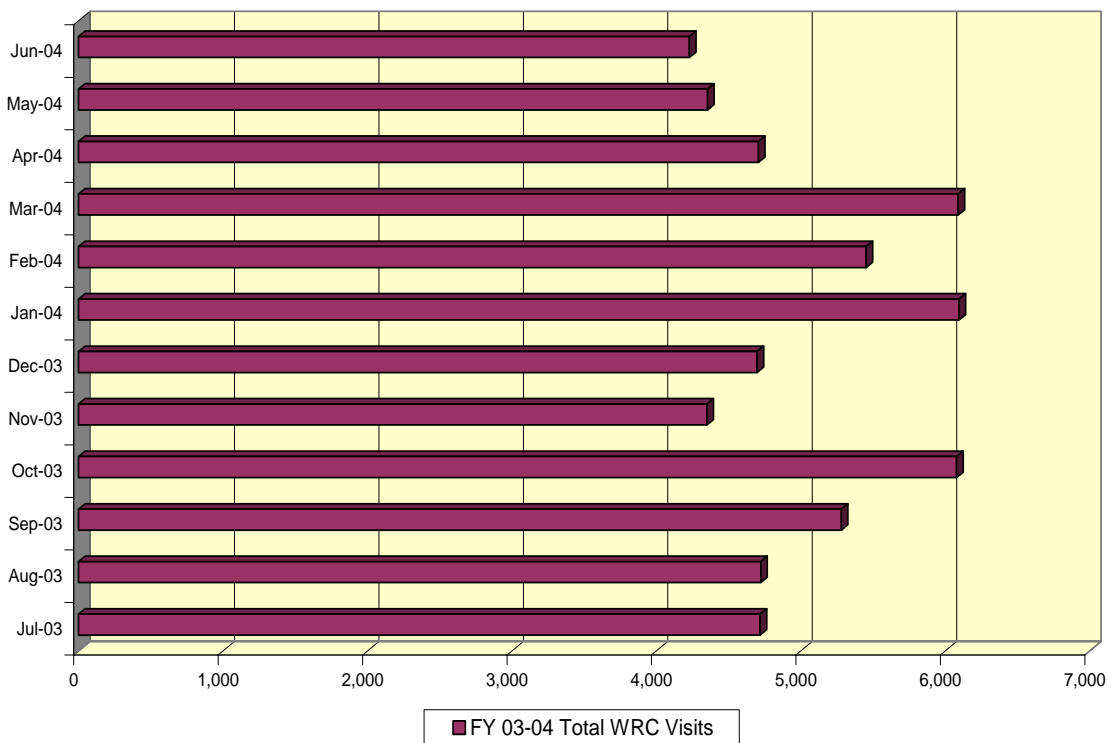
Job Seeker Resources/Resource Career Lab Services available:

- Orientation of Available Services
- Job Search Assistance
- Labor Market Information/Local Occupational Information
- Financial Aid Information
- Unemployment Benefit and State Disability Insurance Benefit information and applications
- Computers/ on-line typing tutorials/Internet
- CalJOBS Access (EDD State Job Bank Access)
- Newspapers/Reference Materials
- Resume Software/Assistance
- Job Boards
- Job Readiness Videos
- Workshops: Job Search and Resume Writing; Interviewing Skills; Goals Workshop; Job Success Skills; Lifework Planning for Older Workers
- Resource Center (Partner Referrals)
- Photocopy/Fax Machines/Telephones

In FY 03/04 60,773 visitors utilized the Workforce Resource Centers. CalJOBS and the Resource Room ranked #1 with 69% utilization; 6%, or 3,674 attended workshops; 29% utilized other partner services. Job seeker workshops are very popular and currently fully enrolled through December.

12.56% or 7,637 of the Workforce Resource Center visitors in FY 03/04 had not utilized the services previously. The majority of this increased service level was in North County

FY 03-04 Total WRC Visits = 60,773



INTENSIVE AND TRAINING SERVICES

WIA Program Eligibility

Adult and dislocated customers interested in intensive or training services available under the WIA program must meet certain eligibility requirements. There are income limits for currently employed individuals and youth. Program eligibility is determined by Career Employment Specialists (CES). Four staff are stationed at the Santa Maria Workforce Resource Center and three at the Santa Barbara WRC Affiliate. One Career Employment Specialist Supervisor oversees staff in both offices. Appointments are made as needed at the Lompoc CalWORKS office.

Intensive Services

Customers determined eligible to the WIA program may be eligible to Intensive Services. These services are provided to the customer by Career Employment Specialists.

- Comprehensive and Specialized Assessments of Skills
- In-depth Interviewing and Evaluation
- Development of an Individual Employment Plan
- Case Management
- Life Skills Training, Job Club, Job Search (series of 5 workshops)
- Referrals to Community Services
- Literacy Activities related to basic Workforce Readiness

Training Services

WIA eligible job seekers who are unable to obtain or retain employment through Intensive Services may receive training services. Generally speaking, each of these training categories involves direct expenditures of WIA funds, either via an Individual Training Account, Supportive Service plan, or contracted service/vendor.

- Occupational Skills Training
- Workplace Training Combined with Related Instruction (on the job training)
- Private Sector Provided Training
- Skill Upgrading and Retraining
- Entrepreneurial Training
- Job Readiness Training
- ESL and GED and literacy
- Customized Training
- Supportive Services
- Individual Training Accounts

The occupations for which participants are showing the greatest interest are in the areas of transportation and material moving machines/farm vehicle operation, clerical and administrative support, and computerized accounting. It should be noted that for the first two categories, in June 2004 CalJOBS was showing that there was a significant shortfall of applicants to job openings in these occupational areas, supporting that these are areas of highest need for new employees.

Types of Training provided in FY 03/04 via Individual Training Funds:

Auto Technician	4	Nursing	28
Clerks, Typists, Computer, Accounting	14	Paralegal/Legal Assistants/Probation	3
Cosmetology/Skin care, Manicurist, Massage	7	Teacher Assistants / Early Childhood	2
Editor	2	Truck / Bus Driver	22
Executive/Administrative Assistants	5	On The Job Training Services	16
Medical Assistants	4		

Demographics of Participants Receiving Intensive and Training Services

Most recipients of intensive and training services had multiple barriers to employment. The barriers of highest incidence were: low income, single parent, limited English proficiency, disabled, youth needing additional assistance, offender, basic literacy skills deficient, reemployment services referral.

47% of the participants were identified as having low income, 18% were single parents and 14% had limited English proficiency. 12.65% identified a disability as a barrier to employment.

25.73% indicated receipt of public assistance. This may be in the form of General Assistance, Social Security Supplemental Income, Cal Works, TANF, Refugee Cash Assistance, Food Stamps, or Pell Grants.

61% indicated they were high school graduates with employment difficulty. 25% indicated they were students with employment difficulty.

43% of the participants served were between the ages of 30-44. 54.8% of the participants were female, 45.2% were male.

We assisted 134 Unemployment claimants and 8 individuals who had exhausted their unemployment benefits.

EMPLOYER SERVICES

The Workforce Resource Center is also a one-stop employment connection that assists local employers. Employer Services available:

- Job Fairs
- Rapid Response Presentations (lay-off assistance)
- Employee Referrals
- Recruitment Assistance
- Tax Credit Information
- Labor Market Information
- Economic Development
- Community Related Information
- Resource Referral
- Retention/Follow-up
- Interviewing Facilities
- Lay Off Assistance
- Training Opportunities
- Employer Workshops: Customer Service, The Employer's Role; Interviewing Skills for Employers; How to Recruit, Hire and Retain Valuable Employees; Managing a Downsized Organization; Leadership Skills for Today's Organization; Responding to the Needs of Older Workers

Employer Recruitment/Training Activity

In FY 03/04 the Workforce Resource Center assisted with 61 total employer recruitments, resulting in 864 interviews. Of the 61 recruitments, there were 27 unique employers. In addition, job fairs were held at the Santa Maria Workforce Resource Center in October 2003 and May 2004. Over 2,553 job seekers attended these job fairs, which had 73 participating employers. The job fairs were very successful collaborative partnership events. People found jobs, employers found employees, and the community became aware of available services. Most recently, on October 13, 2004, the WRC held another Job Fair with 35 Employers attending and just under 1,000 Job Seekers participating. This Job Fair received positive publicity from the Santa Maria Times. Please see attached article, attachment 5. Employer recruitment continues to strengthen the partnership between local employers and the WRC. The WRC was also able to assist five employers by providing space for staff training. The WRC site was utilized for a total of 35 days of training.

