The Pacific Gateway Workforce Investment Board represents regional businesses, labor, education, government, and non-profits. With our multiple partners, we are committed to improving employment opportunities for our residents and to strengthening our regional economy.

Shaun Lumachi — Chair
Workforce Investment Board (WIB)

The labor market research and industry forums initiated by the Network is helping all of us better understand the needs of area businesses in our twin Port Regions," Lorreta Mayor Don Santiago, Mayor of Long Beach.

"Leveraging regional funding to increase local services to business and the unemployed is critically needed and is one of the Network's major strengths," Long Beach Mayor Bob Foster.

"Partnership with the L.A. Economic Development Corporation, the Network reached out to 1,800 Torrance businesses — and worked directly with 270 at-risk businesses.

Torrance Councilman Gene Barrett

"The Network's new place-based websites, like WebSigns4Jobs, demonstrates its commitment to local service cities while connecting businesses and job seeking residents to regional.

Leveraging our residents and to strengthening our regional economy.

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Latina advocacy group Centro CHA honored the Network as its third year in a row.

City of Los Angeles Workforce Investment Board's Four Star Rating was given to the Network's Office of Workforce Services for its outstanding performance.

"Thinking regionally, investing locally, says it all. By working collaboratively with our amazing partners, we've leveraged our dollar and collectively increased our regional scope of services to the benefit of our businesses and job seekers."

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The Network obtained and diligently managed 44 WIA, ARRA, and other funding sources to better assist businesses and job seekers.

The Network continues to partner with the City of Los Angeles to effectively connect all our regional efforts.

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Thinking Regionally. Investing Locally.

**Problem:** Youth unemployment hit its highest in 6 decades

**Solution:** A Summer Jobs Program through which...
- More than 250 area employers received
- Approximately 240,000 hours of subsidized work
- Provided by 1,200 local youth
- Who earned $17 million which benefitted
- Area businesses as youth bought clothing, electronics, food, books, etc.
- And other necessities.

A survey of more than 200 summer workforce supervisors found that the most important entry-level work attributes are: Dependability 71%, appropriate behavior 72%, customer service skills 41%.

**Solution:** A work readiness credential
The National Work Readiness Credential provides a national standard for ensuring work readiness of entry-level workers.

- 150 youth graduated in a 2008-2010 pilot program and of those, 108 earned the prestigious National Credential.
- The NWRC program became permanent in 2011.

The WIB would especially like to thank Los Angeles County Supervisor Don Knabe — for his continuing support of subsidized employment programs which support businesses, displaced workers and youth.

**Problem:** Business growth & recovery continued at slow rates

**Solution:** Business retention strategies
Strategies to identify at risk businesses and quickly link them to economic development assistance was implemented collaboratively by the Long Beach, Lomita, San Pedro and Wilmington Chambers of Commerce, Port of Los Angeles, and SoCal Economic Development Corporation.

- Together the strategy has...
- Connected with 2,000 businesses
- Conducted 500 one-on-one interviews with decision-makers with more than 325 supported 22,250 employees and provided needed resources.

**Solution:** Real-time Industry Intelligence
Working with the WIB, Port Tech LA and key partners, SoCal G2 workforce and economic trends and identifying opportunities to help the region’s Green Economy grow.

- Targeted Green Cluster segments in Ventura, Los Angeles and Orange Counties
- Provided knowledge in 540 hours of training.
- Hours of training provided to 50 percent of participants.
- Provided more than 250,000 hours of training.

**Solution:** Regional healthcare industry strategy
“An exciting time in the evolution of the healthcare delivery system in the U.S. and Molina Healthcare is pleased to be part of the WIB’s on-going Healthcare Forum conversation. It is an opportunity to sit at the table with decision-makers who will provide the leadership and vision to develop the future healthcare workforce across the continent of care.”

Dennis Evans, Molina Healthcare, Inc.

More than 78 regional allied healthcare stakeholders met at the 2010 Allied Healthcare Workplace Forum to address the region’s sector’s critical needs.

Educators, WIBs, employers, healthcare industry leaders, and community-based organizations in LA and Orange Counties committed to a three-year planning strategy. For details, visit  YourHealth4Biz.com

**Solution:** Just-in-time recruitment
- Host 14 transportation job fairs with 276 participants
- Host 2 logistics recruitment with 80 participants
- Developed a database of more than 350 qualified labor via web and in-person events.
- Hosted 12 U.S. Census recruitment with 440 participants
- Host 5 healthcare recruitment with 80 participants

**Solution:** A hire-a-Youth strategy for career paths
- More than 300 youth obtained employment through the VOC.
- Of 295 youth assisted by the Network service provider partners:
  - Employment or entered post-secondary education: 50%
  - Earned an industry-recognized workplace credential: 30%
  - Developed a first-hand about careers in key industry sectors at annual Job Shadow Days in Long Beach and Torrance.
- More than 70 Long Beach youth, ages 14-18, enrolled in the VOC, providing pathways to income-earning job opportunities.
- More than 250 students earned industry-recognized workplace credentials.

