

# SUCCESS STARTS HERE

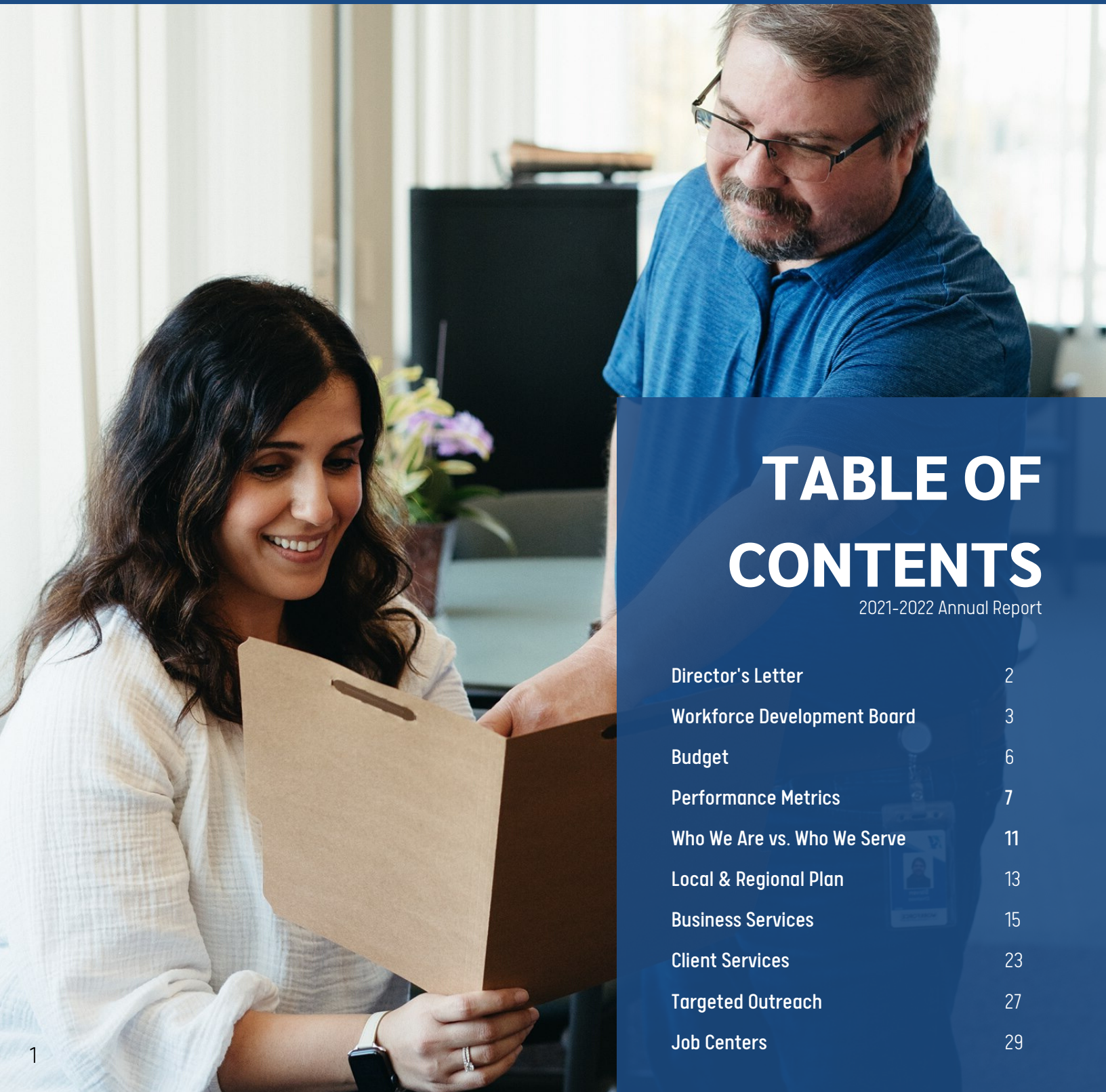
2021-2022 Annual Report

A proud partner of  
**America's JobCenter**  
of California<sup>SM</sup>

STANISLAUS COUNTY  
**WORKFORCE**  
DEVELOPMENT

# OUR MISSION

is to work with businesses to **determine the needs of in-demand occupations** and **develop a skilled workforce** that strengthens businesses and contributes to the economic success of the community.



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# DELIVERING QUALITY SERVICE

## Director's Letter

The 2021-2022 Program Year started with the anticipation that coming out of the pandemic would result in an increase of clients to meet the needs of businesses. It was surprising to see that the number of available job seekers declined in Stanislaus County, as well as the number of clients that enrolled into services with Workforce Development.

The following report provides an overview of the many strategies Stanislaus County Workforce Development created over the last year to continue delivering quality workforce services despite the unprecedented impact of fewer job seekers. In adapting to new workforce realities staff have implemented creative solutions such as the launch of the new website and online enrollment to make services to both businesses and clients more intuitive and informative.

The Stanislaus County Workforce Development Board continues to strategically approve policies that moves the needle in creating a stronger economy and continues to advocate for the protection and economic advancement of all workers, employers, and job seekers. In April 2021 the Board approved the formation of the Business Development Committee which implemented systems and processes in the 2021-2022 Program Year that have made an impact to the in-demand business sectors in Stanislaus.

Stanislaus County Workforce Development looks to the 2022-2023 Program Year with continued hope for economic recovery and looks forward to delivering comprehensive, state-of-the-art programming to meet Stanislaus County's diverse and evolving workforce needs.



**Doris Foster**  
*Director of Stanislaus County  
Workforce Development*



# STANISLAUS COUNTY WORKFORCE DEVELOPMENT BOARD

The Workforce Development Board (WDB) of Stanislaus County is a business-led public body whose members are appointed by the Stanislaus County Board of Supervisors to oversee activities funded by the Workforce Innovation and Opportunity Act (WIOA). Although they have jurisdiction over the WIOA programs, these board members have influence over the full breadth of the programs under Workforce Development. The WDB is responsible for shaping and strengthening local and regional workforce development efforts to support small, medium, and large business job growth.

## Meet the Chairman:



Bill O'Brien is the General Manager of O'Brien's Market, Inc. His expertise in local commerce and business strategy has been an incredible resource for the Workforce Development Board. Chairman O'Brien has held this position since the inception of the Workforce Innovation and Opportunity Act in 2016.



### **Bill O'Brien | Chairman**

General Manager of O'Brien's Supermarket, Inc.

### **Cecil Russell | Vice-Chair**

CEO of Sylvan Financial & Advisory Group

### **Jennifer Shipman | Secretary/Youth Development Committee Chair**

Community Relations Manager of The Wine Group

### **Richard G. Hagerty | Veterans' Development Committee Chair**

Co-Owner of Modesto Steel Co. / Modesto Welding Products, Inc.

### **Kris Helton | Business Development Committee Chair**

General Manager of J.M. Keckler Bio Medical Services, Inc.

### **Josh Bridegroom**

CEO of Downtown Modesto Partnership

### **Ross Briles**

Owner of Funworks

### **Margarita Cabalbag**

Employment Program Manager of EDD

### **Lynis Chaffey**

Director of Business Development for Tenet Healthcare

### **Charles Dossett**

President of DOCON, INC.

### **Dean Fadeff**

District Representative of Operating Engineers Local #3

### **Mani Grewal**

Board of Supervisors District 4  
Owner of Various Commercial Businesses

### **Scott Kuykendall**

Superintendent of Schools of Stanislaus County Office of Education

### **Mary Machado**

Owner of Machado & Sons Construction Inc.

### **Pedro Mendez**

Dean of Public Safety / Technical & Community Education of MJC

### **Raul Mendez**

Chief Administrative Officer of Merced County

### **Doug Murdock**

Apprenticeship Coordinator of Stanislaus County Mfg. / Maintenance Joint Apprenticeship Committee & Lawrence Livermore Lab

### **Maryn Pitt**

Executive Director of Manufacturers Council of the Central Valley

### **Tim Robertson**

Executive Director of North Valley Labor Federation

### **Chris Savage**

Sr. Director of Global Environmental Health and Safety of E.J. Gallo Winery

### **Doug Van Diepen**

Project Manager of Paradigm Construction Management

### **Greg Vincelet**

Training Coordinator of Central Valley Pipe Trades Local 442

### **Ardria Weston**

Staff Services Manager of California Department of Rehabilitation



# STANISLAUS COUNTY WORKFORCE DEVELOPMENT COMMITTEES

## Business Development Committee

The Business Development Committee is dedicated to collaborate with businesses to ensure the creation and alignment of programs to address and resolve sector needs and advise the Stanislaus County Workforce Development Board with information and guidance in planning, providing, and promoting services to businesses in the community.

