MESSAGE FROM THE MAYOR OF HAWTHORNE

The City of Hawthorne, the Administrative Entity for the South Bay Workforce Investment Area (SBWIA)

As the Mayor of Hawthorne and representing the City Council as the Chief Elected Official for the South Bay Workforce Investment Area (SBWIA), I am committed to pursuits that will improve the economy, the community, quality of life, help maintain our standard of living, increase job opportunities, and provide youth with unique opportunities to develop and reach their goals. Clearly, the South Bay Workforce Investment Board (SBWIB) and the One Stop Business and Career Centers, are a major catalyst for achieving these goals. This holds true, not just in Hawthorne, but throughout the many cities within the South Bay Workforce Investment Area (SBWIA). For 20 years the SBWIB, formerly the South Bay Private Industry Council, has been moving consistently forward, while providing the best programs and the most comprehensive services: always on the “cutting edge.”

The past year has been a difficult time throughout the entire country, marked by a depressed aerospace industry, increased unemployment, a declining economy, and a staggering number of company closures. During these challenging times, the SBWIB has been able to help our community maintain stability, focus positively on our job market and employment opportunities, assist the first time worker find the right job, provide advancement opportunities for the experienced worker, and new pursuits for the displaced worker. They have assisted our employers with tax relief assistance, provided pre-employment screening, thus decreasing the cost of doing business, and helped reduce employee turnover by positive recruitment of new employees, which contributes to our stability.

During the past year, the One Stop Business and Career Centers provided access to employment related services to over 65,000 people, and assisted thousands of employers. Approximately 6000 people have been served through the Private Industry Council Aerospace Network (PAN). The “One Stop Centers” started a new program called “Health Care Beginnings”, which provide training in the healthcare industry to low income recipients. More than 600 youth attended the Annual Youth Fair, and over 200 obtained jobs. During a time when budget cuts have crippled many similar agencies, the South Bay Workforce Investment Board has remarkably persevered in its commitment to the stability of the community and local economy.

I believe we should all be exceedingly proud of the South Bay Workforce Investment Board, its leadership, programs and successes, and that it is here in our community, serving all of our people. The SBWIB serves our community in the best of times and the worst of times, but most importantly it is here, and here to help us all.
FROM THE SBWIB CHAIR

Wayne Spencer

As Chairman of the South Bay Workforce Investment Board (SBWIB), I feel an immense sense of pride and personal satisfaction regarding the many outstanding achievements demonstrated by the staff of the SBWIB and its One Stop Business and Career Centers, located throughout the South Bay. I am continually impressed with their dedication, knowledge of the job market, and ability to accurately assess the needs of customers. They then match those needs and abilities with training programs, available job opportunities and finally successful employment. They make such a significant contribution to our communities, our way of life and our society at large.

Recently we held our 7th Annual Alumni Awards Breakfast. Reflecting on that day, I could not help but be impressed by the many obstacles that have confronted our customers, as they journey through life along the path to employment and a better future. The strength and perseverance demonstrated by our clients is truly an example to us all. I also admire the support, encouragement, guidance and leadership provided by the staff. Especially the overwhelming amount of attention given to each and every customer, each different in his or her own way, with individual needs and goals. Its not only the customers served, but also how we touch their families, and the impact we make on their future. What an amazing responsibility, and what an amazing success we have become. Twenty years of growing, developing, and improving, what we do and how we do it. That is truly and example of success.

Our staff and programs serve not only adults, but youth as well, from the elementary school level all the way through college. We have developed a variety of programs supporting the single parent, rehabilitating adults, families in need, and now with expanded training and knowledge we can better serve the disabled. Youth are offered programs, during school, after school, on the weekends, and during school breaks. Additionally, staff successfully assist numerous businesses with recruitment, staff training, information on tax benefits, and a variety of other services. All this exemplifies the meaning of the words "One Stop," and helping others. As Chairman of the SBWIB, I could not be more pleased, or more proud of who we are, what we do, and what we represent.
PRIVATE INDUSTRY COUNCIL AEROSPACE NETWORK (PAN)

The SBWIB provided immediate response to those working at Los Angeles Airport at the airlines and other industries, whose lives were unfavorably changed by the events of September 11, 2001. SBWIB requested and was granted an extension of the population to be served under its existing PAN grant, to include these workers as it continued to serve thousands of aerospace industry workers who were being laid off in even greater numbers after September 11, 2001.

