SBWIB
SOUTH BAY WORKFORCE INVESTMENT BOARD
(formerly South Bay Private Industry Council)
EMPLOYERS

Abbott Inc.
Accountemps
Ace Clearwater Enterprise
Ace Clearwater Enterprises
ACRO Corp.
ACT 1 PERSONNEL
Adecco Inc.
Adelphia Communications
Aerospace Corp.
Aerotek
Aflac
Aguilar Engineering, Inc.
AIL Systems, Inc.
Allied Signal
Alpha-Net Consulting Group Inc.
Alternative Resources Corp.
American Broadcasting Corporation
American Express
American Protective Services
Amtec Systems
Amtrak
Anaheim Hilton Towers
Anaheim Memorial Hospital
Analytix International Corporation
AON Risk Service
Apple One Employment Services
Arcata Association
Arcata Association
Arrow 93-FM
Aset Corporate Undercover
Automobile Club of Southern California
Aviant
Avibank
Avibank Mfg. Inc.
BAE Systems
Bay Harbor Hospital
Beckman
Blaine & Associates
Boeing North America
Bokam Engineering
Borg - Warner Protective Services
Brotman Medical Center
Burns International Security Services
California Highway Patrol
California National Guard
Ceycal Inc.
Chico Career Center
City of Brea
City of Costa Mesa
City of El Segundo
City of Fullerton
City of Glendale
City of Hawthorne
City of Hermosa Beach
City of Inglewood
City of Lawndale
City of Lomita
City of Los Angeles
City of Manhattan Beach
City of Redondo Beach
City of San Bernardino
Coca Cola
Collier Young Agency
Collision Repair Center
Continental Data Graphic
CORE, Inc.
Corestaff
County of Los Angeles Community & Senior Services
CR England
CRST International Inc.
Culver City
Culver Staffing Resources
Cyberlink
D & D Personnel
Daniel Freeman Hospital
Daniel’s Jewelers
Del Richardson & Associates, Inc.
Delta Airlines
Department Of Corrections
Department of Rehabilitation
Diagnostic Products Corp.
Disneyland
Disneyland Resort
Diversified Staffing Solutions
Eagle 1
El Camino College
El Camino College BEST
El Dorado Bank
Employment Development Department
Evergreen Air Center, Inc.
Express Personnel Service
Faytech, Inc.
Federal Aviation Administration
Federal Express
Federal Express Ground
Filenet Corporation
Fox Liberty Network
Fox Sports Net
Franklin Brass Mfg., Co.
Freeman Alternative Resource Inc.
Furama Hotel
Gardena Police Department
GDE Systems, Inc.
Guard Systems
Hawthorne Savings, FSB
Herbalife
Hollywood Beautification
Honda
Inconen
Independent Capital Management
International Rectifier
Irvine Marriott
Jetway Express
Jewelers Security Products, Inc.
Joint Efforts Inc.
Kaiser Permanente
Kelly Assisted Living Services
Kelly Services
Kinko’s
L.A. County Office of Education
L.A. County Sheriff’s Department
L.A.P.D.
L3 Communications
LAX Hilton Hotel
LAX Marriott Hotel
MESSAGE FROM THE MAYOR OF HAWTHORNE

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

As Mayor of Hawthorne and representing the City Council as the Chief Elected Officials for the South Bay Workforce Investment Area (SBWIA), I maintain a firm resolve to enhance the vitality of not only the City of Hawthorne but the entire South Bay Area. For the last 19 years the South Bay Workforce Investment Board (formerly the South Bay Private Industry Council) has demonstrated an incomparable ability to use a variety of available resources to supply our local communities with innovative services designed to improve the quality of life for all of us.

The South Bay Workforce Investment Board (SBWIB) has accomplished its goals through its never-ending pursuit of excellence through discipline and hard work leading to an incredible line-up of innovative programs designed to go well beyond the tradition of helping those most in need, but also helping those who can avoid becoming most in need. Programs such as those offered by the South Bay School-to-Career Alliance, offer a model for social and economic strength in our communities.

Another example of these innovations has been the development of the unique Disability Work Incentive program, which provides expanded opportunities for individuals with disabilities through the education of key staff to the unique challenges faced by the handicapped. In this way we can be more insightful to opportunities (employment or other) as they arise that might not otherwise be referred to the disabled population.

The SBWIB has done a first class job of assisting our business communities with their special services to businesses such as the E-SOUTHBAY.NET program which hosts websites at no cost to any local area business. Also their Business Marketing Seminars which offer local business owners advice and information on how to get the most out of their advertising dollars. In addition to these services are the remarkable staffing services available to employers, also at no cost, through the South Bay One Stop Business and Career Centers.

I would also like to take this opportunity to extend a warm welcome to our new South Bay Workforce Investment Board Chairman, Wayne Spencer. I look forward to an exceptional year of community service with Wayne's guidance and leadership. I am proud to have him as part of the SBWIB team.

