South Bay One-Stop Business & Career Centers

Conveniently located at the following addresses to better serve you:

**Inglewood - Adult & Youth Services**
Serving—Inglewood, Hawthorne, Lawndale, Lennox, El Segundo
110 South La Brea Avenue, Inglewood, CA 90301
(310) 680-3700  Fax(310) 680-4098  TTY(310) 674-6054

**Youth Services**
Serving—Inglewood, Hawthorne, Lawndale, El Segundo
11539 Hawthorne Blvd., Suite 500, Hawthorne, CA 90250
(310) 970-7701  Fax(310) 970-7712  TTY (310) 978-4883

**Beach Cities**
Serving—Redondo Bch, Manhattan Bch, Hermosa Bch, Rancho Palos Verdes, Rolling Hills
320 Knob Hill, Redondo Beach, CA 90277
(310) 316-0645  Fax (310) 543-1730  TTY (310) 316-9881

**Gardena**
16801 South Western Avenue, Gardena, CA 90247
(310) 217-9579  Fax(310)217-6146  TTY (310) 327-3596

South Bay Workforce Investment Board
South Bay One-Stop Business and Career Centers Locations and Staff

**South Bay WIB Administration**
11539 Hawthorne Blvd., Ste. 500
Hawthorne, CA 90250
310/937-7700
www.sbwb.org

**Jan Vogel**
Executive Director
Robert Mejia
Employment Services Manager

**South Bay One-Stop Business and Career Centers Locations and Staff**

**Inglewood Location**
110 South La Brea
Inglewood, CA 90301
310/980-3700

Barbara Roberts-Hubbard
Operations Manager
(Hawthorne, Inglewood, Lawndale, Westchester locations)

Rebecca Aguirre
Yvonne Bentiez
Alisha Boyd
Renate Burchartz
Sandra Cuellar-Barrera
Charmaine Davis-Springfield
Veronica Gates
Ana Gaviola
Lisa Goodrich
Daniel M. Hansen
Peggy Harris
Lazaru Ingannzo
Edna Johnson
Ana Le Duff
Sheila Martin
Corey Mc Knight
Terri Owens
Paul Randeria
Tamara Stapleton
Desmond Walker
Sharon Watson

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

Helen Wong
Manager
Anne Cogeland
Maria Frias
Molly Gatinger
Georgenn Griffis
Theano Kavoulakis-Feller
Norma Nino
Mary Sercu
Kimberly Stany
Marty Thomas

**Youth Services**
11238 Hawthorne Blvd., Suite 500
Hawthorne, CA 90250
310/318-7711

Cyd Spikes
Manager
Robert Chavez
Sonya Cooper
Furaha Golden
LaToya Herman
Gabriela Lopez

**Gardena Location**
16811 South Western Avenue
Gardena, CA 90247
310/217-4095

Sandra Bourassa
Manager
Beth Aylee
Dora Durán
Maria Ferreti
Lupè Gasca
Maria Sanchez
Lucy Trujillo

Message From the Mayor of Hawthorne

As Mayor of the City of Hawthorne, and Chief Elected Official for the South Bay Workforce Investment Area I am resolved to bring the best to the South Bay area. With that I am proud to have the South Bay Workforce Investment Board operating in the city and serving our local communities.

As the economy has become more diversified, more jobs in target industries will require a more diverse workforce. The challenges facing SBWIB in creating a workforce prepared to meet current and future demand are numerous. SBWIB has met this challenge head on, with programs for businesses and jobseekers geared toward the unemployed, the under-employed, youth, older workers, undereducated, and indigent workers. Their success is based on an unfailing commitment and a dedication to service to the community.

With an increased emphasis placed on services designed to support and retain businesses, the SBWIB has become a valuable asset for the community and priceless resource for employers. This year, the South Bay One Stop and Business Centers assisted many new businesses moving into the community. Through positive recruitment and customized training programs, the One-Stop Centers were able to provide businesses with a pool of qualified, prescreened and motivated job seekers to interview and hire. This cost saving incentive alone, makes the South Bay Area an attractive place for new businesses and viable location for existing ones. SBWIB realized that an investment in people is an investment in the future.

