OUR MISSION

Improving the quality of life of low-wage property service workers and their families by increasing their skills, access to education, and opportunities for career and community advancement.
FROM OUR LEADERSHIP

As we look back on the previous year, I am proud of what Building Skills Partnership (BSP) has accomplished. In 2019, BSP provided training to 6,488 individuals through its core strategies of workforce development, immigrant integration and community advancement.

The 2019 calendar year was one of transition with the departure of BSP’s Founding Executive Director, Aida Cardenas. As BSP advances its mission, we are committed to serve as a national model for labor-management partnerships in addressing the unique needs of workers and the industry.

Over the years, BSP’s leadership, staff and Board of Directors have worked diligently to strengthen the organization, both financially and programmatically, and we will build on this success in 2020. To address the leadership change, BSP implemented a new organizational structure and supported staff to step into statewide leadership. This provided an opportunity to address the organization’s needs, while nurturing professional growth for our staff.

After a rigorous process and ample feedback from all of our partners, we are ready to implement BSP’s new strategic plan for 2020-2025. In 2020, BSP will build on the momentum, success, and best practices of the prior executed strategic plan. Additionally, BSP will explore opportunities to scale programming statewide, reach more workers through existing programming, and further develop a sustainable funding model. BSP will work with industry partners to define specific steps to career advancement, move workers into specialized roles within property service, while helping them access new skill building opportunities and additional routes to professional mobility.

As always, we are grateful to our partners and donors for their commitment and support of our organization’s growth. We look forward to working with you in 2020.

Sincerely,

Luis Sandoval
Interim Executive Director
Building Skills Partnership
Workers developed life skills in Health and Wellness, Financial Capability, and Parent Engagement, achieving community advancement for themselves and their families.

Workers received on-the-job skills training to meet both worker and industry needs through the Green Janitor Education Program, ADVANCE Vocational ESL and Emergency Preparedness Training Program.

Workers participated in Citizenship, ESL, and Digital Literacy programs, allowing them to fully integrate and participate in their communities.

Workers developed life skills in Health and Wellness, Financial Capability, and Parent Engagement, achieving community advancement for themselves and their families.
Overview

For over 10 years, Building Skills Partnership (BSP) has partnered with SEIU-USWW, responsible businesses and employers to develop workplace programming that meets the needs of businesses while advancing the economic prosperity of workers.

In 2019, BSP said farewell to its founder and Executive Director, Aida Cardenas as she transitioned to a new role in the California governor’s office. In her place, BSP’s leadership team and staff stepped into new roles to seamlessly carry our mission forward.

In 2019, BSP made especially innovative advancement in its core strategy of workforce development. BSP is building an expanded network of connections with labor-management and community based organizations as a means to address the diverse needs of workers.

As BSP’s 2014-2019 Strategic Plan comes to a close, we take stock of our success in accomplishing the goals we had set forth and outline our vision for the next five years.

As we embark on our second strategic plan, BSP will build on the momentum, success, and best practices of the prior executed strategic plan. In 2020, BSP will explore opportunities to scale programming statewide, reach more workers through existing programming, while continuing to strengthen our relationships with funders. We will collaborate with our labor-management partners who understand the value and impact of our programming. BSP looks forward to launching its updated strategy to serve our communities and further shape the property service industry of today and tomorrow.
Workers trained in 2019

6,488
Assessing Worker Needs

In 2019, BSP transitioned to the use of Salesforce to improve its data management systems. Additionally, the goal of using Salesforce is to better assess and address the diverse needs of workers and their families. Below is a snapshot of BSP’s core demographic.

Janitorial Participant Data

<table>
<thead>
<tr>
<th>COUNTRY OF ORIGIN</th>
<th>PARTICIPANTS BY GENDER</th>
<th>PARTICIPANTS BY AGE</th>
</tr>
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<tbody>
<tr>
<td>Mexico</td>
<td>30%</td>
<td>59%</td>
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<tr>
<td>El Salvador</td>
<td>36%</td>
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<tr>
<td>Guatemala</td>
<td>12%</td>
<td>3%</td>
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<tr>
<td>USA</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>14%</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
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</tbody>
</table>

LAX Emergency Preparedness Participant Data

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<tr>
<th>COUNTRY OF ORIGIN</th>
<th>ETHNICITY</th>
<th>PARTICIPANTS BY GENDER</th>
</tr>
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<tr>
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<td>Hispanic/Latino 52%</td>
<td>56%</td>
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<tr>
<td>Central/South America</td>
<td>African American 29%</td>
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<tr>
<td>Philippines</td>
<td>Asian 10%</td>
<td>44%</td>
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<tr>
<td>Ethiopia</td>
<td>Caucasian 3%</td>
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</tr>
<tr>
<td>Other</td>
<td>Other 6%</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>Total 100%</td>
<td></td>
</tr>
</tbody>
</table>
Our 2019 Impact