As I have in the past, I would like to congratulate the entire South Bay Workforce Investment Board on their numerous accomplishments with another success filled year under their collective belt, and wish them continued success in all of their present and future endeavors.
Compassion, dedication, perseverance, loyalty, commitment to service and good old fashioned hard work are all qualities of integrity found within the South Bay Workforce Investment Area (SBWIA). For all of these reasons I am proud to call myself the new Chairman of the South Bay Workforce Investment Board (SBWIB). I have always recognized the value of integrity, and will do all that is within my power to guide the SBWIB in a direction consistent with helping people through the development of skill enhancement, educational advancement, self empowerment and employment opportunities.

As the South Bay Workforce Investment Board enters its nineteenth year of service, I stand in awe of all that has been accomplished; the evolution of the myriad of programs and the continuous attainment of virtually every goal set. Our past achievements have defined our future role in the development of the South Bay Area, through masterfully developed community enhancement systems such as the South Bay School-to-Career Alliance which provides contact to both academic and employment opportunities while addressing the distinctive economic and societal needs of urban youth. The Disability Work Incentive program, developed to expand opportunities for individuals with disabilities through the education of staff to the inimitable challenges faced by this resilient segment of our society. The incredible Private Industry Council Aerospace Network (PAN), developed to effectively assist in the transition of laid-off aerospace workers through intensive assessment, counseling, guidance, education, training, and job placement assistance into high demand occupations.

In recent times we have paid witness to sweeping economic growth throughout the nation, however, many individuals did not have the opportunity to benefit from that growth. Since the economic slowdown, people are finding it increasingly difficult to financially cope. Thousands are still on welfare, being laid-off and underemployed. It is our goal to assist as many of these people in every way that we can.

I would like to take this opportunity to congratulate the staff of the One-Stop Centers throughout the South Bay Service Delivery Area as well as the Administrative staff, who have worked very hard through dedication and perseverance to provide the highest level of service, thus ensuring another year filled with overwhelming success.
## City Council of Consortium Cities

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## Youth Development Council

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*Annual Report 2000/2001*
SOUTH BAY WIB BOARD MEMBERS

Chairperson
Wayne Spencer
Trans North American Protection

Joe Aro
South Bay Economic Development Partnership

Carolyn Arrington
International Rectifier

Brian Barklage
Turf Tech Industries

Samuel Bingham
Bingham & Associates

Brenda Brent
Department of Rehabilitation

Karin Cooper-Frasier
Waddell & Reed

Joseph Costello
International School of Cosmetology

Randall Doerschel
Gardena General Insurance Agency

Dr. Thomas Fallo
El Camino Community College

Gloria Gray
LA County Community Action Board

Martina Guilfoil
Inglewood Neighborhood Housing Service

Charles Harkey
Ticket Master

Dr. James Harris
Inglewood Unified School District

Jackie Honore
LA Job Corps Center

Yvette Johnson
Behavioral Health Services

Dr. James Lyons Sr.
California State University at Dominguez Hills

Yvonne Mallory
City of Gardena Economic Development Dept.

Patrick L. Martinez
Gardena One-Stop

Simmie McDaniel
Employment Development Department (EDD)

Glenn Mitchel
Gardena General Insurance

Jackie Mizell-Burt
Department of Public Social Services

Charlie Mongelli
Vought Aircraft

Dr. Elizabeth Nash
Southern California Regional Occupation Center

Richard Navarro
Northrop-Grumman

John Parsons
Horrell Realtors

Kelly Quinn
Paper, Allied-Industrial & Energy Workers International Union (PACE)

Larry Square
Square Deal Trophies and Awards

Debra-Lynne Terrill
Manhattan Beach Chamber of Commerce

Art Villarreal
Water & Power Federal Credit Union

Art Waller
City of Inglewood Housing Department

Beach Warren
South Bay Mortgage

Janice Webb
Cal Fed Bank

Dawn Wendt
Hawthorne Savings

Helen Wong
Beach Cities One Stop

John Workman
Real Estate Management

Susie Yellowhorse-Jensen
Southern California Indian Center, Inc.

Norman Zalben
Western Surplus

Colleen Colson
LA County Community Action Board

Donna Dryva
Northrop Grumman

Helen Duncan
Manhattan Beach Chamber of Commerce

Dora E. Duran
Gardena One-Stop

Dan Elias
Department of Public Social Services

Kathryn Epps
Inglewood Housing Authority

Dr. Margaret Gordon
California State University at Dominguez Hills

Amy Lambert
Southern California Regional Occupation Center

Aline Nishihara
LA Job Corps Center

James Rucker
Inglewood Unified School District

Daryn Smith
Department of Rehabilitation

Charmaine Springfield
Inglewood One Stop

Jan Strand
EDD

Ted Sword
South Bay Economic Development Partnership

Alternates
Patricia Caldwell
El Camino Community College

David Campbell
PACE

Shana Campbell
US Vets, Inc.