Employer Workshops

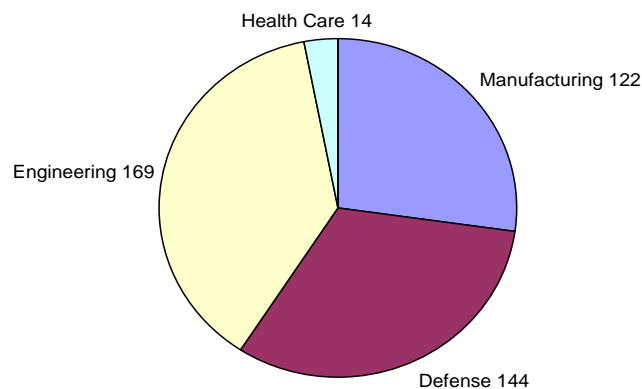
As part of the Workforce Resource Center integrated training curriculum plan, training curriculum for Employer Workshops has been completed. The Consortium will be exploring resources to implement the series in FY 04/05. The workshop series includes the following modules: Customer Service, The Employer's Role; Interviewing Skills for Employers; How to Recruit, Hire and Retain Valuable Employees; Managing a Downsized Organization; Leadership Skills for Today's Organization; Responding to the Needs of Older Workers.

Rapid Response Lay-Off Assistance

WIA staff responded to 9 unique employers in FY 03/04 who were reducing staff due to business closure, downsizing or relocation to another geographic area. WIA and WRC partner staff went to the employer sites and met with employees. The Rapid Response presentation and materials provided to employees addressed compensation issues, explained available services and programs from the various WRC partners, and offered assistance with resume development. 449 employees were served by the Rapid Response team. Primary occupations fields served were engineering, defense, manufacturing and health care. More than 60% of the affected employees were employed by South County employers.

Attachment 3 of this report is a detailed summary of FY 03/04 Rapid Response events.

Santa Barbara County WIA Rapid Response Events FY 03- 04 9 Unique Employers* 449 Employees Served



* Computer Motion; Inamed Corp; ITT Services; Seagate; Sojourn; Lockheed Martin; Golden State Porcelain, Inc; Priority Healthcare; General Dynamics Land Systems

YOUTH SERVICES

Funds are allocated for Youth in-school and out-of-school projects at a state prescribed ratio. Contracts are awarded on an annual basis to local community based organizations to provide specific WIA mandated Youth educational and training services in the various geographic areas of the county. Youth served must meet low income criteria and have specified barriers to education/employment. We expect to serve over 600 youth in FY 04/05. In FY 03/04 304 new participants were served. In addition, follow up services were provided to an additional 300 participants.

Participants served often have multiple barriers to employment. In FY 03/04 barriers of highest incidence were basic literacy skills deficient, disabled, limited English proficiency, offender, pregnant or parenting youth, substance abuse, single parent and foster youth. Over 80% of the youth served were between the ages of 14-18. 53% were male, 47% were female.

21% of the WIA Youth participants served in FY 03/04 have been identified as receiving public assistance. This may be in the form of General Assistance, Social Security Supplemental Income, Cal Works, TANF, Refugee Cash Assistance, Food Stamps.

Youth Mandated services are:

- Tutoring, Study Skills and Instruction
- Alternative Secondary School Services
- Summer Employment Opportunities
- Work Experience
- Occupational Skills Training
- Leadership Development
- Supportive Services
- Adult Mentoring
- Follow-up Services
- Comprehensive Guidance and Counseling

In FY 04/05 Youth programs have been established in geographic areas throughout the county in an effort to meet the varying educational and training needs of Santa Barbara County youth. Santa Ynez People Helping People provides a program in the Santa Ynez Valley area to deliver employment and training services to local rural in-school youth that are closely linked to the labor market. The City of Santa Maria has partnered with Women's Economic Ventures and Four Square Youth Programs to provide services to in-school youth in the Santa Maria Valley area. Out-of-school youth in the Santa Maria Valley are served by a program partnered by City of Santa Maria, Center for Employment Training and Four Square Youth Program. In Santa Barbara, and the Lompoc and Santa Ynez Valleys, out-of-school youth are supported by a program provided by Community Action Commission. The program focuses on youth from the juvenile justice system with limited English skills. In Lompoc, Santa Barbara and Carpinteria the Santa Barbara County Education Office provides services to in-school youth.

In FY 03/04 outreach was made to Social Workers to provide information about available WIA Youth services in an effort to reach Foster Children and children placed in Group Homes that had potential barriers to employment or education. 14 Foster Care youth were served by the WIA Youth program in FY 03/04. To date, for FY 04-05 another 11 have been enrolled into the WIA program.

WIA Youth Contracts

One of the responsibilities of the WIB is to have oversight of the youth funds. To that end, the WIB has a Youth Contracts Sub-committee which reviews monthly progress reports from the contractors. In addition, this Sub-committee serves as the RFP committee. The members review proposals from community based organizations and recommends funding based on priorities, needs, and geographic representation. Funds are allocated for in-school and out-of-school projects at a federal prescribed minimum. Funds for Youth are contracted out on an annual basis, using performance based measurements. The Youth component was revamped in 2002 to ensure greater accountability and to attain compliance with the out-of-school requirement. Youth must meet low income criteria, be a county resident, and have specified barriers to education/employment. In FY 03/04 the Youth allocation was \$781,000. For FY 04/05 the WIA Youth allocation is \$1,067,000. To date, Youth Contracts in the amount of \$727,000 have been awarded for FY 04/05: Additional contracts to provide services for Out of School Youth in the amount of \$ 102,000 have been approved by the WIB and are in the contract process. The WIB has also approved additional service contracts for In School Youth in the amount of \$132,000 which we are finalizing.

Vendor	Category	Term	Contract Total	Youth Served
Community Action Commission	Out- of- School	7/1/03– 6/30/05	\$150,000	40
City of Santa Maria	In-School	7/1/03 – 7/5/06	\$140,000	76
City of Santa Maria	Out-of-School	7/1/03 – 7/5/06	\$200,000	57
Santa Ynez Valley People Helping People	In-School	7/1/03 – 7/5/06	\$ 75,000	45
SB County Education Office	In-School	7/1/03 – 6/30/05	\$162,000	50

PERFORMANCE MEASURES

Performance measures for participants receiving individual training accounts and youth funds are issued to each Local Workforce Investment Board by program year by the Employment Development Department. Our performance for FY 03/04 is as follows:

SANTA BARBARA COUNTY WORKFORCE INVESTMENT BOARD FINAL PERFORMANCE FOR FISCAL YEAR 2003-2004

Santa Barbara County Workforce Investment Board (WIB)	Total Participants Served	Adults	117
		Dislocated Workers	121
		Older Youth	53
		Younger Youth	251
	Total Exiters	Adults	100
		Dislocated Workers	92
		Older Youth	51
		Younger Youth	231

Program Year 2003-2004 WIA Performance Results					
Program	Performance Measure	Suggested Goal	Actual	Success Rate (must be >= 80%)	Passed Performance by Exceeding the Goal by 80%
Adult Program	Employment and Credential Rate	50.00%	49.40%	98.82%	✓
	Entered Employment Rate	74.50%	59.00%	79.23%	Missed Success Rate by .77%
	Earnings Change- 6 Mo.	\$3,350	\$2,906	86.74%	✓
	Employment Retention Rate- 6 Mo	79.40%	81.30%	102.43%	✓
Dislocated Worker Program	Employment and Credential Rate	58.00%	63.40%	109.26%	✓
	Entered Employment Rate	79.30%	79.40%	100.09%	✓
	Earnings Rate-6 Mo	88.90%	84.70%	95.26%	✓
	Employment Retention Rate- 6 Mo.	79.90%	87.10%	108.95%	✓
Older Youth Program	Credential Rate	30.00%	24.70%	82.20%	✓
	Entered Employment Rate	64.80%	64.50%	99.57%	✓
	Earnings Change- 6 Mo	\$3,365	\$3,095	91.98%	✓
	Employment Retention Rate	79.20%	79.30%	100.14%	✓
Younger Youth	Diploma or Equiv. Attainment Rate	55.00%	61.80%	112.29%	✓
	Retention Rate	54.00%	69.00%	127.76%	✓
	Skill Attainment Rate	81.40%	94.50%	116.04%	✓

Total participants served are clients entering the program between July 1, 2003, and June 30, 2004. Total exiters include clients leaving the program during the period from April 1, 2003, to March 31, 2004.

