



In partnership:



2023 IMPACT REPORT



CERTIFICATE OF COMPLETION
Building Skills Partnership award to
IRMA PEREZ
For their outstanding performance and completion of the B&E Forward Program during the month of February 2023 at King Dome Storage with Sustainable

CERTIFICATE OF COMPLETION
Building Skills Partnership award to
EVANGELINA MARTINEZ
For their outstanding performance and completion of the B&E Forward Program during the month of February 2023 at King Dome Storage with Sustainable

CERTIFICATE OF COMPLETION
Building Skills Partnership award to
MARLENE TOSTADO
For their outstanding performance and completion of the B&E Forward Program during the month of February 2023 at King Dome Storage with Sustainable

CERTIFICATE OF COMPLETION
Building Skills Partnership award to
ANDREA TOSTADO
For their outstanding performance and completion of the B&E Forward Program during the month of February 2023 at King Dome Storage with Sustainable

CERTIFICATE OF COMPLETION
Building Skills Partnership award to
MARIA DE DIOS RIVERA
For their outstanding performance and completion of the B&E Forward Program during the month of February 2023 at King Dome Storage with Sustainable

CERTIFICATE OF COMPLETION
Building Skills Partnership award to
STOLENTINO
For their outstanding performance and completion of the B&E Forward Program during the month of February 2023 at King Dome Storage with Sustainable

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About Us

Building Skills Partnership improves the lives of property service and passenger workers in low-wage industries and their families.

Property service workers are janitors, security officers, maintenance and custodial workers, stadium, arena, and airport workers, and other workers who provide important services to the buildings of California.



BSP programs serve 5,500 participants annually through direct services and training, and 20,000 individuals through hybrid outreach engagements & online services. Programs focus on **workforce development, immigrant inclusion, and community advancement**. The organization offers career and education opportunities that enable workers' personal and professional success.

Founded in 2007, BSP offers programs throughout **California, serving Los Angeles, Oakland, Orange County, Palo Alto, Sacramento, San Diego, and San Jose**. BSP is a 501(c)3 non-profit and has strong collaborations with SEIU-United Service Workers West, janitorial employers, building owners, and community leaders. BSP provides opportunities to fully address the unique barriers immigrant workers and their families face in realizing the benefits of social, civic, and economic integration.



A message from our
Executive Director

LUIS SANDOVAL
Building Skills Partnership

Building Skills Partnership programs benefit frontline property service workers who are still affected by the impacts of the pandemic. These workers and their families were already most vulnerable, serving society at the intersection of a myriad of dilemmas: inadequate healthcare, unaffordable housing, and childcare, poverty, income loss, and more. BSP participants and their families continue to endure notable challenges as they overcome a fragile economy and a dubious future for frontline jobs.

As society strives to sustain a moving, bustling, and continuously evolving landscape after reopening from the pandemic, BSP has not lost sight of the people we serve. Through the hard work of a deeply committed staff and the generous support of our funders and supporters, BSP continues to evolve towards the future.

Our organization has responded by adopting a new strategic plan that sets a bold vision to meet the needs of property service workers through comprehensive programming that encompasses workforce development, immigrant inclusion, community advancement, and systems change. Our goal is to meaningfully enhance the quality of life for workers, their families, and their communities.

BSP has gratitude for our supporters who have made our transformative programs possible. Thank you for your unity in standing with essential workers and BSP. Our organization looks forward to your partnership in the years to come.



A message from our
Board Chair

JANNA SHADDUCK-HERNÁNDEZ, ED.D., PROJECT DIRECTOR
UCLA Labor Center | UCLA Institute for Research on Labor and Employment

Building Skills Partnership had an incredible year. I am humbled by the strength of the communities we serve, and the commitment of our partners, whose foresight and support has strengthened more equitable opportunities for the families.

Since 2007, our organization has responded directly to the needs of workers across low-wage industries that include janitorial, airport, and security. Through a high-road approach bringing together labor and management, BSP has provided quality programming in workforce development, immigrant inclusion, and community advancement programs to improve the quality of life of workers and their families.

