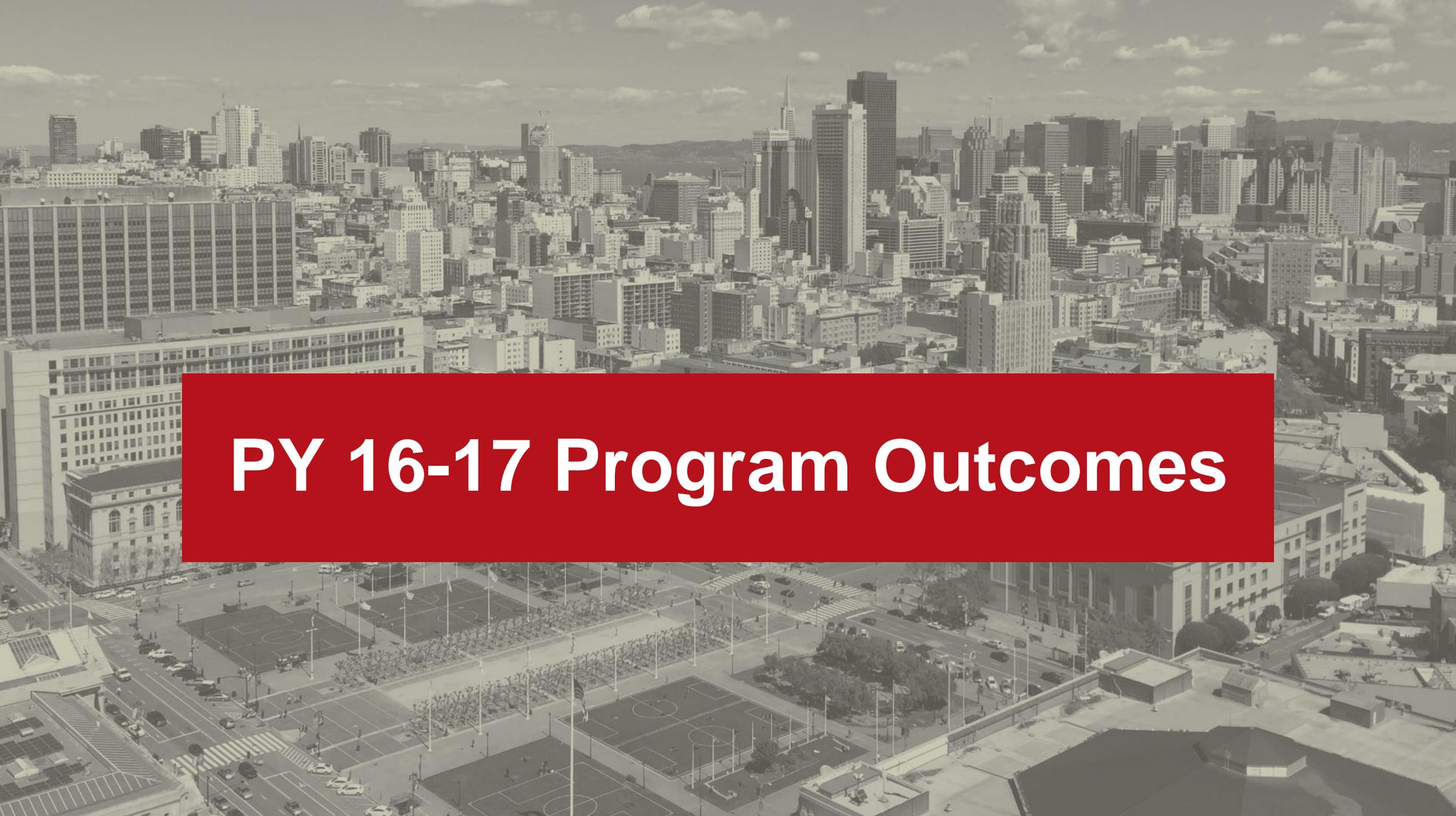


Workforce Development Division



WISF Meeting
December 6, 2017

An aerial photograph of a city skyline, likely San Francisco, featuring numerous high-rise buildings and a dense urban layout. A prominent red banner is overlaid across the center of the image, containing white text. The background shows a mix of modern skyscrapers and older, lower-rise buildings, with a clear view of the city's topography and surrounding hills.

PY 16-17 Program Outcomes

Program Areas

Access Points

Comprehensive Access Point:

The CAP is the central hub of the workforce system. It delivers the entire array of workforce services for City residents and hosts core partners to make their services available in one location (i.e. HSA & CCSF)

Neighborhood Access Points:

The NAPs offer a broad array of culturally competent and geographically focused workforce services in specific neighborhoods.