I would like to extend proud congratulations to the South Bay Workforce Investment Board and the South Bay One Stop Business and Career Centers’ staff for its hard work, commitment, and dedication to the South Bay area.
From the SBWIB Chairperson

It is with great pleasure that I enter into my sixth year of service as Chairman of the South Bay Workforce Investment Board (SBWIB). I am proud to be a part of a workforce investment board that has, once again, surpassed the expectations set for it by the State of California and the United States Department of Labor.

Like its counterparts throughout the state, SBWIB has aggressively responded to our changing economy by being a resource to employers and job seekers. An increased emphasis has been placed on services designed to support and retain businesses. SBWIB is committed to continuous improvement in local education and training efforts so that the skills of the workforce match employer needs. By developing and implementing new programs SBWIB is able to realize its vision of a fully integrated workforce investment system that provides the tools necessary to develop a world-class workforce.

I want to once again congratulate the staff of the SBWIB and the South Bay One Stop Business and Career Centers for a job well done. Congratulations on another year of success!

11th Annual Alumni & Awards Breakfast

The South Bay Workforce Investment Board hosted its 11th Annual Alumni & Awards Breakfast in recognition of outstanding job training program alumni, employers, and training providers. This year’s theme was “Overcoming Obstacles.” Jan Vogel, Executive Director of SBWIB provided opening remarks. Congresswoman Maxine Waters praised the work done by SBWIB, its staff, and Jan Vogel in their roles to improve the economic and employment vitality of the South Bay. Hawthorne Mayor, Larry Guidi, also welcomed everyone and congratulated the SBWIB on another successful year. Other dignitaries included Hawthorne Mayor Pro Tem, Pablo Catano, Inglewood Council member Ralph Franklin, Lawndale City Council member Robert Pullin-Miles, and West Basin Water District Directors Don Dear and Ed Little.

Keynote speaker, Francisco J. Uribe, Director of Government and External Affairs at Verizon, and Alumni award recipients Ryan McDonald and Mary Uchiyama spoke movingly of the obstacles they overcame to reach their current level of success. Master of Ceremonies and SBWIB Chairperson, Wayne Spencer, introduced the individuals, employers, and organizations that made a difference by educating, training, and employing thousands of people during the year.

The SBWIB ‘Esther Williams’ Award of Excellence was given to Andrew J. Natker Senior Vice-President of Development of the Haagen Company. Andrew Natker and the Haagen company in partnership with the SBWIB have been instrumental in hiring local residents for the Inglewood shopping center “The Village at Century.” As Mr. Natker noted, “Many of the national chain stores wanted to do their own recruitment, but when they saw the phenomenal success and cost savings experienced by Chili’s restaurant in working with SBWIB, they came on board, achieved their own success, and would like to take a similar approach for other stores across the nation.”
South Bay Workforce Investment Board was awarded over $2.2 Million to help dislocated workers

The South Bay Workforce Investment Board (SBWIB) has been awarded $2,216,500 to assist over 400 workers. The funding will allow the SBWIB to provide services and training to dislocated workers to transition to a variety of high wage, high demand occupations.

The South Bay Workforce Investment Board Introduced New Customer Service Workshops

Blueprint for Customer Service Success is an innovative, first of its kind program, that was the result of a unique collaboration with a local school district. The South Bay Workforce Investment Board and the South Bay Business Resource Network joined with the Central Valley Adult School to develop curriculum and materials for this valuable program to assist local businesses and their employees provide exceptional customer service.

