

Service Partners
 City of Lomita
 ACCORD*
 Lomita Chamber of Commerce

City of Long Beach
 California Conference for
 Equality & Justice
 California State University, Long Beach,
 Upward Bound Program
 Centro Community Hispanic Association
 Goodwill SOLAC
 Long Beach Area Chamber of Commerce
 Long Beach City College
 Long Beach School for Adults/Regional
 Occupation Program
 Long Beach Unified School District
 YMCA of Greater Long Beach

City of Los Angeles
 California State University,
 Dominguez Hills
 Harbor Occupational Center
 Los Angeles Harbor College
 Los Angeles Unified School District
 San Pedro Chamber of Commerce
 San Pedro Skills Center
 Wilmington Chamber of Commerce
 Wilmington Skills Center

City of Signal Hill
 Signal Hill Chamber of Commerce

City of Torrance
 El Camino College
 OTTP, Special Services for Groups*
 Southern California Regional
 Occupational Center
 South Bay Center for Counseling*
 Torrance Adult School
 Torrance Chamber of Commerce
 Torrance Unified School District

*Multiple Service Areas

Pacific Gateway
 WORKFORCE INVESTMENT NETWORK



THE WIB SINCERELY
 THANKS ITS FEDERAL
 CONGRESSIONAL DELEGATION
 FOR CONTINUING SUPPORT
 OF AREA BUSINESSES AND
 UNEMPLOYED RESIDENTS.

“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)



OUR PARTNERS

Boeing / Douglas Park • Build It Green • California Conference for Equality & Justice • California Endowment • California Hospital Association • California State University, Northridge • California Workforce Association • CalOptima • Citrus College • Coast Community College • Cope Health Solutions • Creation World Safety • Cypress Community College • Forward Step, Inc. • Conservation Corps of Long Beach • Electrical Training Institute • Glendale Community College • Golden West College, Regional Health Occupations Resource Center • Hospital Association of Southern California • ITEP, Inc. • Joint Forces Training Base, Los Alamitos • Junior Achievement of Southern California • Kaiser Permanente Southern California • LaunchPad Careers, Inc. • Long Beach Community Action Partnership • Long Beach Job Corps Center • Long Beach Memorial Medical Center/Miller Children's Hospital • Los Angeles Area Chamber of Commerce • Los Angeles County: Community Development Commission's The Growing Experience, Department of Community and Senior Services, Department of Public Social Services, Housing Authority, Office of Education, Probation Department, Superior Court • Los Angeles County Economic Development Corporation • Los Angeles Workforce Funder Collaborative • Managed Career Solutions, Inc. (Hollywood WorkSource Center) • Memorial Care - Orange County • Metropolitan Water District of Southern California • Molina Healthcare Inc./ Institute for Cultural Competence • Molina Foundation • National Work Readiness Council • North Orange County Community College District • Orange Coast College • Orange County Business Council • Port Technologies Development Center • Practical Data Processing, Inc. • Road Trip Nation • Port of Long Beach • Port of Los Angeles • Regional Network of Small Business Development Centers • Rio Hondo College • Southern California Edison • St. Mary Medical Center • State of California: Workforce Investment Board, CalTrans, Employment Development Department, Department of Corrections and Rehabilitation, & Parole • Torrance Memorial Medical Center • United Way of Greater Los Angeles • University of California, Irvine • University of California, Los Angeles • U.S. Conference of Mayors • U.S. Departments of Education, Labor, Transportation, & Environmental Protection Agency • U.S. Veterans Initiative, Inc. • Veterans Administration, Long Beach Healthcare System • Ventura County: Community College District, Community Foundation, Economic Development Association, & Office of Education • Wells Fargo Foundation • Women in Non-Traditional Employment Roles • **Workforce Investment Boards** of Anaheim, City of Los Angeles, Foothill, Los Angeles County, Orange County, Santa Ana, South Bay, Southeast Los Angeles County, Ventura County, & Verdugo

WORKFORCE INVESTMENT NETWORK POLICY BOARD



“The labor market research and industry forums initiated by the Network is helping us all better understand the needs of area businesses in our twin Port Region.” **Lomita Mayor Don Suminaga**

“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**

“The Network's new place-based websites, like HireSignalHill.com, demonstrates its commitment to its local service cities while connecting businesses and job seeking residents to regional.” **Signal Hill Mayor Edward Wilson**

“Partnering with the L.A. Economic Development Corporation, the Network outreached to 1,800 Torrance businesses — and worked directly with 270 at-risk businesses.” **Torrance Councilman Gene Barnett**

THE WIB CONTINUES TO PARTNER WITH THE **CITY OF LOS ANGELES** TO EFFECTIVELY CONNECT ALL OUR REGIONAL EFFORTS.