As BSP continues to evolve as an organization and grow, BSP's Board of Directors and leadership have been intentional about the future in a post-COVID society. With this in mind, in 2023 BSP Board of Directors approved a new strategic plan that incorporates a bold vision for addressing the needs of workers, their families, and communities.

As Chair of the Board of Directors, I am proud to lead a dynamic organization that provides opportunities to fully address the unique barriers that property service workers and their families face in realizing the benefits of social, civic, and economic inclusion.

Please support BSP as we continue to advocate for closing the economic gap for workers from low-wage industries and their families, and as we move forward to serve even more workers and families throughout California.

2023 IMPACT SNAPSHOT



18,500

individuals reached through outreach engagement

4,650

Individuals received in-person services and training

1,970

workers trained through BSP's High Road workforce development programs

1,250

served through LAX upskilling and career pathway programming

680

hours of leadership development for peer-to-peer trainers and ambassadors

585

workers served through financial programs and free tax preparation

350

served through Citizenship programs

\$41.5K

awarded in college scholarships to children of property service workers

MILESTONES

Staff Retreat:
BSP is growing!



Systems Change
& Worker Voice



San Jose Children's
Museum visit



FEBRUARY

LAX Program
Training

JUNE

SEPTEMBER

Aviation Programs,
West LA College

NOVEMBER

APRIL



USC College
Tour



Earth Day with
LA Mayor of
Infrastructure

AUGUST

ADVANCE
ESL, Palo Alto

OCTOBER



Citizenship Impact,
BSP helps hundreds
to naturalize



Mike Garcia
Scholarship Gala,
San Jose

DECEMBER

Assists participants
with DACA Renewal
Application Fees

BSP 2023

Promontory C





WORKFORCE DEVELOPMENT

**Benefits to employers
and highlights of the
ADVANCE program:**

- Greater client satisfaction
- A higher skilled workforce
- Efficient operating procedures
- Safer, more secure buildings
- Bridges for the communities
BSP serves

Janitorial: Advance Vocational ESL

The ADVANCE Vocational ESL program is an intensive ESL and job skills curriculum designed to meet industry needs for a skillful workforce, while meeting the individual's needs for basic English. Building owners, client and maintenance companies, and facility managers alike understand the value of having a workforce that can communicate directly with tenants to provide higher-quality service.

The ADVANCE program trains workers to fully incorporate operating procedures to run a safe and efficient building. Property service workers learn key concepts in communication at the workplace, customer service skills, and English proficiency.

In 2023, BSP programs in Palo Alto and San Jose celebrated day porters who completed the 70-hour Advance ESL program with the company, BGM at VMWare and Western Digital Milpitas. Executives from both companies joined the day porters in the celebration of their completion of the program.

BSP values our industry partners, who are committed to bringing educational opportunities to their frontline workers. Congratulations to the workers completing this informative curriculum.



In partnership with West LA College

BSP's Aviation Exploration Opportunities

BSP offers educational programs to property service workers at Los Angeles International Airport (LAX), one of the largest international airports in the world. These dynamic career and education programs enable workers' personal and professional success.

In the fall of 2023, BSP and SEIU-USWW in collaboration with West Los Angeles College, offered union members an educational pathway to a career in the aviation industry! The classes, held on-site at West Los Angeles College were free for SEIU-USWW Airport Service workers. 45 workers enrolled in the 32-hour courses.

This opportunity was part of BSP's Career Pathways & College Access, and Leadership Development & Peer-to-Peer Training components of BSP programs for LAX Workers.





LAX Program Training

BSP's EPT curriculum and training modules include:

- Airport agencies and layout
- Incident management system overview
- What to do in the event of an active shooter incident
- Evacuation and repopulation control

BSP understands that Airport Service Workers oversee the frontline of communication to all airport guests. These workers play a critical role during emergencies that can be augmented through proper education and training.

BSP designed a Passenger Service Worker Emergency Preparedness Training (EPT) program for LAX to address the rising concerns of various emergencies and incidents that have occurred at airports worldwide. During the Spring of 2023, BSP hosted a three-day training for workers to learn this comprehensive curriculum.