WORKFORCE INVESTMENT ACT INFRASTRUCTURE OVERVIEW

Workforce Investment Board

The Santa Barbara County Workforce Investment Board (WIB) currently oversees the workforce development strategic initiatives, policies, and performance outcomes for Santa Barbara County. The WIB is required by statute and provides the framework for a national workforce preparation system that is flexible, responsive, customer-focused and locally managed. The WIB is responsible for determining local workforce development policy in addition to providing guidance and oversight for local WIA services and activities. The local WIB negotiates performance levels with the state, supports ongoing economic development efforts, facilitates local innovation for employer and job seeker services, provides advocacy for employment related issues, and develops an annual recommended budget. The WIB and Board of Supervisors jointly accept annual allocations from the United States Department of Labor via the California Employment Development Department to fund local WIA programs. Santa Barbara County's level of WIA funding is based on local population, unemployment rate and income statistics. Programs and services provided by the Workforce Investment Act are carried out by the One Stop, or Workforce Resource Center System, a partnership of public and non-profit and community-based organizations. The day-to-day WIA operations and services have been delegated to the Workforce Resource Center management. The Workforce Resource Center is the implementation vehicle and point of access for services, activities, and programs under WIA.

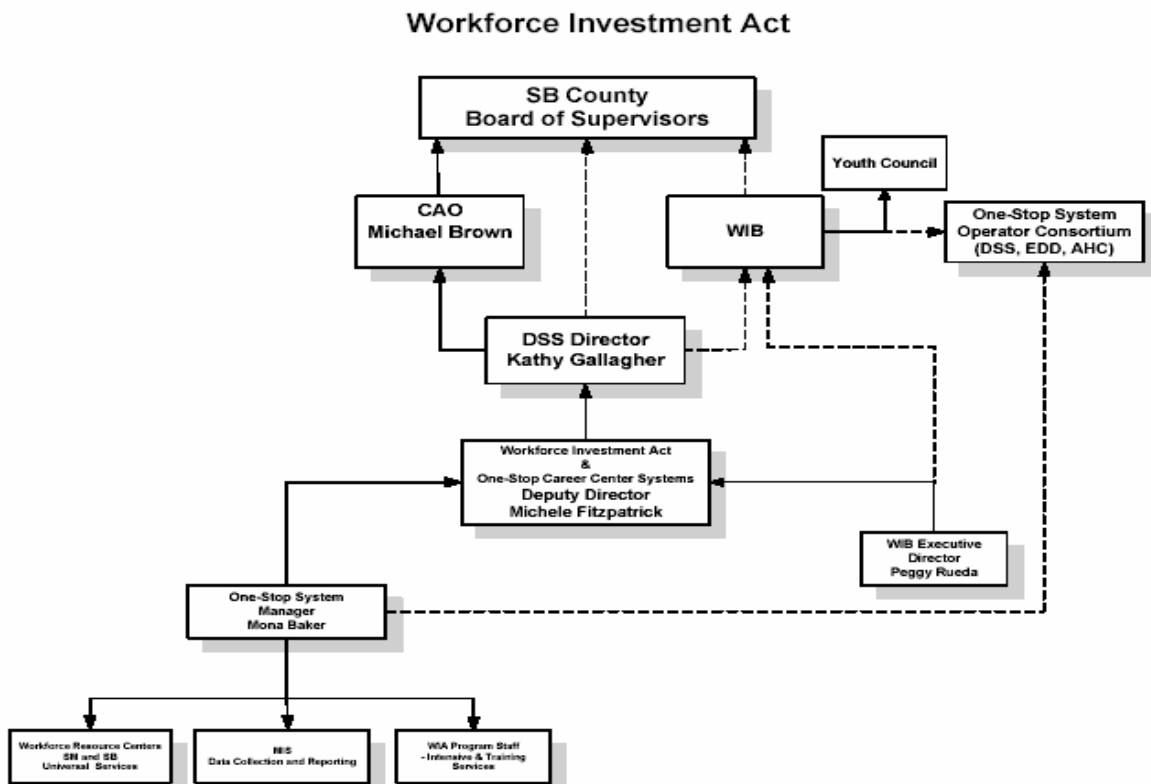
In Santa Barbara County, the WIB is working towards a system that meets the needs of both businesses and job seekers. The WIB has 19 members, including federally prescribed and locally added membership, with the majority held by private sector members. The Board of Supervisors appoints all members of the WIB which are recruited from local business organizations. The Act states that the private sector members must serve in an executive capacity in their business. The full WIB meets on the fourth Friday in the months of January, March, May, July, September, and November. Meeting notices and agendas are posted for public review and mailed to interested parties at least one week in advance.

Youth Council

The Workforce Investment Act requires that local areas maintain a Youth Council. The Youth Council is advisory to the WIB and serves as the focal point for youth employment and training activities in a local area. Meeting quarterly, the members, who represent local youth-serving organizations network and advocate for youth related issues and facilitate local innovation for youth services. To avoid duplication and to support existing county-wide youth programs, the WIB Executive Director also has a seat on the Policy Council of the Kids Network.

Workforce Resource System Consortium

The Workforce Resource System services and the partnership are coordinated by the One Stop Operator/Consortium, consisting of the Department of Social Services, Employment Development Department and Allan Hancock College. The Consortium assists and supports the Workforce Resource Manager in achieving an integrated delivery system of One Stop activities and services. The WIB is responsible for oversight of the One Stop Services. The Consortium has been very successful in promoting Job Fairs at the Workforce Resource Center and supported a marketing program that is successfully bringing employers to the WRC. The Consortium also helps coordinate the delivery of informational presentations at employer sites to potentially laid off employees. Under WIA this service is referred to as Rapid Response.



HIGHLIGHTS OF WIB AND CONSORTIA ACTIVITIES/PROJECTS

➤ Nurse Workforce Initiative (NWI)

In October 2002 the three year Nurse Workforce Initiative (NWI) Grant of \$2,100,000 was awarded to the Region 7 Training Collaboration (NWI) to recruit, train and retain licensed nurses in the San Luis Obispo, Santa Barbara, and Ventura County Region. The proposal is expected to produce 185 new licensed nurses. The Santa Barbara County Department of Social Services serves as the lead agency for this tri-county project. This endeavor is possible as a result of extraordinary participation of the Region 7 Regional Health Occupations Resource Center, the NWI Planning Group, and all three Local Workforce Investment Areas commitment to the project.

- Actual number of participants enrolled in the Region 7 NWI grant through August 2004 total 89. To date, 14 of the 18 enrollments from Allan Hancock College and Santa Barbara City College have graduated, become licensed and are employed.

➤ “State of the Workforce Report”

In 2003, the WIB published the County’s first “State of the Workforce Report”. The report was developed in collaboration with UCSB Economic Forecast Project and sought to answer the question: “What are the opportunities and barriers for Santa Barbara County workers to advance in both income and standard of living.”

The report reviews, evaluates and documents the demographic characteristics of the labor force, workforce skills and education, as well as employer skill demand. There is also data on related topics including income distribution, poverty, public assistance, child care demand and supply, housing, and transportation.

The data assesses current challenges and opportunities and provides important baseline measures of labor force characteristics against which to evaluate future policy decisions and funding decisions.

➤ Work with Economic Development

The WIB and Economic Development Advisory Committee along with their staff comprised the County’s Comprehensive Economic Development Strategy CEDS Committee. In addition, WIB members sat on the various sub committees and participated in the local meetings.

Along with WIB’s from San Luis Obispo, Monterey, San Benito, the Santa Barbara County WIB was a co-sponsor of the California Regional Economies Project. This project presented by the California Workforce Investment Board and the California Economic Strategy Panel is in the process of developing information that better measures the performance of our regional economies, including changes in the region’s economic base and identifying emerging opportunities for future growth. The County’s Economic Development staff also participated in this forum. Follow-ups are planned for later in the fiscal year.

Sector Initiatives - On the request of the Economic Development staff, the WIB staff has been participating in the Media/Broadband Initiative - (The Alliance for Creative Commerce). Which will develop the infrastructure to expand employment opportunities in the media/technology sectors.

➤ Job Fairs

Job Fairs have been successful collaborative events at the Workforce Resource Center, further strengthening the partnership between local employers and the WRC. The Santa Maria Resource Center hosted Job Fairs in October 2003 and May 2004, with 55 unique employers participating.

WIB WORKPLAN FOR 2004-2005

After focusing on program implementation and internal operations (from data reports to financial statements) the Workforce Investment Board is now actively engaged and turning its focus on making Santa Barbara County a community with a competitive workforce advantage. To support and create that advantage, the WIB's work plan for the upcoming year includes plans to:

- *Publish "State of the Workforce II."*

This report will focus on analyzing the skills of the labor force in our county. Each segment of the population from clients on assistance to professionals to those newly arrived will be surveyed to gauge their skills. The survey will identify not only the current job or education level, but will inventory actual skills. The WIB also hopes this data will support the existing work of the SBCAG's Inter-Regional Partnership for Jobs, Housing and Mobility.

The survey to be conducted by the UCSB Economic Forecast Project will be sponsored in conjunction with the County's Economic Development Program. In addition, discussions are underway with San Luis Obispo and Ventura County Workforce Investment Boards to participate and create a tri-county regional report. This data, when combined with existing data from other sources and data on business needs, will be valuable for business development professionals, educators, policy makers.

