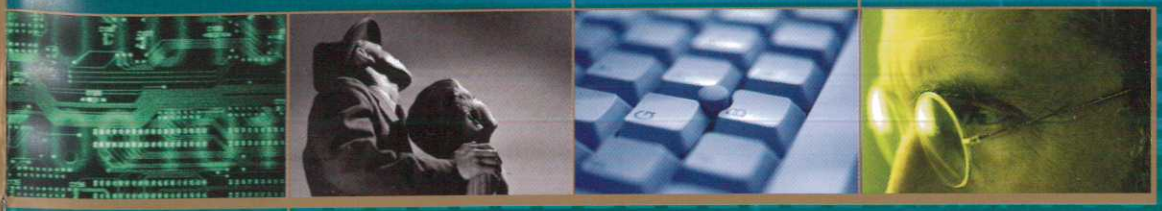


SBWIB

South Bay Workforce Investment Board

(formerly South Bay Private Industry Council)

Employers

Abbott Inc.
Accountemps
Ace Clearwater Enterprise
Ace Clearwater Enterprises
ACT 1 PERSONNEL
Adecco Inc.
Aerotek
Aflac
Aguilar Engineering, Inc.
AIL Systems, Inc.
Allied Signal
Alpha-Net Consulting Group Inc.
Alternative Resources Corp.
American Broadcasting Corporation
American Protective Services
Amtec Systems
Amtrak
Anaheim Hilton Towers
Anaheim Memorial Hospital
Anaylst International Corporation
AON Risk Service
Apple One Employment Services
Arcata Assiciation
Arcata Association
Arrow 93 FM
Aset Corporate Undercover
Automobile Club of Southern California
Avibank
Avibank Mfg. Inc.
BAE Systems
Bay Harbor Hospital
Beckman
Blaine & Associates
Boeing North America
Bokam Engineering
Borg - Warmer Protective Services
Brotman Medical Center
Burns International Security Services
California Highway Patrol
California National Guard
Ceycal Inc.
Charo 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
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 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
Inconen
Independent Capital Management
International Rectifier
Irvine Marriott
Joint Efforts Inc.
Kaiser Permanente
Kelly Assisted Living Services
Kelly Services
Kinko's (try to move to employer section)
L.A. County Office of Education
L.A. County Sheriff's Dept.
L.A.P.D.
L3 Communications
LAX Hilton Hotel
LAX Marriott Hotel
Lear Astronics Corporation
Lear Jet
Learner's
Litton Enterprise Solutions
Lon Beach Memorial Medical Center

› South Bay Workforce Investment Area

Annual Report 1999/2000

›Message from the Mayor of Hawthorne

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

As Mayor of Hawthorne and representing our City Council as the Chief Elected Officials for the South Bay Workforce Investment Area (SBWIA), I have been and shall continue to be dedicated to the goals, ideals, and objectives of workforce development in the South Bay. Improving the economic strength of our region shall position us for success in this new millennium and raise the standard of living for all of us. The arrival of the Workforce Investment Act on July 1, 2000 ushered in a new approach to workforce advancement, and the SBWIA has been making these necessary changes to the service delivery system in a streamline and seamless manner.

The South Bay Workforce Investment Board has developed many innovative programs to assist our communities. These programs traditionally have been developed to assist those individuals most in need first, and in so doing have improved the future outlook for us all.

The young people of our communities often share a common problem, a lack of information about what it takes to be successful in the real world. The South Bay Workforce Investment Board has worked diligently to take the mystery out of what young people will need to be successful. The South Bay School-to-Career Alliance, a collaboration of community members, business, education and government, working together to prepare K-12 students in the Hawthorne, Centinela Valley, Lawndale and Inglewood School Districts for success in college and careers. This preparation is rendered through series of hands on educational methods, such as job shadowing; internships or externships conducted in real workplace environments.

The South Bay One-Stop Business and Career Centers are empowering the people of the South Bay, by giving them a place where they can find answers to all of their employment related concerns. These One-Stop Centers are open to the public and are partnered with the State of California Employment Development Department, the Department of Rehabilitation, El Camino Community College and California State University at Dominguez Hills. The Centers are strategically located throughout the South Bay. They also offer specialized services to youth, low-income adults, dislocated workers, and people participating in welfare-to-work programs. These are all free services and may include individualized assessment, employment counseling, labor market information, and professional training in hundreds of different fields, employment referral and placement.

The legislative transition from the Job Training Partnership Act (JTPA) to the Workforce Investment Act (WIA) has brought about the new name South Bay Workforce Investment Board (SBWIB) (formerly the South Bay Private Industry Council). This change was made necessary by a legislated federal mandate that all Private Industry Councils convert to Workforce Investment Boards. Never before in the history of the organization, have so many changes occurred in such quick succession. This past year has presented numerous challenges to the SBWIB, from the administrative transition into the City of Hawthorne, to the physical move to a new location. The SBWIB has persevered and come out better than ever; continuing their goal of a strong workforce and a stronger economy for the South Bay.

As Mayor I am elated to have such a community minded agency available to provide local residents with innovative employment and training resources and opportunities. I salute the South Bay Workforce Investment Board and wish great things for each member in all their future endeavors.

From the WIB Chairman

Gene R. Novack

As the Chairman of the South Bay Workforce Investment Board I take great pride in our accomplishments, from the innovative and cutting edge programs to the personal touch and quality service delivered through our staff.