Floor Care

DMS graduates in LA and Sacramento

BSP is proud to partner with industry employers who support the professionalization of a certified workforce through an industry career lattice. Together with BSP, DMS Facility Services is an exemplary leader of a labor-management partnership that facilitates this industry career lattice to support employee training, upskilling, and certification while being responsive to the needs of industries, the economy, and their employees.

In collaboration with DMS, property service workers in Los Angeles and Sacramento completed BSP's Floor Care program in the Fall of 2023.

The Floor Care program, created in partnership with industry representatives, offers a 12-hour classroom curriculum in addition to a 3-week on-the-job training. Additionally, the program provides workers with hands-on experience to gain the skills needed to become better candidates for Floor Care Technician positions.



Green Janitor Education Program

Deputy Mayor of Infrastructure visits GJEP graduates on Earth Day

In celebration of EarthDay, the Deputy Mayor of Infrastructure, Randall Winston of the Office of Los Angeles Mayor Karen Bass, presented frontline property service workers from Building Skills Partnership's Green Janitor Education Program with a certification of recognition at the SEIU-USWW office!

Praised by California Governor Gavin Newsom, the Green Janitor Education Program is USGBC-CA certified, through which janitors are accredited in green building cleaning practices to help meet the latest energy, water, and environmental sustainability standards.

Commercial buildings are leading contributors to greenhouse gas emissions and resource consumption, and the janitors' new skills help reduce negative impacts on the environment.



Digital Literacy Programs

Oracle, Medallion Graduations

BSP is proud to be partnered with Oracle for our Digital Literacy programs in the Bay Area! 21 Service by Medallion porters graduated from BSP's Digital Literacy classes, which were held on-site at Oracle.

At BSP, our mission is to ensure workers participate in digital transformation by learning how to use technology to simplify daily tasks and improve their quality of life.

The BSP courses taught workers how to utilize their company's online digital systems for reporting (entering hours of work for the HR system), and also helped them learn how to access online products and services, like online banking and healthcare. A special thanks to Oracle and Service by Medallion for their partnership with BSP, and strong commitment to their workers.



Students have learned..

- Green Cleaning
Limpieza Ecológica o "Verde"
- Green Cleaning
Limpieza
- Green Buildings
Edificios Verdes
- Resource Conservation
Conservación y Preservación de Recursos
- Sustainability
Sostenibilidad

ClickShare





IMMIGRANT INCLUSION

Financial Capabilities

Small Business Seminars



BSP's Financial Capabilities programs offer training and coaching to help frontline, property service workers meet their financial goals and achieve economic stability.

The programs empower low-wage industry families to create positive financial habits, access the financial mainstream, and achieve financial security. Instructors provide financial support and services to help participants improve their credit, save money towards owning a home, and save for retirement.

As part of our Financial Capabilities programs, BSP was proud to offer in-person workshops on how our participants can own a business, and how to fundraise for it.

The workshops were held in LA and OC in partnership with LIFT, whose mission is to build families' wellbeing, financial strength, and social connections to lift two generations at once. We are so grateful for this amazing partnership.

Citizenship Impact



Building Skills Partnership and CHIRLA; one of the largest and most effective advocates for immigrant rights, organizing, educating, and defending immigrants, have partnered together over two years to support Citizenship and Civic Engagement programs.

In the fall of 2023, BSP hosted a Naturalization celebration highlighting our recent program participants' hard work on becoming U.S. Citizens! In the two years, BSP has had a partnership with USCIS and the Department of Homeland Services, we have provided classes to over 200 students, and 43 have naturalized. Since the BSP Citizen programs launched, there have been over 4,000 participants served.

BSP's Citizenship and Civic Engagement programs support individuals throughout the process of becoming U.S. Citizens. Participants learn U.S. history, civics, and English to prepare them for passing the naturalization exam. Participants who complete the programs are provided a CHIRLA attorney free of charge to complete naturalization applications.

Financial Capabilities

VITA Tax Preparation

The average annual salary of property service workers is \$38,000, forcing many to hold multiple jobs. As a result, 70% of BSP participants experience income volatility and suffer from high stress levels.

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BSP Financial Capabilities programs provide the resources necessary to create positive financial habits, access the financial mainstream, and achieve financial security among families. BSP's financial coaches provide individualized financial support and services to help participants improve their credit, save money towards owning a home, and save for retirement.