PROJECT PHOENIX

The SBWIB developed a $5.7 million grant, which was funded under the Governor's 25% Dislocated Worker Program Discretionary Funds, to provide re-employment and training services for workers adversely affected by the tragic events of September 11, 2001. The grant entitled "Project Phoenix," was developed in cooperation with the City and County Workforce Investment Boards and the State of California EDD-Job Service to service more than 1,000 workers in Los Angeles through Program Year 02-03.

Through the use of the Intrastate Resources and Information Network (I-TRAIN), designed as a Course Management System to assist in the evaluation and selection of public, private, and community-based training providers for Dislocated Aerospace Workers, served under the original PAN Project since 1995, provides easy access to both continuing PAN and Project Phoenix clients for their re-training needs. While the core of the System remains Course Management, the System is now a full-service solution to workforce development needs. The major I-TRAIN subsystems include a One-Stop Locator and a Case Management System.

"It is amazing how many resources the South Bay One-Stop Business & Career Centers have to help small businesses."
- Globe Aviation

"The services that the South Bay Workforce Investment Board offer to employers are vital to the success of the local economy."
- Vought Aircraft
South Bay One-Stop Business & Career Centers

The South Bay One Stop Business and Career Centers continue to be the leader in providing the communities of the South Bay with easy access to an array of programs, services and products, all under one roof. For the career seeker this includes individualized career assessment, employment information, development of work skills, vocational training, on the job training, employment workshops, career placement services, labor market information, and many other specialized services. The One Stop Centers also focus on the needs of businesses and employers by providing staffing services, customized training services, job posting, candidate recruitment and screening, tax credit information and other essential information. Services are at no cost to career seekers, business or employers, because all services are made available by publicly funded programs. Of special importance is that the South Bay One Stop and Business Career Centers represent the collaborative partnership of the South Bay Workforce Investment Board (SBWIB), State of California Employment Development Department (EDD), El Camino College, California State University Dominguez Hills, California Department of Rehabilitation, Los Angeles County Department of Public Social Services, El Camino College, Southern California Regional Occupational Center, Inglewood Unified School District, City of Hawthorne, Inglewood Housing Service, U.S. Veterans Initiative, Inc., Los Angeles County Community Action Agency, Southern California Indian Center, Inc., and Los Angeles Job Corps Center.

Many achievements were recognized this year. The South Bay One Stop Business and Career Centers provided universal access to over 65,000 career seekers and services to several hundred employers. As a result of the (SBWIB) disability grant, staff of the “One Stops Centers” are now better able to serve the needs of the disabled population, due to specialized training and the installation of assistive technology. Of special significance was the “Award of Workforce Excellence” presented to the South Bay Workforce Investment Board by the National Association of Counties (NACo), in recognition of its unique “One Stop Certification Process.” Enhancing the services available to the “One Stop Centers” are future plans to provide specialized day care services at selected One Stop Center locations.

The many convenient locations of the South Bay One Stop Business and Career Centers: the Inglewood One Stop Center located at 110 S. La Brea Avenue, the Hawthorne One Stop located at 11633 Hawthorne Blvd., Suite 400, the Lawndale One Stop Center located at 14829 Hawthorne Blvd., the Gardena One Stop located at 16801 S. Western Avenue, and the Beach Cities One Stop, serving the residents of Redondo, Hermosa, and Manhattan Beach at 320 Knob Hill.

“At the One Stop there was such a welcoming atmosphere of friendly and helpful people, who treated me with patience and consideration.”
- Maria Cerdas

Recognition Event For Successfully Employed Customers.
The South Bay One-Stop Youth Program continues to bring education, business and community partners together to help young people succeed in school while preparing for work and life. Through the connected services of South Bay One-Stop Youth Programs and WIA Contracted Services, South Bay youth are provided with a variety of supports and opportunities to help them become accomplished, self-sustaining adults. Here are a few highlights from 2002:

**ANIMATION WORKSHOP** - Nearly 40 youth, ages 12 – 19, explored careers in 3-D animation as they developed skills in storyboarding, drawing, writing and character animation. Thanks to a dynamic partnership with volunteer animation professionals from Jambalaya Productions and Wonderworks, El Camino College and Innovative Educational Systems, these young people are on the way to seeing their credits on the Disney Channel!

**SCHOOL-TO-CAREER CENTERS** - The number of students participating in the School-to-Career Centers increased from 4,500 in 2001 to nearly 8,000 in 2002. Operated on middle and high school campuses and in park and recreation centers, the School-to-Career Centers provide computer technology, Internet access and other resources for academic enrichment, leadership, career development and job training services.