INDEPENDENT RECOGNITION

American Customer Satisfaction Index (ACSI) results found that the Network's combined business and job seeker customer service score was 76.5, slightly higher than the national average for public and private sector entities. (June 2010)

National League of Cities Gold Award for Municipal Excellence awarded to the Network for its Youth-Driven Career Opportunity Center and Outreach Program. (October 2009)

Latino advocacy group Centro CHA honored the Network as its **Outstanding Youth Service Provider**. (November 2009)

City of Los Angeles Workforce Investment Board's Four Star Rating was given to the Network's Harbor WorkSource Center for the third year in a row. (November 2009)

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

Bryan Rogers, Executive Director, Pacific Gateway Workforce Investment Board

The Network obtained and diligently managed 44 WIA, ARRA, and other funding sources to better assist businesses and jobs seekers:	Expenditures	
	WIA	\$6,260,781 38%
	WIA-ARRA	\$5,570,305 34%
	Other grant	\$4,536,255 28%
	Grand total	\$16,367,341

TAKE THE NUMBERS WITH YOU

YOU CAN REQUEST ADDITIONAL COPIES OF THE LITTLE BOOK OF NUMBERS BY EMAILING WORKFORCE.DEV@LONGBEACH.GOV

“When I retired from the Marine Corps, I couldn't find a job. The Team at the Network encouraged me to take skill development workshops and helped me qualify for IT training — which led to my current job. As a taxpayer and a veteran, I don't think there's a better way to use our tax dollars.”

“The Network's Rapid Response Team was truly helpful as they assisted our affected employees through on-site briefings covering COBRA, unemployment benefits and career guidance services.”

Christopher Newendorp
 Associate Director
 of Online Education,
 ICDC College

Debbie Navarro
 Director Human Resources,
 Curtiss-Wright

A TIME OF TRANSITION
 PACIFIC GATEWAY WORKFORCE INVESTMENT BOARD ANNUAL REPORT

ANNUAL REPORT 2010

Pacific Gateway
 WORKFORCE INVESTMENT NETWORK

Job Seekers 562.570.WORK or 800.292.7200
 Businesses 866.848.3321
 Hire-A-Youth 866.631.9400
 TTY 562.570.4629
 Fax 562.570.3704
 E-Mail workforce.dev@longbeach.gov

LEARN MORE ONLINE
 For more information on the Network's strategies and services, or to see the 2010 Annual Report, please visit:
www.HireLomita.com
www.HireLB.com
www.HireSignalHill.com
www.PacificGatewayWorkforce.com
 Printed copies are available by emailing workforce.dev@longbeach.gov

EMPLOYERS:
 Are you missing out on multiple hiring tax credits? Call the Network at 562-570-3842 to learn more



PACIFIC GATEWAY WORKFORCE INVESTMENT NETWORK
 Administered by
 In partnership with
 EDD Employment Development Department State of California
 EQUAL OPPORTUNITY EMPLOYER PROGRAM
 Auxiliary aids and services available upon request to individuals with disabilities.
 The 2010 Annual Report was partially funded through Workforce Investment Act Funds.
 Printed on recycled paper

“SYETP is a positive demonstration of how federal and local governments can partner with the private sector. Seventy at-risk youth worked and helped us reduce our expenditures. We were pleased to offer a full-time position to Brian D'Andrea, Manager, Finance & Development, Century's Village at Cabrillo

“I never expected to be retired and be living in my car. Thanks to a friend, I found the Network, upgraded my skills, practiced my interview techniques, received gas vouchers and professional clothing to get me to interviews — and a job.”

Patrick Herrmann
 Assistant Manager of Technology,
 US Census Bureau

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 **\$1.7** million which benefitted
- Area businesses as youth bought clothing, electronics, food, books and paid rent, tuition, and other necessities.

A SURVEY OF MORE THAN 200 SUMMER WORKSITE SUPERVISORS FOUND THAT THE MOST IMPORTANT ENTRY-LEVEL WORK ATTRIBUTES ARE:

DEPENDABILITY: **87%**
 APPROPRIATE BEHAVIOR: **72%**
 CUSTOMER SERVICE SKILLS: **41%**



"I learned basic work etiquette, how to communicate with others, and how to handle certain workplace situations. This is a great opportunity for teens that don't have the skills needed for jobs. I've recommended it to my friends, and they have thanked me."