### Meet the Committee Chair:



Kris Helton is the Service Development Director of J.M. Keckler Bio Medical Services, Inc. He has been in business management or ownership for the past 20+ years. Kris has been a Stanislaus County Workforce Development Board member for over 4 years and has been the Stanislaus County Workforce Development Board Business Development Committee Chair since its inception in 2021.

**Committee Members:** Kris Helton, Dan Martin, Jennifer Shipman, Maryn Pitt, Tim Roos, Jack Deliddo, Billy Meyers, Dillon Olvera, Jason Maggard, and Shawn Hemiller



## Youth Development Committee

The purpose of the Youth Development Committee is to provide the Stanislaus County Workforce Development Board assistance with the planning, operational, implementation and performance activities related to the WIOA funded youth services being provided in the Stanislaus County workforce system.

### Meet the Committee Chair:



Jennifer Shipman is the Community Relations Manager of The Wine Group. With a wide range of skills in communications, employer branding, organizational leadership and partnerships, Jennifer has brought her expertise to the Stanislaus County Workforce Development Board for 10+ years. She has led the SCWD Youth Development Committee for over 4 years.

**Committee Members:** Jennifer Shipman, Patrick Cavanah, Mary Machado, Dallas Plaa, Carmen Wilson, John Bettencourt, and Jeremy Pannell



## Veterans Development Committee

The Veterans' Development Committee is dedicated to maximize opportunities to promote and support a workforce system in Stanislaus County dedicated to economic prosperity for unemployed and underemployed veterans by providing priority training, education and opportunities for successful employment.



### Meet the Committee Chair:

Charles is the President of DOCON, Inc. With his background as a Platoon Leader & Project Engineer in the US Army, Charles brings an expertise of military operations, construction, project engineering, and project management to the Stanislaus County Workforce Development Board. Charles has led the Veterans Development Committee for 1 year.

**Committee Members:** Charles Dossett, Kris Helton, Ryan Kegley, Cecil Russell, Margarita Cabalbag, and Wardee Bruce



# 34,654

Website Views in 3 months

\*New website launched in March 2022

# 86.6%

Increase in visitors to the job centers  
from 2020-2021 (closed 6 months) to  
2021-2022 (closed 3 months)

\*closed due to pandemic

# 7%

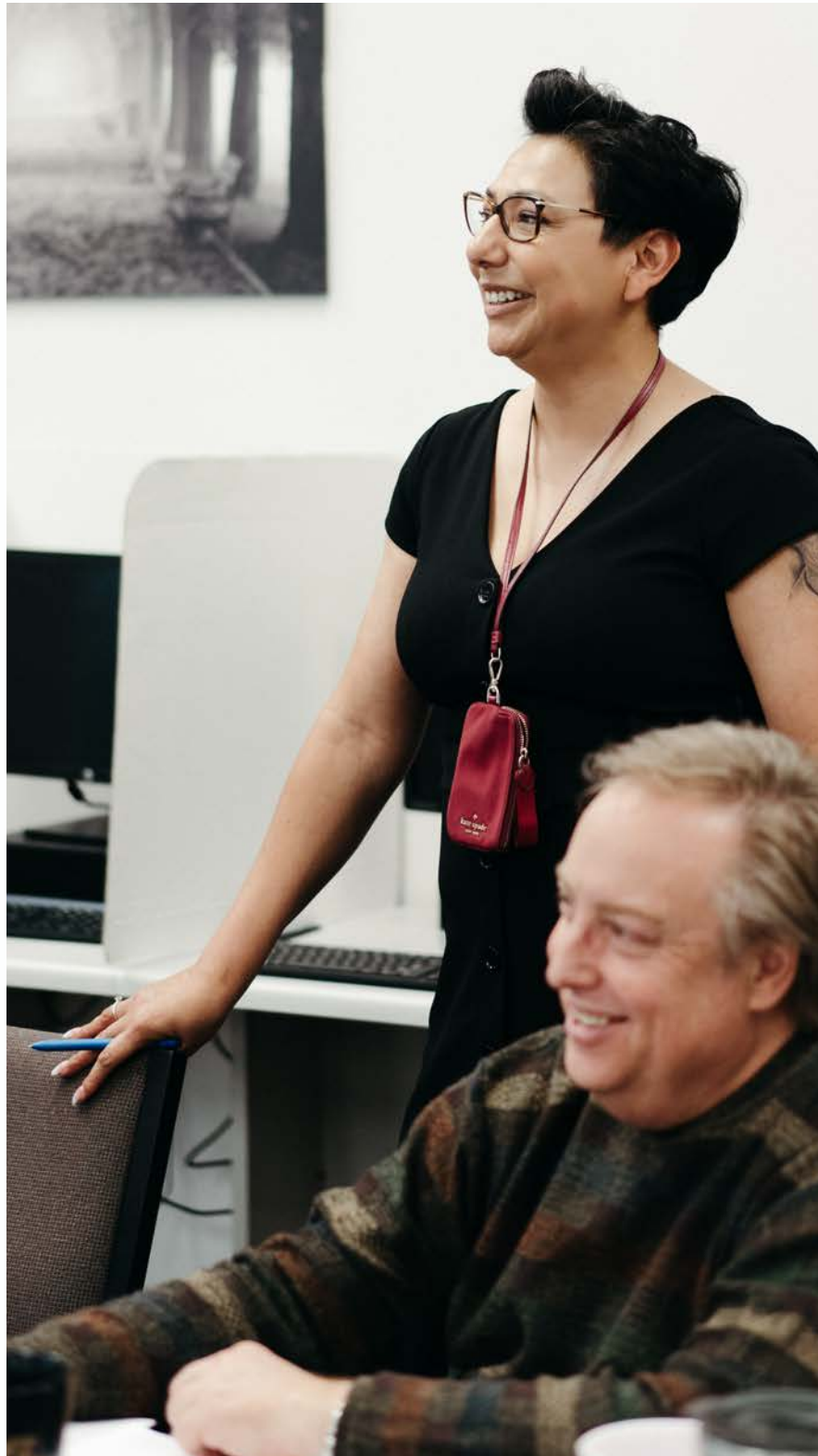
Increase in businesses served  
from 2020-2021 to 2021-2022

# 111%

decrease in number of new clients  
enrolled

# 43

Staff vacancies filled in 2021-2022  
fiscal year



When compared to the prior year, Workforce Development saw a drastic decrease in the number of job seekers available for employment, with an increase in business needs. As the number of clients enrolled in services went down, Workforce Development made the decision to leave positions vacant. In anticipation of more businesses and clients receiving services in Fiscal Year 2021-2022, the Department's Human Resource Division held an unprecedented 24 recruitments and filled 43 positions to become fully staffed.