During this time of economic prosperity in America, not all of our people have experienced a financial upturn. Many are still being laid-off from their jobs, many are still receiving some form of public assistance, many are still not able to make ends meet and many young people still see little hope for themselves in the future. For all of the aforementioned reasons, the South Bay Workforce Investment Board is working harder than ever to improve the quality of life for all residents of the South Bay. Through the continuation of such innovative programs as the Private Industry Counsel Aerospace Network (PAN), which was developed to transition laid-off aerospace workers into high demand occupations through the use of intensive assessment, counseling, employment training and job placement services. The Intrastate Training And Information Network (I-TRAIN), that uses the internet to make information regarding qualified and certified training providers available to the public through a government approved procurement process.

The South Bay School-to-Career Alliance is another program that the South Bay Workforce Investment Board has taken great pride in administering. The South Bay Alliance, as it is most commonly referred to, is a dynamic and innovative program which promotes access to both academic and employment opportunities while addressing the unique social and economic needs of urban area youth.

The Workforce Investment Act, which became effective July 1, 2000, differs from its predecessor in a very special way, the doors of all South Bay One-Stop Business and Career Centers are now open to every citizen in the United States. Anyone can come in and make use of our local job listings and all other core services. In addition to the service requirement changes, the new law also precipitated a need for an identity change. The South Bay Workforce Investment Board's former name was the South Bay Private Industry Council (SBPIC) the need for a new name arose as a result of Private Industry Councils being nationally converted to Workforce Investment Boards. These boards serve a similar function to the councils except that they now are comprised of more areas of the community, more board members and are separated from the One-Stop Business & Career Centers.

In the coming year we expect even greater things to come, such as a new program that will enable us to better serve the disabled as well as an expanded role among our partners within the business community through our enhanced use of technology.

I would like to take this opportunity to congratulate the staff of the South Bay One-Stop Business & Career Centers as well as the administrative staff, your hard work, diligence and commitment to excellence through the delivery of outstanding service has resulted in another success filled year.

City Council of Consortium Cities

Mayor
Hawthorne
Larry Guidi

Council Members
Steve Anderson
Roy McNally
Mark Schoenfeld
Ginny Lambert

Mayor
Gardena
Donald L. Dear

Council Members
Steven C. Bradford
James W. Cragin
Paul Tanaka
Terrence S. Terauchi

Mayor
Lawndale
Harold Hofmann

Council Members
Virginia Rhodes
Neil Roth
Larry Rudolph
Nancy McKee

Mayor
El Segundo
Mike Gordon

Council Members
John Gaines
Kelly McDowell
Nancy Wernick
Sandra Jacobs

Mayor
Inglewood
Roosevelt F. Dorn

Council Members
Judy Dunlap
Jose Fernandez
Lawrence Kirkley
Jerome Horton

Mayor
Hermosa Beach
J. R. Revcizky

Council Members
Sam Y. Edgerton
John Bowler
Cathy Dunbabin
Julie Oakes

Mayor
Manhattan Beach
Tim Lilligren

Council Members
Walter Dougher
Joyce Karlin Fahey
Steve Napolitano
Linda Wilson

Mayor
Redondo Beach
Gregory C. Hill

Council Members
Gerard Bisignano
Michael Gin
Bob Pinzler
Kevin Sullivan
John Parsons

Youth Development Council

Martina Guilfoil,
Chair

John Workman,
Bert Davila
Dr. Thomas Fallo
Kelly Fujio
Veronica Garcia
Judy Grood
Janice Hahn
Dr. James Harris
Timothy Harrison
Jackie Honore
Yvette Johnson
Jacquelyn Kelly
Jerry Klein
Veldafern McElroy
Dr. Elizabeth Nash
Michael Perez
Chief Steve Port
Kelly Quinn
Art Waller

Alternates
Trina Della Gatta
Lt. Paul Moreau

South Bay WIB Board Members

Gene Novack, *Chairperson*
Northrop Grumman

Joe Aro
South Bay Economic Development Partnership

Carolyn Arrington
International Rectifier

Reshma Bhakta
Holiday Inn Express

Samuel Bingham
Bingham & Associates

Brenda Brent
Department of Rehabilitation

Karin Cooper
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

Janice Hahn
Southern California Edison

Charles Harkey
Ticket Master

Dr. James Harris
Inglewood Unified School District

Jackie Honore
LA Job Corps Center

Yvette Johnson
Behavioral Health Services

Pati Lail
Hermosa Beach General Store

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

Jackie Mizell-Burt
Department of Public Social Services

Dr. Elizabeth Nash
Southern California Regional Occupation Center

Steve Nelson
Nelson & Company Real Estate

John Parsons
Horrell Realtors

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

Dwight Radcliff
US Vets, Inc.

Barbara Roberts-Hubbard
South Bay One Stops

Nancy Savage
Northrop Grumman

Gordon Scott
Uniglobe Travel

Keith Skotnes
United Auto Workers-Region 5

Wayne Spencer
Trans North American Protection

Larry Square
Square Deal Trophies and Awards

Debra-Lynne Terrill
Manhattan Beach Chamber of Commerce

Robert Thomas
Manhattan Beach Marriott Hotel

Art Villarreal
Water & Power Federal Credit Union

Art Waller
City of Inglewood Housing Department

Dawn Wendl
Hawthorne Savings

Helen Wong
Beach Cities One Stop

John Workman
Real Estate Management

Susie Yellowhorse-Jensen
Southern California Indian Center, Inc.