Specialized Access Points:

SAPs offer customized workforce services to jobseekers that may encounter specific challenges in securing employment (i.e. re-entry & veterans).

Program Areas

Disability & Re-entry Initiatives

Disability Employment Initiative & Disability Employment Accelerator:

These initiatives are grant-funded and provide services targeted towards assisting persons with disabilities to transition into the workforce.

Re-entry Navigator:

The Re-entry Navigator offers employment and job readiness services for individuals involved in the criminal justice system.

Program Areas

Young Adult Services

Young Adult Access Points:

YAPs provide workforce services targeted to Transitional Age Youth that emphasizes career exploration and connect participants to education and/or employment.

Reconnecting All through Multiple Pathways (RAMP):

Provides disconnected youth with intensive educational support, classroom-based workforce services, job readiness training, and stipend work experience.

Business Services

Business Coordinators:

The Business Coordinators engage first source and other employers to create job leads and work with service providers to place appropriate candidates.

Program Areas

Sector Academies

Construction Sector (CityBuild):

CityBuild is a pre-apprenticeship training program that prepares local jobseekers for unionized construction trades.

Information and Communications Technology Sector (TechSF):

TechSF provides multiple trainings in the diverse tech industry (i.e. Python, Web Development, JavaScript, Digital Marketing, Motion Graphics).

Hospitality Initiative:

The Hospitality Initiative provides training in food services, guest services, and facilities maintenance.

Healthcare Academy:

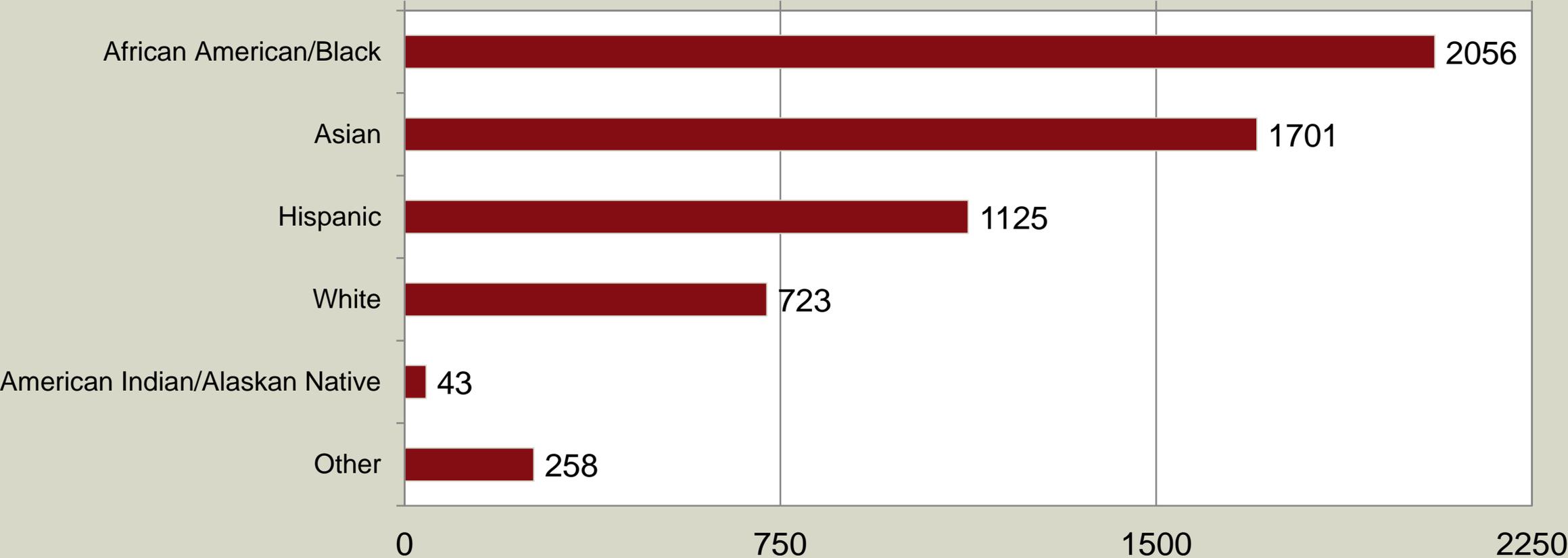
The Healthcare Sector Academy prepares local residents for clinical & non-clinical employment opportunities in health care.