Greg Cash
Vought Aircraft

ANNUAL REPORT 2000/2001
In October of 2000, the South Bay Workforce Investment Board was awarded $864,000 by the U.S. Department of Labor (DOL) under the federal Workforce Investment Act on behalf of the South Bay Work Incentive Partnership (the Partnership) to increase access to one-stop career center services by persons with disabilities. The Partnership members include:

- California Department of Rehabilitation
- Westside Center for Independent Living
- Westside Regional Center
- LA County Department of Public Social Services
- Beach Cities One-Stop Business & Employment Center
- Centinela Valley Juvenile Diversion Project
- California State University Dominguez Hills
- South Bay One-Stop Business & Career Centers, Inglewood
- Gardena One-Stop Employment & Business Center

In making the award, DOL emphasized that "access to the nation's one-stop system needs to improve to be more useful for persons with disabilities." The South Bay Workforce Investment Board (SBWIB) was one of twenty-two (22) agencies in the country awarded grant funding under DOL and the Workforce Investment Act and the only award recipient in the State of California.

The project goal is:

- To provide a seamless system of service delivery to persons with disabilities seeking employment and career opportunities.
- Three (3) major project objectives will be carried out by May 2003 to help the Partnership achieve this goal, including enhancement of:
  - Access to WIA Core services by workers with disabilities in the local workforce investment area;
  - The employability of persons with disabilities as facilitated by access to WIA Core services; and
  - The employment environment (employer knowledge and accommodations) for persons with disabilities.

Each of the six (6) one-stop career centers in the South Bay Workforce Investment Area received new equipment ("assistive technology") in June and July of 2001. Goodwill Industries was commissioned to assess each one-stop site for access limitations, which could be addressed by new, assistive technology. The grant-funded equipment facilitates access to services at each one-stop by persons with visual impairments, hearing impairments and other disabilities. One-stop centers participating in the project are located in the cities of Inglewood, Hawthorne, Lawndale, Westchester (Los Angeles area), Gardena and Redondo Beach.

Professional development activities for one-stop staff are conducted throughout the project. Under the DOL grant, structured training sessions have been developed and conducted jointly by the project's partners to increase awareness, sensitivity to and knowledge of a range of disabilities issues by one-stop managers and supervisors, job-developers, case-managers and support staff. Training topics include, but are not limited to: common myths and realities regarding disabled workers, current and upcoming legislation affecting workers with disabilities, benefits planning and assistance for disabled consumers, job development issues surrounding workers with disabilities, and methods for identifying the specific needs of disabled one-stop customers.

Other project activities include: partner cross-training to build knowledge and understanding of mutual programs and services; articulation and development of case management interfaces between participating agencies; development and implementation of coordinated job development strategies; and joint development and implementation of a marketing plan to raise awareness of one-stop services among local businesses and workers with disabilities.
The South Bay One-Stop Business & Career Centers have become joined together under the umbrella of a single brand identity. The Centers continue to excel at providing the communities of the South Bay with access to a wide array of products and services. The primary goal of the One-Stop Business & Career Centers is to provide an extensive selection of services under one roof; individualized career assessment, employment information, labor market data, career placement assistance, employment workshops, on-the-job training, classroom vocational training and many other valuable services are all obtainable at no cost. In addition, El Camino College, the State of California Employment Development Department, the Southwest Los Angeles County Small Business Development Center and California State University, Dominguez Hills are all co-located in the South Bay One-Stop Business & Career Centers’ Inglewood location. The South Bay One-Stop Business & Career Centers represent the collaborative partnership of the South Bay Workforce Investment Board (SBWIB), the State of California Employment Development Department (EDD), California State University Dominguez Hills (CSUDH), the California Department of Rehabilitation, the Los Angeles County Department of Public Social Services, The South Bay School-to-Career Alliance (under the auspices of the SBWIB), and El Camino College.

The South Bay One-Stop Business & Career Centers, locations are: the Hawthorne One-Stop Center located at 11633 Hawthorne Blvd., Suite 400; the Lawndale One-Stop Center located at 14829 Hawthorne Blvd., Suite 200; the Inglewood One-Stop Center located at 110 S. La Brea Avenue; the Beach Cities One-Stop which services the residents of Redondo, Hermosa and Manhattan Beach at 320 Knob Hill; the Gardena One-Stop Center located at 16801 S. Western Avenue and the Westchester One-Stop Center operated under the auspices of the City of Los Angeles Workforce Investment Board and services the residents of Los Angeles and El Segundo located at 8929 S. Sepulveda Blvd., Suite 400.

“I felt as though I wasn’t going to make it, until I came to the One-Stop.” -Geraldine Hudson, Computer Repair Technician-Freelance
How do we bridge the divide between a young person's potential and the need for opportunities to realize that potential? By working collectively to give our youth every available resource - by creating a supportive development network that ensures each youth's future as a successful, self-sustaining adult.

The newly formed South Bay One-Stop Business & Career Centers Youth Programs (South Bay Youth Programs) has emerged through more than six years of collaboration between the South Bay School-to-Career Alliance and the WIA Youth Development System. Our goal is to build a network of services and resources to ensure that South Bay youth have every opportunity for success. In the past year South Bay Youth Programs has developed a variety of exciting new youth programs as well as continued the successful operation of the South Bay School-to-Career Alliance. With strong support from business, education, government and community partners here are some of the accomplishments in 2001.