The South Bay Workforce Investment Board Partners with West Basin Water District

The South Bay Workforce Investment Board (SBWIB) received $25,000 from the West Basin Water District in support of the SBWIB’s second year of its Turf Maintenance program. Additional funds were provided through the Department of Labor from SBWIB’s successful Bridge to Work Program that Congresswoman Maxine Waters started with SBWIB two years ago. The Turf Maintenance program is an education and training program to meet the growing demand for a skilled and agile workforce in the turf maintenance and landscape industry. SBWIB in partnership with California State Dominguez Hills Extended Education Department and West Basin Municipal Water District combined classroom training with hands-on subsidized work experience to develop apprenticeship level skills.

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

Total Economic Return from One-Stop Center, Dislocated Worker and Adult Programs

<table>
<thead>
<tr>
<th>Program</th>
<th>Economic Return</th>
<th>Investment</th>
<th>Return On Investment</th>
<th>Payback Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dislocated Worker</td>
<td>3,791,216</td>
<td>1,592,018</td>
<td>238%</td>
<td>109 days</td>
</tr>
<tr>
<td>Adult</td>
<td>3,470,438</td>
<td>1,382,641</td>
<td>251%</td>
<td>104 days</td>
</tr>
<tr>
<td>Total</td>
<td>7,261,654</td>
<td>2,974,659</td>
<td>244%</td>
<td>107 days</td>
</tr>
</tbody>
</table>

WIB funded programs provided a return on the Dislocated Workers Program of $2,199,198. This equates to a return on investment of $2.38 for every dollar spent.

WIB funded programs provided a return on the Adult Program of $2,087,797. This equates to a return on investment of $2.51 for every dollar spent.

Return on investment is determined by the successful training and job placement of unemployed individuals. The taxing 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 job training participants to establish the gross economic gain to the community.
 clique

### Elected Officials of the South Bay Workforce Investment Area Consortium

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mayor</td>
<td>Hawthorne</td>
</tr>
<tr>
<td>Mayor Pro Tem</td>
<td>Larry Guidi</td>
</tr>
<tr>
<td>Mayor Pro Tem</td>
<td>Pablo Catano</td>
</tr>
<tr>
<td>Mayor Pro Tem</td>
<td>Sam Edgerton</td>
</tr>
<tr>
<td>Council Members</td>
<td>Ginny Lambert</td>
</tr>
<tr>
<td>Council Members</td>
<td>Louis Velez</td>
</tr>
<tr>
<td>Council Members</td>
<td>Gary Parsons</td>
</tr>
<tr>
<td>Mayor</td>
<td>El Segundo</td>
</tr>
<tr>
<td>Mayor Pro Tem</td>
<td>Kelly Mc Dowell</td>
</tr>
<tr>
<td>Mayor Pro Tem</td>
<td>John Gaines</td>
</tr>
<tr>
<td>Council Members</td>
<td>Virginia Rhodes</td>
</tr>
<tr>
<td>Council Members</td>
<td>Robert Pullen-Miles</td>
</tr>
<tr>
<td>Council Members</td>
<td>Jim Ramsey</td>
</tr>
<tr>
<td>Mayor</td>
<td>Redondo Beach</td>
</tr>
<tr>
<td>Mayor Pro Tem</td>
<td>Mike Gin</td>
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<tr>
<td>Council Members</td>
<td>Steve Aspel</td>
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<tr>
<td>Council Members</td>
<td>Donald I. Szerlip</td>
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<td>Council Members</td>
<td>John Parsons</td>
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<td>Council Members</td>
<td>Chris C. Gable</td>
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<tr>
<td>Mayor</td>
<td>Manhattan Beach</td>
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<td>Mayor Pro Tem</td>
<td>Mitch Ward</td>
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<td>Council Members</td>
<td>Nick Tell</td>
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<td>Council Members</td>
<td>Jim Aldinger</td>
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<td>Council Members</td>
<td>Richard Montgomery</td>
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<td>Council Members</td>
<td>Joyce Fahey</td>
</tr>
<tr>
<td>Mayor</td>
<td>Inglewood Roosevelt</td>
</tr>
<tr>
<td>Mayor Pro Tem</td>
<td>Curren Price Jr.</td>
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<tr>
<td>Council Members</td>
<td>Judy Dunlap</td>
</tr>
<tr>
<td>Council Members</td>
<td>Eloy Morales, Jr.</td>
</tr>
<tr>
<td>Council Members</td>
<td>Ralph L. Franklin</td>
</tr>
</tbody>
</table>