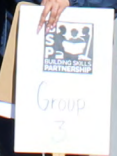
A core component of BSP's Financial Capabilities programs is Volunteer Income Tax Assistance (VITA), which offers free tax preparation services. As an accredited VITA site, BSP files taxes, ITIN applications and renewals, assists with the creation of payment plans, and educates about ways to save refunds free of charge.

2023 TAX PREP FOR WORKERS GENERATED

\$585K in Federal tax returns

\$220K in CA tax returns







COMMUNITY ADVANCEMENT



USC COLLEGE TOUR

BSP families in Los Angeles came together with BSP staff members for an organized visit to the University of Southern California (USC) campus. The event was part of BSP's parent education and engagement program, focused on giving property service workers and their children educational opportunities to support academic success.

BSP's Parent University initiatives aim to break the cycle of poverty through guidance on navigating the educational system, childhood enrichment opportunities, and scholarships. BSP organizes workshops, trainings, and university visits geared towards informing workers about how they can become involved in their children's education to help make their college dreams a reality. The expansion of these programs was made possible by the Carnegie Corporation.

"It was an amazing opportunity. I came to the USC tour event with my two sons, so they could see the campus and learn that college is for them too."

– LONGTIME BSP PARENT UNIVERSITY PARTICIPANT JENNY MEJIA



SAN JOSE CHILDREN'S MUSEUM VISIT

BSP hosted a visit to the Children's Discovery Museum of San Jose for program participants and their families! They enjoyed live performances by local artists in celebration of Dia de los Muertos and they explored several interactive exhibits.

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The STEAM exhibits (science, tech, engineering, art and math) ranged from an art studio to learn about the fundamentals of art, an air maze to learn about the amazing power of air, and an immersive experience to gain an appreciation of Vietnamese culture.

This activity was coordinated through BSP's Parent University program, which aims to improve educational opportunities for the children of low-wage workers. Through a series of educational workshops, museum trips, and college visits, the program is training a cohort of workers to be advocates for their children's education.

The program initiatives aim to break the cycle of poverty through guidance on navigating the educational system, childhood enrichment opportunities, and scholarships.

HEALTH & WELLNESS PROGRAMS

BSP offers Health and Wellness programs to service workers throughout California and offers comprehensive, linguistically, and culturally competent training & education that equips workers from low-wage industries and their families to lead healthy lives.

In 2023, BSP programs offered numerous hikes for participants to engage in physical activity in community-oriented, outdoor settings. Individuals enjoyed scenic hikes in Los Angeles, Orange County, and San Jose and also engaged in mindfulness exercises and stretches to fully immerse in nature and breathe the fresh air. Lunch was provided for all participants.

BSP's hikes allow workers to distress and learn about the connection between body and mind.





**2023
MIKE GARCIA
SCHOLARSHIP
GALA**

The Mike Garcia Scholarship program, established in 2007, has been a beacon of hope for working families, offering financial assistance to students demonstrating extraordinary perseverance and determination in the face of multiple barriers. Since its inception, BSP has provided over **\$450,000** in scholarships to students.



On October 5th, 2023, BSP hosted its highly anticipated annual Mike Garcia Scholarship Gala in the heart of downtown San Jose. The gala is a cornerstone event, benefiting first-generation, college-bound students, and children of low-wage immigrant workers, including janitors and airport workers.

Attendees and donors played a significant role in supporting the dreams of children from low-wage immigrant families, helping them pursue higher education opportunities. With their commitment, BSP raised **\$80,000** at the event, helping vulnerable students achieve their dreams of a higher education.





THE MARTHA COX NITIKMAN MEMORIAL SCHOLARSHIP



The Martha Cox-Nitikman Memorial Scholarship

For over three decades, Martha Cox-Nitikman worked as a tireless advocate as the Vice President of Public Policy for the Building Owners and Managers Association Greater Los Angeles (BOMA/GLA). Martha is remembered for her deep knowledge of industry issues and for her unrelenting approach to solving public challenges.

Martha also served as a founding board member of Building Skills Partnership (BSP) from 2007 to 2019, and was instrumental in advocating for the expansion of its programs throughout California. As a board member, Martha helped steer the organization through immense growth.