SCANS Integration Lesson Plan Workbooks 2001 for k-12 Teachers - The SCANS Workbooks feature nearly 200-classroom lesson plans that combine standards-based curriculum in math, science, language arts and social studies with practical, real-world activities. As teachers teach the core academic subjects students will also learn basic workplace competencies such as critical thinking problem solving, teamwork, effective oral and written communication and many other skills needed to be successful in the workplace. The lessons have been developed through the SCANS Professional Development Institutes sponsored each year by the South Bay Alliance in partnership with California State University Dominguez Hills and El Camino College. The Workbooks will be distributed to more than 350 teachers and counselors who have been trained through the SCANS Institutes.

Blueprint for Workplace Success - At a daylong Community Forum sponsored by the South Bay Workforce Investment Board (SBWIB) Youth Council in March 2001, more than 100 employers, teachers, students, parents, government representatives and community agencies came together to examine ways to increase opportunities for at-risk youth, 16-18 years old, to obtain paid, learning-rich summer internships in the private sector. Out of this Community Forum evolved Blueprint for Workplace Success with a goal to establish a world-class, private sector summer internship program for high school juniors and seniors in the South Bay. Students will participate in a 30-hour pre-employment class to equip them with job-seeking and job-keeping skills. More than 100 students are expected to complete training and receive a Blueprint for Success I.D. Card. Blueprint for Success youth will be marketed to private sector employers as "ready, willing and able" to be productive learners and earners in a variety of summer jobs.

College and Career Services at Ten School-to-Career Centers - Operated at Inglewood, Morningside, Leuzinger, Hawthorne, Lawndale and Lloyd High Schools as well as Environmental Charter High School, Rogers Park, Bud Carson Middle School and Prairie Vista Middle School these Centers connect students and teachers to the world of work and higher education. By providing access to technology the Centers offer labor market information, computer training, career development programs, and coordination with a variety of community programs such as LAX Gateways Internship Program, Northrop Grumman High School Improvement Program (H.I.P) and Innovative Educational Systems' G.E.T. P.A.I.D. youth performance incentive program. Last year more than 4,500 students and teachers participated in activities at the Centers.
This year, the GAIN (Greater Avenues for Independence) Agreement was again renewed, allowing SBWIB, as it has over the past 12 years, to remain the Intermediary Contractor for the Los Angeles County Department of Public Social Services - GAIN Program. In this capacity, SBWIB continues to provide services that have contributed to the GAIN program's success throughout the County, helping to make it the nationally renowned program that it has become.

Primary among the unit's activities is the continuous updating and maintenance of the GAIN Employment Activity and Reporting System (GEARS), a computerized database consisting of over 400 training providers with 1300 locations offering over 6,500 vocational training components throughout the County. In concert with updating GEARS, the GAIN Unit staff continues to coordinate, maintain and distribute 10 service provider directories to L.A. County Assessors, as well as all County GAIN Regional and Sub-Regional offices on a quarterly basis.

The GAIN Unit also continues to serve as Intermediary Contractor for the County's Work Experience and Grant-Based Community Service programs that enable participants to receive work skills in a real world work environment. In these programs, participants are placed at agencies that have subcontracted with SBWIB to allow these participants to work alongside their regular employees, thereby obtaining the skills, confidence, and self-esteem necessary to transition into unsubsidized employment.

This year, as a direct result of the efforts of the GAIN Unit, SBWIB has facilitated services for more than 2000 GAIN participants at over 500 active worksites throughout Los Angeles County. In the coming year, a new "Wage-Based" Community Service program is slated to begin. We have high aspirations for this project and look forward to it as a continuation of the success of the GAIN program.

"The encouragement from the staff was a big factor in instilling confidence in me despite the rejections. And it is that confidence that continues to serve me well." - Albert Hararei, Patent Attorney-Qualcomm
For the vast majority of us, having to work is a necessary part of life that we understand and often learn to appreciate. This very often does not change for us simply because we grow older. Many of our older workers desire the self-reliance, dignity and personal satisfaction that comes with the responsibility that a job holds. While others are more than happy to enter their golden years with their years of hard work behind them, enjoying the pleasures that come with retirement, still others are left without an alternative. Fixed incomes that do not adequately cover the necessities of life, older workers are in some cases forced to seek employment. Recognizing these differences among our older workforce, the SBWIB Senior AIDES Program has continuously focused its efforts on developing customized approaches to assisting this segment of our workforce, geared toward the distinctive occupational requirements of these individuals. The workshops, assessments, counseling and job placement services were developed especially to meet the needs of each mature worker age 55 and older, through part-time work experience available to low-income persons.

The City of Hawthorne is a proud sponsor of the National Senior Citizens Education and Research Center (NSCERC) Senior AIDES Program. The project's goal is to offer mature individuals assistance in returning to the workforce. Many of these workers have been forced into early retirement. Some were displaced due to plant closure and/or relocations. Still others, who have never entered the workforce, all now find themselves in dire straits financially. Whether the need is job placement assistance, refining existing skills, or learning new ones, the Senior AIDES Program has been successful through increased exposure to employment opportunities, and job search related workshops.