Reza Per, Summer Youth Employment Program participant

SOLUTION: A HIRE-A-YOUTH STRATEGY FOR CAREER PATHS

- More than **300** youth obtained employment through the YOC.
- Of **295** youth assisted by the Network's service provider partners:
 - 70%** accepted employment or entered post-secondary education;
 - 90%** earned an industry-recognized workplace credential;
 - 90%** increased their literacy by a measurable gain.
- More than **250** LBUSD and **110** TUSD students learned 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 a pilot Education Support Academy to assist in their transition from LA County Probation Camps to begin planning a role in their own future in Long Beach.



SOLUTION: A WORK READINESS CREDENTIAL

The National Work Readiness Credential provides a national standard for ensuring work readiness of entry-level workers.

- **150** youth participated in a strenuous 2009-2010 pilot program and of those,
 - **119** earned the prestigious National Credential.
- The NWRC program becomes 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, DISLOCATED 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 were implemented collaboratively by the **Long Beach, Lomita, San Pedro and Wilmington Chambers of Commerce, and the Los Angeles County Economic Development Corporation.**

- Together they:
- Connected with **2,000** businesses
 - Conducted **500** one-on-one interviews with businesses who supported **22,250** employees and provided needed resources

SOLUTION: REAL-TIME INDUSTRY INTELLIGENCE

Working with the WIB, **Port Tech LA** and key partners collected real-time workforce intelligence on critical regional sectors: Manufacturing, Transportation, Warehousing, Utilities, and Information Services. To date:

- Made **10** presentations to area Chambers of Commerce
 - Conducted online survey and interviews with more than **150** area employers
 - Facilitated **12** seminars & roundtable discussions
- Preliminary data revealed gaps in:
- Workers meeting current business needs
 - Basic worker skills (soft skills)
 - Targeted need for industry certifications.

SOLUTION: REGIONAL HEALTHCARE INDUSTRY STRATEGY

"This is 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 a unique opportunity to sit at the table with decision-makers who will provide the leadership and vision to develop the future healthcare workforce across the continuum of care."

Dennis Evans, Molina Healthcare, Inc.

More than **75** regional allied healthcare stakeholders met at the 2010 Allied Healthcare Workforce Forum to address the sector's critical needs. Educators, WIBs, employers, health care providers, and community-based organizations in LA and Orange Counties committed to a three-year planning strategy. For details, visit YourNextHire.biz

SoCAL GREEN GROWTH (G2) INITIATIVE

This first-ever collaborative effort of **11** regional WIBs, colleges, and innovative employers is capturing 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 include Transportation; Building and Efficiency; Water; and Energy Generation.



Watch for the comprehensive Workforce Intelligence Report to be published in the near future.

SOLUTION: SIMPLE BUSINESS TOOLS

A key WIB strategy was to encourage businesses to save on expenditures by using the Network's no-cost services and taking advantage of tax credits, customized training, and tailored recruitments. Our four-city campaign resulted in:

- Direct mailings to **14,000** businesses
- Email campaigns to more than **5,000** businesses
- Placement of information in **10** publications reaching more than **152,000** readers
- Tax incentive and business service information mailed to **2,000** businesses monthly
- Streamlined and customized web presence for each service city



SOLUTION: RAPID RESPONSE

The Network's Rapid Response Team assisted downsizing or closing businesses through a difficult transition by:

- Conducting **27** on-site briefings for employers with **1,068** affected employees
- Serving **350** dislocated workers at the Network's One Stop Career Centers

THE VOICE OF THE CUSTOMER: SATISFACTION BENCHMARKING

The American Customer Satisfaction Index is an economic indicator that measures satisfaction of consumers across numerous sectors of the US economy. The WIB's groundbreaking participation using its business and job seeker customers provides actionable feedback, and key data to benchmark against some of the best in business.

■ Not yet available Scores on a 0-100 Scale

PROBLEM: OUR WORKFORCE FACED UNPRECEDENTED TRANSITION

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 **900** skills development workshops with **8,700** job seekers participating
- Placed **2,500** in employment; of which, **2,000** were placed in permanent jobs and approximately **3/4** 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: TRANSITIONAL SUBSIDIZED EMPLOYMENT

"Within four weeks of Skills Development Workshops, I had reorganized and posted my resumé, learned how to speak and dress for an interview, and received job interviews, all of which helped me land a job."

Brittney Coley, Administrative Coordinator, Law Firm

"Small businesses benefited from the much-needed manpower that they could not otherwise afford. We are planning on hiring two of the participants and are assisting a third to find a permanent position."