An aerial photograph of a city skyline, likely San Francisco, featuring numerous skyscrapers and dense urban development. A prominent red rectangular box is overlaid in the center, containing white text. Below the text, the image shows a park area with several basketball courts and flagpoles.

Participant Demographics – Adult, Young Adult & Sector

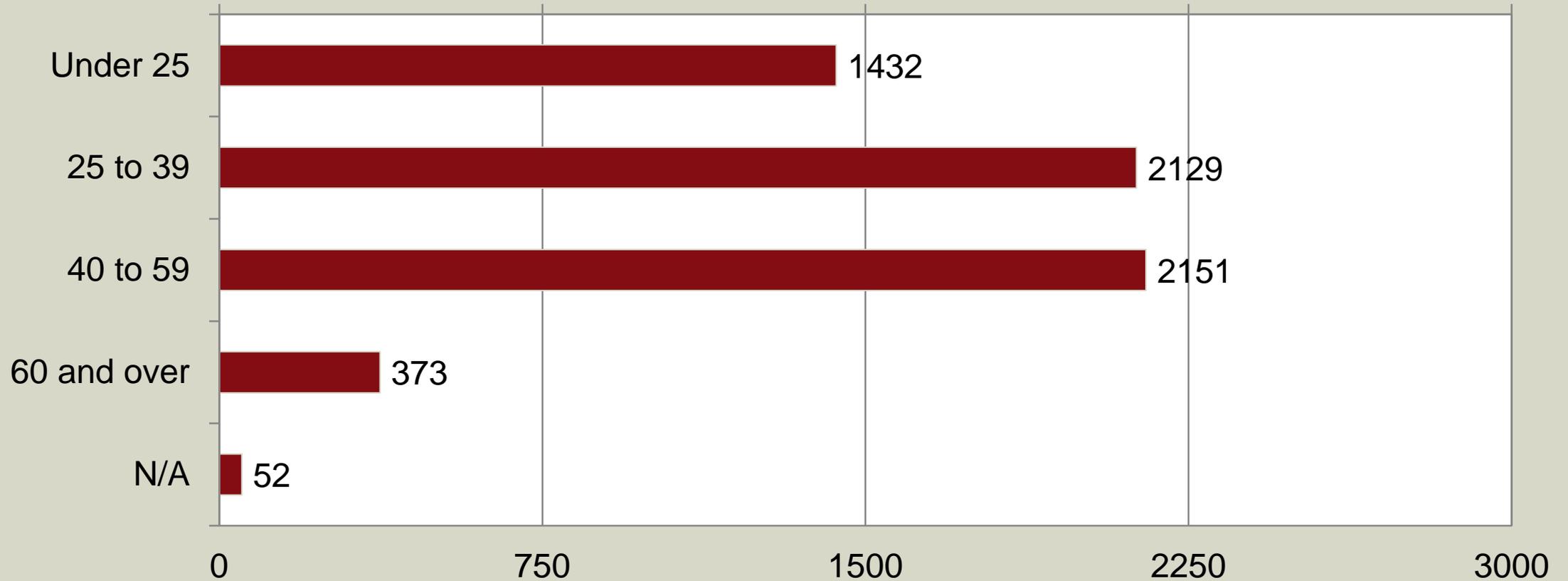
Workforce by the Numbers: PY 16-17 Enrollments by race/ethnicity