High school students from Inglewood Unified School District (IUSD) and Centinela Valley Union High School District (CVUHSD) earned college credits as they built their own computers. Nineteen students with academic barriers, developed introductory skills in computer hardware technology through a customized course developed by El Camino College. Students received tutoring in math, study skills, coaching and hands-on training in electronics and computer operations. Five of the students who graduated high school are now enrolled at El Camino College to pursue a degree in the computer technology field.

**Blueprint for Workplace Success Job Fair** hosted more than 600 youth and nearly 50 employers at the Hawthorne Memorial Center. Blueprint for Workplace Success was launched in March 2001 to provide a comprehensive system through which youth, ages 16-21, can prepare for and succeed in summer and after-school jobs. The program is now offered by IUSD, SCROC and CVUHSD and provides a semester-long course for five high school credits in job seeking and job keeping skills. Students are certified as “Work-ready” by the South Bay One-Stop in Hawthorne, attend the annual Job Fair and are assisted throughout the year to successfully get and keep a job.

More than 500 South Bay youth participated in the WIA Year-round Youth Development System and the CalWORKs Youth Jobs Program through Innovative Educational Systems, Inc., the Inglewood, Hawthorne, Gardena and Beach Cities One-Stops. Youth received hands-on training in a variety of activities including academic enrichment, leadership development, work experience and occupational skill development. Each year these programs provide a wealth of opportunities through collaborative partnerships with school districts, employers and community partners throughout the South Bay.
ACHIEVEMENTS

- Honored by the National Association of Counties (NACo), "Award of Workforce Excellence" for the development of an outstanding "Quality Certification System." This award was only one of seven in the U.S. and only two given west of Michigan.

- Assisted over 65,000 people with universal access to employment and employment related services, and provided a variety of services to more than 1200 employers through the programs of the One Stop Business and Career Centers.

- Served approximately 6000 people through the Private Industry Council Aerospace Network (PAN), with 90% were re-employed at an average rate of $25.36 per hour, upon leaving the program.

- Assisted nearly 200 dislocated workers in Los Angeles County, as a result of "Project Phoenix, which was in response to the events of 9/11, in achieving new areas of successful employment.

- Received funding from the Governor's Welfare- to- Work Discretionary Funds to provide training through a program called "Health Care Beginnings" and job placement in the Healthcare fields for welfare recipients.

- Provided over 600 youth the opportunity to attend the Annual Youth Fair, with 50 employers, and more that 200 youth obtained jobs.

- Presented 450 youth involved in the WIA/CALWORKs Work Experience Program with Certificates in Academic Enrichment, Leadership and Development.

- Offered 117 students a new pre-employment training program called "Blueprint for Success", which was offered during school time. More than 60 of these students obtained summer employment.

- Provided Animation Workshop Training Programs for Youth offering the opportunity to learn how to develop an animation series in computer based programs.

- Offered all "One Stop" staff specialized training as to the needs of the disabled, and upgraded all South Bay One Stop Business and Career Centers with Level 1 assistive technologies, as a result of a Work Initiative funded disability grant.

- Sponsored the Counter-Terrorism Technology Expo and Demonstration offered by Congresswoman Jane Harman which was attended by over 400 South Bay businesspersons.

▶ Customer utilizing assistive technology for the disabled.

♫ Left to Right City Councilmen Pablo Catano and Gary Parsons, SBWIB Executive Director Jan Vogel, SBWIB Chair Wayne Spencer and Mayor Larry Guidi being introduced during City of Hawthorne Night at Dodger Stadium.
SBWIB MEMBERS

Wayne Spencer / Chairperson
Trans North American Protection

Joe Aro
South Bay Development Partnership
Brian Barklage
Turf Tech Industries

Samuel Bingham
Bingham & Associates
Brenda Brent
Department of Rehabilitation
Robert Briggs
South Bay Ford
Herbert Cooley
Housing Authority
Joseph Costello
International School of Cosmetology
Fred Davis
Pacific Bell

Denise Di Pasquale
Federal Express
Dr. Thomas Fallo
El Camino Community College
Karin Fraser
Waddell & Reed
Gloria Gray
Los Angeles County Action Board

Martina Guelphoi
Inglewood Neighborhood Housing
Joe Harding
Hacienda Hotel
Charles Harkey
Inglewood Tickets
Dr. James Harris
Inglewood Unified School District

Jackie Honorè
LA Job Corps Center
Yvette Johnson
Behavioral Health Service

Charles Knowlton
Barnabey's
Dr. James Lyons Sr.
California State University, Dominguez Hills

Yvonne Mallory
City of Gardena Economic Development

Patrick Martinez
Gardena One-Stop Center
Simmie McDaniel
Employment Development Department (EDD)

Glenn Mitchell
Gardena General Insurance Agency
Jackie Mizell-Burt
LA County Dept. of Public Social Services

Charlie Mongelli
Vought Aircraft
Dr. Elizabeth Nash
Southern California Regional Occupation Ctr.

