

ITEM VII.F. – REPORTS

BUSINESS SERVICES UNIT REPORT FOR JULY 1, 2025 – DECEMBER 31, 2025

BACKGROUND:

This report includes services provided to employers by the Business Services Unit, which consists of leveraging, brokering, and convening Career Services Providers activities and other resources, as well as initiating efforts during the period covering July 1, 2025, through December 31, 2025. The report is intended to provide an overview of business service activities during this timeframe.

The Business Services Unit is working within the Business Engagement Model framing to support economic growth, resiliency, inclusivity, and talent development with the goal of serving our business customers and forge connections between job seekers and employers, as well as other system stakeholders. These Business Services Unit objectives are achieved by helping employers access reimbursement training programs (i.e., On-the-Job Training – On-the-Job Training and Customized / Incumbent Worker Training), obtain hiring and recruitment assistance, navigate the process of downsizing and/or closing, and bridge opportunities for apprenticeship.

BUSINESS SERVICES ACTIVITIES

This section demonstrates a 20% increase in employment activity resulting from the Alameda County Workforce Development Board Business Engagement Plan Quarter 1 and Quarter 2 goals. Described below are the various types of employer engagements and number of employers engaged during the specified timeframe:

Businesses Served:

Engagement can take on several forms including, but not limited to: job fairs, hiring events, employer spotlights, sector symposia, industry events, career panels, surveys, and employer hotline information. Through these engagements the Business Services Unit can achieve a better understanding of which employers are hiring and what type of employees they hope to attract. A total of at least 237 businesses were served during the second half of calendar year 2025 (July 1 – December 31), representing a 20 percent increase over the last reporting period. These businesses engagements supported economic growth and mitigated downsizing or closures.

Business Services Unit engagement transpired through various methods, including through: coordination of on-site and virtual Open Rapid Response Orientations (Open Rapid Response Orientation's), coordination and participation in career fair events, attending local chamber events, meeting with local economic development liaisons, supporting re-entry employer engagement events, collaborating with employer facing organizations and other types of community agencies.

California Employers Association:

A total of 155 businesses were served through Alameda County Workforce Development Board's contracted provider, California Employers Association, who facilitates webinars on the behalf of Alameda County Workforce Development Board. California Employers Association helped to create outreach materials promoted by the Business Services Unit and across Alameda County Workforce Development Board's social media pages to employers within the service area. During the timeframe of this report, California Employers Association hosted eight webinars to support employers with business training needs attracting over 114 registrations:

California Employers Association also manages a Human Resources (HR) hotline provided to Alameda County Workforce Development Board's local area employers and HR Managers. Over 12 employers used the free HR Hotline for a total of 29 calls during the second half of calendar year 2025. The description of issues addressed ranged from termination issues, benefits, policy questions, safety, wages, and other business operations related issues.

There were 18 businesses that requested access to the Do-It-Yourself Handbook, a digital template that allows businesses to personalize their own employee handbook. The handbook helps businesses set clear expectations and ensure compliance with California laws, and is available in both English and Spanish.

Advanced Manufacturing Sector: The Regional Manufacturing Careers Specialist engaged at least 12 businesses and economic development councils to help bridge opportunities in advanced manufacturing.

Rapid Response / WARN:

Over 14 new employers were assisted as *WARN activity continues to increase. At least two employers reported triple-digit layoffs.

Open Rapid Response Orientations:

In response to the increase in layoffs and with a goal to provide service delivery to potential Dislocated Worker participants, Open Rapid Response Orientation's were offered bi-weekly. The Rapid Response Coordinator has facilitated Open Rapid Response Orientation sessions since May 2023. Open Rapid Response Orientation enables Dislocated Workers who are not connected to a company that submitted a Worker Adjustment and Retraining Notification (Worker Adjustment and Retraining Notification), access to the same tools, resources, and services to help them regain employment as provided to workers who obtain Rapid Response Orientation at employer-specific sites, coordinated by Business Services Unit's Rapid Response Coordinator.

Customized Training / On-the-Job Training:

Over 23 employers expressed interest in On-the-Job Training or Incumbent Worker / Customized Training.

Metrix is one of Alameda County Workforce Development Board's contracted providers that facilitates access to an online learning platform that is being utilized to support worker and upskilling efforts. Metrix Online Learning offers over 7500 virtual trainings to support both jobseekers as well as businesses seeking to upskill their workforce or train external talent to fill positions. Some employers interested in customized training / incumbent worker training also

expressed interest in the On-the-Job Training resulting in creating new On-the-Job Training opportunities. Recent updates to the On-the-Job Training maximum reimbursement threshold supports Career Service Providers to attract new On-the-Job Training opportunities by offering higher wage reimbursement incentives. There are 22 active On-the-Job Training contracts that include 8 new Master Agreements. There were 16 On-the-Job Training Adult and Dislocated Worker referrals completed as shown below (excluding On-the-Job Training agreements in the High Road Training Partnership initiative):

On-the-Job Training Master Agreements:

Rubicon: Total – 4

07/14 East Bay Innovations

07/22 ACME Pacific Repairs, INC.

