Future Work Force Development
Agenda

- Agency Overview
- Operations Division Overview
- Recruitment Challenges
- Intern and Volunteer Program
- Developing Your Own Program
About Inland Empire Utilities Agency…

- Southwestern portion of San Bernardino County
- A member of Metropolitan Water District
- Special district with 5 Divisions
- Serves 875,000 residents
- Covers 242 – square miles
- 300 staff (161 in operations)
- 70th year anniversary
Regional Partnerships and Collaborations
Operations Division Staffing

- 161 Full Time Equivalent (FTE)
- Last 3 years...
  - 50% Operators turnover
  - 50% Maintenance Tech turnover
  - Mostly Due to Retirements
Operations Division Recruitment Challenges

- Retirement
- Pension Reform
- Operator Certification Process
Operations Division Recruitment Challenge

How do I get in?

Which comes first?

WORK EXPERIENCE
IEUA’s Intern and Volunteer Program

Intern and Volunteer
Wastewater/Water
Operator In Training Program

July 2015
IEUA’s Intern and Volunteer Program
2019 CASA Organizational Excellence Award

• July 2015 version
  – Certification focused
  – Hiring process
  – Experience & Education
  – Intern vs. Volunteer
  – Supervision
  – Documentation
  – Expectation & Evaluation
IEUA’s Intern and Volunteer Program

- Upcoming revision in early 2020
  - Adding Collection, Mechanical, Electrical/Instrumentation
  - Rotating in each trade
  - Separating interns and volunteers
  - Revising hour and days of the week
  - Defining Agency provided items
IEUA’s Intern and Volunteer Program

• If you want a similar program…
  – Talk to others, get some lessons learned
  – Envision your own program
  – Get management support
  – Engage your staff early
  – Start small and build early successes
  – Recognize and support the program
  – Periodically review and revise the program
Contact Us

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