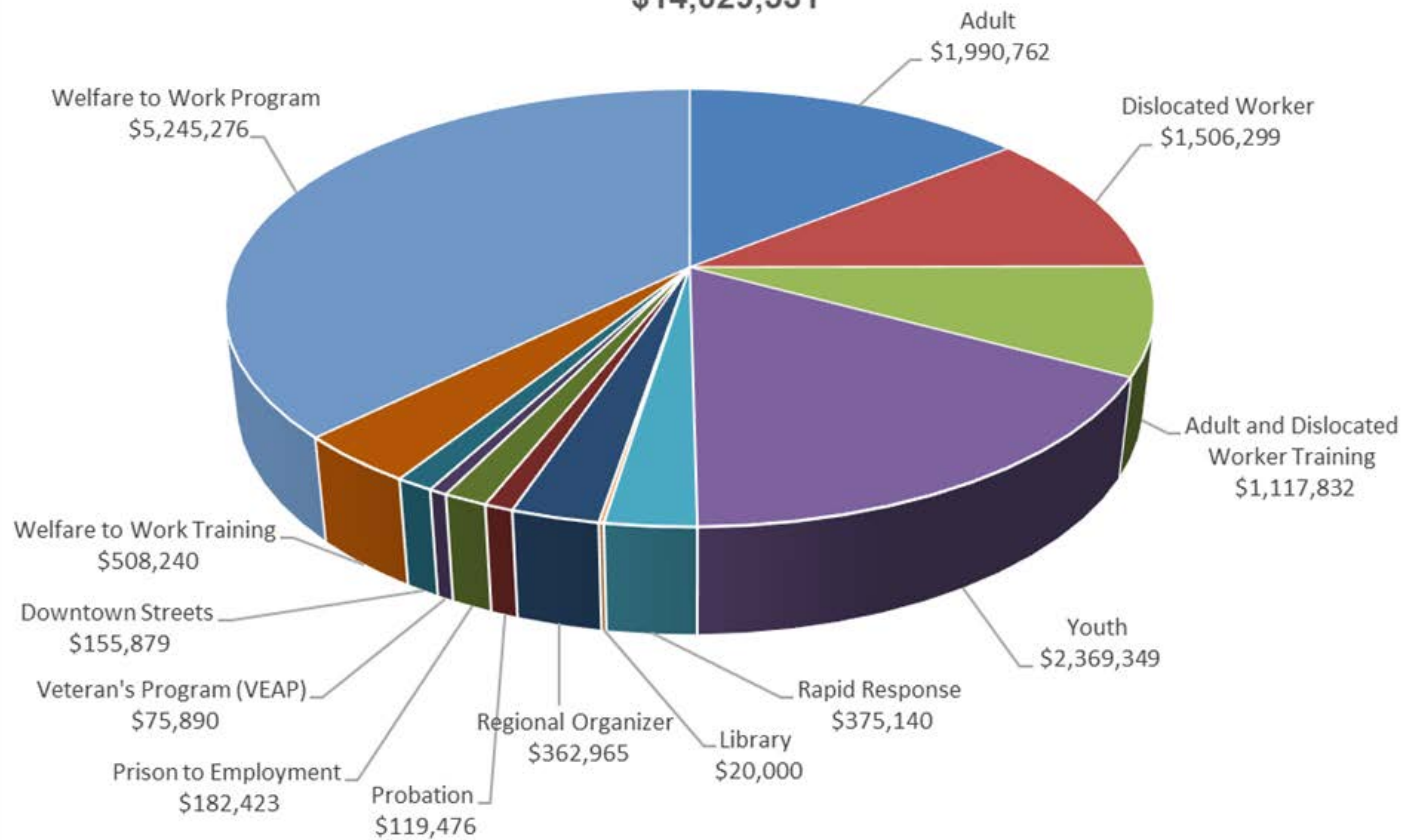
2021-2022

## HIGHLIGHTS OF THE YEAR

# BUDGET & ACTUALS

2021-2022

**Stanislaus County Workforce Development  
Program Year 2021-2022  
\$14,029,531**



Programs	FY 2021-2022 Final Budget	FY 2020-2021 Actual	Difference
Adult	\$ 2,101,906	\$ 1,990,762	\$ 111,144
Dislocated Worker	\$ 1,644,327	\$ 1,506,299	\$ 138,028
Adult and Dislocated Worker Training	\$ 1,653,963	\$ 1,117,832	\$ 536,131
Youth	\$ 3,007,098	\$ 2,369,349	\$ 637,749
Rapid Response	\$ 392,279	\$ 375,140	\$ 17,139
Library	\$ 20,000	\$ 20,000	\$ -
Regional Organizer	\$ 387,570	\$ 362,965	\$ 24,605
Probation	\$ 150,000	\$ 119,476	\$ 30,524
Prison to Employment	\$ 182,423	\$ 182,423	\$ -
Veteran's Program (VEAP)	\$ 142,857	\$ 75,890	\$ 66,967
Downtown Streets	\$ 199,161	\$ 155,879	\$ 43,282
Welfare to Work Training	\$ 1,875,000	\$ 508,240	\$ 1,366,760
Welfare to Work Program	\$ 5,939,573	\$ 5,245,276	\$ 694,297
<b>Total</b>	<b>\$ 17,696,157</b>	<b>\$ 14,029,531</b>	<b>\$ 3,666,627</b>



# PERFORMANCE METRICS

## WORKFORCE INNOVATION & OPPORTUNITY ACT (WIOA)

### ADULT

Performance Measures	2021-2022 Actual	2021-2022 Goals	
1. Employment Rate [Q2] [Cohort Period: 7/1/2020 - 6/30/2021]	75.5%	74.0%	↑
2. Employment Rate [Q4] [Cohort Period: 1/1/2020 - 12/31/2020]	78.8%	66.0%	↑
3. Median Earnings [Cohort Period: 7/1/2020 - 6/30/2021]	\$8,255.81	\$6,800.00	↑
4. Credential Rate [Cohort Period: 1/1/2020 - 12/31/2020]	79.7%	60.0%	↑
5. Measurable Skill Gains [Cohort Period: 7/1/2021 - 6/30/2022]	74.4%	50.0%	↑

### DISLOCATED WORKER

Performance Measures	2021-2022 Actual	2021-2022 Goals	
1. Employment Rate [Q2] [Cohort Period: 7/1/2020 - 6/30/2021]	56.5%	75.0%	↓
2. Employment Rate [Q4] [Cohort Period: 1/1/2020 - 12/31/2020]	61.8%	72.5%	↓
3. Median Earnings [Cohort Period: 7/1/2020 - 6/30/2021]	\$7,015.18	\$8,500.00	↓
4. Credential Rate [Cohort Period: 1/1/2020 - 12/31/2020]	85.0%	61.0%	↑
5. Measurable Skill Gains [Cohort Period: 7/1/2021 - 6/30/2022]	76.5%	66.0%	↑

### YOUTH

Performance Measures	2021-2022 Actual	2021-2022 Goals	
1. Employment, Education or Training Placement Rate [Q2] [Cohort Period: 7/1/2020 - 6/30/2021]	77.7%	71.0%	↑
2. Employment, Education or Training Placement Rate [Q4] [Cohort Period: 1/1/2020 - 12/31/2020]	72.9%	67.0%	↑
3. Median Earnings [Cohort Period: 7/1/2020 - 6/30/2021]	\$5,007.17	\$3,200.00	↑
4. Credential Rate [Cohort Period: 1/1/2020 - 12/31/2020]	57.0%	55.0%	↑
5. Measurable Skill Gains [Cohort Period: 7/1/2021 - 6/30/2022]	53.2%	38.0%	↑

The Workforce Innovation and Opportunity Act is performance-based legislation. The Federal Department of Labor negotiates performance levels with States, which in turn, negotiate performance levels with the local areas. These indicators are all measured after program participation, and inherently have lag times for reporting purposes. The only real-time indicator is Measurable Skills Gains.

## WELFARE TO WORK (WTW)

Program	Expected Outcomes	Actual Outcomes	
Community Services Program (CSP)	85% who attend CSP Orientation will enroll in Expanded Subsidized Employment (ESE)	39% who attended CSP Orientation did enroll in Expanded Subsidized Employment (ESE)	↓
	50% of those scheduled for CSP will attend ESE site placement	55% of those scheduled for CSP attended ESE site placement	↑
	25% of participants will obtain unsubsidized employment	39% of participants obtained unsubsidized employment	↑
Job Readiness (JR)	85% of those scheduled for JR will attend 1st week	92% of those scheduled for JR attended 1st week	↑
	50% who attended 1st week of JR will complete the activity	64% who attended 1st week of JR completed the activity	↑
	25% of those who attended 1st week of JR will obtain employment within 90 days of completing JR	1% of those who attended 1st week of JR obtained employment within 90 days of completing JR	↓

### WELFARE TO WORK

The StanWORKs Welfare to Work (WTW) program performance is determined by the Stanislaus County Community Services Agency, based on State requirements for the CalWORKS Program. WTW Programs concentrate services on individuals receiving Temporary Assistance to Needy Families (TANF) to provide soft skills training and on-the-job experience to prepare for unsubsidized employment opportunities.