Richard Navarro
Northrop-Grumman
Chris Okpala
Apex Home Health Services

John Parsons
Horrell Realtors
Lorna Price
Centinela Valley Hospital

Hamid Purnambari
Housing Authority
Kelly Quinn
Paper, Allied, Industrial & Energy Workers Union
Dwight Radcliff
US Vets, Inc.
Mary Pat Renstrom
Renstrom Dispute Resolution Services

Barbara Roberts – Hubbard
South Bay One Stop Business & Career Centers
Vijay Ronvelia
Days Inn
Keith Skotnes
United Auto Workers Region 5

Ray Snowden
Snowden Insurance Agency
Art Villarreal
Water & Power Federal Credit Union
Art Waller
Inglewood Housing Authority

Beach Warren
South Bay Mortgage

Janice Webb
Cal Fed Bank
Helen Wong
Beach Cities One-Stop

John Workman
Real Estate Management
Susie Yellowhorse-Jensen
Southern California Indian Center, Inc.

ALTENAMES

Patricia Caldwell
El Camino Community College
Shana Campbell
US Vets, Inc.
Greg Cash
Vought Aircraft
Colleen Colson
Los Angeles County Action Board

Dora Duran
Gardena One-Stop Center
James Edwards
Real Estate Management
Dan Elias
LA County Dept. of Public Social Services
Dr. Margaret Gordon
California State University at Dominguez Hills

Amy Lambert
SCROC
Dr. Rhunette Montle
IUSD
Daryn Smith
Department of Rehabilitation
## PERFORMANCE OUTCOMES

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<th>Negotiated Perf. Level</th>
<th>Actual Perf. Level</th>
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<td>Adults</td>
<td>62.0%</td>
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<td><strong>Retention Rate</strong></td>
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<td>Older Youth</td>
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<tr>
<td>Younger Youth</td>
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<td>170.00%</td>
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<td>Younger Youth</td>
<td>65.0%</td>
<td>90.3%</td>
<td>138.97%</td>
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Number of Customers Served by South Bay One-Stop Business & Career Centers 65,850

"I did not know that places like the One Stops existed. The staff and the resources of the programs were there for me all the way. I am now successfully employed and love it."

- Edwin Marroquin

South Bay One Stop Business & Career Centers Managers receiving certification awards from (second row left to right) Jan Vogel, Executive Director, Hawthorne Mayor, Larry Guidi, and Wayne Spencer Board Chair.
# City Council of Consortium Cities

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<td>John Parsons</td>
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<td>Gardena</td>
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<td>Kelly Mc Dowell</td>
<td>Neil K. Roth</td>
<td>Paul K. Tanaka</td>
<td>Lorraine Johnson</td>
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# Youth Development Council

**Chair**
Martina Guilfoil  
Inglewood Neighborhood Housing Service

- **Donn Brann**  
  Wiseburn School District
- **Don Carrington**  
  Hawthorne School District
- **Dr. Joseph Condon**  
  Lawndale School District
- **Phil Cookes**  
  Teen Challenge
- **Dr. Thomas Fallo**  
  El Camino College
- **Dr. Marge Gordon**  
  Cal State Dominguez Hills
- **Gloria Gray**  
  Los Angeles County

- **Joe Harding**  
  Hacienda Hotel
- **Jackie Honoré**  
  Los Angeles Job Corps Center
- **Yvette Johnson**  
  Behavioral Health Services
- **Dr. Julian Lopez**  
  Cantinela Valley UHSD
- **Bruce McDaniel**  
  Lennox School District
- **Veldafern McElroy**  
  Hawthorne Resident
- **Charlie Mongelli**  
  Vought Aircraft

- **Dr. Elizabeth Nash**  
  So. Cal. Regional Occupational Ctr.
- **Tom Quintana**  
  Hawthorne Chamber of Commerce
- **Art Waller**  
  Inglewood City Housing Dept.
- **Janice Webb**  
  Cal Fed Bank
The 7th Annual Alumni Awards Breakfast was held on Thursday, December 5th, 2002 at the Hollywood Park Pavilion. Nearly 300 people attended this event, honoring the 16 Alumni receiving awards for their many achievements, and 9 outstanding employers. The first ever “Esther Williams Award”, a special award honoring an employer who significantly supported the role of the “One Stop Business and Career Centers,” and the employment of many job seekers, was presented to Globe Aviation. Master of Ceremonies was Dr. James E. Lyons, Sr., President, California State University at Dominguez Hills, and the Keynote Speaker was Doug Young, Director of Space Programs at Northrop Grumman Corporation.