Based in 7 cities across California

6,488 workers trained

8,630 hours of training delivered

26 worksites participated in BSP programs for the janitorial sector

$1,151,757 total tax refund amount

$33,000 awarded in scholarships

42 individuals volunteered with BSP
This year, BSP further developed and enhanced existing workforce development programming through Labor-Management committees. BSP convened three Labor-Management committees (LMC’s) in Los Angeles, Orange County, and Silicon Valley. The success of the LMC in Los Angeles led to new employer relationships and the convening of the first ever LMC in Silicon Valley and Orange County. In Silicon Valley, BSP will be moving forward with the implementation of a Floor Care Training pilot, set to take place in early 2020. In Orange County, discussions with LMC partners resulted in the planning of the first janitorial job fair set for March 2020. BSP looks forward to collaborating with industry partners on sustainable business practices and specialized career opportunities for workers.

Launching the First Floor Care Technician Training Program

In 2019, BSP engaged industry partners to develop new career ladder training.
Our efforts, in collaboration with Labor-Management committee partners and the SEIU-USWW, spurred the launch of a specialized Floor Care Technician Training program. The program aligns with industry needs and includes official floor care certification for janitors, offering a win-win benefit for both worker and employer. To date, the program has held three pilot cohorts, where 30 workers employed by Allied Universal, ABM Industries, Servicon Systems Inc., and DMS Facility Services have graduated from the program. Workers participated in eight hours of instruction on the fundamentals of floor care, followed by three weeks of paid, on-the-job training.

Expanding the Green Janitor Education Program Across California

As the only education and certification program of its kind in the country, the Green Janitor Education Program (GJEP) expanded to new sites to meet employer and worker demand for the program. BSP graduated a total of 140 janitors statewide in 2019. Sites included the Marina Towers, PacMutual/CalEdison, Colorado Center, Westwood Gateway, and S. Olive St in Los Angeles, the Jamboree Center and Irvine Spectrum Center in Orange County, Facebook’s Mountain View office, Google Headquarters, and Stoneridge Corporate Plaza in Silicon Valley and the East Bay.

Industry Job Fairs Open Career Opportunities for Workers

Across the janitorial industry, it is not uncommon for companies to see a shortage of applicants to fill available job openings. In an effort to build stronger partnerships with employer partners while meeting a need within the industry to fill open janitorial positions, BSP hosted three job fairs in March, June, and October of 2019. The job fairs resulted from employer feedback provided in Labor-Management committee meetings.

The three job fairs were positively received with employers reporting hiring successes. BSP marketed the job fairs throughout Los Angeles County, recruiting more than 60 participants. Attendees learned about the benefits of working with responsible contractors and the significance of union representation. BSP looks forward to collaborating with its LMC partners in Northern California, Los Angeles and Orange County to host additional job fairs in the new year.
To date, BSP has trained over 6,000 passenger service workers in its Emergency Preparedness Training (EPT) program. Since 2016, the program has grown significantly to address the need for training and education for workers when faced with emergency situations at the airport.

In 2019, BSP worked with G2 Secure Staff, World Service West and SOS Security to train over 2,619 passenger service, security and janitorial workers at LAX in the EPT program. 2019 saw the implementation of a needs assessment, a training evaluation and focus groups to better understand the needs of LAX workers in an effort to expand programming and services. Through strengthening relationships with partner companies, BSP was able to provide workers with information and resources regarding Health and Wellness, Citizenship, Free Tax Preparation Services and the Mike Garcia Scholarship in addition to Emergency Preparedness Training.

Peer Trainers Help Workers Prepare for Emergencies at the Airport

Tyshwanna (Ty) Griffin is a wheelchair service agent at LAX airport in Los Angeles and a participant in BSP's Emergency Preparedness Training program. She describes her work conditions as busy and unpredictable. She often works with the knowledge that a life-threatening event could take place at any moment, which causes her stress.

While participating in Emergency Preparedness Training, Ty learned key skills in emergency response including how to evacuate, identify suspicious behaviors and health hazards. The training helped her feel well prepared when faced with an emergency situation. Her positive experience motivated her to become an EPT peer trainer to support her fellow airport workers.

As a peer trainer, Ty guides her colleagues as they progress through the Emergency Preparedness program. This experience has enabled her to build relationships with her colleagues while growing key professional skills that come with managing a class, including public speaking and organizational skills. Ty hopes to continue strengthening these skills through the peer trainer program to accomplish her dream of becoming a registered nurse.
Service by Medallion looks forward to janitors being better equipped with the knowledge to embrace Medallion’s High Performance Green Cleaning Program. This joint effort will enable our employees to make relevant contributions to continue to create a healthier and more sustainable workplace where areas such as waste management, water conservation, energy efficiency are a priority.”