## LET'S WORK (PROBATION YOUTH SERVICES)

Participants	Referred	Attended	Participation Rate	Completed Course
Out of Custody	27	26	96.3%	24
In Custody	37	27	73%	22
Total Employed: 5				

### LET'S WORK (PROBATION YOUTH SERVICES)

The Let's Work program is a contract with the Stanislaus County Probation Department. The performance goal is to place justice involved youth into employment.



SUCCESS  
STARTS  
HERE

*Eli Drumm*



# HEADED NOWHERE FAST

Eli Drumm is a client who came to Stanislaus County Workforce Development to enroll in trainings. This is a letter he wrote to share the success he has had.

My name is Eli Drumm, and up until July of 2021 my life was headed nowhere fast. **I had been in and out of prison and was struggling with a heroin and methamphetamine addiction that I could not get a handle on.** I was arrested yet again on the 4th of July 2021 and put in jail for a parole violation. I went to Nirvana drug and alcohol treatment and completed a 90 day program. I had been networking with Workforce Development for about 6 months prior to that arrest but wasn't really taking it seriously because I was too lost in my addiction.

Shortly thereafter, my fiance and I discovered she was pregnant and it was at this time that I made the decision to get clean and sober, get my life together and be a good father and husband, as I did not want to make the same mistakes I had made in the past with my first child and not being a part of his life due to my addiction. **I reached back out to Workforce and thanks to the tireless efforts and dedicated professionalism of Teresa Brockman, Cynthia Carrillo and Monica Hack I quickly completed the process to get vocational training as a truck driver.**

## HARD HONEST WORK

I enrolled at Western Pacific truck driving School completed the 6-week class and obtained my class A license on May 16th of this year. **On June 8th I was hired full time at Emerald Textiles in Turlock as a truck driver making \$28 an hour.** Since then I have moved into my own apartment, obtained 2 credit cards, pay all my bills and rent legally with money I have made from hard honest work and my fiance and I have brought our daughter home to our own place.

**I am coming up on almost a year of sobriety and none of this I could have imagined in my wildest dreams.**

I owe Workforce Development and Teresa Brockman, Cynthia Carrillo and Monica Hack as well as Stacy Hearn and Jose Gonzalez at Western Pacific truck driving School a debt I don't think I can ever repay I am eternally grateful for all the hard work and dedication they invested in me as well as believing in me and motivating me to accomplish these goals. Again their professionalism, empathy and hard work motivated me to believe in myself and accomplish this, and **if there was more people like them in this world the prison recidivism rate would be a lot lower.** Thank you very much for taking the time to read this.



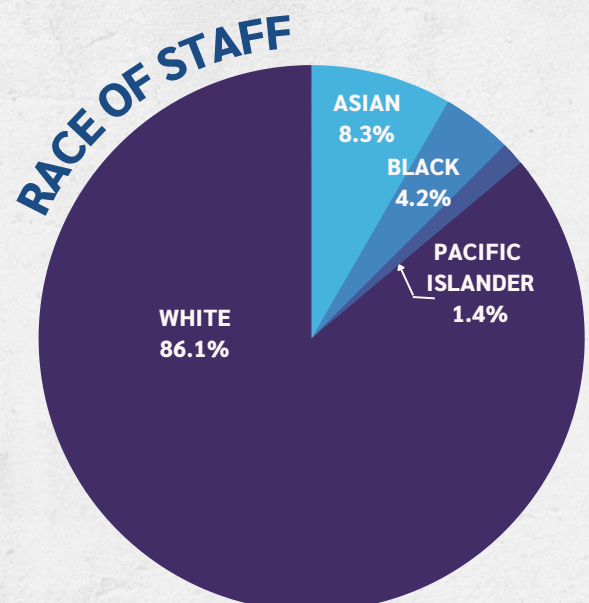
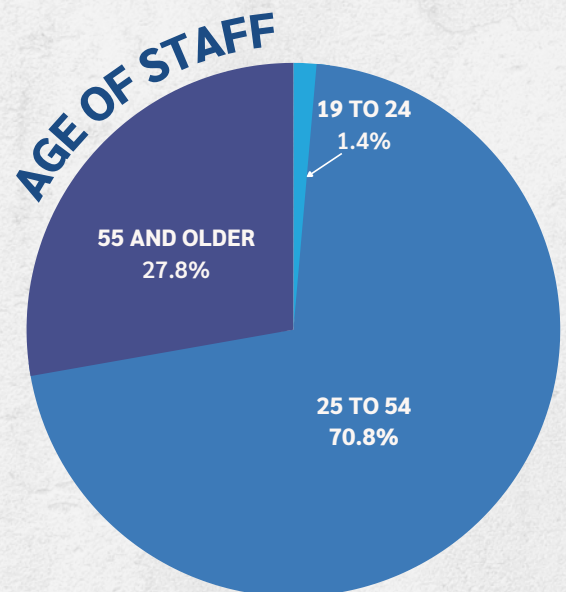
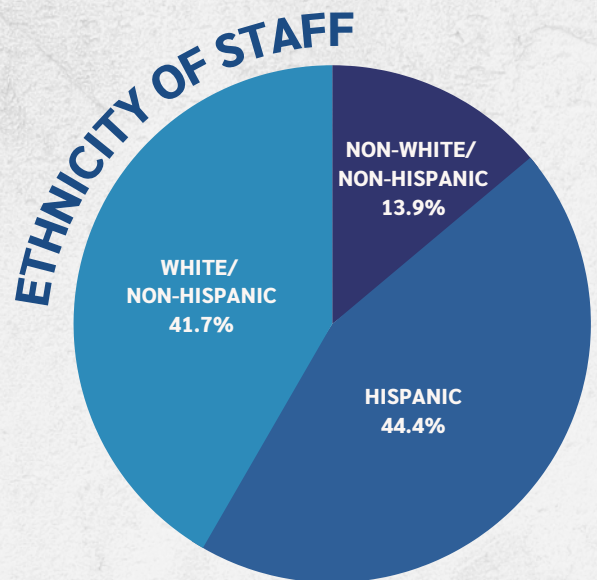
Eli Drumm  
Training Client

# WHO WE ARE

## *staff demographics*

At Workforce Development, we strive to create an inclusive culture that encourages, supports, and celebrates the diverse voices of our employees. To build the foundation of our culture, the Department provides each employee with a collection of Emotional Intelligence training to embrace our values.

The Department Leadership Team also participates in a series of Emotional Intelligence training inspiring them to "Dare to Lead" bravely with vulnerability, and "Lead as a Coach" with Emotional Intelligence. The Department also participates in County wide cultural diversity celebrations during the month of October to support an inclusive and diverse environment. Employees feel empowered to share experiences and ideas and have established the Cultural Diversity Committee which consist of several County departments and employees from all backgrounds and ethnicities to celebrate cultural differences and educate fellow staff.