Clients Served- Race/Ethnicity



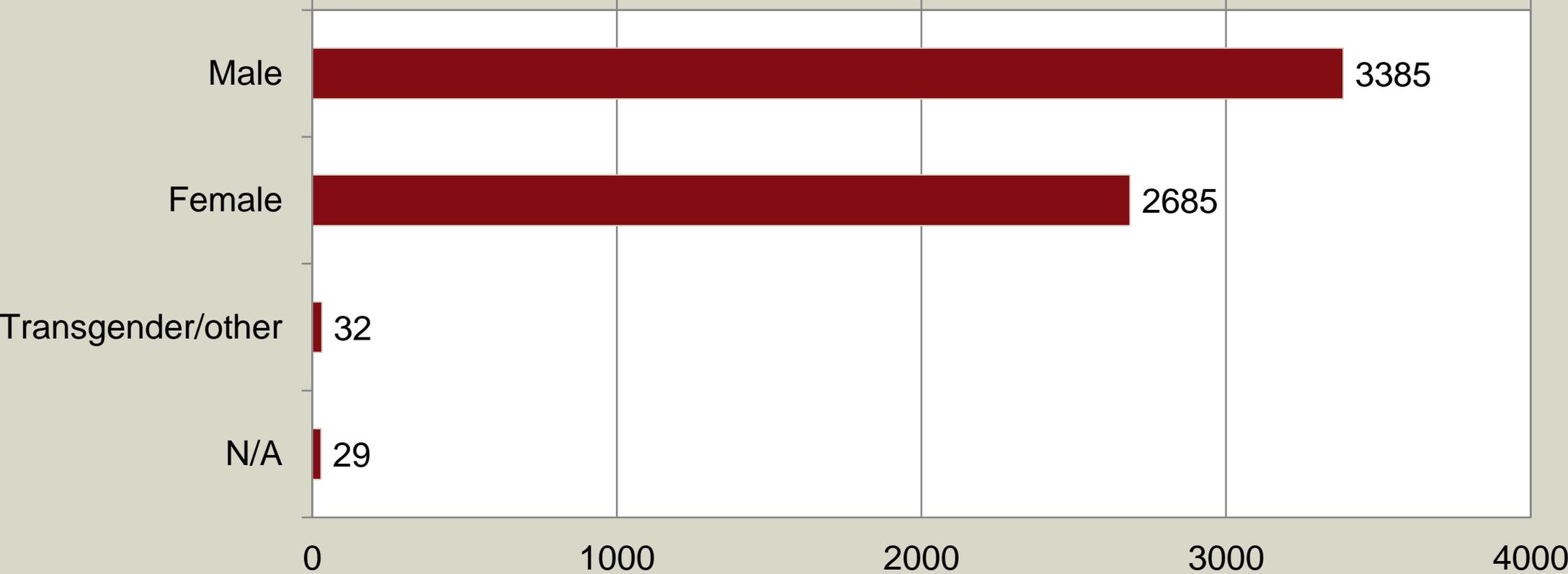
Workforce by the Numbers: PY 16-17 Enrollments by age

Clients Served- Age



Workforce by the Numbers: PY 16-17 Enrollments by gender

Clients Served- Gender Identity



Workforce Programs: **Adult Services Outcomes**

Placement = 1218

- 104% of Goal

System Changes:

- Created a Job Readiness Services program model
- Added a Tenderloin Neighborhood Access Point
- Expanded Specialized Access Points
- Added computer & Financial literacy services
- Increased focus on placements and retention

Workforce Programs: **Disability and Re-entry Initiatives**

Placement = 115
• **74% of Goal**

System Changes:

- Coordination with Adult Probation on streamlining re-entry workforce services
- Applied for Disability Employment Accelerator Funding
- Added a sector based training focused on participants with disabilities

Workforce Programs: **Young Adult Services Outcomes**

Placement = 270

- 72% of Goal
- 60 additional placed in post-secondary education

System Changes:

- Increased RAMP programming
- Created Subsidized Employment Program
- Diversified portfolio with new providers

Workforce Programs: **Health Care Outcomes**

Placement =260
• 101% of Goal

System Changes:

- Increased Occupational Skills Training offerings
- Added Bridge Program with CCSF for industry exploration & intro to sector
- Partnered with SFSU's College of Extended Learning to increase training
- Added refresher coursework for Medical Assistants (partnership w/ Kaiser & Sutter)
- Planning Incumbent Worker Training & Wage Tier Model for Personal Care Givers

Workforce Programs: **Hospitality Outcomes**

Placement =559

- 118% of Goal

System Changes:

- Added Food Services work-based learning training for Persons with Disabilities
- Planning for implementation of Retail & Hotel trainings

Workforce Programs: **Technology Outcomes**

Placement =146

- 68% of Goal
- *75 additional continuing participants

System Changes:

- LinkedIn Learning platform in collaboration with the workforce system
- Launch of gig economy training
- Official launch of apprenticeship program

Workforce Programs: **Construction Outcomes**

Placement*
= 1279

System Changes:

- Addressing the challenges and realities of a citywide construction labor shortage at a time of record unemployment
- Expanding recruitment efforts
- Increasing barrier removal support and programming
- Improving coordination with non-CityBuild community partners, labor organizations, employers and sister City agencies

*CityBuild does not set overall placement goals for local residents, but does set goals for training program graduates:

- CityBuild Academy = 120 placed, 95% of goal
- Construction Administration & Professional Services Academy = 25 placed, 68% of goal
- Chase Center Training = 28 placed, 70% of goal

Going Forward

Priorities in 2018

- Identify Outreach and Retention Best Practices
- Increase Employer Engagement
- Develop Strategic Training Opportunities
- Build out Sector Academies
- Coordinate the Workforce System
- Assess Technical Assistance Needs
- Evaluate Effective Program Models