Acquiring the necessary tools to compete in the employment arena, many past participants of the Senior AIDES Program have gone on to secure unsubsidized employment.

The mature worker is not the only one who benefits from the Senior AIDES Program, the community benefits as well. Local government agencies and non-profit organizations provide on-the-job training while Program participants provide valuable assistance to staff, and gain lasting hands-on work experience simultaneously.
The Personal Responsibilities and Work Opportunity Reconciliation Act, is a comprehensive welfare reform bill enacted by Congress in August of 1996. It consolidated the Aid to Families with Dependent Children (AFDC), Emergency Assistance and Job Opportunities and Basic Skills programs into a single block grant for Temporary Assistance to Needy Families (TANF). The principal purpose of TANF is to shift people from public assistance to self-sufficiency through employment.

Through the Balanced Budget Act of 1997, certain TANF provisions were amended, authorizing the Secretary of Labor to provide Welfare-to-Work (WtW) grants to state and local governments. These funds are allotted to compliment the TANF program by providing transitional assistance to move the hardest to employ TANF recipients into unsubsidized employment and economic self-sufficiency.

The original three-year grant to provide training services to nearly 40,000 welfare recipients residing throughout Los Angeles County is nearly at its end. The Los Angeles Regional Welfare-to-Work Collaborative has performed effectively using resources to create a cohesive system in Los Angeles County. The SWBIB’s leadership role in this regional collaborative was pivotal to the successful outcome through its effective experience and strong working relationship with the Department of Public Social Services (DPSS) as an Intermediary contractor for the provision of vocational and educational training.

The delivery of services through the South Bay One-Stop Business and Career Centers provides participants with an expansive array of workforce development services including direct placement of program participants into employment opportunities. The SBWIB has been very aggressive in bringing non-custodial parents current in their abilities to more fully participate in the lives of their children by assisting them in attaining employment. Through gainful employment, non-custodial parents are not only able to meet their child support obligations, but are also capable of being more energetic in the lives of their children directly.

The South Bay Workforce Investment Board has recognized that the “working poor” have been adversely affected by the implementation of WtW, which is creating employment opportunities for recipients of public assistance, but fails to address the concerns of the “working poor”. The adult and dislocated worker programs are focusing extra effort to assist those individuals who are under-employed and are assisting them in gaining better employment through a variety of options which include both classroom vocational training, on-the-job training and direct job placement.

“Self reliance for my children and I is the best outcome I could have hoped to have achieved and I could not have done it without the help of the Welfare-to-Work program.” - LaToya Herman
The South Bay Workforce Investment Area provides Year-round Youth Services to WIA-eligible youth, ages 14 to 21, through the collaborative efforts of the South Bay One-Stop Business & Career Centers, the Employment Development Department Youth Opportunity Program, the South Bay School-to-Career Alliance and Innovative Educational Systems (IES), a contracted service provider. Services are designed around the Workforce Investment ACT (WIA) ten (10) program elements of post-secondary preparation, academic and occupational learning, preparation for unsubsidized employment, linkages to local and regional employers, alternative secondary school services, summer employment, occupational skills training, leadership development, comprehensive guidance and counseling and supportive services.

Under WIA, Year-round Youth Services began with the Summer Opportunities Program, one of ten (10) Youth Services components, on July 1, 2000. Following the summer component, which provided hands-on paid work experience opportunities for more than 700 youth, many youth continued to receive basic skills training, mentoring and career preparation for the remainder of the program year.

A very successful Building Futures for Youth Job and Resource Fair was held in June with more than 450 youth and 50 employers in attendance. Spearheaded by Innovative Educational Systems in partnership with the Hawthorne, Inglewood and Lawndale chambers of commerce, youth were hired in a variety of summer positions with the U.S. Post Office, Central Parking System, Pacific Theaters, FAA, Subway, Furama Hotel, Hometown Buffet and City of Hawthorne Public Works.

Partnership with our local high schools was expanded this year with IES Case Managers working hand-in-hand with School-to-career Coordinators at six high schools to market, enroll and monitor WIA youth activities.

"I am very proud of the job that the One-Stop helped me find." - Angelica Jara
As the administrative entity for the Private Industry Council Aerospace Network (PAN), the South Bay Workforce Investment Board is proud that this extremely beneficial program has enjoyed the generous level of attention that it has received from the State of California and the United States Department of Labor. For the sixth consecutive year, the program has successfully served thousands of laid-off aerospace and defense workers throughout Southern California with its expansive service delivery network. This service delivery system provides a rapid response to those individuals who are experiencing the adverse effects of downsizing, by providing them with counseling, in-depth skills assessment, job referrals, subsidized classroom vocational training, on-the-job training and support services such as transportation and childcare. The training received provides the workers with the skills necessary to obtain employment in such demand occupations as: computer repair technicians, electricians, graphic designers, technical support specialists, electronics technicians, administrative assistants, clerical and medical support personnel as well as hundreds of other potential career opportunities. As a result of these focused efforts coordinated by the South Bay Work Force Investment Board, at the end of the last fiscal year 3500 displaced workers exited the program, of which 3000 or 86% were placed in unsubsidized employment positions.