- *Strengthen Opportunities For Foster Kids And Kids In The Juvenile Justice System.*

Expand the youth program so as to increase the services to the youth in the County's foster care and juvenile justice systems. The Department of Labor has asked that local areas give special emphasis to these previously underserved populations and their needs for additional educational and employment and training skills as they age out of the system.

- *Partner with the Economic Development Program to examine the Health Care Industry workforce needs and shortages.*

In conjunction with the Economic Development Program, the WIB will jointly study the Health Care Industry to determine actual workforce needs and shortages. Particular focus will be placed on identifying barriers that prevent companies in the health care industry from expanding or moving to the county. From the workforce perspective we need to ensure training is available for the current opportunities as well as support increased opportunities for employment. The economic development perspective is to identify and remove barriers that prevent companies in the health care industry from expanding or moving to the County.

- *Increase The WIB's Private Sector Membership.*

The WIB's membership is prescribed in the Workforce Investment Act, Section 117. The chief elected official in a local area is authorized to appoint the members of the local board for such area, in accordance with the State criteria. This criterion outlines the mandated partners to be included on the local board. In addition to these required members, the law specifically states that the majority of the board must be are owners of businesses, chief executives or operating officers of businesses, and other business executives or employers with optimum policymaking or hiring authority;

- *Review and Update the Memorandum of Understanding (MOU) with the Board of Supervisors.*
- *Renew the MOU with the Workforce Resource Consortium (Employment Development Department, Allan Hancock College, Department of Social Services).*
- *Support the ongoing efforts of the Economic Development Program (the mandated update to the CEDS, co-sponsoring Business Forums and their Creative Commerce Cluster Project)*
- *Release the PY 2005-2006 Request for Proposal for WIA Youth Funds*

ISSUES ON THE HORIZON

WIA Reauthorization

WIA has been up for re-authorization by Congress and has been stalled due to the election and three main areas of contention: the addition of mandated faith based representation on Workforce Investment Boards; the need for separate infrastructure funding for one-stops and how it is funded, and the change in percentages of funding to in-school youths.

California Performance Review (CPR)

The review is recommending that the number of local WIB's be studied for consolidation. Currently the state has 50 Workforce Investment Areas. The CPR suggests that these 50 be merged into 20-30 Statewide.

Attachments:

1. FY 03/04 Annual Activity and Data Report
2. LWIA Membership
3. FY 03/04 Rapid Response Events
4. Success Stories
5. October Job Fair, Steve Corbett Article

**RAPID RESPONSE EVENTS
SANTA BARBARA COUNTY LWIA
July 2003 - June 2004**

DATE	COMPANY	LOCATION	TOTAL LAYOFFS	# ATTENDED	OCCUPATION(S) AFFECTED	REASON
Jul-03	Computer Motion	Goleta	47	20	Manufacturing & Admin	Merger
Jul-03	Fidelity National Financial, Inc	Santa Barbara	271		All areas (Banking)	Relocating to Florida
Aug-03	Inamed Corporation	Santa Barbara	10	10	Manufacturing	Closure
Sep-03	Inamed Corporation	Santa Barbara	10	10	Manufacturing	Closure
Sep-03	ITT Services	Santa Maria	406	103	Defense Contract	Contract End
Oct-03	Seagate	Santa Maria	11	9	Manufacturing	Closure
Nov-03	Sojurn	Santa Barbara	15	15		
Dec-03	MCA Engineers, Inc	VAFB	80		Defense Contract	Sold to SBAR
Dec-03	Lockheed Martin Cutter Automotive Galleries, Inc.	VAFB	42	41	Defense Contract	Plant Closure
Jan-04	General Dynamics Land Systems	Santa Barbara	146		Car Sales (all)	Company Sold
Feb-04	Viker Tractor Co. Inc	Goleta	196	169	Administration, Engineers (all)	Closure
Feb-04	Superconductor Technologies	Santa Maria	6		Family Owned Tractor Sales	Sold to Ahern Rentals
Mar-04	Golden State Porcelain, Inc (Abba Employer Services Inc.)	Goleta	29		Manufacturing	10% reduction in workforce
Mar-04	Inamed Corporation	Santa Maria	17	13	Manufacturing	Loss of business due to imports from China
Mar-04	Armed Forces Communications	Goleta	37	37	Manufacturing	Mfg div. transferring to Costa Rica & Ireland
Mar-04	Ralphs Grocery Company	Goleta	60		All areas (Media)	Reduction in workforce
Mar-04		Orcutt	34		All areas (Grocery)	Closure
Apr-04	Inamed Corporation	Goleta	4	4	Manufacturing	Closure
May-04	Envenergy	Carpinteria	30		Energy Monitoring Systems	Pending -Merger w/ Colorado based Encorp
May-04	Tenet	Santa Barbara	115		Healthcare	Moving Corporate Headqtrts to Dallas. 12 month transition period
Jun-04	Priority Healthcare	Carpinteria	40	13	Specialty Pharmacy & Distribution Center	Layoff
Jun-04	Inamed Corporation	Goleta	4	4	Manufacturing	On-Going Layoffs
Jun-04	SMOOTH Transit	Santa Maria	32	1	Local Transit Company	Purchased by Out of Town Transit Co. Employment offered for 90 day period for majority of employees.
Jun-04	Superconductor	Goleta	50		Wireless Industry	Reduction of staff from 250 to 200.
		Totals	1692	449		
Information from Activity & Data Report (EDD)						

WARN Received
Source- Published Announcement, Direct Contact by Employer

Attachment 3: WIA Report

**FY 03-04 Annual
Activity & Data Report**

the Workforce
Resource
Center

"Your One-Stop Employment Connection"

Workforce Resource Consortium Members

**Allan Hancock College
Department of Social Services
Employment Development Department
WRC Manager—Mona Baker**

Santa Maria—1410 S Broadway—(805) 614-1550
Santa Barbara—130 East Ortega Street—(805) 568-1296
www.workforceresource.com

WIB Members

Dean Johnston, Santa Barbara Business College—Chair
Diane Pilloud, Heli-cal Products Co., Inc.—Vice-Chair
Jerri Akins, Santa Maria Valley Economic Development Association
Cindy Burton, Work Training Program
Lynda Fairly, Santa Barbara City College Continuing Education Division
Ann Foxworthy, Allan Hancock College
Kathy Gallagher, Department of Social Services
Robert P. Hatch, Santa Maria Valley Chamber of Commerce
Kenna Hickman, Department of Rehabilitation
Carol Johansen, Santa Barbara County Education Office
Judy Kelley, Employment Development Department
Ernestine Lopez, Candelaria American Indian Council
Rita Madden, Community Action Commission
Victor Martinez, Sheet Metal Workers Local 273
Gabriel Morales, Center for Employment Training
Ed Moses, Housing & Community Development
Laura Segura, UPS Teleservices
Steven Weiner, Building & Construction Trades Council

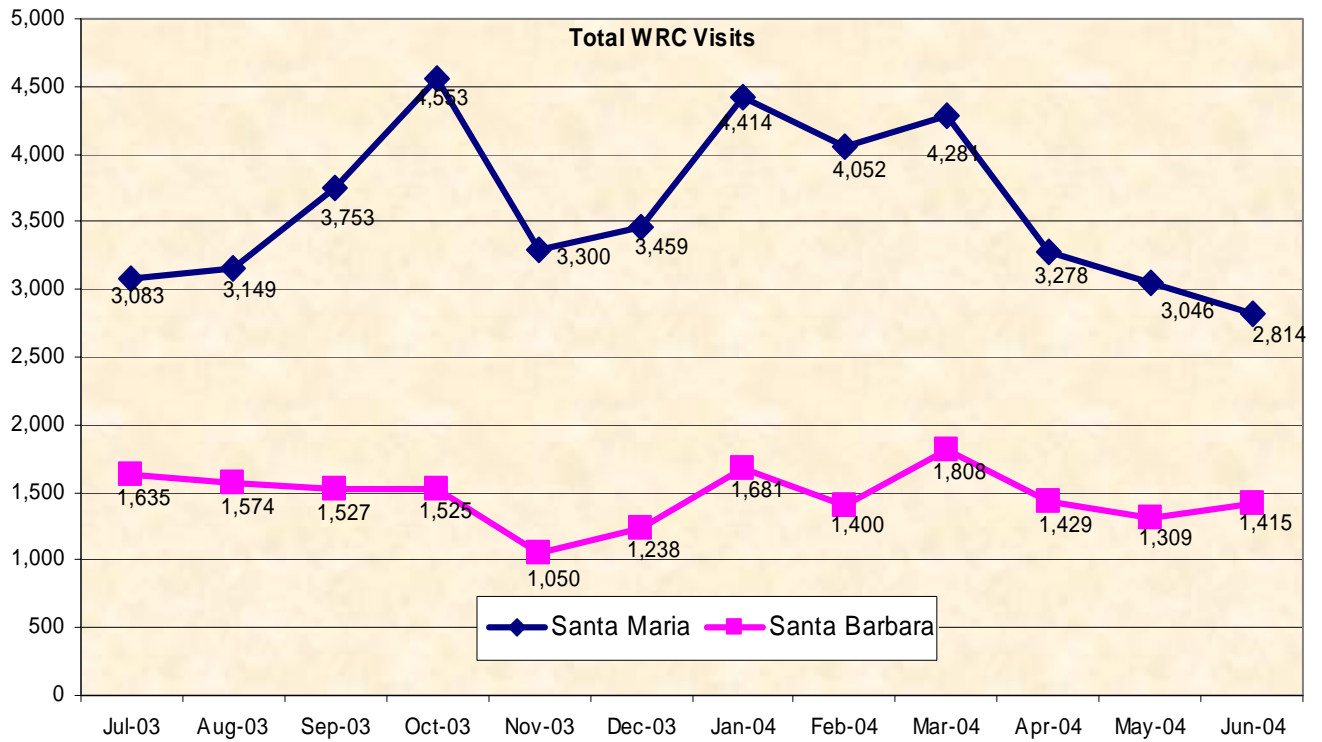
Workforce Resource Center Partner Agencies

