

**Carla Anguiano**  
CAPSTONE PROJECT

Partnerships between agencies are the cornerstone of what we do. Without partnerships we would not be able to provide comprehensive services through the one stop system.

The Workforce Innovation and Opportunity Act (WIOA) mandates required partnerships within each local one stop. Partnerships are more than what is outlined in MOUs; they are relational. As with any relationship, partnerships have to be developed and maintained in order to be sustained. Strong partnerships are built on a solid foundation of mutual goals and common interest with a clear understanding of roles and limitations, which should be discussed at the onset. Partnerships—specifically, strong partnerships, are the cornerstone of a successful one stop/AJCC.

Harbor Gateway WorkSource Center is the only WorkSource Center in the State of California that has a unique collaboration between two Workforce Development Boards—City of Los Angeles and City of Long Beach. Harbor Gateway provides workforce services to the communities of San Pedro, Wilmington, Harbor City and Harbor Gateway. We have established and maintained partnerships with several agencies within our workforce investment area including, but not limited to, community based organizations, libraries, community college and adult education.

**PROJECT:** Developing and Maintaining Successful Partnerships

**OBJECTIVE:** To build on existing partnership in order to ensure successful implementation of programs and services beneficial to individuals in the communities serve.

- Build on existing partnership
  - Common Goal—increase referrals between agencies; increase enrollments into WIOA; increase individuals attending training through Adult Education
  - Training programs – welding/HVAC/Diesel Mechanic
- Buy-in from leadership—meetings included Center Managers, School Vice Principal and WIOA Navigator
- Collaboration included strategizing ways in which partnership would assist in reaching main objective.

**PROJECT DEVELOPMENT STEPS:**

In March 2017, our partnership with Los Angeles Unified School District--Division of Adult and Career Education (LAUSD DACE)—Harbor Occupational Center (HOC), expanded to include a WIOA Navigator, co-located at our WorkSource Center. The WIOA Navigator role enhanced an existing relationship that had been developed and maintained over several years.

Building on our established partnership, we immediately began to strategize ways to improve the partnership that would be beneficial to our mutual customers. First and foremost, we incorporated the services offered by the WIOA Navigator through HOC into daily orientation held at the WorkSource Center. In addition, the WIOA Navigator informed customers who visited HOC of the services of the WorkSource Center and referred customers as appropriate. As a result, we have seen an increase of referrals between the two agencies.

To enhance this relationship even further, we continued to strategized ways to assist as many customers that could benefit not only from the services offered through the Adult Education system but the workforce system as a whole. Collectively, we developed a plan which included the following:

- Outreach to customers on the waiting list for various training programs at HOC
- Invite customers to an orientation held at HOC, highlighting both agencies
- Streamline paperwork process to include paperwork (eligibility and training) from both agencies
- Involve staff from both sites in the orientation—several Career Specialists available to meet individually with each customer to assess need and appropriateness for training
- Prepared Individual Training Accounts (ITAs) to be submitted for review and approval
- Offer Supportive Services to those that are in need of additional resources

As a result of this collaboration, over twenty (20) customers received funding through WIOA for one of three training programs (Welding, Air Conditioning Technician (HVAC), and Diesel Mechanic). Since that event, staff have been working to refine the collaboration to streamline process for future training programs.

Additional steps have also been made to ensure placement activities and job search assistance are in line when the customer(s) completes their respective training. Our Business Services Representatives has begun to build relationships with each of the instructors of the training programs.