### What People Think of the SBWIB

- "The One-Stop assisted us in finding quality applicants for one of our stores located in Inglewood. Our recruiter has personally worked with several other agencies before and believes that the South Bay One Stop is by far one of the best organizations she has worked with, and I highly recommend the One-Stop to anyone without reservations."
  - Eunice Min, HR Director for Superior Super Warehouse

- "If not for your One-Stop recruitment facilities, we would have had to incur great expense to find something comparable. I found it to be a very professional environment."
  - Jorge Saenz, Store Manager for Inglewood Ross Store

- "Although we have used the services of various employment organizations, our most recent experience in opening our new location in Inglewood was an exceptional success. Cost is always a consideration with efforts such as this. The cost was zero, yet the service was similar to the services found in other, very costly, organizations."
  - Ron Roberts, Recruiter for Daniel’s Jeweler

- "Personally, it was a great experience for me. I have been with Chili’s for 17 years and I have opened 4 different locations. This process was by far the best that I have experienced and I would recommend other companies to do the same. While I was there, everyone showed me their commitment to helping individuals reach their goals. Thank you One-Stop."
  - Steven McKinley, Managing Partner for Chili’s Restaurant, Inglewood

- "Many of the national chain stores wanted to do their own recruitment, but when they saw the phenomenal success and cost savings experienced by Chili’s restaurant in working with the SBWIB, they came on board, achieved their own success, and would like to take a similar approach for other stores across the nation."
  - Andrew J. Natker, Senior Vice-President of Development, Haagen Company
Youth Programs

6th Annual Blueprint for Workplace Success Youth Job Fair

On April 6, 2006, the Hawthorne Memorial Center hosted 50 local employers including Sears, Department of Rehabilitation, Universal Studios, Comcast, Macy’s, Fed Ex, HMS Host, Pacific Theaters, Juice-It-Up, SCORE Education, Larger Sizes, Macy’s, Daniels Jewelers, and AMC Theaters, and the LAX Marriott Hotel. Chartered buses transported an estimated 600 students from area high schools to the Job Fair.

Fit for Gold Tutoring & Fitness Academy Celebrates It’s Fourth Successful Year

Seventy-Five cadets and their families came out to celebrate the Fit for Gold Training & Fitness Academy’s fourth successful year. They assisted over 1500 elementary and middle school students throughout the year with homework, exercise, and nutrition. Cadets received gold, silver, or bronze Presidential Challenge Awards in recognition of their commitment and performance. Scholarships of $500 and $1000 were also awarded to 4 of the cadets. Hawthorne Mayor Larry Guidi and Gold’s Gym President, Steve Tavara, gave special recognition to sponsors of the program.

Youth Development Council

Chair
Yvella Johnson
Behavioral Health Services, Pacifica House

Dr. Thomas Falbo
El Camino College

Joe Fakhry
L.A. County Probation Dept.

Ken Bryant
Best & Shiles Youth Program

Don Carrington
Hawthorne School District

Dr. Joseph Condon
Lawndale School District

 Lynne Crisafi
Vought Aircraft Industries

Ruth Davis
Estate of Doris Balingrin Residential Property Mgt.

Dr. Thomas Falbo
El Camino College

Joe Fakhry
L.A. County Probation Dept.