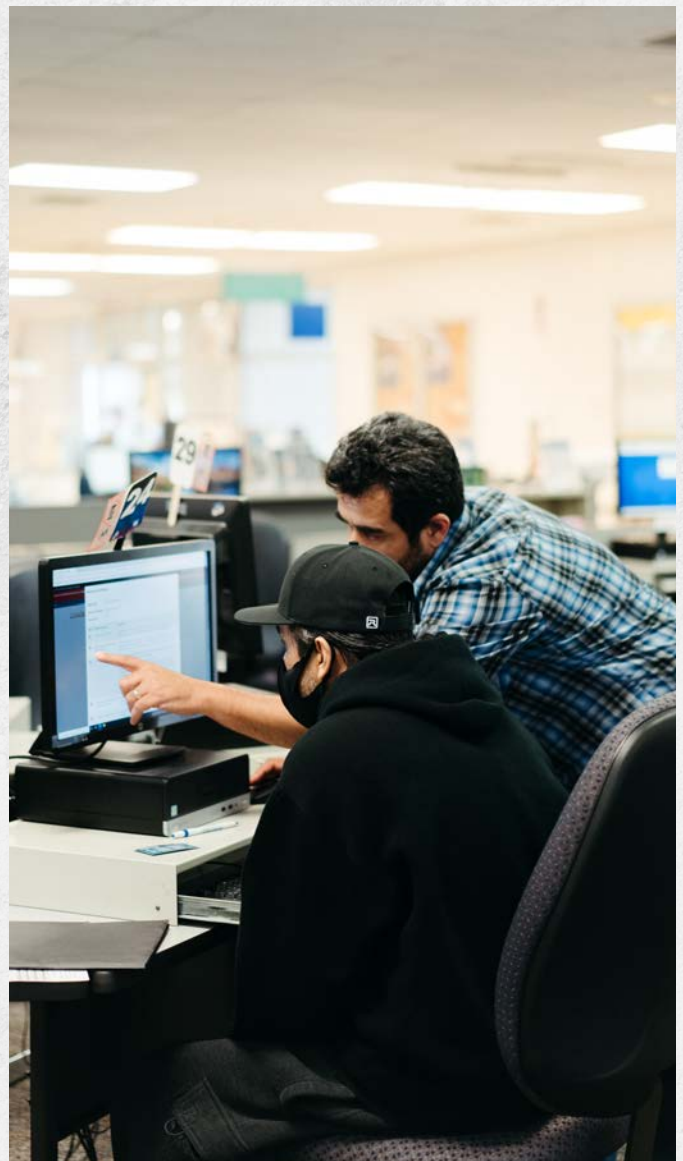
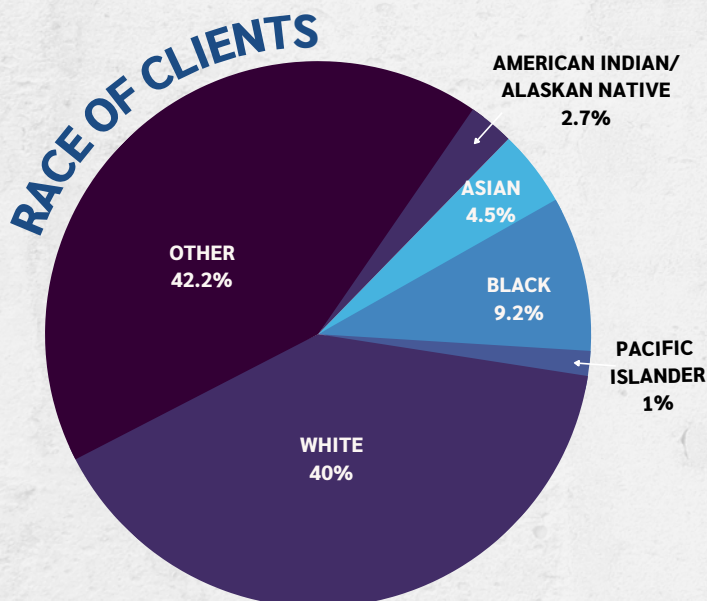
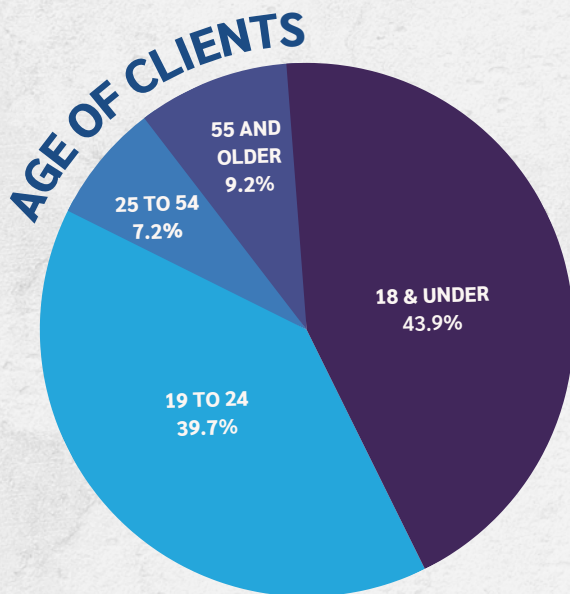
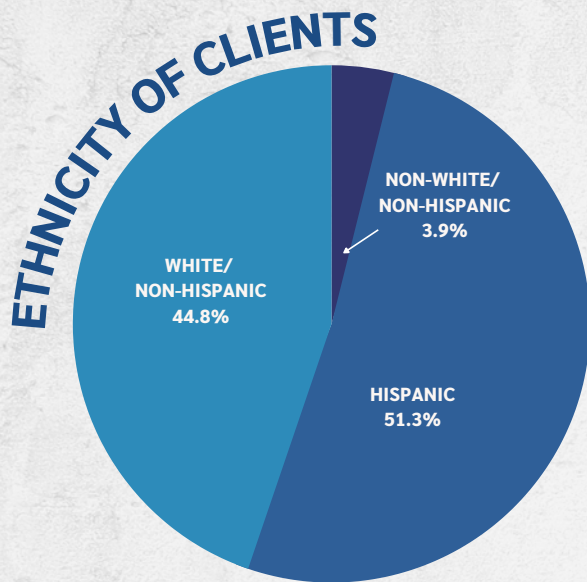




# WHO WE SERVE

## *client demographics*

Workforce Development encourages and values diversity, equity of services, and inclusion in the clients that are served. The demographic information shown represents Workforce Innovation and Opportunity Act and Welfare to Work clients newly-enrolled for the program year 2021-2022. This information is voluntarily supplied by enrollees, and they have the option to answer race demographics as "Other" or "I do not wish to answer the question." Some programs administered by Workforce Development may not be included if clients were not co-enrolled in WIOA services.





# LOCAL PLAN

The Stanislaus County Workforce Development Board is committed to supporting the priorities of the Stanislaus County Board of Supervisors by developing a healthy economy and delivering efficient public services and community infrastructure. Under Workforce Innovation and Opportunities Act (WIOA) regulations, the Stanislaus County Workforce Development Board is charged with developing a Local Plan of strategic operations within the local workforce development area. The Local Plan is developed to align with the Regional and State Plan, and updated every two years.

## STRATEGIES AND OUTCOMES IN THE LOCAL PLAN INCLUDE:

### Strengthening the Current Workforce by:

- Targeting underserved individuals in the local area to provide greater access, equity and inclusion to special population groups
- Adjusting internal systems to braid WIOA services with varying programs to provide more robust services to individuals in programs such as Welfare to Work, Justice Involved, and other specialty populations
- Increasing On-The-Job Training and Incumbent Worker activities in an effort to increase the skill level of the current workforce

### Developing Future Talent by:

- Seeking initiatives/ partnerships to assist immigrants to integrate into the local economy
- Changing internal processes to allow greater access to additional services for clients
- Coordinating special grant opportunities, and pre-apprenticeships to direct much-needed services to the harder-to-serve populations

### Supporting Business Growth by:

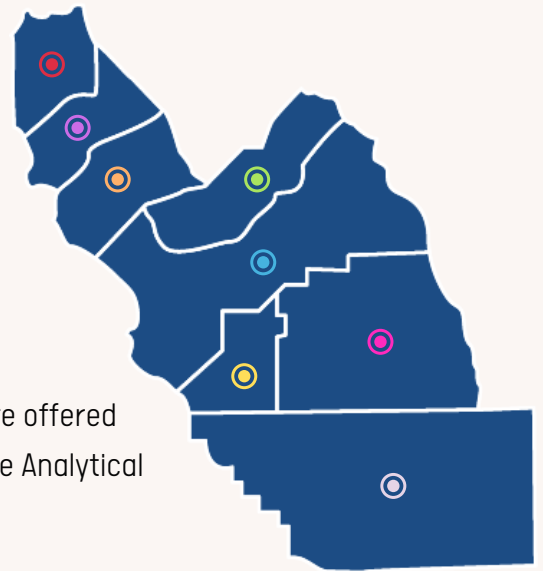
- Focusing on providing equity and inclusion to businesses that are owned by and/or primarily serving underserved populations
- Pursuing optional Waivers that allowed higher On-The-Job Training reimbursements
- Developing new Agricultural Sector representation
- Creating new human resources services for employers through the HR Hotline

The Local Plan is a guidebook toward providing the best services possible, and expanding the availability of services in the Local Area. These strategies and outcomes remain an on-going effort, as Workforce Development continues the pursuit of excellence in serving our constituency.



# REGIONAL PLAN

- Fresno
- Kern/Inyo/Mono
- Kings
- Madera
- Merced
- San Joaquin
- Stanislaus
- Tulare



Stanislaus County Workforce Development is the lead for the region.