ment	ACS Alcohol, Drug, & Mental Health Services	Department of Social Services Employment Development Depart-
	Allan Hancock College Area Agency on Aging Business Advisory Team Candelaria American Indian Council Center for Employment Training	Probation Department Santa Barbara City College Santa Barbara County Schools SCORE Small Business Development Cen-
ter	Community Action Commission Consumer Credit Counseling	Work Training Program Workforce Investment Act

Santa Barbara County Board of Supervisors

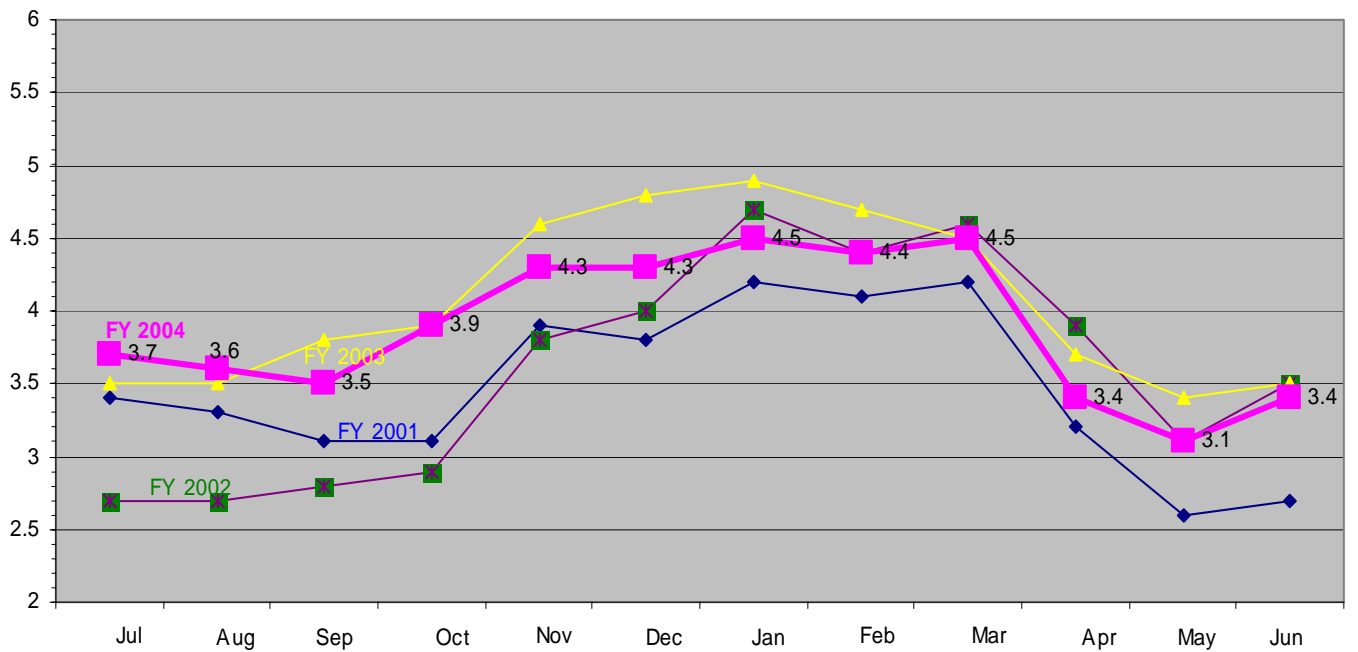
1st District - Naomi Schwartz, Chair
2nd District - Susan Rose
3rd District - Gail Marshall
4th District - Joni Gray
5th District - Joseph Centeno, Vice Chair

FY 03-04 Annual Centers' Visitors / Unemployment Rates



Santa Barbara County Unemployment Rate FY 2001 - FY 2004

% Unemployment



FY 03-04 Annual WRC Statistics

Core (Universal Population) - Job Seeker

Resource Room/CalJOBS	39,584
Workshop/Classroom Participants	3,674
Other Partner Services	17,515
Total WRC Visits	60,773

Employer Services

Employment Opportunities	14,540
Seminars	4
Rapid Response Presentations	21
Rapid Response Participants	581
Employer Recruitment	118
Number of Interviews	3,417

WRC Website*

Total Website Hits	1,224,624
Total Pages Viewed	93,003
Home Page Visits	58,117

WRC Definitions

Core Services—As required by WIA, but not funded, core services must be available to the general public. There are no eligibility requirements for these services which can include: Internet access, resume writing help, information on unemployment insurance, local newspapers and periodicals, labor market information, job placement and referral. The Resource Rooms include access to CalJOBS where job seekers can enter their resumes for employers to view and also search for jobs on a statewide basis. Workshops and classes taught by the community colleges and partners are available on an on-going basis along with financial aid information for additional educational opportunities. Core services can be provided using a self-directed approach or with the aid of partner staff.

Resource Room/CalJOBS—Customers using the resource room and/or CalJOBS. This number is included in the Total WRC Visits.

Workshop and Classroom Participants—Number of customers attending workshops and/or classes at the WRC. This includes the new customer workshops taught by WIA staff. This number is included in the Total WRC Visits.

Other Partner Services—All other customers who have used partner services at the WRC exclusive of those services above. This number is included in the Total WRC Visits.

Total WRC Visits—Total number of customers and clients of all partner services, WIA and WRC programs during this month.

Employment Opportunities—This represents the number of local available jobs. The CalJOBS system is used as the portal for all job notices developed and received by the WRC partners.

*Note: These jobs are reported on a countywide basis.

Seminars—Classes/workshops offered to the employer community by partners.

Rapid Response Presentations—Staff outlines WRC & WIA services to employers giving notices of lay-off or closures.

Rapid Response Participants—Number of recently laid off persons attending presentations.

Employer Recruitments—The WRC partners assist in recruitment and provide space for employers to conduct interviews. This number includes the number of employers that the WRC staff assisted this month.

Number of Interviews—Number of job seekers interviewing on-site at WRC at the above mentioned employer recruitments.

Total Website Hits—Any browsing taking place within the website. Any page looked at, any link clicked on, any downloads, and even the back button are counted as a hit. (Example: One person could generate 20 hits).

Total Pages Viewed—The total number of times each page was viewed by people visiting the web site at www.workforceresource.com.

Home Page Visits—Refers to the number of times people visited the web site. A visit represents one or more page requests from a web site user.

FY 03-04 Annual WIA Statistics For Adults

Intensive & Training - Adult & Dislocated Worker

Orientation Participants	807
New Applicants	305
New Enrollments	205
Exit While Enrolled in Program	143
Active Participants	185
Post Program Follow-Up	152

Zero Cost Training Agreements (Community Colleges)	8
Number of ITA's	84
Average \$ per Participant	\$3,096
Types of Training	
Automotive Technicians	4
Clerks/Typists/Computer Operator (Accounting, Billing)	14
Cosmetology/Skin Care/Manicurist/Massage Therapists	7
Editor	2
Executive/Administrative Assistants/HR	5
Medical Assistants	4
Nursing (LPN, LVN, RN, Aides)	28
Paralegal/Legal Assistants/Probation Officers	3
Teacher Assistant/Childhood Ed	2
Truck/Bus Driver	22
Number of Unique Vendors	18

Number of OJT's	16
Average \$ per Participant	\$4,248
Number of OJT Employers	11

WIA Definitions

Intensive & Training Services – For adults and dislocated workers who are unemployed, underemployed and/or unable to obtain employment through WRC core services. Clients are determined to be in need of additional services to gain employment, retain current employment and/or self-sufficiency. Services include assessment of skill level, educational opportunities, basic skills training, occupational training through work experience, on the job and customized training. Barriers such as the lack of childcare, transportation, uniforms and tools are addressed at this time.