A Customer Satisfaction Survey of dislocated aerospace workers who received services during the last program year indicates a high level of satisfaction.

"If I did not have your training I would not have the job I have now. Thank you!" - Aerospace Network Customer
I-TRAIN Course Management System ➔ The I-TRAIN offers universal access to an interactive, and user-friendly, workforce development system. The I-TRAIN consists of several different training directories. One Directory is the Regional Training Vendor Directory (RTVD). This Directory is a database of private and non-profit training providers as well as consumer "report-card" information on vendor’s placement performance. The I-TRAIN has been expanded to include a Public Training Vendor Directory (PTVD), and a Community Based Organization Directory (CTVD), which consists of Community-Based Organizations (CBO’s) who do not "fit" into the RTVD or PTVD categories. The ultimate goal of the CTVD is to give CBO’s the opportunity to be included on the state’s Eligible Training Provider List (ETPL). The System also provides related information and links to additional community service providers. The I-Train holds more that 1500 courses and more than 400 vendors which are listed in the State ETPL. In point of fact, the South Bay contributes just about one-half of all of the vendors and courses listed in the State.

State of California Eligible Training Provider Listing (ETPL) ➔ The South Bay Workforce Investment Board (SBWIB) was pleased to assist the State by hosting and maintaining the ETPL for 11/2 years.

Streamlined/Flexible ➔ The data distributed electronically through I-TRAIN is procured year-round through an open Request for Qualification (RFQ), available on-line. The RFQ was developed with the assistance of more than twenty procurement specialists and meets WIA, EDD and California State requirements. A key feature of the approval process includes an on-site visit by a SBWIB procurement staff member along with an "Industry Expert." Approved training providers are continuously evaluated for placement performance and receive an annual site-visit by SBWIB and partnering service delivery area staff. Monthly monitoring and evaluation meetings are held where monitoring outcomes are reviewed and the monitoring schedule is implemented. This regionalized monitoring system is efficient and gives participating partners a shared sense of ownership.

Empowering ➔ By making training provider data easily retrievable, I-TRAIN allows clients an "informed choice" in a convenient and effective way. By empowering clients with participation in gathering their own career and training information, overall satisfaction improves and drop-out rates decrease.

Access ➔ The I-TRAIN provides rapid response to the needs of a fast growing and changing workforce by providing Universal Access to electronic, on-line directory of training providers at the fingertips of any site with a computer and Internet connection. The I-TRAIN connection is also available at all WIA Program Sites, Employment Development Departments (EDD) and Local One-Stops.

System Use ➔ The I-TRAIN Course Management System is used by professional staff serving a population base of nearly 65% of the State. There are customized regional I-TRAIN databases serving Oakland, Contra Cost County, Alameda County, San Jose, Santa Cruz County, and most of Southern California.

Client and Case Manager Services ➔ The System also provides electronic versions of all of the State Welfare-to-Work (WtW) and Workforce Investment Act (WIA) forms including the necessary software to interface-with and update that State systems.
The return on investment is $2.49 for every dollar spent.

Return on investment is determined by the successful training and job placement of unemployed 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 expended. The costs of training are subtracted from the gross economic gain to determine the net economic gain.

"The South Bay Workforce Investment Board has been a valuable contributor to the success of our business by supplying us with skilled and well qualified employees." - Troy Bowie - Manager, Resources Transportation and Distribution
## DEPARTMENT OF LABOR WIA PERFORMANCE STANDARDS ACHIEVED

<table>
<thead>
<tr>
<th>Category</th>
<th>Standard</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Adult Retention Rate</strong></td>
<td>69.5%</td>
<td>72.2%</td>
</tr>
<tr>
<td><strong>Adult Entered Employment Rate</strong></td>
<td>62.0%</td>
<td>78.0%</td>
</tr>
<tr>
<td><strong>Adult Six-Month Earnings Replacement</strong></td>
<td>$5.479</td>
<td>71.8%</td>
</tr>
<tr>
<td><strong>Adult Credential/Diploma Rate</strong></td>
<td>40.0%</td>
<td>48.0%</td>
</tr>
<tr>
<td><strong>Dislocated Worker Entered Employment Rate</strong></td>
<td>66.7%</td>
<td>68.7%</td>
</tr>
<tr>
<td><strong>Dislocated Worker Retention Rate</strong></td>
<td>79.5%</td>
<td>88.5%</td>
</tr>
<tr>
<td><strong>Dislocated Worker Six-Month Earnings Replacement</strong></td>
<td>Incomplete Data</td>
<td>86.0%</td>
</tr>
<tr>
<td><strong>Dislocated Worker Credential/Diploma Rate</strong></td>
<td>40.0%</td>
<td>48.0%</td>
</tr>
<tr>
<td><strong>Older Youth Entered Employment Rate</strong></td>
<td>62.3%</td>
<td>61.2%</td>
</tr>
<tr>
<td><strong>Older Youth Retention Rate</strong></td>
<td>79.9%</td>
<td>81.5%</td>
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<tr>
<td><strong>Older Youth Six-Month Earnings Replacement</strong></td>
<td>$4.637</td>
<td>36.0%</td>
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<tr>
<td><strong>Older Youth Credential/Diploma Rate</strong></td>
<td>40.0%</td>
<td>47.8%</td>
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<tr>
<td><strong>Younger Youth Retention Rate</strong></td>
<td>54.0%</td>
<td>40.0%</td>
</tr>
<tr>
<td><strong>Younger Youth Skill Attainment Rate</strong></td>
<td>54.0%</td>
<td>40.0%</td>
</tr>
</tbody>
</table>