## Investment in Regional Staff Development:

In support of professional development in the region, various trainings were offered within three categories: COVID-19 Impacted Related, Equity Related, and the Analytical Skills Series.

## Examples of training topics:

Trauma Informed System Change for Management

Conducting an Effective Virtual Meeting

Developing Language of Cultural Intelligence

Using Data to Drive & Support Decision-Making

Managing Conflict through the Lens of Equity

Critical & Analytical Thinking



## PARTNERSHIPS/INVESTMENTS:

### HR Hotline Services for Business

- Stanislaus County Workforce Development invested \$4,975 towards regional cost of \$70,915 to support local businesses in region

### Region submits \$13.5 M Economic Development Agency Federal Grant application to support Health Care Industry impacted by COVID-19

- Stanislaus County Workforce Development invested \$4,440 towards regional cost of \$27,750 in procuring grant consultant services in the development of grant proposal.

### Region applied for the Regional Equity and Recovery Partnerships (RERP) grant and was awarded \$4.9M.

- Grant funds will focus on addressing occupational and skills gap problems experienced by business in the Central Valley as a result of the COVID-19 pandemic.

## EQUITY STATEMENT

The local boards of the San Joaquin Valley and Associated Counties Regional Planning Unit is committed to equity, diversity, inclusion and access in every aspect of its operations and programs





# BUSINESS SERVICES

Business Services works with local businesses to identify or build a viable and skilled workforce. By partnering with businesses, Business Services attempts to assess services that may be the most beneficial to local businesses and job seekers.

We are the experts in:

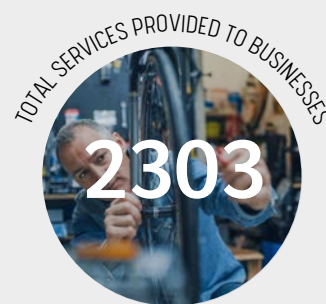
**TALENT    WORK EXPERIENCE    LAYOFF AVERSION    LABOR MARKET**

Stanislaus County Workforce Development offers business services such as:

- On-the-Job Training
- Paid Internships/Work Experience
- Incumbent Worker Training
- Customized Training
- Pre-Apprenticeships
- Labor Market Information
- Business Related Resources (job posting/marketing, screening resumes)
- Sector Strategies\*
- Employer Assessment\*
- Underserved Business Assistance\*\*

\*Services provided by Opportunity Stanislaus

\*\*Services provided by City Ministries Network



Business Services worked with over 369 employers and provided 2303 total services to businesses.



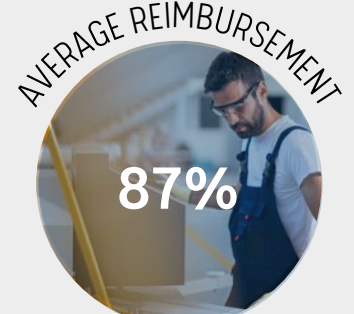
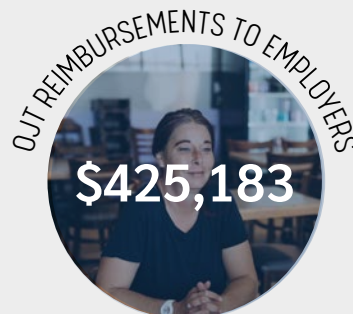
# BUSINESS SERVICES

## ON-THE-JOB TRAININGS

On-The-Job (OJT) training is a way to provide a financial incentive to an employer that allows them to hire a new employee and increase their skill level. The financial incentive is a percentage reimbursement of wages that are paid back to the employer over a specified period of time for the training of specific skills. Workforce Development provided a waiver that allowed for businesses with 50 or fewer employees to be reimbursed up to 90% of the wage rate.

### 2020-2021 RETENTION

- 74% of the employees retained employment 6 months after the OJT ended
- 71% of the employees retained employment at-least 12 months after the OJT ended



## RAPID RESPONSE AND LAYOFF AVERSION

Rapid Response and Layoff Aversion are proactive, business-focused programs which are delivered to assist local companies who may be facing work slow-downs, potential layoffs, or business closure.

The services offered to the more than 650 employees of these impacted businesses included:

- Unemployment Insurance filing assistance
- Local employment opportunities
- Reemployment services (resume writing, interview assistance, etc.)
- Assistance signing up for Covered California
- Referrals to CSA services
- Ongoing follow-up and referrals to affected employees



# BUSINESS SERVICES



## PAID INTERNSHIPS/WORK EXPERIENCE

A Paid Internship (PI) / Work Experience (WEX) is a partnership between Workforce Development, local business and job seekers. The subsidized employment allows job seekers to be placed on an employer worksite, and earn wage while learning valuable work-based “soft” and “hard” skills , and the work ethic necessary to gain and retain employment. Workforce Development is the “employer of record” and covers the hourly wages, employer taxes and workers compensation insurance.

There is no requirement that the trainee will remain employed with the worksite employer at the close of the Paid Internship.





# BUSINESS SERVICES

## SECTOR STRATEGIES\*

Sector strategies identifies and builds upon strategies for businesses in the four sectors of healthcare, manufacturing, warehouse/logistics, and agriculture. This includes individual business surveys and meetings with businesses within the identified sectors. These partnerships are designed to bring together multiple employers within a sector to find shared solutions to common workforce problems. The ultimate goal of sector strategies is to build talent pipelines that impact skills shortages and develop crucial career pathways for each identified industry sector within Stanislaus County.

**For the program year of 2021-2022, Opportunity Stanislaus met once with each individual sector and twice with all sectors present for a total of 6 meetings.**

## 103 TOTAL SURVEYS



EMPLOYER	TOTAL INDIVIDUALS	TOTAL ASSESSMENTS
City of Newman	28	84
Ball MetalPack	3	6
Gallo	634	1264
Oakdale Irrigation District	31	93
Opportunity Stanislaus	4	12
VOLT	49	139
<b>Total</b>	<b>749</b>	<b>1598</b>

## EMPLOYER ASSESSMENT (WORKKEYS)\*

Employer Assessments are offered to local businesses to configure pre-employment tests from an extensive workplace to measure foundational skills that are required in the workplace.

\*Services provided by Opportunity Stanislaus



# BUSINESS SERVICES

## UNDERSERVED BUSINESS ASSISTANCE\*\*

Services are provided to achieve equity and to perform outreach to At-Risk Businesses. These include the underserved, minority-owned, minority-represented, women-owned businesses and businesses that primarily serve at-risk community members within Stanislaus County.

### TOTAL UNDERSERVED BUSINESSES SERVED: 82

Services Provided	Number of Services
Total Layoff Aversion Activities	62
Employer Networking	94
Referral to Community Resource	95
Other WIOA Services	107
<b>Total Services Provided</b>	<b>362</b>

# BUSINESS SERVICES

## HR HOTLINE HUMAN RESOURCES

888-203-0734

HR Advice on Demand  
Monday-Friday | 8am-5pm PST

## HR HOTLINE

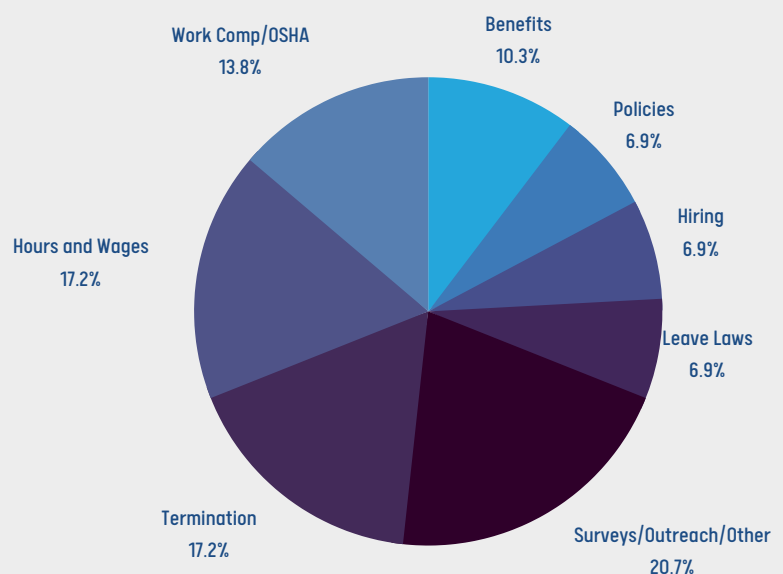
Stanislaus County employers receive a no-cost-to-business Human Resource hotline!

