
DATE: August 13, 2025
TO: Executive Committee
FROM: Patricia Conley, Workforce Services Specialist
RE: **Business Services Annual Report FY 2024 - 2025**

Advancing Economic Opportunity

The Workforce Development Board of Contra Costa County (WDBCCC) supports businesses in Contra Costa County and the greater East Bay to help them be competitive. We provide resources and access to our pipeline of diverse workforce talent. For more information about our [Business Services](#) visit our [wdbccc.com](#) website. Highlights of Business Services from our Fiscal Year of July 2024 to June 2025 are provided below.

Business and Economic Development Committee Meetings

The objective of the Business and Economic Development (BED) Committee is to meet the workforce needs of high demand sectors of the local and regional economies. A presentation from SCORE (Service Corps of Retired Executives) support for small businesses was provided at the [3/12/25 BED Committee meeting](#).

Employer Training Webinars California Employers Association (CEA) Presentations

Webinars on human resource compliance solutions, training, and recruiting services were provided to **98 Contra Costa County employees and staff** to support and help them navigate through the challenges they face. Businesses learned how to protect themselves and their employees.

9/24/24	Workplace Violence Prevention Plans	24
12/11/24	2025 Labor Law Update	30
4/22/25	Conflict Management – Fierce & Crucial Conversations	32
6/17/25	How to Be a Coach, Not a Boss	12
TOTAL		98

Human Resources Hotline CEA Hosted

CEA staff provide complimentary resources and expertise to help avoid liabilities through the **888-599-7645 hotline** for employers and their staff. Risk guidance is provided on: hiring/firing processes, paid sick leave laws/FMLA, breaks/lunches/overtime, harassment prevention, remote work, employee handbooks, and more.

Over **450** businesses were contacted directly to use our services, resulting in **275** employer responses: **62 Hotline** Phone Calls and **213 Webinar** Registrations.

Integrated Business Employment Services Team (i-BEST)

Staff from WDBCCC, Rubicon Programs, and the Employment Development Department (EDD) Workforce Services Branch make up i-BEST based at the America's Job Center of California (AJCC) in Concord. This team delivers workforce development services to Contra Costa County employers, including on-site recruitments, employer spotlights, and career fairs. i-BEST actively promotes job openings, offers employment resources, and facilitates events to connect job seekers with employers. In the past year, the i-Best cohosted four career fairs and supported additional recruitment activities.

i-BEST Career Fairs	Date	Employers /Resources	Job Seekers
East County Career Fair – Pittsburg Marine Community Center	8/28/24	43	153
Central County Career Fair – Mount Diablo Adult Education Center	10/24/24	39	337
West County Career Fair – Hercules Community Center	2/29/25	42	248
West County Career Fair – San Pablo City Hall	6/12/25	18	165
Additional Recruitment Activities			
Office of Youth & Young Adult Career Fair	9/21/24	NA	NA
Antioch Business Expo & Career Fair	9/26/24	NA	NA
Richmond Workforce Development Board Career Fair	11/21/24	NA	NA
BART Concord Career Fair	3/6/25	NA	NA
Diablo Valley College Spring Career Fair	3/12/25	NA	NA
Contra Costa College Career & Internship Fair	4/9/25	NA	NA
Solano County WDB Northern California Career Fair	4/10/25	NA	NA
Northern Cal Laborers' Union Women in Construction Resource Fair	6/21/25	NA	NA

Rapid Response Outplacement Services

Rapid Response Outplacement Services provides no-cost employment and training services and resources to dislocated workers before their last day of employment. These services help individuals prepare for the transition by offering access to training programs while they receive Unemployment Insurance. The training enables workers to upgrade their skills or pursue new career paths, improving their chances of re-employment in today's job market. Certain employers notify workers and local government officials before a mass layoff per the California Worker Adjustment and Retraining Notification (WARN) Act.

- WARNS Received **47** Businesses
- Dislocated Workers **1981**

Re-entry Workforce Services

Assembly Bill (AB) 109 (Prison Realignment), Prison to Employment (P2E), and Office of Reentry and Justice (ORJ) collectively helps justice-involved job seekers secure job interviews, resources, and employment, which in turn reduces recidivism. They receive connections to fair chance employers. There were **39** Additional Fair Chance Employers; New Total **635** Fair Chance Employers.

Re-entry Career Fairs	Date	Employers /Resources	Job Seekers
Re-entry Success Centers Career Fair Richmond	7/26/24	NA	NA
Re-entry Catholic Charities Conference & Career Fair San Francisco	9/13/24	NA	NA
Antioch Re-entry Job and Resource Expo (of Job Seekers 57 Rubicon)	5/21/24	43	170

Social Media Analysis - Full Capacity Marketing

Full Capacity Marketing increased brand awareness of the Workforce Development Board of Contra Costa County to promote a workforce development system that meets the needs of businesses, job seekers, and workers to ensure a strong, vibrant economy in Contra Costa County.

Impressions – Post Seen on Social Media Feed

Facebook – 26,800	LinkedIn – 16,000	Instagram – 920	Twitter – 5,100	Total: ~48,820
-------------------	-------------------	-----------------	-----------------	-----------------------

Engagements – Viewer Clicked On, Commented, Shared, Liked a Post, or Retweeted

Facebook – 1,400	LinkedIn – 1,200	Instagram – 106	Twitter – 162	Total: ~2,868
------------------	------------------	-----------------	---------------	----------------------

Post Link Clicks – Viewer Clicks to WDBCCC Website or External Link

Facebook – 785	LinkedIn – 718	Instagram – 4	Twitter/X – 29	Total: ~1536
----------------	----------------	---------------	----------------	---------------------

Post Shares – Viewer Re-shared/Retweeted Post to Their Followers

Facebook – 166	LinkedIn – 140	Instagram – 20	Twitter/X – 46	Total: ~372
----------------	----------------	----------------	----------------	--------------------

Audience Growth – Increase in Followers

Facebook – 58	LinkedIn – 92	Instagram – 30	Twitter/X – NA*	Total: ~180
---------------	---------------	----------------	-----------------	--------------------

* Twitter Analytics now requires a premium account; this data is unavailable.

WDBCCC Representation, Sponsored or Hosted Events

- East Bay Economic Development Alliance (EDA) Leadership Series - **4 Events**
- East Bay Leadership Council (EBLC) Series - **2 Events**
- State of the County Address - Candace Andersen, CCC Board of Supervisors Chair
- **Chambers State of the City Addresses:** Antioch, Bay Front (Pinole, Rodeo, Hercules), Martinez, Pleasant Hill, Walnut Creek
- San Ramon Chamber U.S. Economy Presentation
- **Mega Mixers:** Lafayette Chamber
San Pablo Economic Development Corporation (EDC)
AM Bay Area, Bay Front Chamber
East Bay EDA Economic Outlook Networking Event
- **Installation & Awards Events:** East Bay Leadership Council
Concord Chamber 87th Board Installation & Awards
Solano County WDB Workforce Awards Event
San Ramon Chamber Awards Event
East Bay EDA Leadership Innovation Awards

- **Summits & Forums:** Association of Manufacturers (AM) Bay Area San Jose
East Bay Manufacturing Summit
City of San Pablo Economic Development
AM Bay Area Summit
- East Bay EDA Roof and Realm Modular Homes Tour
- Pittsburg Chamber Antioch Sutter Delta Tour
- Concord Chamber Business Insight Bus Tour

For any questions, please contact Patricia Conley, Workforce Services Specialist, at 925-655-3818 or email at pconley@ehsd.cccounty.us.