

ANNUAL REPORT 2012-13

Smart Business Resource Center



"Our goal is your success"



Message from the Director –

The Smart Business Resource Center's mission is to invest in the growth and development of businesses in our local area to provide opportunities for all job seekers. In the past year's economic uncertainty, the Smart Center has remained true to our mission by creating solutions to keep our local businesses healthy and expanding opportunities for job seekers. Our challenge was to build on our existing knowledge and experience and work strategically for greater impact with less funding. We focused on industry sectors and small business needs to provide relevant and meaningful training to our clients. We expanded our Worksite Training program to allow for skills upgrade training; opening new entry-level positions for job seekers and providing businesses an avenue for expansion. We pursued the National Workforce Readiness Credential (NWRC) for our clients and our facility has been designated as a certified testing site. The NWRC is fulfilling the needs of both job seekers and businesses to close the identified soft skills gap.

Our staff of 28 dedicated professionals has strengthened their business relationships and collaborated with our community partners to facilitate hiring fairs, workshops, and customized training. They will remain ready to assist our community with their workforce needs by adopting best practices shared at workforce conferences and interaction with our consortium partners.

In the coming year, we will continue to focus on our mission and make the Smart Center synonymous with Opportunity. We will step up to the challenges that are put before us and meet them with determination, vision, and success.

Debbie DeCoito, Executive Director

Highlights



What we did

Exceeded our performance goals

- ◆ **Enrollments**
Adults 366 Youth 181 Dislocated Worker 273
- ◆ **Entered Employment**
Adults 79.05% Dislocated Worker 77.08%
- ◆ **73.91 % Youth Literacy and Numeracy**

Education and Training

- ◆ 32.19% of total funding spent on direct client services
- ◆ Focused training on industry sectors

Best Companies To Work For In Shasta County

- ◆ Recognized 79 businesses and 310 of their staff at our awards breakfast

Improved Technical Infrastructure

- ◆ Launched a fresh, new website
- ◆ Upgraded servers and IT network

Upgraded Our Facility

- ◆ Redesigned One Stop for increased client flow
- ◆ Enlarged Computer Classroom
- ◆ Refreshed Youth and Programs departments with new paint

Why we did it

We invest in the growth and development of business to provide opportunities for all job seekers. Our goal is your success. Our purpose is to promote and foster employment opportunities for the unemployed and underemployed. To fulfill that purpose, we use both public and private funds to place job seekers, train area residents, work with schools to improve the employability of their graduates, and engage the business community so we can successfully address their workforce needs.



Small Businesses such as ours are able to grow and train and employ more local individuals in an industry making more than minimum wage...our company would not have been able to bring in ten unemployed individuals and train and employ them in a new career".

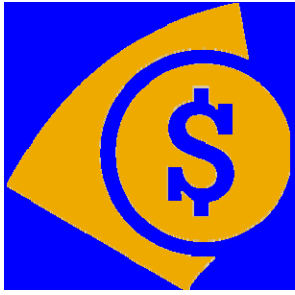
Sherrie Downard, Business Resource Manager, CGI Technical Services, Inc.



We start our hiring needs with The Smart Center with the recruiting, and pre-screening process. We used the worksite training program to help us train our new employees, and have saved thousands of dollars over the years".

Rob Innes, Owner , Innespace

"OUR GOAL IS YOUR SUCCESS"



2012-2013 Financials

Highlights

Revenue

- ◆ Nearly \$250,000 in unrestricted revenue, resulting in an increase in net assets of \$93,000. Unrestricted revenue includes investment return, investment income, donations received, Enterprise Zone vouchering and our jail contract.
- ◆ Smart's restricted program revenue budget for the 2012-2013 fiscal year was \$3.07 million and the final revenue was \$3.05 million, resulting in an index of 99.4%.

Program Expenditures

- ◆ As compared to the other contractors providing services in 11 Northern California Rural Training and Employment Consortium (NoRTEC) counties, Smart has one of the lowest overhead ratios. This means of our over \$3 million in program expenditures, we invested the most in our local businesses and job seekers.
- ◆ As compared to the other contractors providing services in 11 NoRTEC counties, Smart has one of the highest WIA revenue per employee ratios. This means we provide more services with less employees.
- ◆ 20% of expenditures were spent on training costs such as tuition and worksite trainings.
- ◆ 12% of expenditures were spent on supportive services such as mileage, work clothing and testing.
- ◆ As an organization we spent 35% of our Adult and Dislocated Worker funds on direct training costs (compared to the grant requirement of 16.05%). By more than doubling the grant requirement, Smart invested an extra \$275,000 in businesses and job seekers in our local area.
- ◆ Nearly \$250,000 from local businesses were leveraged to train job seekers in our local area through our worksite training programs.

Looking Forward

- ◆ We will carry forward roughly 20% of our main allocated grants into our next fiscal year (Adult, Youth, and Dislocated Worker).
- ◆ Facing a double digit budget cut for the third year in a row, Smart continues to maintain services by reducing overhead.
- ◆ Effective January 1, 2014, Enterprise Zone vouchering will be processed by the Franchise Tax Board.
- ◆ Management is actively researching and pursuing new restricted and unrestricted funding streams.



Our staff

(From back row left to front row right)

Stephanie Jewel, Kim Cobbler,

Rose Amaru, Katrina Graves, Morgan Storment, Laurie Grieg, Laura Barbeau, Rosa Mena, Christine Swim, Cherish Pust, Sou Saechao, Misty Bowman,

Christie Brewster, Betsey Ray

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