Kenrick Campbell, Office Manager, KRC Allstate Insurance

Hundreds of employers benefited as **489** individuals worked up to 40 hours a week for several months. ARRA funding provided wages of \$10 per hour and workers compensation insurance for the CalWORKS program participants.

Weekly Stats:

- **489** individuals working
- **19,560** hours a week at no cost to the employer resulting in
- **\$195,600** in salaries into the local economy weekly

SOLUTION: CUSTOMIZED TRAINING OPPORTUNITIES

"The Network's Customized Training Program, which absorbed 50% of training costs, enabled Memorial to train Patient Care Assistants according to our patients' needs. The successful trainees were hired by Memorial and have received rave reviews."

Susan Crockett, R.N., Director, Clinical Workforce Development; Long Beach Memorial Medical Center/ 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 **\$15.90** per hour

GREEN JOBS/ENERGY SECTOR

238 individuals completed Green Jobs training in Green Vehicles Maintenance Technicians/LNG and Safety; Photovoltaic Installation, Brownfields Remediation, OSHA, HAZWOPER, and Lead Abatement

58 young adults completed, or are currently enrolled in Green Jobs Corps training, which includes **200** hours of paid work experience; and training in solar energy, recycling, green building and construction, water efficient and drought resistant landscaping, and community-supported agriculture

24 adults, 18-30, completed the first cycle of Environmental Remediation Training Program including OSHA, HAZWOPER, and asbestos, lead and mold certifications

12 graduates from the Environmental Remediation Training Program are employed in environmental clean-up related positions



SOLUTION: INVESTMENTS IN PEOPLE & INDUSTRY

SECTOR HIGHLIGHTS

HEALTH CARE SECTOR

290 individuals completed training in RN, LVN, Pharmacy, X-Ray Technician, Nursing Assistant, Home Health Aide, Medical Assistant, Phlebotomist, Health Information Management, Dental Assistant, and Dental Laboratory Specialist.

Healthcare Wins
The Healthcare Workforce Intelligence Network

Of **23** young adults participating in the Certified Nursing Assistant/Home Health Aide Program, **15** are in permanent full time positions.

UTILITY SECTOR

54 individuals participated in various training programs.

20 individuals are employed as full-time Meter Readers with Corix Utilities, earning **\$17.00** an hour with full health and dental benefits.

CONSTRUCTION SECTOR

237 adults completed hands-on skills training, earning top industry certifications through the Construction Apprenticeship Pathways Program; another **93** adults completed training in Construction Management, Mechanical Engineering, Electrical Certification, HVAC, Instrument and Electrical Maintenance.

83 Construction Apprenticeship Program (CAP) graduates are employed by local hiring projects and other regional construction sites.

"Through CAP, I obtained the certification that qualified me for my current job. The training changed my world."

Mark Smolak, Full-time Road Maintenance Worker, City of Manhattan Beach

TRANSPORTATION & WAREHOUSING SECTOR

248 individuals completed training in Global Logistics, Purchasing Certification, Standards for Training and Watch Keeping, Survival Craft Proficiency, Flight Crew Systems, Certified Auto Mechanic and Long Haul Transportation.

30 participants are employed with regional transportation employers.

INFORMATION SECTOR

123 individuals completed training in Computer Repair, Graphic & Web Development, Technical Illustration and other programs; in addition **300** individuals took advantage of Microsoft's Elevate America IT Professional Vouchers.

102 youth accessed the new digital media-focused Youth Opportunity Studio, with **22** engaging in hands-on training and education to earn industry certifications leading to employment.

15 youth at Change Agent, a local social enterprise effort to train youth in digital media and productions, were employed to design, research, write, and publish the second annual Youth Workforce Development Magazine.



PROFESSIONAL /BUSINESS SERVICES SECTOR

160 individuals participated in community college training programs, including Introduction to Computers, Office Administration, Quick Books, Computerized Accounting and others; additionally **1,800** individuals took advantage of Microsoft Elevate America Online Training and MS Certification Exams vouchers.

More than **80** young adults earned industry-recognized credentials and are employed in various professional pathways.



GOVERNMENT AND PUBLIC SAFETY SECTOR

96 individuals participated in Security Guard, Police Officer, Public Safety-JSD, and other related training.

More than **250** individuals were placed in interim government work experience and training positions.

Sector or Entity	2007	2008	2009	2010
Federal Government	67.9	71.0	68.5	68.7
Local Government	68.0	72.9	68.3	68.3
U.S. Postal Service (Express & Priority Mail)	77	75	76	77
Pacific Gateway Workforce				76.5
Nordstrom	80	80	83	■
Hilton Worldwide	76	78	79	80