*Performance on this standard is erroneous due to inappropriate data entered by the State into the database system.*

**No WIA data collection method was in place for accurate retrieval. Entire State performed below standards, as a result unable to measure this standard with current information.*

Note: South Bay WIA exceeded 13 of 15 performance standards. No other Local Workforce Investment Area exceeded a higher number of standards than the SBWIA.
# 2000/2001 Summary of Expenditures
Total: $13,350,153

<table>
<thead>
<tr>
<th>Program</th>
<th>Cost</th>
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<tbody>
<tr>
<td>Aerospace Program</td>
<td>$8,842,720</td>
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<tr>
<td>Welfare-to-Work Program</td>
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<tr>
<td>Youth Program</td>
<td>$3,417,759</td>
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<td>Adult Program</td>
<td>$6,659,947</td>
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<td>Displaced Worker Program</td>
<td>$1,009,363</td>
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## Enrollment Summary 2000/2001

<table>
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<tr>
<th>Activities</th>
<th>Adult</th>
<th>Youth</th>
<th>Dislocated Worker</th>
<th>PAN II</th>
<th>PAN III</th>
<th>Welfare-to-Work</th>
<th>LA County Contract</th>
<th>LA City Contract</th>
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<tbody>
<tr>
<td>Core Services</td>
<td>318</td>
<td>16</td>
<td>289</td>
<td>246</td>
<td>525</td>
<td>609</td>
<td>21</td>
<td>194</td>
<td>2,218</td>
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<tr>
<td>Intensive Services</td>
<td>357</td>
<td>78</td>
<td>228</td>
<td>254</td>
<td>968</td>
<td>557</td>
<td>22</td>
<td>76</td>
<td>2,540</td>
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<tr>
<td>Training Services</td>
<td>215</td>
<td>18</td>
<td>268</td>
<td>270</td>
<td>1,666</td>
<td>181</td>
<td>22</td>
<td>110</td>
<td>2,750</td>
</tr>
<tr>
<td>Youth Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skill Attainment*</td>
<td>425</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>425</td>
</tr>
</tbody>
</table>

*Younger Youth Only
"I feel like my life began after I came to the South Bay One-Stop Business & Career Center."

- Jerry Phillips, Truck Driver, Cemak Trucking

"The South Bay Workforce Investment Board has been a valuable contributor to the success of our business by supplying us with skilled and well qualified employees."

- Troy Bonie, Manager, Resources Transportation and Distribution
South Bay Workforce Investment Area Offices and Staff

South Bay WIB
Administration
11539 Hawthorne Blvd., Ste. 500
310/570-7700
www.southbaywib.org

Jan Vogel
Executive Director

Peggy Aldridge
Employment Services Manager

Charles Douglas
James "Jimmy C" Carradine
John Farace
Robert Mejia
Sheryl Lal
Sidney Smoot
Rosemarie Sweeney
Velma Warmack

Ana Lebiff
Barbara Hendricks
Bebe Harbold
Catherine Mosley
David Nielms
Deatria King
Francisco Carrillo
Gwendolyn Dixon
Imelda Segura
Jackie Edwards
Karmen White
Latoya Herman
Lauri Williams
Leticia Rhodes
Lonna Certified
Michelle Sanders
Maribel Rodriguez
Michael Nichols

Necosia James
Norma Uribe
Patricia Colombo-Beyeler
Patty Robichaud
Ron Delahousaye
Roshun Williams
Sonia Godinez
Stephanie Campbell
Tamika Hambrick
Terry Cantine
Terry Jackson
Terry Owens
Timeisha Winfield
Tom Griffiths
Tracey Cannon
Tudorita Gulea

Hawthorne/Inglewood
El Segundo/Lawndale

Inglewood One-Stop
110 South La Brea
Inglewood, CA 90301
310/570-5600

Barbara Roberts-Hubbard
South Bay Workforce Investment
Area Operations Manager

Yvonne Benitez
Renate Burchartz
Alisha Boyd
Sandra Cuellar
Charmaine Davis-Springfield
Veronica Gates
Ana Gaxiola
Lisa Goodrich
Daniel Hansen
John Hashaway
Lazaro Inguanzo
Judah Jackson
Esty Johnson-Marshall
Sheila Martin
Lynn McClendon
Corey McKnight
Cedric McRae
Paulom Randhera
Tamara Stapleton
David Hall
Angelica Vilchez
Kristen Kane
Marvin Walker
Deborah Thomas