Norman Zelben
Western Surplus

Alternates

Tod Sword
South Bay Economic Development Partnership

Dr. Margaret Gordon
California State University at Dominguez Hills

Dora E. Duran
Gardena One-Stop

Shana Campbell
US Vets, Inc.

Daryn Smith
Department of Rehabilitation

Helen Duncan
Manhattan Beach Chamber of Commerce

Dan Elias
Department of Public Social Services

Colleen Colson
LA County Community Action Board

Patricia Caldwell
El Camino Community College

Dr. Rhunette Montle
Inglewood Unified School District

Aline Nishihara
LA Job Corps Center

Amy Lambert
Southern California Regional Occupation Center

David Campbell
Paper, Allied-Industrial & Energy Workers International Union

James Edwards
Real Estate Management

› Transition

This year we have witnessed an enormous amount of change in a relatively brief period of time. The Job Training Partnership Act has been replaced by the Workforce Investment Act, and with this legislative redirection came both apparent and non-apparent transitions. Among the apparent changes came our new name. The South Bay Private Industry Council (SBPIC) has always represented community leadership, integrity as well as a sanctuary for those members of our community who are most in need. These hard-earned core values exemplify what we are as an organization. The South Bay Workforce Investment Board (SBWIB) will continue to represent community leadership and integrity. We shall continue to serve this community with the highest level of respect, and go on demonstrating our commitment to a strong and globally competitive workforce. Some of our non-apparent changes came in the way we deliver our services. We now have the added flexibility of providing core services to each and every adult who walks into one of our One-Stop Centers. Core Services are defined as: Universal access of adults and dislocated workers for eligibility determination, outreach, intake, orientation, initial assessment, job search and placement assistance, career counseling, employment statistics. In addition to the above mentioned services, adults and dislocated workers also have access to performance and cost information on training providers, information on local area results on WIA performance measures, information on supportive services, information on filing UI claims, assistance in establishing eligibility for Welfare-to-Work and financial aid.

In addition to the legislative changes just mentioned, the South Bay Workforce Investment Board also made a couple of big administrative transitions. On February 28, 2000, the City of Hawthorne acquired administrative jurisdiction over the South Bay Workforce Investment Area. This was followed by the physical move of the SBWIB administrative headquarters to the City of Hawthorne as well. Everything about the former SBPIC now has a new look and feel as the SBWIB. It is a new beginning for a nationally recognized organization that has kept its core values and tradition of high quality service with integrity and respect.

South Bay One-Stop Business & Career Centers

The South Bay One-Stop Business & Career Centers exist for the purpose of providing access to a wide array of convenient services under one roof, in an environment conducive to bringing together employment seekers and employment providers and is committed to meeting the demanding needs of both. These demands for service are being met through a range of employment and training services such as job information, training and job placement services including labor market information, career workshops, job placement assistance, job club, individualized career assessment, post-secondary education, as well as health and human support services to participants all at no cost. The needs of South Bay area employers and businesses are being met through the provision of no cost staffing services, customized training services, job posting, candidate recruitment and screening, free website hosting, and tax credits through its publicly funded programs.

"The South Bay One Stop Business & Career Center has been a great resource for my business and employment needs. They have surpassed my expectations." Norman Zelben, President, Western Surplus Stores

The South Bay One-Stop Business & Career Centers represent the collaborative partnership of the South Bay Workforce Investment Board (SBWIB), with California State University Dominguez Hills (CSUDH), the State of California Employment Development Department (EDD), 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 City of Hawthorne operates three One-Stop Centers, which serve the communities of Hawthorne, Lawndale and Inglewood, they 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; and the Inglewood One-Stop Center located at 110 S. La Brea Avenue. The City of Hawthorne also operates the Westchester One-Stop Center 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. The City of Gardena operates a One-Stop Center for the residents of Gardena at 16801 S. Western Avenue. The City of Redondo Beach operates the Beach Cities One-Stop which serves the residents of Redondo, Hermosa and Manhattan Beach at 320 Knob Hill.

›School-to-Career Alliance

As the School-to-Work Opportunities Act of 1994 (STWOA) comes to an end in 2001, the South Bay School-to-Career Alliance, operated by the South Bay Workforce Investment Board (SBWIB)(formerly the South Bay Private Industry Council), looks toward expansion. The SBWIB has, since the 1996 inception of the South Bay Alliances, lead its business, education and community partners within the South Bay Alliance toward achieving not only the STWOA vision for school reform, but has also achieved tremendous progress toward preparing the regions youth for success in the world of work.

The number of School-to-Career Centers providing internet-based computer technology resources and career preparation to high school students will grow from two Centers in 1996 to ten Centers in 2001. More than 3,000 students will have access to labor market information, career assessment tools, employment readiness training, job shadows and paid internships at Centers in seven (7) high schools, one (1) charter school, two (2) community parks and the South Bay One-Stop Business & Career Center in Hawthorne.

Assisting teachers in integrating world-class workplace practices into standards-driven academic curriculum has been a focus for the South Bay Alliance. More than 200 teachers from Inglewood, Hawthorne, Lawndale, Lennox and Centinela Valley school districts completed curriculum integration training at California State University Dominguez Hills and El Camino College as part of the South Bay Alliance Professional Development Institutes. K-12 teachers learned about the skills needed in the 21st century workplace from business volunteers from LAX, the Hospital Council of Los Angeles, R.R. Donnelley & Sons, United Airlines, Toyota, and Ace Clearwater Enterprises.