08/11 Janico Building Services LLC

10/15 Chris Plumbing

Tri-Valley Career Center (TVCC): Total – 2

7/1 WAYS Home Care & Health Agency

11/23 Horizon Services Inc.

Ohlone College: Total – 2

7/24 ISE Labs, Inc.

10/22 Britech Electropolishing Inc.

Lao Family: Total – 0

International Rescue Committee (IRC): Total – 0

On-the-Job Training Adult and Dislocated Worker Referrals:

International Rescue Committee (IRC): Total – 1

Ways Home Care and Health Agency – 1 On-the-Job Placement

Tri-Valley Career Center: Total – 2

Ways Home Care and Health Agency – 1 On-the-Job Placement

Mom Relaunch Foundation – 1 On-the-Job Placement

Ohlone Career Center: Total – 2

ISE Labs, Inc. – 2 On-the-Job Placements

Rubicon – Eden America’s Job Center of California: Total – 11

Acme Pacific Repairs – 3 On-the-Job Placements

America West Medical Transport – 2 On-the-Job Placements

Chris’ Plumbing – 1 On-the-Job Placement

Scandic Springs Inc – 2 On-the-Job Placements

KP Doors and Access LLC – 1 On-the-Job Placement

Vegan Distribution – 1 On-the-Job Placement

East Bay Innovations – 1 On-the-Job Placement

Industry / Career Events:

The Business Services Unit supported local hiring and inclusivity of formerly incarcerated and unhoused individuals by coordinating and participating in re-entry job fairs and resource events working in collaboration with Alameda County Workforce Development Board's Re-Entry Coordinator. Business Services Unit staff also supported economic resiliency and sustainability within the local service area by attending industry events to engage employers and industry leaders in potential matches for impending dislocated workers, and to connect businesses to training and talent recruitment services.

In alignment with Alameda County Workforce Development Board's Industry Sector and Occupational Framework (Industry Sector and Occupational Framework), the Business Services Unit identified and engaged with key interest holders in high growth industry sectors and occupations. Additionally, the Business Services Unit hosted a bi-annual Business Roundtable and an Employer panel meeting quarter one and quarter two Business Engagement Plan defined objectives. Both events represented a convening of local employers and industry experts on the subject of Artificial Intelligence (AI) potential implications in workforce development. Business Services Unit also staff tabled events to share training and program supports that enhanced talent options for employers and increase job seeker career opportunities. A sample of events supported by Alameda County Workforce Development Board's Business Services Unit during the timeframe of this report are below:

- Congresswoman Lateefah Small Business Expo
- Bay Area Construction Workforce Conference
- Pleasanton Unified School District Youth Apprenticeship Forum
- BEAT 1st Bi-Annual Roundtable
- Start-Up World Cup
- Silicon Valley Leadership Group Annual Forum

Community / Business Engagement:

Alameda County Workforce Development Board's Business Services Unit referred businesses to both internal and external service providers, as necessary. Examples of referral agencies included the Chambers of Commerce, California Employment Development Department's (EDD) Employer Advisory Council, Small Business Development Center (SBDC), local education agencies, community collaboratives (i.e. East Bay / Inter-Agency Training Council), local public economic development departments, and various employer-facing agencies.

The Business Services Unit leverages resources and convenes at both the local and regional level to coordinate service delivery. The Rapid Response Coordinator participates in the Greater Bay Area Rapid Response Roundtable which is one of over 50 regularly attended convenings by Business Services Unit staff.

Multiple industry and career events were attended by Business Services Staff that led to over 5 connections with key interest holders in high growth industry sectors and occupations. There were over 23 engagements with employers, employer-facing agencies, and through attendance at supply-side hosted employer events.

Total Employer Engagement:

There were over 237 employer engagements between July 1, 2025, through December 31, 2025. The Business Services Unit team actively identified, responded to, and engaged a diverse spectrum of employers to align workforce development activities that support economic growth and mitigate business downsizing or closures. This included referring businesses to the Adult and Dislocated Worker Career Services Providers to participate in onsite career and job fairs where employers and job seekers could connect. The Business Services Unit team promoted and disseminated information on career fairs, employer webinars, and other resources across social media platforms to support businesses served.

Business Services Unit Measures & Goals:

The following measures and goals were previously board-approved and adopted. The Business Services Unit continues to review these goals and measures to glean relevance and appropriateness and may propose a new set of measures and goals at a future OE Committee:

Business Services Unit Goals:

1. Recruit and provide services to new businesses – 15
2. Provide services to small businesses (<100 employees) – 12
3. Rapid Response / Layoff Aversion Activities to build relationships with businesses – 5
4. Align Businesses Services with Industry Sector and Occupational Framework (ISOF) – 75%

Tracking:

Number of collaborative events with partners for Priority Populations

Build local and regional collaboration with industry, trade, and economic development partners

Business relationship retention / Repeated services to businesses

For further information contact Darlene Hawkins, Business Services Manager at (510) 259-3864 or through email at dhawkins@acgov.org.