-The Sustainability Team at Service by Medallion
BSP’s Citizenship and Civic Education program supports immigrant workers on their journey towards naturalization, while helping them exercise the benefits of becoming new American citizens. In 2019, 333 individuals participated in BSP’s Citizenship program, aspiring to become new citizens. The program has impacted workers like Karina Renderos, a janitor in San Jose. For Karina and many immigrant workers, the opportunity to naturalize opens doors to fully participate and integrate in the community. As an immigrant from El Salvador, Karina balanced two jobs, often working 16 hour days and caring for her son. Despite the obstacles, she participated in BSP’s Citizenship and Civic Engagement program every Saturday morning at her local BSP office. Recently, Karina realized her dream of becoming a new American citizen. Since her naturalization, Karina has engaged in the most fundamental form of participation: voting. Her enthusiasm to share her positive voting and naturalization experience has led her to participate in BSP’s Civic Leadership Pilot class. As a participant in the Civic Leadership class, Karina has become an advocate for her newly naturalized colleagues to make their voices heard by getting out to vote.
Leveraging technology for career advancement has played a pivotal role in BSP’s blended learning program. This innovative curriculum teaches workers how to use their smartphones and tablets as learning tools, bringing them up to speed on today’s technology in the workplace. In 2019, BSP partnered with UG2 and Stanford University to offer a smartphone class to master smartphone basics to 29 workers. Through this class, UG2 workers used Google translate to understand signs and work orders, used messaging apps to send photos of work orders or facilities issues, and explored their online payroll system. In 2020, BSP will deliver its blended learning program to help more workers bridge the digital divide.

This year, BSP launched its Café con Tabletas program in Oakland, a digital literacy initiative that trains janitors to develop daily-use technology skills using mobile devices and tablets. The program evolved from BSP’s Computer Literacy classes and derives its name from a local cafe that generously offered its space to workers and participants. The café, Hasta Muerte Coffee (Until Death Coffee House), was named after the local community members successfully rallied to save it from gentrification, organizing a collective to buy the building.

Now, Hasta Muerte Coffee is the new home for BSP’s Digital Literacy classes in Oakland. Every Saturday, 25 workers from nearby communities come to Café con Tabletas to attend digital literacy training. “Part of the appeal of the Café con Tabletas program is the social aspect. The students sincerely like each other and are instrumental in supporting each other’s learning. It’s a perfect combination of coffee and camaraderie with a dash of technology” says Dan Curtis, BSP’s Café con Tabletas instructor.
In 2019, BSP staff served 619 families statewide through its VITA free tax preparation service and helped secure over $1.1 million dollars in tax refunds for low-income families. BSP leveraged partnerships with financial organizations and employers to reach over 800 workers in workplace and community financial coaching, asset building, and education. Our goal is to help families with limited income overcome barriers to financial integration and stability. In addition, BSP launched a financial ambassador program in partnership with the National Association of Latino Community Asset Builders (NALCAB). The program is a peer-to-peer education model, and trains past participants to become educators and trainers for their peers. As ambassadors, these workers understand the culture and experiences of their colleagues to help them overcome stigmas to saving and achieve financial empowerment. The program has impacted workers like Janet, a financial ambassador with BSP. When asked about the program’s impact on her life, she said, “Being an ambassador has allowed me to grow both professionally and personally. In these classes, we talk about trusted resources available to participants and their families, and the importance of credit and retirement.”
Creating Stability for Immigrant Families through Hybrid Health and Financial Wellness

In 2019, BSP graduated 106 workers from the Hybrid Health and Financial Wellness program in Los Angeles. Recognizing the critical link between a worker’s financial well-being and their physical health, BSP combined its Health and Wellness and Financial Capability program in 2016 to leverage a healthier workforce and foster financially stable households. Workers participated in financial coaching, retirement and saving tactics along with lessons on nutrition, disease prevention and physical activity to instill healthy habits.

Paving Access to Higher Education with Parent Engagement

Over 50 workers and their children participated in BSP’s annual university day in the summer of 2019. BSP’s Parent Engagement program helps expose janitor parents and their children to higher education opportunities, while helping them navigate their children’s journey to college. This year, BSP visited the University of San Diego, UC Irvine, and Cal State Dominguez Hills. In addition, BSP welcomed five AmeriCorps VISTA Summer Associates for its summer internship. As children of SEIU-USWW members, Summer Associates assist with program implementation that connect workers and their families to educational resources and opportunities.