Martha Cox-Nitikman is an exemplary example of true commitment and passion to serve. She was a champion of Building Skills Partnership, and demonstrated an unwavering commitment to improving opportunities for working families to succeed in their careers and educational endeavors.

Because of this, BOMA/GLA and BSP honors her legacy through the Martha Cox-Nitikman Memorial Scholarship. Founded in 2023, the funds will benefit low-income college students who are majoring in public policy, proudly continuing Martha's devotion to community service.





INVESTING IN STAFF



Staff Retreat

Made possible by the Chan Zuckerberg Institute

BSP hosted its 2023 staff retreat at a one-day event in Long Beach. It was an opportunity for staff members throughout California to connect and reflect on all that we have accomplished individually and collectively. The success of BSP programs is a testament to our amazing staff!

BSP staff members gathered at a park as an opportunity for cohesion and to reconnect with co-workers. Discussions were held to provide clarity for our strategic goals in the upcoming months ahead. Everyone later enjoyed a group lunch and a visit to the Museum of Latin American Art.

BSP is proud to provide opportunities to fully address the unique barriers that property service workers and their families face in realizing the benefits of social, civic, and economic integration. BSP is incredibly grateful for the staff's commitment and passion to serve our communities.

New Hires in 2023

BSP helps solve some of society's toughest challenges — from improving educational and upskilling opportunities for under-resourced communities to providing naturalization paths to immigrant workers. Our goal is to build a more inclusive, just, and healthy future for everyone.

BSP is focused on professional development initiatives for its staff members, who are reflective of the diverse communities served, and impact more working families through just social systems that advance racial equity, diversity, and inclusion for all.

In 2023, BSP was proud to hire and onboard 12 new full-time staff members. This staffing expansion was made possible through the support of BSP's Board of Directors and through the generosity of our partners.



UPDATE ON OUR STRATEGIC PLAN

2023 was the kickoff to our three-year Strategic Plan. Working closely with our staff and partners to determine the direction for BSP for the next three years, we spent six months in deep conversation to determine BSP's priorities.

2023 was the kickoff to our three-year Strategic Plan. Working closely with our staff, board of directors, and partners to determine the direction for BSP for the next three years, we spent over six months in deep reflection to determine BSP's priorities.

Taking the time for reflection was an important component of this strategic plan as post-COVID has lasting effects on how BSP moves forward. Through rich discussion and dialogue, BSP developed a common and bold vision for continuing to address the needs of workers, industry and communities. This vision centered on all workers, including immigrants, having access to good jobs, socio-economic mobility, and a healthy quality of life. We have thought deeply about the lasting impact we want to have on workers and in our communities, and have taken into account what actions we can take to provide more and better opportunities for them. We have also looked inward at how BSP can be more effective in maximizing resources while creating a sustainable model for long-lasting impact.

SYSTEMS CHANGE AND WORKER VOICE

A highlight from our first six months of implementing our strategic plan is introducing **Systems Change and Worker Voice** to our organization. This is a vital part of how we will change the broader landscape in the state of California to better insert the needs of workers, industry partners, and communities into policy agendas. We are just beginning with this work and are excited to dive in.

We are investing time and effort into deep evaluation of our offerings to ensure we are providing the best and most relevant programs to our workers and their families. This involves assessing our program offerings, improving our data evaluation, and creating more opportunities to hear directly from our workers and partners to respond to their needs.

Over the next three years, we will provide updates as we move towards our Strategic Plan objectives. We anticipate becoming a more robust and effective organization while maintaining our focus and attention on the workers we serve.



Systems Change & Workers Voice

Just and Equitable Recovery

In 2023, BSP completed a System Change Vision and Strategy framework that integrates workforce development, immigrant inclusion, and community advancement to advocate comprehensive methods of promoting prosperity, belonging, and wellbeing for California’s property service workers and their families.