**Solution:** Dynamic employment services assistance
- Connected with 18,500 out of work adults
- Enrolled more than 10,000 adults for one-on-one services
- Assisted 3,700 adults access specialized training and skills development in key industry sectors
- Offered 12,000 development workshops with 8,700 job seekers participating
- Placed 2,500 in employment of which, 2,000 were placed in permanent jobs and approximately 544 were still employed nine months later
- Assisted 300 disabled individuals connect to skill-development, training and employment opportunities
- Assisted more than 880 veterans as they re-entered the civilian workforce.

**Solution:** A Voice of the Customer: satisfaction benchmarking
The American Customer Satisfaction Index is an economic indicator that measures satisfaction among consumers across numerous sectors of the U.S. economy. The WIB’s customer satisfaction monitoring its business and job seeker customers provides actionable feedback, and key data to businesses against some of the best in business.

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**Solution:** Real-time Industry Intelligence
Working with the WIB, Port Tech LA and key partners, collected real-time workforce intelligence on critical regional sector. Manufacturing, Transportation, Warehousing, Utilities, and Information Services. To date...
- Made 10 presentations to local Chambers of Commerce
- Conducted web-based surveys and interviews with more than 60 area employers
- Facilitated 32 roundtable discussions
- Prepared data revealed gaps in:
  - Workers meeting current training needs
  - Basic worker skills (soft skills)
  - Training needed for industry certifications.

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**Solution:** Rapid response
- The Network’s Rapid Response Team assisted downsizing or transitioning through a difficult transition by:
  - Conducting 27 on-site interviews for employers with 1,080 affected employees
  - Serving 350 dislocated workers
  - Setting up their One Stop Career Centers

**Solution:** Customized training opportunities
Hundreds of employers benefited as 489 individuals worked a full 40 hours a week for seven months. AINA training provided wages of $10 per hour and workers compensation insurance for the CARE4KIDS program participants.

- Weekly Stats:
  - 489 individuals working
  - 17,560 hours a week at no cost to the employer resulting in $116,600 in salaries into the local economy.

**Solution:** The Network’s Customized training program, which absorbed 50% of training costs, enabled Memorial Caregivers to meet the needs of Care Assistants according to our patients’ needs. The successful trainees were hired by Memorial and have received rave reviews.

Susan James, Talent Acquisition, Clinical Workforce Development; hiring and rehiring patients at Miller Children’s Hospital

- The Network’s customized training program paid for 50% of all training costs
- 40 students completed 240 hours of clinical and classroom training
- 39 have been hired as full time Patient Care Assistants at LBMMC, earning wages up to $15.00 per hour

**Solution:** Investments in people & industry
- Sector highlights
  - Healthcare care sector
    - 290 individuals completed training in RN, LVN, Phlebotomy, X-Ray, Technician, Nurse Assistant, Home Health Aids.
    - Medical Assistant, Phlebotomist, Health Information Management, Dental Assistant, and Dental Laboratory Specialist.
    - Of 23 young adults participating in the Certified Nursing Assistant/Home Health Aid Program, 18 are in permanent full time positions.
  - Utility sector
    - 20 individuals are employed as full-time Meter Readers with Caris Utilities, earning $70.00 an hour with full health and dental benefits.
  - Construction sector
    - 237 adults completed hands-on skills training, earning entry industry certifications through the Career Apprenticeship Pathways Program; another 93 adults completed training in Construction Management, Electrical Engineering, Electrical Certification, HVAC, Instrument and Electrical Maintenance.
    - 83 Construction Apprentice Program (CAP) graduates are employed by local hiring projects and other regional construction sites.
  - Transportation & Warehousing sector
    - 248 individuals completed training in Global Logistics, Purchasing Certification, Standards for Training and Watch Keeping, Survival Craft, Basic Training, Certified Auto Mechanic and Long Haul Transportation.

- Professional/business services sector
  - 160 individuals participated in community college training programs, including Introduction to Computers, Office Administration, Quick Book, Computerized Accounting and others.
  - Additionally, 1,000 individuals took advantage of America Online Training and MS Certification Exams workshops.
  - More than 80 young adults earned industry recognized credentials and are employed in various professional pathways.
  - Government and public safety sector
    - 169 individuals participated in Security Guard, Police, Firefighter, Public Safety-JSD, and other related training.
    - More than 250 individuals were placed in intern government and private sector related positions.