The teachers turned what they learned about the world of work into workplace relevant curriculum for the classroom. Students will learn how to prepare business plans, conduct environmental impact studies, and calculate product- manufacturing costs as they develop skills in math, language arts and social studies. These lesson plans will be available to teachers throughout the South Bay for implementation in their classrooms. The goal of the Professional Development Institutes is to expose students to the high standards of the new technology-driven workplace so that they are better prepared for college and careers.

Last year, middle and high school students had a glimpse of the world of work by participating in Groundhog Job Shadow Day. Business volunteers from the Inglewood/Airport Area Chamber of Commerce, the Hawthorne Chamber of Commerce and the South Bay Economic Development Partnership opened their doors to more than 400 students. Students spent a day touring the business facilities, speaking with front line workers and supervisors and observing work in action a variety of manufacturing, financial services, healthcare, educational, and consumer services companies.

El Segundo Refinery
Maintenance
Operations

› Senior AIDES Program

Senior AIDES stands for: Able, Industrious, Dedicated, Energetic, Service.

At a time in life when many mature workers are entering retirement, many others are faced with the prospect of having to attempt survival on an insufficiently fixed income. Leaving them with little alternative other than continuing or returning to work for the purpose of making ends meet.

Operated in 27 states and the District of Columbia, the Senior AIDES Program uses paid community service and training to update enrollees' skills so that they may rejoin a competitive workforce.

Recognizing that many mature adults are facing a financial crisis, the South Bay Workforce Investment Board developed its Senior AIDES Program. The Senior AIDES Program was developed to create a more customized approach toward the unique occupational requirements of these individuals. Through part-time work experience available to low-income persons, the assessment, workshops, counseling sessions and job placement services were developed especially to meet the needs of each mature worker age 55 years and older.

The City of Hawthorne is a proud sponsor of the National Senior Citizens Education and Research Center (NSCERC) Senior AIDES Program. Its goal is to offer seniors some much-needed assistance in returning to the workplace. Some of these workers have been forced into early retirement, others have been displaced due to plant closure, downsizing or relocation. Many have never been a formal part of the workforce, but as a result of circumstances, such as the death of a spouse, must now seek employment to avoid financial ruin.

The Senior AIDES Program not only benefits our seniors, but also our community benefit from a lifetime of experience and expertise that can only be found in the mature worker. Local nonprofit and government agencies provide on-the-job training while Senior AIDES provide assistance to staff, and at the same time gain valuable hands-on work experience.

The Senior AIDES Program is part of the Senior Community Service Employment Program (SCSEP) administered for the Department of Labor

"The Senior A.I.D.E.S. Project reintroduced me to the workforce by giving me the opportunity to develop my skill. The skills I obtained through the project enabled me to secure my current position as an Administrative Intern." Edna Johnson

› Welfare-To-Work

In August 1996, a comprehensive welfare reform bill, the Personal Responsibility and Work Opportunity Reconciliation Act, 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 primary purpose of TANF is to move people from welfare to work.

The Balanced Budget Act of 1997 amended certain TANF provisions and authorized the Secretary of Labor to provide Welfare-to-Work (WtW) grants to states and local communities. These funds are allotted to compliment the TANF program by providing transitional assistance to move the hard to employ TANF welfare recipients into unsubsidized jobs and economic self-sufficiency.

The South Bay Workforce Investment Board (SBWIB) received just over $2.1 million to provide training services over the course of three years to approximately 400 welfare recipients residing throughout Los Angeles County. Legislation targeted the use of WtW funds for services to participants who are long-term recipients of welfare that have specific barriers to employment, the hardest-to-serve and the hardest-to-employ.

"By participating in the Welfare-to-Work On-The-Job-Training Program, I was able to learn the necessary skills to secure a position in today's workforce. Thank You." Bernice Murphy

The Los Angeles Regional Welfare-to-Work Collaborative was formed to effectively use resources and to create a more cohesive system in Los Angeles County. The SBWIB took a leadership role in the formation of this regional collaborative because of its many years of experience effecting a working relationship with the Department of Public Social Services (DPSS) as an Intermediary contractor for the provision of vocational and educational training.

The plan for delivery of services through the existing South Bay One-Stop Business and Career Centers allows participants access to a wide variety of workforce development services including direct placement of program participants into employment opportunities. The SBWIB has also been very proactive in bringing non-custodial parents current in their abilities to more fully participate in the lives of their children by assisting in their attainment of employment. Through gainful employment, non-custodial parents not only are able to meet their child support obligations, but are also able to be more active in the lives of their children directly.

Early on, the South Bay Workforce Investment Board also recognized that there might be an adverse impact upon the "working poor" with the implementation of WtW, which creates employment opportunities for welfare recipients but fails to address the issues of the "working poor". The adult and dislocated worker programs pay extra close attention to those individuals who are under-employed and assists them in gaining a better job through a variety of options which include both classroom vocational training, on-the-job training and direct job placement.

› Youth Services

The South Bay Workforce Investment Board has successfully transitioned from the two-pronged youth program under the Job Training Partnership Act (JTPA) to a single comprehensive Year Round Youth Program Network, that encompasses the scope and objective of youth programs under the Workforce Investment Act (WIA).

This component provided hands-on paid work experience opportunities for almost 1000 youth.

Amidst the transition from JTPA to WIA, the new Year Round Youth Program began with a non-traditional Summer Opportunities Programs component on July 1, 2000.