### HR Experts provide guidance on:

- Hiring & firing process
- Paid sick leave laws & FMLA
- Breaks, lunches & overtime
- Employee handbooks
- Harassment prevention
- COVID-19 questions

From the launch of the HR Hotline in January 2021, 29 calls within Stanislaus County have been received from businesses, both large and small, looking for human resource guidance.

## REASON FOR CALL







**THE ICE CREAM  
COMPANY**

**+**

**STANISLAUS COUNTY  
WORKFORCE  
DEVELOPMENT**



# MORE THAN JUST ICE CREAM...

Enrich & Employ is a local nonprofit that works to remove barriers to employment by providing job skills training in a functioning restaurant.

Pops of color fill your eyeline when you walk through the Ice Cream Company doors to enter into the dining room. From soft lavender to sweet pistachio green, the inviting colors bring a youthful joy to the atmosphere. What a dream come true it must be to be a child walking into this establishment for a sweet treat!

But this establishment is so much more than an inviting and fun ice cream shop and restaurant. Since 2019, the Ice Cream Company has functioned under the non-profit, *Enrich & Employ*, to provide job skills training in a functioning restaurant to those who have barriers to employment.

Those engaged in job skills training may have a special need, recently completed a recovery program, or may be an English Language Learner. The trainees/employees are hired on through a referral process from local non-profits like Learning Quest, United Cerebral Palsy of Stanislaus County, Redwood Family Center, and Downtown Streets Team.

**“We work with non-profits who can work through those first barriers like their drug addiction or homelessness, and then when they are ready to move into employment, we are the next step to their career and more stable employment. That is where we function.”**

**– Bonnie Acree, Executive Director  
& Former Owner**

In order to help facilitate the training program developed by The Ice Cream Company, Stanislaus County Workforce Development has partnered with the company's non-profit, *Enrich & Employ*, to help offset the cost of these services through On-the-Job training (OJT).

**“It takes a little bit longer. It takes two people to train, and that's true with any restaurant and business, but because this is what we do- we have more costs associated with that. Working with Workforce Development is just helping us to be able to cover those costs and stretch our dollars to help more people get trained.” – Bonnie Acree.**

The expected outcome is that the employee will receive stable employment for no less than 12 months after the end of the OJT, and the employer has an employee that has learned new skills that will allow for the business to be competitive. This training can be customized to the needs of the business - just like the Ice Cream Company has done! Through this partnership, the Ice Cream Company employees have been given the opportunity to start learning valuable skills in entry-level positions that help them go on to grow and develop within the restaurant to other positions such as Purchaser, Restaurant Manager, and Food Services Supervisor.

Out of the employees who joined the training program through referrals, 85.7% have successfully finished the program to completion. The Ice Cream Company is much more than just an ice cream shop, it is a training ground to build skills, bring hope, and change lives.

Currently, Stanislaus County Workforce Development is working with the Ice Cream Company and Stanislaus County Office of Education to create a long-term training program to become an Eligible Training Provider for the county.

*On-the-Job Training*



# CLIENT SERVICES

Workforce Development Client Services is more than preparing clients for their next job.

Workforce Specialist provide career services to discover their next career.

We are the experts in:

CAREER COACHING

WORKSHOPS & TRAINING

PROVIDING WORK EXPERIENCE

**Stanislaus County Workforce Development provides comprehensive career services to connect job seekers to businesses.**

**Services include:**

- Walking clients through the enrollment process
- Reviewing Resumes & giving career coaching
- Training through skill-building workshops and certified training
- Providing work experience with local employers
- Providing professional vocational training opportunities
- Providing access to computers and printers for job search

## HIGHLIGHTED CHANGE

After over a year of being closed to the public for in-person services, the 12th street location opened for business September 2021. Prior to that month, services were only available virtually or by appointment through Job Centers and at the Hackett facility.

Workforce Development continued to offer job seekers workshops virtually until April 2022. The department transitioned back to in-person workshops to allow enhanced hands-on computer guidance for job search. In addition to in-person workshops, the department expanded our workshops from 4 to 12 topics. This allowed all clients, regardless of the program, to attend workshops that were individualized to their specific needs.

Virtual engagement is still available when requested by our enrolled clients.

# CLIENT SERVICES

## PATHWAY TO SERVICES

To ensure robust services are available to all individuals, internal systems were created to braid Workforce Innovation and Opportunity Act funding with additional department resources. Access Employment was created as a process that supports clients on their road to a self-sustaining career. The focus moved to serving individuals using a service path strategy to address multiple barriers to employment by providing support for life stability and economic self-sufficiency.

## WORKSHOPS

Workshops are offered to the community to provide job seekers with the opportunity to gain insight & apply various skills to their job search. In April 2022, the team transitioned the workshops from their temporary state of being conducted virtually back to in-person classes.



Due to COVID-19 Protocols, Welfare-to-Work referrals were severely reduced during the 2021-2022 program year. Welfare-to-Work participants could opt-out for Good Cause if they were adversely affected by the COVID-19 pandemic.

## WELFARE TO WORK

## SUPPORTIVE SERVICES

Supportive Services is an available service to enrolled clients. "Supportive Services" may include transportation, child care, dependent care, housing, and needs-related payments, that are necessary to assist clients to participate in employment activities. Supportive Services also includes assistance for required items for new employment, such as uniforms, tools, etc.



## CO-ENROLLMENT

Clients may be funded through Welfare to Work, Prison to Employment, Probation, California for All and Downtown Streets. Clients are encouraged to enroll in the WIOA program to leverage resource for the maximum benefit for the job seeker. Additional funding provides additional support on the client's road to a self-sustaining career.





# CLIENT SERVICES

WELFARE TO WORK ACTIVITY	REFERRED	ATTENDED	%
<b>COMMUNITY SERVICE PROGRAM +</b>	<b>32</b>	<b>26</b>	<b>81.3%</b>
Aspiranet	1	1	100.0%
Cental Valley Opportunity Center	12	12	100.0%
El Concilio	5	0	0.0%
Center for Human Services	14	13	92.9%
<b>COMMUNITY SERVICE PROGRAM + VOCATIONAL (ESL)</b>	<b>41</b>	<b>31</b>	<b>75.6%</b>
Aspiranet	14	10	71.4%
Sierra Vista Family and Chidrens Centers	27	21	77.8%
<b>HIGH SCHOOL EQUIVALENCY/ADULT-BASED EDUCATION</b>	<b>82</b>	<b>77</b>	<b>93.9%</b>
Learning Quest- Stanislaus Literacy Center	71	66	93.0%
Learning Quest- Spanish HSE/ABE	11	11	100.0%
<b>Totals</b>	<b>155</b>	<b>134</b>	<b>86.5%</b>

## COMMUNITY SERVICES PROGRAM PLUS (CSP PLUS):

CSP Plus provides development of hard and soft skills for clients with multiple barriers to employment prior to transitioning into another activity.

## COMMUNITY SERVICE PROGRAM PLUS (CSP PLUS) VOCATIONAL ENGLISH AS SECOND LANGUAGE (VESL):

CSP Plus VESL is an activity for non-English speaking clients to build essential work related concepts and language skills to obtain a basic working knowledge of written and spoken English that will enable them to be successful in entry level jobs, training programs, work experience at a worksite, or obtain employment.

## HIGH SCHOOL EQUIVALENCY (HSE) AND ADULT BASIC EDUCATION (ABE):

HSE preparation and ABE program is designed to build education and literacy skills in math, language arts, writing, science and/or social studies that are essential in the job market and to prepare participants for the HSE test and certificate attainment.

## JOB READINESS

Job Readiness is a WTW activity that provides client's the skills needed to obtain and retain employment. The curriculum includes:

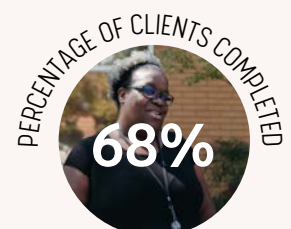
**Job Applications**  
**Resumes**

**Interviewing Skills**  
**Job Search Skills**

**Networking**  
**Life Skills**

**Skill for Retaining Employment**

Job Readiness transitioned from an in person 3-week class curriculum to a virtual Google Classroom due to COVID 19 in 2020. As Stanislaus County continues to navigate back to more personal contact, In April, Job Readiness returned with a new format that allowed clients to enroll in workshops to meet the Job Readiness requirement. Clients now have the opportunity to enroll in workshops that are more specific to their individual needs to gain the skills they need to obtain and retain employment.