Orientation – Staff outlines the Intensive and Training programs and addresses questions from potential clients. This number reflects those attending the orientation sessions.

New Applicants – Potential clients applying to the WIA program. Not all clients apply to the program after attending orientation.

New Enrollments – Clients accepted into WIA program.

Exit while Enrolled in Program – Clients may leave the program for either voluntary or involuntary reasons.

Active Participants – Participants at various stages in the program (assessment, career counseling, supportive services, plan development, job placement, OJT, ITA's, etc). This number includes new enrollments for the current month and is part of the workload of the WIA staff.

Post Program Follow-Up – WIA requires that each client be tracked for 12-months after exiting. Staff checks the employment status and offers assistance as needed to keep the client employed and to increase their chances of self-sufficiency. If a client loses his job during this time, he is eligible to return to the program.

Zero Cost Training Agreements - Training agreements with minimal tuition costs associated. Other supportive services (i.e. child care, tools and supplies, mileage, books and parking) may be funded. This type of training is usually through the Community Colleges.

Number of ITA's – Includes the number of ITA contracts signed.

Average \$ Per ITA - Average dollar amount of ITA's contracted.

Types of Training - Vendors with the highest enrollment by occupation.

Number of Unique ITA Vendors – Number of unique vendors receiving ITA contracts. Vendors may have multiple geographic training locations.

Number of OJT's – Includes the number of OJT account contracts signed.

Average \$ Per OJT - Average dollar amount of OJT's contracted.

Number of OJT Employers – Total number of unique employers receiving OJT contracts.

FY 03-04 Annual Statistics For Youth

WIA Younger Youth (14-18)	Santa Barbara County Schools	City of SM Collaborative In-School	People Helping People	Noah's Anchorage	Community Action Commission	City of SM Collaborative Out-of-School	Total	FYTD
New Enrollments	0	0	0	0	0	4	4	157
Enrolled (FYTD)	80	80	35	7	15	29	246	/
a. Educational Achievement	31	1	15	3	2	1	53	/
b. Work Experience	18	0	0	0	3	1	22	/

WIA Older Youth (19-21)

New Enrollments	0	0	0	0	0	2	2	34
Enrolled (FYTD)	6	0	0	0	14	20	40	/
a. Educational Achievement	2	0	0	0	1	12	15	/
b. Work Experience	0	0	0	0	8	4	12	/

▶ N/A=Information not available at time of report publishing.

▶ The 02-03 youth contractors, SBCEO, AHC, CET, are continuing follow-up services as required by their contracts.

Workforce Investment Act Youth Definitions

Youth – Clients that are between the ages of 14-18. Clients may stay in the program for more than one year. The majority of these clients enter the program during the summer and the fall.

Educational Achievement – Youth must be entered into educational activity. Youth may be enrolled in more than one activity.

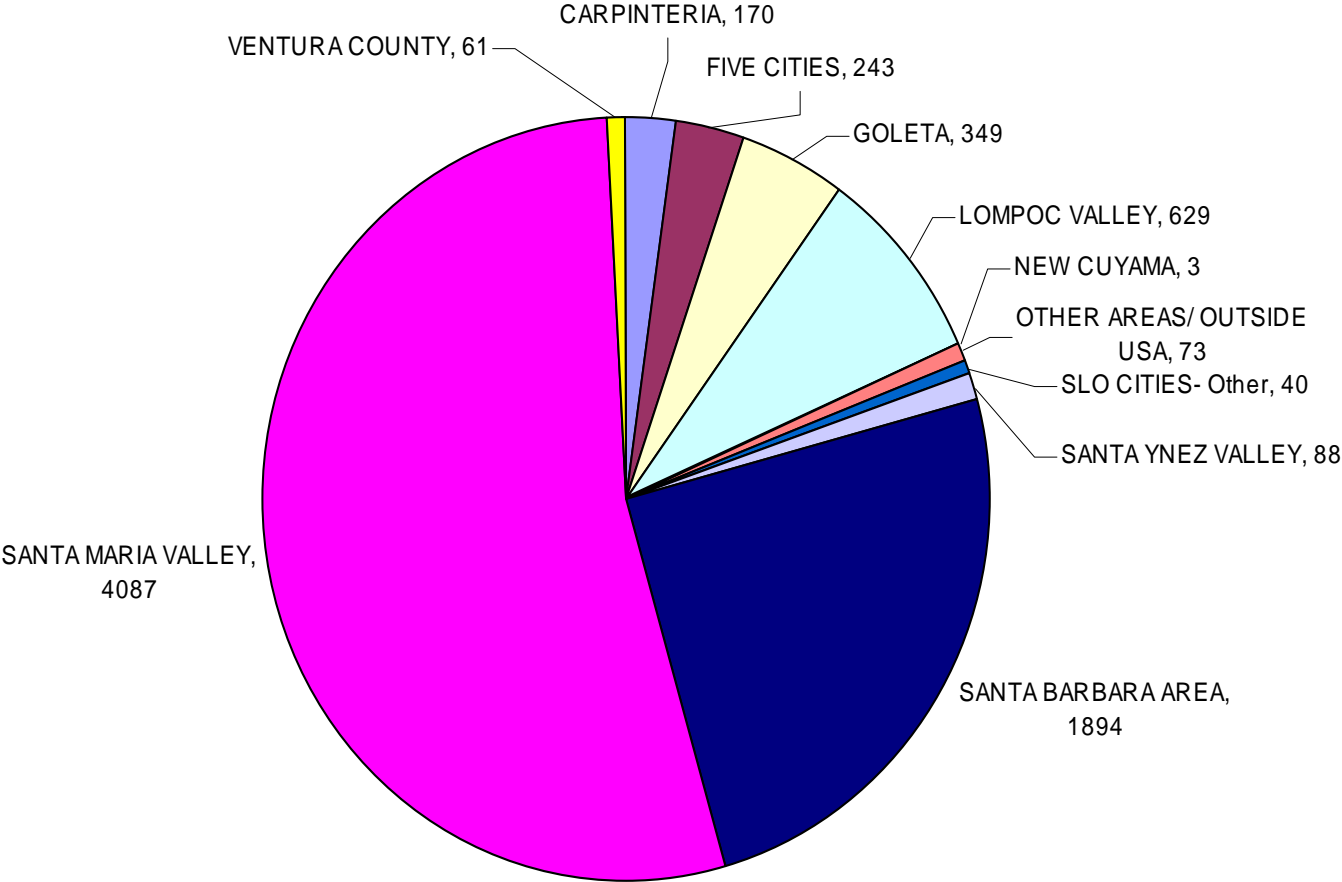
Work Experience - Youth must be entered into an employment activity. Youth may be enrolled in more than one activity.

Older Youth – Clients that are between the ages of 19-21. The older youth may stay in the program for more than one year.

Educational Achievement – Youth must be entered into educational activity. Youth may be enrolled in more than one activity.

Work Experience - Youth must be entered into employment activity. Youth may be enrolled in more than one activity.