In keeping with the tradition of putting together a summer musical, this year the South Bay Workforce Investment Board in cooperation with the Inglewood Unified School District, Innovative Educational Systems and the Inglewood Parks and Recreation Department, Sponsored the "Tap-dance Kid". This talented group of 35 young people not only performed in this wonderful musical, they also developed all of the sets. The performances were a pleasurable experience and drew a substantial audience.

Following this summer work experience opportunity, the participating youth continued to receive basic skills training, mentoring and career goal assessment for the remainder of the program year.

The Youth Program, known as the South Bay Youth Connection, is comprised of a collaborative partnership lead by Innovative Educational Systems (IES), which includes 18 partners all providing youth with access to services outlined in 10 elements of the Workforce Investment Act legislation. IES, together with the South Bay School-to-Career Alliance and the California Employment Development Department's Youth Employment Opportunity Program have joined forces at the South Bay One-Stop Business and Career Centers to provide a extensive array of services to both younger and older youth. These services include but are not limited to comprehensive assessment, tutoring, basic skills instruction, selective service registration, work readiness, vocational training, paid and unpaid work experience, internships, leadership training and job shadowing. Job placement assistance is provided through instructional Internet work search classes and direct referral to current job openings.

› Aerospace Network

Operated by the South Bay Workforce Investment Board and administered by the City of Hawthorne, the Private Industry Council Aerospace Network (PAN) project, For the fifth year in a row, served dislocated workers in eight Southern California counties: Los Angeles, Orange, Riverside, San Bernardino, Ventura, Santa Barbara, San Diego and Imperial. The target population includes workers from Boeing, Raytheon, TRW, Northrop Grumman, Lockheed Martin and Parker Aerospace. Since its inception in 1995, over 12,000 dislocated aerospace workers have received Basic Readjustment and Training services.

Through regional response to downsizing and plant closures, and an established service delivery system, Southern California Aerospace employers and workers are introduced to the Workforce Investment Act (WIA) as they were to the Job Training Partnership Act (JTPA). The regional coordination of services provides advantages for the dislocated aerospace worker by leveraging resources of local cities, counties and Workforce Investment Boards.

Basic readjustment services for workers include activities such as: comprehensive skills assessment, personal counseling, job development and placement, basic skills training, vocational classroom training, on-the-job training and support services such as child care and transportation. The training received prepares the workers for demand occupations such as: computer services, mechanics, electricians, electronics technicians, technical support specialists, graphic designers, administrative assistants, medical and clerical support specialists.

A Customer Satisfaction Survey of dislocated aerospace workers who received services during the last year indicates a high level of satisfaction. The following quotes are just a few of the comments made.

"The staff made me feel they really cared, overall a very good program."

"I appreciate the service."

"If I am laid off again, I will come back."

> I-TRAIN

(Intrastate Training Resource and Information Network)

Today's Workforce Investment Act (WIA) legislation hopes to strengthen the quality of the workforce and sustain economic growth by providing systems that encompass not only employment attainment, but also increase retention, earnings and skill sets. The key components of WIA-98 legislation are:

- Streamlining services by co-locating, coordinating and integrating activities and information into local One-Stop delivery systems.
- Empowering the individual with financial power over their training via Individual Training Accounts (ITA's) as well as increased individual participation in gathering career and training information.
- Universal Access to One-Stop systems and core employment related services.
- Increased Accountability of State/local entities and training providers by establishing core performance requirements that must be met.
- Strong Roles for local workforce investment boards, with local, business-led boards acting as "boards of directors".
- Flexibility to implement innovative workforce systems tailored to meet the needs of local and regional labor markets.

Eligible Training Provider List

As a result of WIA legislation, the State has established an Eligible Training Provider List (ETPL), listing private, non-profit, vocational and community based training providers throughout the state. The South Bay Workforce Investment Board (SBWIB) is proud to have been assigned responsibility for maintaining the ETPL utilizing the Regional Training Vendor Directory (RTVD), Private Training Vendor Directory (PTVD) and Community based Training Vendor Directory (CTVD) through the I-TRAIN system.

RTVD/PTVD/CTVD>I-TRAIN

The I-TRAIN offers universal access to an interactive and user-friendly workforce development system. The I-TRAIN contains RTVD, a database of private and non-profit training providers as well as consumer report-card information on vendors placement performance. The I-TRAIN has expanded to include PTVD, a second database for public schools, which cannot be held accountable for their services. CTVD, is the newest database which consists of Community-Based Organizations (CBOs) who do not fit into the RTVD or PTVD categories, the ultimate goal of the CTVD is to give CBOs the opportunity to be included on the states ETPL. The I-TRAIN also provides related information and links to additional community service providers.

Streamlined and 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 the Individual

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 resulting in more positive terminations.

Universal 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.

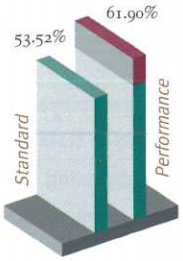
› Return on Investment Success!

The return on investment is $2.46 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.