# CLIENT SERVICES



## ADULT & DISLOCATED WORKER (WIOA)

### WIOA ADULT

Workforce services for eligible adults are available through one of the six core programs authorized by Workforce Innovation and Opportunity Act (WIOA). The Adult program serves individuals and helps employers meet their workforce needs. It enables workers to obtain good jobs by providing them with job search assistance and training opportunities.

### DISLOCATED WORKER

The Dislocated Worker program is designed to help workers get back to work as quickly as possible and overcome barriers to employment. When individuals become dislocated workers as a result of job loss, mass layoffs, global trade dynamics, or transitions in economic sectors, the Dislocated Worker program provides services to assist them in re-entering the workforce.

# 556

## Total Participants

491 Adult & 65 Dislocated Workers

# 6,323

## Number of services provided to individuals

# 229

## Exited with Employment

197 Adults & 32 Dislocated Workers

# 316

## New Enrollments

Excerpt from a letter written to a Stanislaus County Workforce Development Staff Member:

"You saw something in me that I did not see in myself you came into my life right on time , You Motivated Me , You Encouraged Me, Not one single time did i feel like you looked down on me. You are a real life angel you dealt with me when I was overwhelmed and felt like giving up but you always had the right words that encouraged me to stay focused, I am really grateful for this program and people like you is absolutely the reason some of us turn out successful."



Kimberly Murrell

Adult Client - Client Services Division



# TARGETED OUTREACH

## TRAINING PROGRAM

Training Services are offered to enrolled clients to obtain skills needed for in demand occupations in the local area. Training is designed to help underemployed or unemployed adults, dislocated workers, and youth achieve a self-sustaining wage.

**87 Clients Approved for Training**  
**74 Successfully Completed Training**  
**14 WIOA Enrolled Clients Completed Program**

**Top 3 Categories for training:**  
**#1 Truck Driving/Transportation**  
**#2 Maintenance/Installation/Repair**  
**#3 Welding**

## APPRENTICESHIP

Workforce Development and Valley Build partnered to provide an Apprenticeship Readiness program to allow individuals the opportunity to explore different union trade careers and earn a MC3 certificate. Of the two cohorts, 16 clients were successful in completing their apprenticeship.

## PRISON TO EMPLOYMENT

The Prison to Employment (P2E) program is a state grant-funded regional program designed to assist justice-involved adults & youth to reintegrate into the workforce. The goal of this program is to reduce recidivism by assuring that the re-entry population is trained, equipped with tools to navigate job search activities, and ready to accept employment. This grant ran from 7/1/21-3/31/22.

TOTAL P2E CLIENTS



CLIENTS PLACED IN EMPLOYMENT



AVERAGE WAGE WHEN ENTERING EMPLOYMENT



AVERAGE HOURS WORKING A WEEK



## LEARNING QUEST

Contracted to provide work readiness workshops to our Justice Involved clients. Workshops topics included:

**Job Readiness**

**Interviewing Skills**

**Computers for the Workplace**

**Applying for a Job**

**Job Search**

**Job Retention**

CLIENTS REFERRED



CLIENTS ATTENDED



# TARGETED OUTREACH

## VEAP GRANT

8 New Enrollments  
2 placed in On-the-Job Training  
1 completed training

### VETERANS RECONNECT - VEAP GRANT

Stanislaus County Workforce Development (SCWD) along with numerous community, state and federal organizations offers valuable resources to help veterans transition their skill sets into the local workforce. At SCWD, veterans receive priority service and can access employment resources like on-the-job and vocational training, paid internships and supportive services to assist with transitioning back into the workforce.

### CAREER PATHWAYS - LIBRARY GRANT

Stanislaus County Workforce Development received a \$20,000 grant in partnership with Stanislaus County Library. Workforce Development staff assisted by providing training and training materials to the Library to conduct public workshops. Individuals gained assistance with resume writing, computers access for job search, and referrals to other community partners, as needed.

### LET'S WORK (PROBATION YOUTH SERVICES)

The In-Custody Classes were re-structured in collaboration with Probation Staff to ensure the program focused on soft skills in the workplace and skills needed to find and secure employment.

The Out-Of-Custody classes provide job readiness skills, such as job search strategy, resume writing, online applications, and interviewing basis. Graduates of the program received a chrome notebook upon completion.

### YOUTH PROGRAMS

Our youth program, Project YES - contracted by Ceres School District- helps 17-24 year olds develop their skills to become the job candidates that employers are looking for. Project YES! serves summer youth, in-school and out-of-school youth. Once a year, Workforce Development creates a committee of staff & board members who plan & host an annual STAND Out! Youth Conference which help youth embrace their strengths, build resiliency, and create a motivational atmosphere for their future.

#### CLIENT ENROLLMENT

319 Enrolled  
190 Exited  
120 Employed at Exit  
63% Employed  
\$16.61 Average Wage at Exit

#### NUMBER OF SERVICES PROVIDED

465 Distinct Clients  
3531 Total Services  
7.5 Average Service per Client

#### SUMMER YOUTH

30 Enrolled  
19 Businesses Participated  
21 Youth Placed

#### NUMBER OF TRAININGS

190 Work Experience  
40 Occupational Skills Training  
356 Career Counseling/Planning



Stanislaus County Workforce Development  
Youth Conference | July 23rd, 2021

64 attendees  
Rated 4.64 out of 5 stars



# JOB CENTERS

Scan the QR code with the camera app on your phone to watch our job center video!



The America's Job Center of California is a network of local, state and public organizations that offer a variety of services to job-seekers and connect them with businesses seeking qualified individuals.

Our job centers offer self-directed services that are designed as a "one-stop shop" for job seekers to access a comprehensive range of no-cost employment and training services. Job seekers can make an appointment at our Modesto location for assisted services with a staff member. Services and guidance are also provided to veterans, individuals with disabilities, economically disadvantaged workers, recent high school and college graduates.



## LOCATIONS

**Modesto Job Center**  
**629 12th Street**  
**Modesto, CA 95354**

**Turlock Job Center**  
**1310 W. Main St.**  
**Turlock, CA 95380**

**Patterson Job Center**  
**101 W. Las Palmas Ave.**  
**Patterson, CA 95363**

**Oakdale Job Center**  
**1405 West F Street Ste. I**  
**Oakdale, CA 95361**

## AMERICA'S JOB CENTER OF CALIFORNIA PARTNERS

The America's Job Center of California is a collective partnership that strives to address workforce needs through a systemic approach. Some program partnerships are mandated through the Workforce Innovation and Opportunity Act, and represent core services to the public. Other partners are not mandated, but share a vision of a systemic community approach to workforce development services.





# RELEARNING SKILLS

It is hard to get a job without having experience in the US, however I had a couple years of experience working in Afghanistan, but there were some other skills that I needed to develop. For instance, typing test which was hard to practice and I practiced for a long time until I got the certificate. Writing resume and cover letter was also hard to develop because the way we learned to write a resume was over 5-10 pages where in the US, it should be 1 page. One day it happened that my son broke my computer and I had to apply for jobs. It was exactly in the beginning of Covid 19 pandemic. I contacted my worker, Lisa Simms, at workforce and she kindly got me a computer through workforce programs. It was really hard to apply job without computer.

All of the [Workforce Development] programs were helpful to me, but the Paid WEX programs that I was introduced to the employer through was really useful because I gained a lot of experience working with CHSS.

I would like to profoundly appreciate the whole workforce team for supporting me, specially Lisa Simms and Rachel Faria who supported and encouraged me to reach where I stand today. I am so grateful for your guidance and encouragement.

I feel very excited and proud for the success that one of main dream came true. I feel excited that our efforts haven't been wasted and moved towards achievement.

*Humayoon Agah*  
**Humayoon Agah**

**Paid Work Experience Client**



[www.stanworkforce.com](http://www.stanworkforce.com)