BSP Supports First-Generation Students in Higher Education

On August 29, 2019, BSP hosted the annual Mike Garcia Scholarship Gala in Los Angeles, raising over $60,000 for first-generation children of service workers. BSP is proud to carry on the legacy of Mike Garcia to support students like Jesús Cuevas. Jesús is a 2018-2019 Mike Garcia Scholarship Recipient. He is currently in his third year at UCLA where he studies Psychology and Society and Genetics. As a first-generation student, finances became Jesús’s main concern. He would need to find a job to pay for his tuition and living expenses while still striving for good grades in his first year. Luckily, Jesús learned of BSP’s Mike Garcia Scholarship program through his mom, a janitor and SEIU-USWW union member.

After recieving the scholarship, Jesús was able to fully focus on his studies and pursue opportunities to grow professionally. The scholarship enabled Jesús to pursue research opportunities, internships, and extracurricular activities that focus on community health and medicine. Jesús is now integrated into his college community where he studies hard and participates in UCLA’s Proyecto de Jornaleros, a student volunteer program that connects LA’s vulnerable and marginalized workforce with key resources.
BSP was 1 of 12 case studies featured in a report funded by The Annie E. Casey and Joyce foundations. The report titled Taking Action: Positioning Low-Income Workers to Succeed in a Changing Economy showcases strategies, policies and programs that are helping to improve the present and future of work for workers in low-wage industries and their families.

BSP’s case study, “Using Technology to Help Low-Wage Workers Advance in Silicon Valley”, illustrates the unique challenges janitors face to accessing skill development opportunities and overcoming automation processes that threaten their chances for advancement. Through its ADVANCE Vocational ESL class, BSP has implemented a variety of strategies to bring digital skills training to property service workers. Link: https://bit.ly/2MQZsvw.

BSP Works with State Partners to Serve as an Advocate for Workers
In partnership with the Sobrato Family Foundation, BSP has developed a Theory of Change to better assess the impact of its programs while building a model of success for future growth and projects. In 2019, BSP welcomed California’s Secretary of Labor, Julie Su, and Workforce Development Board Executive Director, Tim Rainey, to BSP’s Los Angeles office. BSP shared its best practice, high-road training model through the Green Jobs, Good Jobs project. Since 2017, BSP has implemented the Green Jobs, Good Jobs project to engage janitorial industry leaders in a collaboration to define and improve skills, training, and career ladder opportunities for immigrant janitors. In addition, BSP was awarded a $212,500 grant from The State of California Workforce Development Board to strengthen its high road training partnership (HRTP) and work collaboratively to identify career training opportunities for workers.

BSP created a network of new connections with government agencies and state partners to become a strong advocate for workforce development and high-road partnership initiatives. In early 2019, BSP welcomed California’s Secretary of Labor, Julie Su, and Workforce Development Board Executive Director, Tim Rainey, to BSP’s Los Angeles office. BSP shared its best practice, high-road training model through the Green Jobs, Good Jobs project. Since 2017, BSP has implemented the Green Jobs, Good Jobs project to engage janitorial industry leaders in a collaboration to define and improve skills, training, and career ladder opportunities for immigrant janitors. In addition, BSP was awarded a $212,500 grant from The State of California Workforce Development Board to strengthen its high road training partnership (HRTP) and work collaboratively to identify career training opportunities for workers.

BSP's improved data capability through Salesforce has allowed for richer, holistic data in real-time that tells the story of worker's diverse needs and how BSP programs can continually innovate to better support workers and their families.

**In the Press**

**La Opinión**

La Opinión Features the Green Janitor Education Program

The stories of two green janitors based in Los Angeles were featured in Spanish newspaper, La Opinión in February 2019. The article highlights how the Green Janitor Education Program (GJEP) is helping workers understand and participate in the sustainability efforts that take place in their building. Link: [https://bit.ly/39wvt5T](https://bit.ly/39wvt5T)

**The Sacramento Bee**

A Collaborative Op-ed Features BSP's Green Janitor Education Program

In a collaborative op-ed co-written by SEIU-USWW President, David Huerta, BSP’s Green Janitor Education Program is featured as a solution towards a clean energy economy for California. The article highlights the GJEP as a key workforce development initiative and model to include communities of color in the sustainability conversation. Link: [https://bit.ly/2Qg9h8z](https://bit.ly/2Qg9h8z)
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Single Gift
Make a single gift to BSP to help move our mission forward and to support workers and their families in workplace and community programming. Visit buildingskills.org/get-involved/donate.

Recurring Gift
By becoming a monthly donor, you provide ongoing resources and support to help workers and their families achieve career and community advancement. Visit give.buildingskills.org/matching-2019

Invest in BSP
Contact Interim Executive Director, Luis Sandoval for more opportunities to invest in BSP.

Corporate Matching
Partner with BSP to initiate a corporate matching program. If your company provides corporate matching, you can double your impact to BSP!

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Connect and stay informed with BSP programs by signing up for its monthly newsletter or following our organization on social media:

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instagram.com/building_skills
youtube.com/user/BuildingSkills2012

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