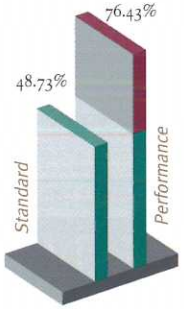
Performance Standards Achieved

Adult Follow-up Entered Employment Rate

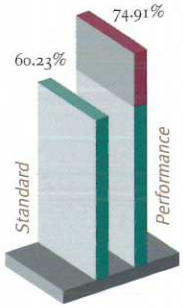


Adult Follow-up Welfare Weekly Earning

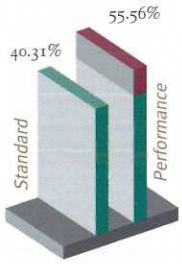
Youth Employment Enhancement Rate



Adult Entered Employment Rate



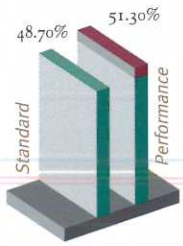
Youth Entered Employment Rate



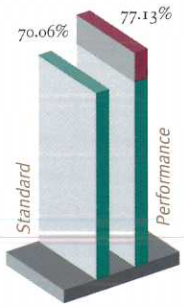
Title III Average Wage at Placement

Adult Follow-up Weekly Earnings

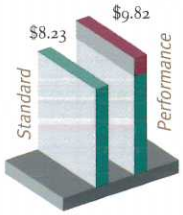
Adult Follow-up Welfare Entered Employment Rate



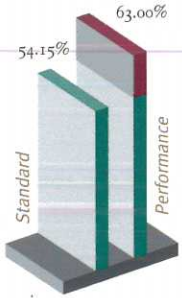
Title III Dislocated Worker Entered Employment Rate