“My life was such a disaster when I went to the One Stop. They literally helped me turn my life around. I am so grateful for their help.”
- Juan Alvarado
Mission Statement

Our mission is to promote a fully integrated workforce investment policy development process, forge partnerships among economic and community development agencies, and strive for continuous improvement to meet job-seeker and employer needs.

Vision Statement

The South Bay Workforce Investment Board envisions a fully integrated workforce investment system, providing the tools necessary to develop a world class workforce.

Return on Investment

The return on investment is $2.47 for every dollar spent.

Return on investment is determined by the successful training and job placement of unemployment individuals. The taxpaying public receives long-term benefits as confirmed by comparing the cost of training to the amount of money returned to the local economy. Return on Investment is calculated by using the entered employment rate and taxes paid by the job training participant to establish the gross economic gain to the community. This figure is then combined with the reduction in welfare funds expanded. The costs of training are subtracted from the gross economic gain to determine the net economic gain.
South Bay One-Stop Business & Career Centers and Staff

Hawthorne Programs
Inglewood/El Segundo
Hawthorne/Lawndale

Inglewood Location
110 South La Brea
Inglewood, CA 90301
310/680-3700

Barbara Roberts-Hubbard
Operations Manager

Yvonne Benitez
Alisha Boyd
Renate Burchartz
Sandra Cueliar-Barrera
Charmaine Davis-Springfield
Angelica Frometa-Vilchez
Veronica Gates
Ana Gaxiola
Lisa Goodrich
David Hall
Daniel Hansen
John Hashaway
Lazaro Inguanzo
Judah Jackson
Edna Johnson-Marshall
Kristen Kane
Sheila Martin
Lynn Mc Clendon
Corey Mc Knight
Cedric Mc Rae
Paul Randeria
Tamara Stapleton
Debra Thomas
Marvin Walker

Lawndale Location
14829 Hawthorne Blvd., 200
Lawndale, CA 90260
310/412-8786

Leslie D. Shern
Manager

Robert Alcutt
Robert Chavez
Sharon Gresham
Richard Hall
Peggy Harris

Beach Cities Location
320 Knob Hill
Redondo Beach, CA 90277
310/318-0645

Helen Wong
Program Director

Theano Feller
Robin Flanagan
Maria Frias
Edward Garcia
Georgeann Griffis
Norma Nino
Bertram Riddick
Susan Ruskowski
Mary Sercu
Kimberly Slany
Marty Thomas

Gardena Location
16801 South Western Avenue
Gardena, CA 90247
310/217-9579

Patrick L. Martinez
Program Director

Beth Ayele
Sandra Bourassa
Dora Duran
Maria Ferretti
Karen Iwasaka
Lupe Gasca
Lucy Trujillo
Rachelle Wallace

Westchester/El Segundo Location
8929 South Sepulveda Blvd.
Suite 400
Los Angeles, CA 90045
310/665-0540

Desmond Walker
Manager

Erdine Jordan
Lilly Rodriguez
Beatriz Vicuna

Youth Services
11633 Hawthorne Blvd.,
Suite 402
Hawthorne, CA 90250
310/219-2624

Cyd Spikes
Manager

Sonya Cooper
Sontrell Hawkins
Gabriela Lopez
Vincente Miles
Ronald Tatum

Jan Vogel
Executive Director

Peggy Aldridge
Employment Services Manager

James (Jimmy C) Carradine
Charles Douglas
John Farace
Sheryl Lal
Robert Mejia
Sidney Sniit
Cyd Spikes
Rosemarie Sweeney
Velma Warmack

Akon Atte
Robert Alanis
Stephanie Campbell
Tracey Cannon
Teresa Cantine
Francisco Cariello
Lonna Certified
Norma Cornejo
Deborah Davis
Ron Delahouissaye
Jacquelyn Edwards
Kevin Fleming
Tudorita Giulea
Sonia Godinez
Thomas Griffths
Tamika Hambrick
Bebe Harrold
Barbara Hendricks
Latoya Herman
Gwendolyn Holmes
Terrri Jackson
Necosia James
Deatria King
Landon Lewis
Catherine Mosley
David Nelms
Terrri Owens
Leticia Rhodes
Patty Robichaud
Maribel Rodriguez
Michelle Sanders
Imelda Segura
Michael Threatt