FY 03-04 Annual WRC Registrants by Demographics



FY 03-04
Total New WRC Registrants by Area = 7 637

MINIMUM MEMBERSHIP		statutory reference	Membership Type	Bob Hatch	vacant	Dean Johnston	vacant	Diane Jones-Pilloud	vacant	vacant	vacant	vacant	vacant	vacant	vacant	vacant	vacant	Dr. Ann Foxworthy	Lynda Fairly	Carol Johansen	Steve Weiner	Victor Martinez	Rita Madden	Gabriel Morales	Jerri Atkins	Ed Moses	Kathy Gallagher	Judy Kelly	Kenna Hickman	Cindy Burton	Ernestine Lopez	Totals Slots	Membership Structure	Slots Filled	Remarks
0.5001	117(b)(2)(A)(i)			Business	X	V	X	V	X	V	V	V	V	V	V	V	V	V																29	TOTAL MEMBERS
	2	117(b)(2)(A)(ii)	Local Education														X	X	X													15	Min. Not Met	4	Vacancy(s) Causes Non Compliance
	2	117(b)(2)(A)(iii)	Labor																X	X												3	Min. Met	3	Meets Compliance
	2	117(b)(2)(A)(iv)	CBOs																		X	X										2	Min. Met	2	Meets Compliance
	2	117(b)(2)(A)(v)	Economic Develop.																			X	X									2	Min. Met	2	Meets Compliance
	1	117(b)(2)(A)(vi)																																	
	1	121(b)(1)(B)(i)	Title I Adult																						X							1	Min. Met	1	Meets Compliance
	1	121(b)(1)(B)(ii)	Title I DW																						X							1	Min. Met	1	Meets Compliance
	1	121(b)(1)(B)(iii)	Title I Youth																						X							1	Min. Met	1	Meets Compliance
	1	121(b)(1)(B)(iv)	Job Corps															Not Available in Santa Barbara County												1	Min. Met	0	not available in Santa Barbara County		
	1	121(b)(1)(B)(v)	Native Amer.																									X				1	Min. Met	1	Meets Compliance
	1	121(b)(1)(B)(vi)	MSFW																		X											1	Min. Met	1	Meets Compliance
	1	121(b)(1)(B)(vii)	Veterans																						X							1	Min. Met	1	Meets Compliance
	1	121(b)(2)	Job Service																						X							1	Min. Met	1	Meets Compliance
	1	121(b)(3)	Adult Ed. & Lit.														X	X	X													3	Min. Met	3	Meets Compliance
	1	121(b)(4)	Dept. of Rehab.																							X						1	Min. Met	1	Meets Compliance
	1	121(b)(5)	WtW																					X								1	Min. Met	1	Meets Compliance
	1	121(b)(6)	Senior Serv.																								X					1	Min. Met	1	Meets Compliance
	1	121(b)(7)	Postsecond Ed.													X	X	X														3	Min. Met	3	Meets Compliance
	1	121(b)(8)	NAFTA/Trade																							X						1	Min. Met	1	Meets Compliance
	1	121(b)(9)	LVR/DVOPs																							X						1	Min. Met	1	Meets Compliance
	1	121(b)(10)	CSBG																X													1	Min. Met	1	Meets Compliance
	1	121(b)(11)	HUD																					X								1	Min. Met	1	Meets Compliance
	1	121(b)(12)	UI																							X						1	Min. Met	1	Meets Compliance
	1	No Statutory reference	Youth Opportunity Grants															Not Available in Santa Barbara County												1	Min. Met	0	not available in Santa Barbara County		

Youth Success Stories

Trevor came to us at Foursquare Youth Programs after his commitment at the Los Prietos Boys Camp. It was evident that Trevor wanted to change the direction of his life since he scheduled his five-phase job training in five consecutive days. Each day Trevor arrived for class ready and on time. And after just one week, he successfully completed the entire classroom curriculum. The next week Trevor came in the office to receive career-counseling, which is the last portion of the training. He was then directed to apply for a position at Kinko's. Within days after Trevor's interview he was offered a part-time position.

Trevor learned the job he had could develop into a career if he has computer skills so, looking to the future, he enrolled in a computer class at Allan Hancock College. His family has noted very positive changes in Trevor, especially his attitude. Trevor has new found confidence in himself and has told us that his relationship with his father has improved due to this confidence.

Initially Trevor was hired as a part-time customer service express team member, making \$7.25 an hour. Within five weeks he was promoted to a full-time advanced team member and his wages were increased to \$7.75 an hour. Trevor's supervisor at Kinko's has stated to us that "Trevor is a good addition to our team. He works hard, is competent with the equipment, and treats the customers with courtesy." Recently, Trevor has been given the option of becoming a shift leader, which would increase his rate of pay to \$9 per hour. But because the position required added hours, Trevor chose instead to dedicate himself to his college classes which he sees will be more valuable to him down the road.

Trevor was recently chosen by Kinko's to be their representative during a City of Santa Maria Teen Jobs Fair.

Youthforce Success—Lompoc High School

Ken was first placed at the convalescent care center in Lompoc as a very shy employee in his junior year. He had poor interpersonal skills and was very reluctant to talk to anyone, including his supervisor. He worked as a maintenance assistant. His work was not inspiring, but he completed the assignment.

Ken's second job was at a bookstore. He continued to have poor work habits and his career specialist worked with him and tried to discover what he enjoyed doing for fun. After several talks, he completed his requirements at the bookstore. During these discussions it was discovered that Ken, above all things, enjoyed sports.

In his third assignment, his career specialist placed him at the Boys and Girls Club. He was put in charge of supervising the game room. He loved this and was successful. He was then put in charge of supervising the computer room. His attitude become more and more positive. His self-esteem increased and he became a very competent worker.

The Boys and Girls Club was so impressed with his abilities, job skills, and motivation that they found funding to hire him as a regular employee as a senior.

Youthforce Success—City of Santa Maria/Foursquare Youth Programs

Tyna is an 18-year-old teen parent who had been seeking employment for several months. She had worked at a fast food restaurant in the past, but didn't wish to return to that type of work. After completing Foursquare Youth Program's job training, an interview was scheduled for her with Target store. Target is one of the partners in the City of Santa Maria's Families for the First Decade Project. Tyna was hired as a cashier, working full-time during the evenings. Tyna told us, "With the help and support from the City of Santa Maria and Foursquare Youth Programs, I gained the confidence to go out and find a job where I can advance. I like working in the evening, everyone (at work) is very friendly to me. I love my job."

Youthforce Success—Lompoc High School

Jeff's counselor brought him to the YouthForce office at Lompoc High. He was a foster child who set a goal of making it through his freshman year at one school after having moved around several schools.

His first job was in shipping and receiving at Lompoc Hospital. He was a very respectful young man and he had great success working with the other staff.

One day, Jeff came running into the YouthForce Office and exclaimed, "You won't believe this. They actually know my name at the hospital. When I walk down the hallways they say hi to me." Assignment completed.

His schoolwork improved and Jeff also went out for the cross-country team and is now very competitive. We read about his cross-country successes in the newspaper. His reputation preceded him and as a junior he has been offered a job at the Read More Books store.

He continues to do well in school and has mastered the art of planning his future. He is now a great communicator and gets along well with his peers and adults.

Youthforce Success—City of Santa Maria/Foursquare Youth Programs

One of our great success stories is that of a young man named Aron. Aron is a senior at Ernest Righetti High School in Santa Maria, CA and is currently living in a boy's home. This past summer Aron attended a Career Camp sponsored by the City of Santa Maria and Foursquare Youth Programs, which was funded through the WIA grants. During this camp, along with 20 other participants, Aron learned about being successful both in school and in the workplace. One of the guest speakers, Vicky Graham, was a representative from a local Target. It was here at the career camp that she first took interest in Aron and his work ethics. After the camp, Aron started school and made the varsity boys basketball team.

One day while job hunting he went to Foursquare where Danny Castillo and Lynda Castleberry referred him to Vicky at Target. Vicky remembered him from the City of Santa Maria's Career Camp and hired him right on the spot. Aron has continued to be a very successful person. He is still attending high school, working at Target, and has been a great addition to the basketball team. Because of his hard work and dedication both on and off the basketball court he has been offered a full scholarship to Concordia University.

Employer Recognition

Marian Residence has been an exemplary employer and training site for AARP/SCSEP's clients. This employer deserves special recognition for the foresight and wisdom necessary to design employment opportunities that create mutually beneficial bonds between employer, employee, community and those they serve.

So often statements and terms are sprinkled throughout the philosophy or hiring practices of an organization claiming there is no bias towards sex, race or religion, no age discrimination. You also see statements claiming a facility is inter-generational, multicultural, has the right to access, or it provides advocacy. Few businesses "make it happen", but Marian Residence strives to incorporate these practices into all aspects of their business.

AARP/SCSEP is a federally funded program from the Department of Labor designed to help seniors who need to work. As a partner in the WRC, we are continually looking for employers sensitive to the untapped resource of the older worker.

Marian Residence has hired four of our seniors and provided training opportunities for many more. In addition to the AARP/SCSEP, Marian Residence is host to other employment programs. These include Vocational Training, Area Agency on Aging, Back to Work Program with the State of California and Santa Maria High School.

Marian Residence provides loving care with private living quarters and various levels of assistance for seniors. The facility accepts residents that are low income with a sliding scale and also accepts SSI recipients whenever possible.

By providing training through these programs, hosting programs such as Lifeline and Meals on Wheels and participating in local charity events, Marian Residence management nurtures a community of diversity, respect and well being.

"Employer" Partner Recognition

I would like to nominate Danny Castillo of the Foursquare Church in Santa Maria for Employer of the Month. Danny has worked with us to place several of our hardest to serve participants on site in conjunction with our Local Investment for Employment (LIFE) program, as well as our Work Experience Program. Danny and his agency have not only worked with our participants for training in office or counselor internships, they have gone out of their way to help find housing and permanent employment as well.

There was a situation for one of our participants when the participant was going to be homeless. Danny and his agency stepped in and because of this intervention, the participant not only found a home, but gainful employment as well.