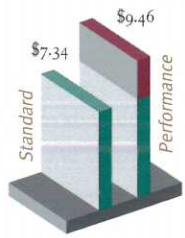
Adult Average Wage at Placement



Older Worker Entered Employment Rate



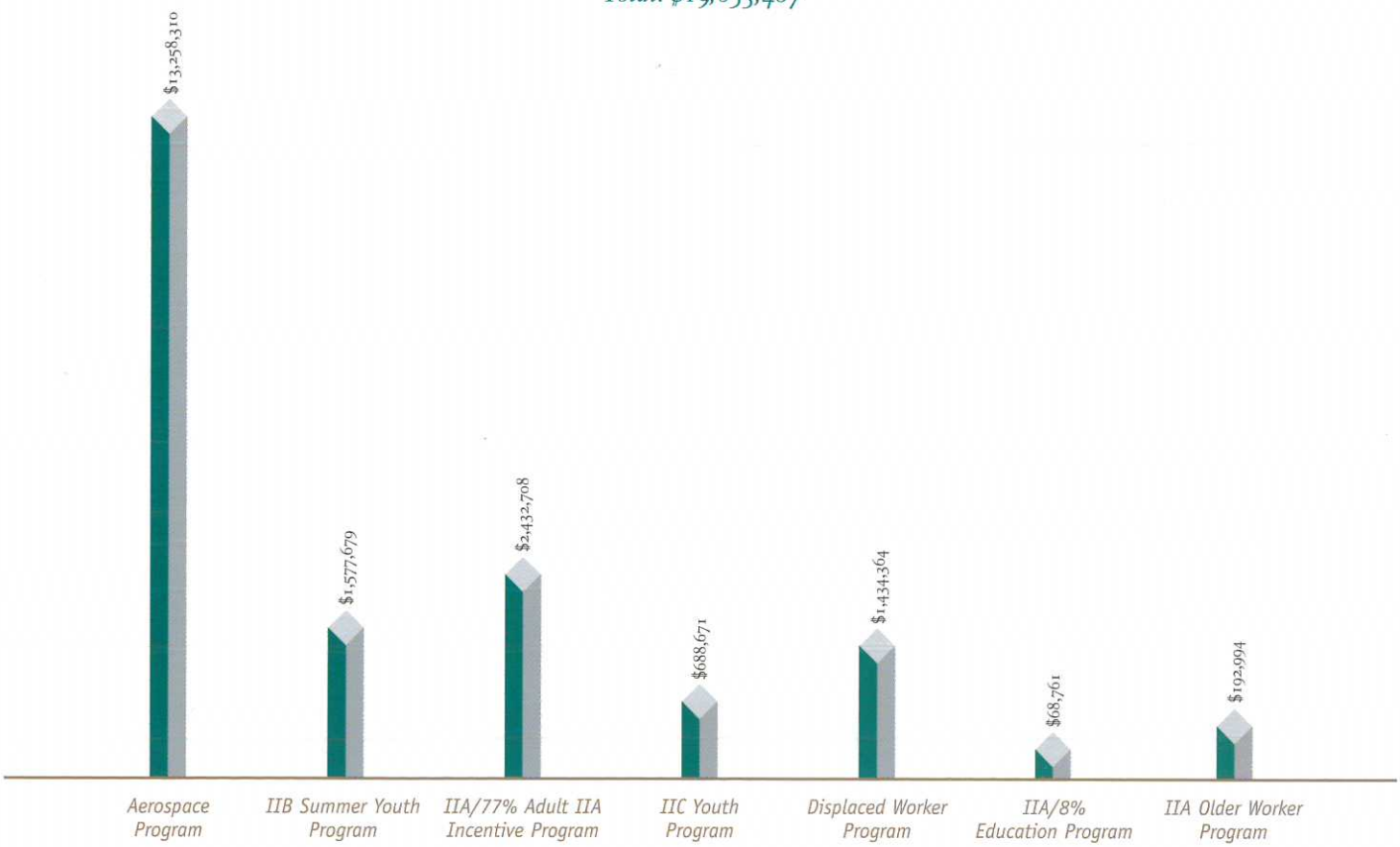
Older Worker Average Wage at Placement



Participant Enrollment & Fiscal Summary

1999/2000 Summary of Expenditures

Total: $19,653,487



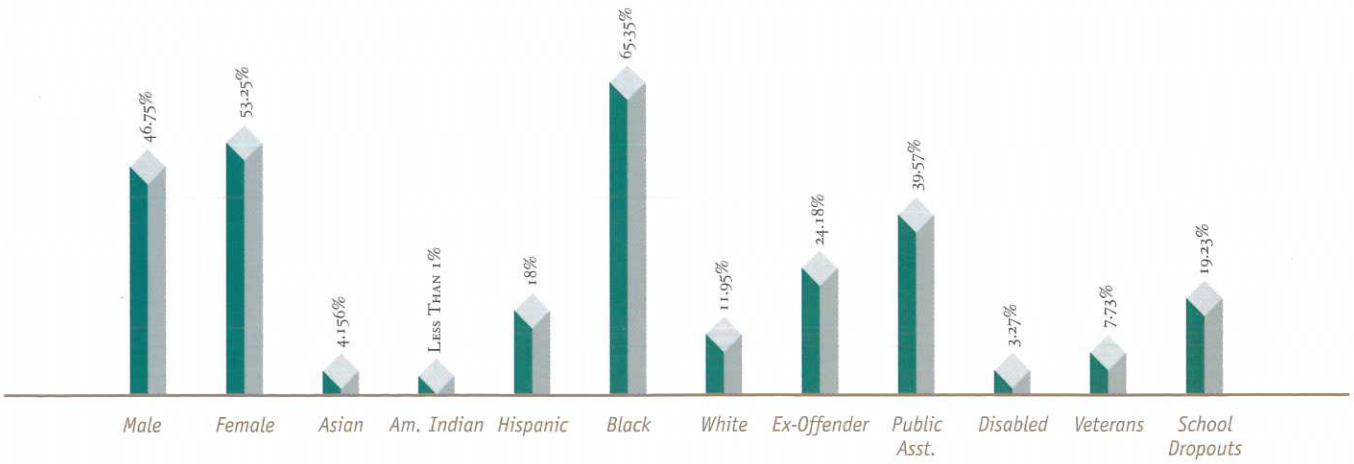
1999/2000 Summary

Activities	Title IIA & Incentive	Title IIA Older Worker	Title IIC Youth	Summer Youth	8%/50% Gain	Parents Fare Share	Title III Formula	PAN II	PAN III	L.A. County Contract	L.A. City Contract	Total
Classroom Training	262	23	10			9	327	749	1,675	21	110	3,186
On-The-Job Training	75	6	1			2	8	5	4		11	112
Customized Training	38		16			1	18					73
YECS*			118									118
Work Experience	3		5	959								967
Basic Skills	5				94							99
Basic Readjustment							287	2,219	3,103	14	123	5,746
Job Search/Club	30	7	6			7	1			2	11	64
Apprenticeship												0
Total	413	36	156	959	94	19	641	2,973	4,782	37	255	11,312