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8925 So. Sepulveda Blvd., Ste. 400
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310/665-0540

Desmond Walker
Manager

Beatriz Vicuna
Erbin Jordan
Kirsten Kane
Lilly Rodriguez

Hawthorne One-Stop
11633 Hawthorne Blvd., Ste. 400
Hawthorne, CA 90250
310/219-3770

Lawndale One-Stop
14829 Hawthorne Blvd., Ste. 200
Lawndale, CA 90260
310/219-3770

L. D. Shern
Manager

Robert Alcutt
Robert Chavez
Sharon Gresham
Richard Hall
Peggy Harris
James Lyons, Jr.

Youth Programs
Cyd Spikes
Vicente Miles
Crystal Burrows
Ronald Tatum

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

Patrick Martinez
Program Director

Dora Duran
Michele Dukes-Sponder
Maria Ferretti
Guadalupe Casca
Sandra Bourassa
Dorothy Hancock
Tara Thompson
Michael Reagan

Beach Cities One-Stop
320 Knob Hill
Redondo Beach, CA 90277
310/318-6045

HeLEN Wong
Program Director

Robin Flanagan
Stephanie Fisher
Geoffrey Grants
Theano Kavoulakis
Norma Nino
Amy Osnower
Susan Ruskowski
Kim Slany
Marty Thomas

ANNUAL REPORT 2000/2001
EMPLOYERS

Lear Astronics Corporation
Lear Jet
Learner's
Litton Enterprise Solutions
Long Beach Memorial Medical Center
Long Beach Financial Corporation
Loral Electro-Optical Systems
Los Angeles Community College
Los Angeles County
Los Angeles County Sheriffs Department
Los Angeles Police Department
Lucas Aerospace Cargo Systems
Lucky Duck Swim School
M.I.S.I. Company, LTD
Macy's Department Store
Management Recruiters of Burbank
Manpower Technical
Marin County
Marriott Hotels
Marriott Vacation Club International
Marshall Electronics, Inc.
Mary Perillo
Mattel Inc.
Maximum Technology Solutions
MDTSC
Mervyns
Metro One
Mikana Mfg. Co., Inc.
MISI Corporation
Nordstroms
Norrell Services
Northrop Grumman
OCA Applied Optics
Olympic Co.
Omni Data & Financial
Onsite
Onsite Aviation
Ortel
Pacific Protection Services Inc.
Paramount Pictures
Parker-Hannifin
Pasadena Pacific, Inc.
Peak Technical Services, Inc
PEAK Technical Services, Inc.
Primerica Financial Services
Pro Staff Personnel
Procter & Gamble Mfg. Co.
Products Engineering
ProStaff Personnel Service
Protocol Inc.
Proud Heritage
Qualcomm
QuinStar Technology Inc.
Raytheon Systems Company
Reiltraff, Inc.
Remedy Intelligent Staffing
Resources Transportation & Distribution
Rite Aid Corporation
Robert F. Kennedy Medical Center
Robinsons May
RPS Inc.
Saddleback Hospital
Santa Monica College
Schneider National Connection
Schwab Inc.
Science Applications International Corporation (SAIC)
Sears
Sears Carson Marketing Center
SER Travel Academy
Sherwood Management
Sony Pictures Entertainment
Southern California Edison
St. Francis Medical Center
St. Mary's Medical Center
State Industrial Products
Suburban Medical Center
Supplier Quality Associates Inc.,
T.J. Maxx
TAG Entertainment Staffing
Talmo & Associates
Tech / Aid Inc.
TECHCO / Computer Consulting
Technical Services Operations AIL Systems Inc.
Technical Staff Connection
Tecolote Research, Inc.
The Aerospace Corporation
The Body Shop
The Boeing Company
The Destiny Group
The JBEST Group, Inc.
The Limited
The Plumbers Warehouse
The Ritz-Carlton Hotel
The Waterfront Hilton Beach Resort
Ticket Master
Top Gun Training
Toshiba Inc.
Tracerton Enterprises Inc.
Trade System International
Tri Staff Group
Triad System International
TRW
TSR Wireless
Tustin Personnel
Ultimate Staffing & Abacus Staffing
UltraLum Inc
Union Bank of California
Universal Pictures
Universal Protection Service
University of California, Los Angeles
University of So. California
US Coast Guard
USC University Hospital Inc.,
VACCO Industries
Valvoline Instant Oil Change
Vertec, Inc.
Volt Services Group
Waddel & Reed Inc.
Walt Disney Consumer Products
Walt Disney Pictures
Walt Disney Studios
Warehouse Shoe Sale
Washington Mutual Bank
Watts Health Systems Inc.
Wells & Associates
Worktek