Dr. Margaret Gordon
Cal State Dominguez Hills

Dr. Christine Hoffman
SCROC Superintendent

Jackie Honoré
Los Angeles Job Corps Center

Marisa Johnson
Community Action Board

Don Harris
Hawthorne Chamber of Commerce

Chief Michael Hoffner
Hawthorne Chief of Police

Dr. Bruce McDaniell
Lawson School District

Valadene McElroy
Parent

Huife Pournamdar
Housing, City of Hawthorne

Elyse Rothstein
Industrial Lock & Security, Inc.

Vivian Starch
Education Representative

Dr. Pamela Shiot-Powell
Inglewood United School District

Brenda Titus
Department of Rehabilitation

Janice Webb
Gilbank

Dr. Cheryl White
Continental Valley Union High School District

Lloyd Wilks
The Alternatives to Violence Project

Program Year 2005-2006 Achievements

- Served 68,745 people through the One-Stop Business & Career Centers. A total 2,845 people were enrolled in several grants with an entered employment rate of 90% and an average wage at placement of $16.92 per hour.

- Exceeded 100% on all of the U.S. Department of Labor’s performance measures for the program year, with one of the highest success rates of any other local workforce investment area in California.

The Countywide Subsidized Transitional Employment Program (STEP) met its goal for the year by enrolling over 800 CalWorks eligible participants into paid work experience and/or classroom training. In total, this program has enrolled more than 2,200 participants since its inception in March 2003, with over a 70% job placement rate.

Completed the fourth successful year of “Fit for Gold”: Healthy Mind and Body Youth Fitness Academy, along with the City of Hawthorne and Gold’s Gym. This Year, the SBWIB gave three $500 scholarships along with two $1000 scholarships to members of the Fit for Gold academy.

Provided hundreds of South Bay firms with staffing, outplacement, consulting, training and other services valued in the millions of dollars under the South Bay Business Resource Network.

Sponsored the 6th Annual Blueprint for Workplace Success Job Fair attended by nearly 600 students and over 50 employers.

Over 975 employees affected by company closures and layoffs throughout the South Bay received assistance through our Rapid Response Services Unit.

California Workforce Investment Board (State Board) awarded the South Bay WIB a Local Coordination Incentive award of $30,000. The award is for SBWIB’s coordination effort to develop a Business Mentoring Program.
South Bay Business and Career Centers Attain Highest Level Certification

The three South Bay One-Stop Business and Career Centers serving the cities of Hawthorne, Lawndale, El Segundo, Inglewood, Hermosa Beach, Manhattan Beach, Redondo Beach, and Gardena underwent a rigorous on-site certification process during July of 2006. Each center attained the highest level of certification.

The criteria for certification is based on the Malcolm Baldrige System of Quality and Excellence and are used to evaluate specific areas of performance such as Leadership, Strategic Planning, Process Management, and Business Involvement.

“We are very proud of our One-Stops and staff”, said Jan Vogel, Executive Director of the SBWIB, “Their professionalism and dedication to quality is part of what sets them apart. We are dedicated to serving the needs of our community and area businesses. This level of certification is further proof of our capability.”

The certification attained by SBWIB is valid from July 2006 through June 2008 and is an improvement over the previous period’s high level of attainment.

“What we are proudest of is that we not only provide a high quality service for our community, but that we also have processes in place that help us to continuously improve,” added Wayne Spencer, Chairman of the South Bay Workforce Investment Board.