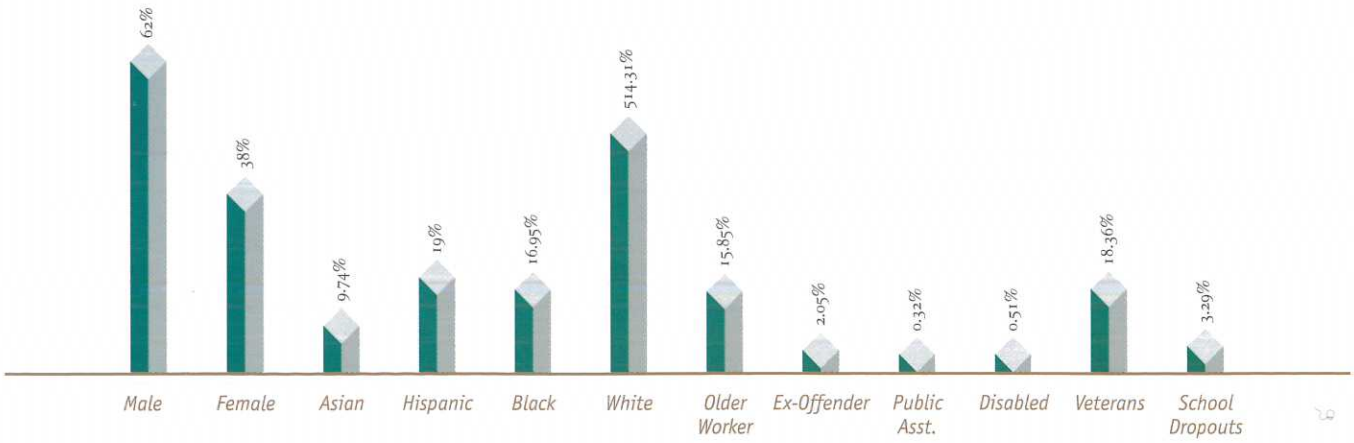
*Youth Employment Competency System

1999/2000 Participant Characteristics

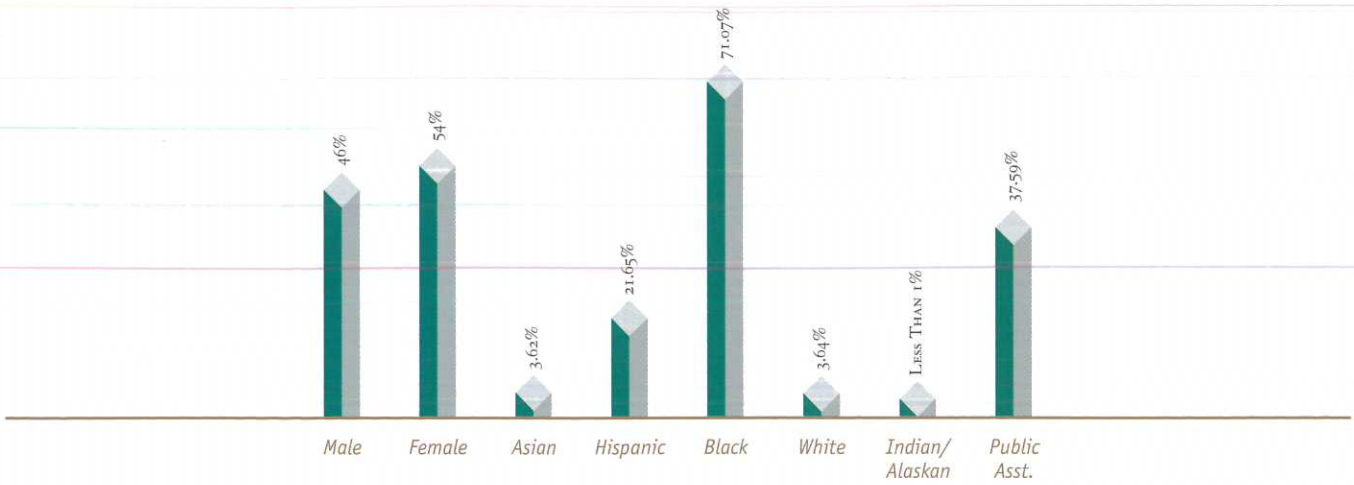
Including Title IIA Adult, IIC Youth and Older Workers



All Title III Programs



Youth Services



›"Past Achievement Yielding Tomorrow's Success"– 5th Annual Alumni Awards Breakfast

Sponsored by the South Bay Workforce Investment Board

"I went from welfare to self sufficiency thanks to the South Bay Workforce Investment Board." Valerie Roy

› South Bay Job Training Offices and Staff

South Bay WIB Administration

11539 Hawthorne Blvd., Ste. 500
310/970-7700
www.sbwib.org

Jan Vogel
Executive Director

Peggy Aldridge
Employment Services Manager

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

Ana Leduff
Barbara Levise
Bebe Harrold
Catherine Mosley
Crystal Burrows
David Nelms
Deatria King
Elcenia Dillard
Francisco Carrillo
Gwendolyn Dixon
Imelda Segura
Jackie Edwards
Karmen White
Lauri Williams
Leticia Rhodes
Lonna Certified
Machelle Sanders
Maribel Rodriguez
Necosia James
Norma Uribe
Patricia Douglas
Patty Robichaud
Ron Delahoussaye
Roshun Williams
Sonia Rojas
Stephanie Campbell
Tamika Hambrick
Terry Jackson
Terry Owens
Timeisha Winfield
Tom Griffiths
Toni Rabany
Tracey Cannon
Tudorita Giulea
Victor Uy

Hawthorne Programs

Inglewood/El Segundo
Hawthorne/Lawndale

Inglewood One-Stop

110 South La Brea
Inglewood, CA 90301
310/680-4040

Barbara Roberts-Hubbard
Operations Manager

Yvonne Benitez
Renate Burchartz
Alisha Boyd
Sandra Cuellar
Charmain Davis-Springfield
Veronica Gates
Ana Gaxiola
Lisa Goodrich
Daniel Hansen
John Hashaway
Lazaro Inguanzo
Judah Jackson
Edna Johnson-Marshall
Sharon Jones
James Lyons Jr.
Sheila Martin
Lynn McClendon
Corey McKnight
Cedric McRae
Paulom Randeria

Westchester/El Segundo One-Stop

8929 So. Sepulveda Blvd., Ste. 400
Los Angeles, CA 90045
310/665-0540

Desmond Walker
Manager

Don Griffin
Kirsten Kane
Lilly Rodriguez

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
Emma Williams

Hawthorne One-Stop

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Hawthorne, CA 90250
310/219-3770

Lawndale One-Stop

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

L. D. Shern
Manager

Robert Alcutt
Robert Chavez
Sharon Gresham
Richard Hall
Peggy Harris
Gabriela Lopez
Vicente Miles
Talibah Shakir
Deborah Thomas

Beach Cities One-Stop

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

Helen Wong
Program Director

Robin Dollar
Stephanie Fisher
Georgeann Griffs
Theano Kavoulakis
Norma Nino
Amy Osnower
Susan Ruskowski
Kim Slany
Marty Thomas

Employers

Long Beach Financial Corporation
Loral Electro-Optical Systems
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
Pasona 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
Protocal INC.
Proud Heritage
QuinStar Technology Inc.
Raytheon Systems Company
Rellistaff, Inc.
Remedy Intelligent Staffing
Rite Aid Corporation
Robert F. Kennedy Medical Center
Robinsons May
RPS Inc.
Saddleback Hospital
Santa Monica College
Schnider National Connection
Schwaab 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
TAC Entertainment Staffing
Talmo & Associates
Tech / Aid Inc.
TECHCO / Computer Consulting
Technical Services Operations AIL Systems Inc.
Technical Staff Connection
Tecoloate 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
TSR Wireless
Tustin Personnel
Ultimate Staffing & Abacus Staffing
Ultra-Lum Inc
Union Bank of California
Universal Pictures
Universal Protection Service
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

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