Danny has encouraged our participants not only to learn office skills but has enhanced their self-esteem in the process. Danny has always taken those participants that are very hard to place, participants that have more barriers than most. He has worked with them, been patient when they have had problems on site and has never said no to a placement even when it took extra time on his part, (participants are encouraged to use the computer lab on site to enhance their computer and typing skills.)

Danny has been there when people were sent to him from different agencies, in a homeless situation. He has urged other agencies to use the resources of the WRC for their participants. Although the agency is associated with a religious organization, their central goal is to help those in need and not promote any religious ideology. The partnership that we have with Danny and his organization is invaluable

WRC Customer Success Story

On June 25, 2003 a customer stopped at the reception desk at the WRC in Santa Maria asking for help. She was not from our area, and wondered if this was a “One-Stop Center”. After learning that it was, she explained that she had been on her way from Sacramento to her home in San Diego when the transmission in her car went out. She was afraid of becoming homeless, had gone to the local Chamber of Commerce, and had been given a list of community churches where she could ask for financial help.

She asked to use a computer with Internet connection in our Resource Room to research MapQuest to obtain directions to each of the churches. Although the Resource Room is intended for job search related activity, approval was given by the Manager for this one time need.

One week later a very happy customer returned to the WRC and spoke with the Manager’s Assistant. The customer wanted to personally express her appreciation for the help she had received at the WRC and to tell us she would be on her way home the following day. She showed three checks from community churches totaling \$300, all made out to a local automotive business, and had an appointment the following day to have her transmission repaired. The Salvation Army had filled her car with gas and had given her a hotel voucher for her week’s stay.

This is a true WRC success story. The resources available at the Center saved the woman from applying for public aid, and allowed her to get on her way home to self-sufficiency and her job in San Diego.

Jobseeker Stories

John worked with Los Prietos Boys Camp, Computers for Families program for 3 years when he was informed of funding difficulties with this program. He was commuting from Guadalupe to Lake Cachuma every day and it was exhaustive and expensive. John is also a single father of a child with special needs and is very involved with his education and wanted to be closer to him during the day. All of this made John start his search for a new job closer to home. After several temporary consulting jobs with various agencies, John began researching the job market at the Workforce Resource Center in Santa Maria. Making the WRC his base of operations, he utilized the services, staff and fast Internet access to find a position. He was successful in his one-month search and began working with the Community Action Commission’s public computer lab in Guadalupe, the GETA lab. This lab is within walking distance to the school his son attends and allows him to assist at the local senior center. The rate of pay for this position is modest, but the convenience and ability to give back to the community is excellent. Involvement with the Community Action Commission and with local services has provided John the foundation needed to be a better father and more satisfied employee. “The staff and services at the Workforce Resource Center are to be commended,” says John.

Abigail came into the Santa Barbara Women's Shelter for domestic violence with her two children. She had left Lompoc to get away from her abusive husband. Abigail's children were so traumatized from the abuse that they wouldn't smile or talk. During her stay at the shelter, she received counseling, CalWORKs assistance and subsidized housing. During her stay at the shelter, her DSS Social Worker, CalWORKs Case Manager and WIA Job Developer next concentrated on finding her a job. The WIA Job Developer set up an interview for her with the California Traffic Institute, which is a company that handles all the traffic school enrollments from Santa Barbara County Municipal Court. She worked there for about three months before she was offered a job with Santa Barbara County Municipal Court as a clerk. She is now away from the abuse she and her children had faced, is self-sufficient, and she and her children are smiling and not afraid any more. This is just one story of how working together as a partnership can help so many people find jobs and happiness.

Rebeca came to the WIA program looking for an opportunity to better herself and the future of her six month old daughter. Her previous work experience included customer service and some office work, so she knew that she wanted to work in an office environment. Rebeca understood that it would take some hard work on her part to be a success, but she was no stranger to hard work. Learning to be a parent and managing her household on a very limited income were some of the challenges she faced.

After assessment, a decision was made that she would be an appropriate candidate for WIA training services. Rebeca would develop computer application skills, with a specialization in bookkeeping. She started training at Atlas Computer Center in Santa and initial reports from the school were very positive on her being a success. But one month later she had to deal with a medical/family issue in May, which caused a short delay in her training. Being determined to turn this opportunity into a success, she returned with more ambition to complete her training.

Two months after returning to training, she interviewed for a job and was given another opportunity to change her life and be self-sufficient. Rebeca was hired at SIMMS MACHINERY INTERNATIONAL INC. Although the job was full-time, she was able to start on a part-time basis in order to be able to complete her training. Shortly thereafter Rebeca completed her training and started to work at SIMMS MACHINERY INTERNATIONAL INC on a full-time basis. A recent review of her work performance indicates that Rebeca continues to do excellent work and her employer is very supportive of her and of the WIA program.

Raul came to the Workforce Resource Center after being dislocated from a 20-year career with the petroleum industry. After interviewing Raul in depth, his WIA Case Manager discussed with him his many training options and his desire to find a new career and be self-sufficient. He used the Workforce Resource Center to research many occupations and training providers. Upon completion of an assessment, research and labor market information (LMI), he selected a career in the legal investigation business. He chose West Coast Detective Academy located in Southern California, as his training provider and completed his studies on an accelerated time schedule.

Raul began his own business as "*Raul's Legal & Investigative Services*". Since opening the doors, his business has grown steadily. Because of his initiative and hard work, and with the support of the WIA program and the WRC, Raul has become successful in a field of employment that he loves.



TODAY'S *corbett* columns

Hope prevails when jobs are available

Two friends brought faith to the jammed job fair at the Workforce Resource Center in Santa Maria. Both women believe that their luck is about to change.

Hope filled their voices as we stood talking Wednesday morning in a packed South Broadway parking lot outside the doors to the fair. Hope overpowered pessimism in a world at war and a nation at odds with itself over the coming election.

If only for a moment, try to hope along with them. If only briefly, stop the bickering and wish our neighbors well. If only for a moment, look forward to a better day for them and a better life for everyone.

Sylvia Guzman had come to the job fair out of sheer necessity. "I just actually lost my job," said the 29-year-old single mother who recently moved home with her parents and is looking for a position as a receptionist or a billing clerk. Guzman said she possesses "a big plus in Santa Maria."

"I am bilingual," Guzman said. "I can write, read and speak Spanish." Guzman said a number of prospective employers at the fair asked about those skills. "That's what a lot of people are here looking for today," she said. Guzman said one company representative gave her an application.

"There is actually a position I was looking for and she asked me to drop the application off tomorrow and it looked good," she said. Excitement rang in her voice as she talked about the job - hopefully one with benefits. "I let her know my qualifications," Guzman said. "I should have an interview with her ... tomorrow."

"I can see myself as a nice receptionist in a nice office," she said when asked what she envisions herself doing five years from now if all her dreams come true. "Just doing my job, helping my kids," she said. Between looking for work and caring for her family, Guzman said she hasn't been following politics much lately. But she's registered to vote and plans to vote on Nov. 2.

"You don't have to but I am," she said. As Guzman spoke about her simple dream to improve her life and contribute to her community, Rochelle Medina stood nearby and looked up as a woman appeared with a clipboard. I thought the woman was part of the job fair.

In a way she was. In America, jobs and politics are inextricable. And the woman held out a pen for Medina so she could register to vote. "This is the first time," Medina said. "So you're going to vote, then?" she was asked. "Oh yeah," Medina said - an important affirmation since a significant number of newly registered voters don't follow through.

Like her friend, the 21-year-old has been trying to find work and hasn't been following the many political races and ballot propositions as closely as she should. Still, just by voting she'll be making a bigger statement about good citizenship than millions of people who don't vote.

And most Americans don't vote. Many Americans don't work, either. "That's why I came here. I need a job and I need to get on my feet," Medina said. "So right now we're living at my boyfriend's mom's house." One day she'd like to have a house, she said.

Medina said she has retail experience and came to the job fair to sell her enthusiasm. "I don't have a lot of experience but I wish I could talk my way into it," she said, adding that personality and confidence are sometimes as important as other training and know-how. "It did go well with the bank," she said. "They liked my appearance."

Medina said she's also looking for clerical or receptionist work. Both of these Santa Maria women said they would like to pursue additional training that might make them more competitive in the job market. Both women just want a chance.

Guzman and Medina said they're not intimidated by the crowds of people like them who are going after the same jobs. "You have to (have) high self-esteem," Medina said. "You do get nervous," Guzman added. But both women are willing to accept life's continuing challenges that foster personal growth. "You learn something every day," Guzman said. Then you hope for the best.

* Steve Corbett's column appears Tuesday, Thursday and Sunday. He can be reached at 739-2215 or e-mailed at scorbett@pulitzer.net. Read Corbett online at www.santamariatimes.com. Oct. 14, 2004