Workforce Investment Act Performance Outcomes

<table>
<thead>
<tr>
<th>Local Area Name</th>
<th>Total Participants Served</th>
<th>Total Exitters</th>
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</thead>
<tbody>
<tr>
<td>Adults</td>
<td>255</td>
<td>80</td>
</tr>
<tr>
<td>Dislocated Workers</td>
<td>242</td>
<td>70</td>
</tr>
<tr>
<td>Older Youth</td>
<td>47</td>
<td>10</td>
</tr>
<tr>
<td>Younger Youth</td>
<td>148</td>
<td>40</td>
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<table>
<thead>
<tr>
<th>ETA Assigned #6045</th>
<th>Total Exitters</th>
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<tbody>
<tr>
<td>South Bay WIB</td>
<td></td>
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<tr>
<td>Adults</td>
<td>176</td>
</tr>
<tr>
<td>Dislocated Workers</td>
<td>133</td>
</tr>
<tr>
<td>Older Youth</td>
<td>27</td>
</tr>
<tr>
<td>Younger Youth</td>
<td>146</td>
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<table>
<thead>
<tr>
<th>Entered Employment Rate</th>
<th>Adults</th>
<th>Dislocated Workers</th>
<th>Older Youth</th>
<th>Younger Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent</td>
<td>76.2%</td>
<td>79.0%</td>
<td>74.1%</td>
<td>76.6%</td>
</tr>
<tr>
<td>Negotiated Performance Level</td>
<td>94.8%</td>
<td>92.3%</td>
<td>89.5%</td>
<td>97.1%</td>
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<tr>
<td>Actual Performance Level</td>
<td>124.4%</td>
<td>116.8%</td>
<td>105.5%</td>
<td>106.6%</td>
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<table>
<thead>
<tr>
<th>Retention Rate</th>
<th>Adults</th>
<th>Dislocated Workers</th>
<th>Older Youth</th>
<th>Younger Youth</th>
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<tbody>
<tr>
<td>Percent</td>
<td>61.2%</td>
<td>68.2%</td>
<td>86.7%</td>
<td>92.7%</td>
</tr>
<tr>
<td>Negotiated Performance Level</td>
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<td>89.7%</td>
<td>100.0%</td>
<td>105.5%</td>
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<tr>
<td>Actual Performance Level</td>
<td>146.4%</td>
<td>119.0%</td>
<td>165.6%</td>
<td>181.3%</td>
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</table>

<table>
<thead>
<tr>
<th>Earnings Change/ Earnings Replacement in Six Months</th>
<th>Adults</th>
<th>Dislocated Workers</th>
<th>Older Youth</th>
<th>Younger Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent</td>
<td>87.5%</td>
<td>92.5%</td>
<td>88.0%</td>
<td>90.0%</td>
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<tr>
<td>Negotiated Performance Level</td>
<td>120.0%</td>
<td>125.0%</td>
<td>130.0%</td>
<td>135.0%</td>
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<tr>
<td>Actual Performance Level</td>
<td>150.0%</td>
<td>155.0%</td>
<td>160.0%</td>
<td>165.0%</td>
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</table>

<table>
<thead>
<tr>
<th>Credential/ Diploma Rate</th>
<th>Adults</th>
<th>Dislocated Workers</th>
<th>Older Youth</th>
<th>Younger Youth</th>
</tr>
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<tbody>
<tr>
<td>Percent</td>
<td>66.0%</td>
<td>88.0%</td>
<td>92.0%</td>
<td>90.0%</td>
</tr>
<tr>
<td>Negotiated Performance Level</td>
<td>94.2%</td>
<td>104.2%</td>
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<td>114.2%</td>
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<tr>
<td>Actual Performance Level</td>
<td>154.2%</td>
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<td>170.2%</td>
<td>175.2%</td>
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</table>

<table>
<thead>
<tr>
<th>Skill Attainment Rate</th>
<th>Younger Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent</td>
<td>87.1%</td>
</tr>
<tr>
<td>Negotiated Performance Level</td>
<td>95.1%</td>
</tr>
<tr>
<td>Actual Performance Level</td>
<td>110.1%</td>
</tr>
</tbody>
</table>

Total participants served are clients entering the program between July 1, 2005, and June 30, 2006. Total exits include clients leaving the program during the period from April 1, 2005, to March 31, 2006. The cohort for entered employment rates and the employment/credential rates is October 1, 2005 through September 30, 2006. The earnings and retention measures are based on clients leaving the program between April 1, 2005 and March 31, 2006. The skill attainment rate and the diploma or equivalent rate evaluate the performance for clients leaving the Youth Program between April 1, 2005 and March 31, 2006.