BSP’s Systems Change Vision calls on decision-makers and legislators to approach the post-COVID transition and the country’s racial reckoning as an opportunity to advance policies that dismantle systemic barriers and reflect values of inclusion, equity, and shared prosperity. To that end, BSP added two new staff to the Systems Change team in 2023 - a Workforce Researcher to track industry trends in the property service sector and assess quality of life metrics of this worker population, and a Worker Voice Coordinator, responsible for driving worker empowerment and civic engagement initiatives, facilitating leadership development programs, and gathering program feedback from participants. Both will play a crucial role in promoting the well-being of property service workers, ensuring their voices are heard and their needs are addressed in BSP’s Systems Change strategies.

This year brought BSP new opportunities to leverage its influence as a labor-management convener and direct service provider to educate and inform policy agendas and legislators at the local, state, and national levels. BSP was active in a number of policy issues in collaboration with immigrant rights and workforce development advocates and also supported industry partners in the 2023 California Commercial Real Estate Summit.





Building A Team

As a part of the Strategic Plan, BSP underwent an extensive assessment of our team structure with the goal of developing a people plan that supported the rapid growth experienced by BSP. A core focus area was to ensure equity across all roles and provide opportunities for career advancement through leadership development and realign responsibilities and compensation to reflect today's work.

Thanks to several funders and partners, BSP secured support for executive coaching and a newly developed managers academy. Both executive leadership and managers received ongoing coaching in an effort to support their professional growth.

BSP recognized the need to invest in leadership development training based on equity, collaborative practices that support diversity, and establishing an environment that's inclusive of organizational change. BSP partnered with funders to provide staff training and retreats to support staff's personal and leadership development, team collaboration, and centering staff's wellbeing within BSP's racial and social justice framework.

Building Strong Partnerships

BSP represents a unique partnership with over 90 janitorial employers, 60 commercial building owners, SEIU-USWW, community colleges, adult education, and other allied partners throughout the state. BSP has six regional training centers housed at SEIU-USWW offices located in Los Angeles, Sacramento, Oakland, Orange County, San Diego, and San Jose, with an additional center located in Palo Alto. BSP leverages its statewide capacity to convene regional labor-management partners to address emerging industry and workers' needs in each region.

As BSP prioritizes policy and advocacy work, it will continue to build partnerships with other organizations throughout the state that align with its policy and advocacy priorities that support workers and industry partners as outlined by BSP's newly adopted Policy and Advocacy Framework. BSP has made progress and is currently engaging with the National Skills Coalition, California EDGE Coalition, the Immigrant Worker Advocacy Table, UnidosUS, and other related advocacy networks. Furthermore, BSP will establish partnerships with organizations that specialize in policy and advocacy work for guidance and training. BSP is focused not only on programming, but also our advancing in an emerging role for policy advocacy that goes beyond traditional labor representation, and that really solidifies a worker's voice being represented in conversations and advocacy for a just transition.



BOARD OF DIRECTORS



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Director of Strategic Initiatives



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Victor Narro
UCLA Downtown
Labor Center
Project Director



Sam Shapiro
ABM Industries
Director of Marketing Strategy



Michele Ware
BOMA Greater LA
President



Board Meeting at Google in Palo Alto

BSP is grateful for the in-kind office space in Palo Alto provided by Google to host our educational programs, and also offer a wonderful environment for BSP Northern California staff members to work at. Recently, BSP hosted a meeting for our Board of Directors at the office location provided by Google.

BSP's Board of Directors represents a unique partnership between labor and management.

The Board of Directors is composed of representatives from SEIU-USWW, building service employers, client-building owners, and the broader business community. BSP Board members are united in their commitment to supporting working families.

We are so thankful for this office space at Google, and an incredible Board of Directors!

FUNDERS



CRANKSTART



SIERRA HEALTH FOUNDATION



NOTABLE HIGHLIGHTS



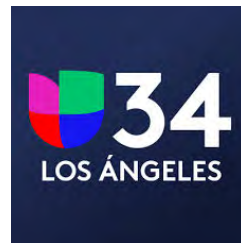
WORLD EDUCATION
Peer Digital Navigators Key to
Digital Equity



**HISPANIC SOLUTIONS
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Luis podcast en Español



ATLA JOURNAL
Helping Janitors Go Green



UNIVISION 34
Green Janitor Education Program



**EUROPEAN CLEANING
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JANITORS**
Helping California's Most Vulnerable
Frontline Workers



2023 IMPACT REPORT

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