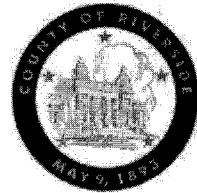


**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



ITEM
3.14
(ID # 3176)

MEETING DATE:

Tuesday, February 7, 2017

FROM : ECONOMIC DEVELOPMENT AGENCY (EDA):

SUBJECT: ECONOMIC DEVELOPMENT AGENCY (EDA): Ratify and execute the Workforce Innovation and Opportunity Act Request for Approval to deliver workforce services for the America's Job Center of California-Adult and Dislocated Worker Career Services Provider, Program Years 2017/20, All Districts, Workforce Innovation and Opportunity Act 100% Federal Funds.

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the Riverside County Workforce Development Board's application to the State of California Workforce Development Board requesting the Governor's approval to be America's Job Center of California-Adult and Dislocated Worker Career Services Provider;
2. Ratify and execute the Request for Approval to be America's Job Center of California Adult and Dislocated Worker Career Services Provider;

ACTION: Policy

Robert Field, Assistant County Executive Officer/EDA 1/24/2017

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Tavaglione, seconded by Supervisor Jeffries and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Tavaglione, Washington and Ashley
Nays: None
Absent: None
Date: February 7, 2017
xc: EDA

Kecia Harper-Ihem
Clerk of the Board
By:
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

BACKGROUND:

Summary

The Workforce Innovation and Opportunity Act (WIOA) allows Local Workforce Development Boards (Local Boards) to request approval to become the Adult and Dislocated Worker Career Services Provider with the agreement of the Chief Elected Official and the Chairperson of the Workforce Development Board (WDB). The request for approval, through the County of Riverside Economic Development Agency/Workforce Development Division (EDAWDD), on behalf of the WDB, is being submitted to the California Workforce Development Board to request the Governor's Approval to be an Adult and Dislocated Worker Career Services Provider within Riverside County, the Local Workforce Development Area (Local Area) under WIOA.

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 0	\$ 0	\$ 0	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: N/A			Budget Adjustment:	No
			For Fiscal Year: 17/18	

C.E.O. RECOMMENDATION: Approve

Impact on Residents and Businesses

None, EDAWDD will continue to provide seamless delivery of career services to Adult and Dislocated Workers throughout Riverside County.

SUPPLEMENTAL:

Additional Fiscal Information

Funding allocations for subsequent program years are based upon the Local Area performance outcomes, unemployment rates; Allocations during program year 2016/17 totaled \$19,269,549, it is anticipated, going forward funding amounts will generally remain near or 10% less of the current allocation amounts, with initial allocations released annually in April for each subsequent program year.

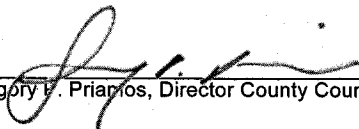
Contract History and Price Reasonableness

N/A

ATTACHMENTS:

Request for Approval from the WDB to the California Workforce Development Board requesting Governor's approval to be America's Job Center of California Adult and Dislocated Worker Career Services Provider (Application, narrative response and attachments)

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**



Gregory V. Priamos, Director County Counsel 1/24/2017



**Request for Approval to be
America's Job Center of CaliforniaSM
Adult and Dislocated Worker Career
Services Provider**

Local Workforce Development Board

Riverside County Workforce Development Board

Local Workforce Development Area

Riverside County

3174
3.14 2/7/17

The Workforce Innovation and Opportunity Act (WIOA) allows Local Workforce Development Boards (Local Boards) to be an Adult and Dislocated Worker Career Services Provider with the agreement of the Chief Elected Official (CEO) and the Governor.

This application will serve as the Local Board's and the Economic Development Agency/Workforce Development Division's (EDA/WDD) request for Governor Approval to be an Adult and Dislocated Worker Career Services Provider within a Local Workforce Development Area (Local Area) under WIOA. The application must be submitted to the California Workforce Development Board (State Board) by March 1, 2017 through one of the following methods:

Mail: California Workforce Development Board
P.O. Box 826880
Sacramento, CA 94280-0001

Overnight Mail/
Hand Deliver: California Workforce Development Board
800 Capitol Mall, Suite 1022
Sacramento, CA 95814

If the State Board determines the request is incomplete, it will either be returned or held until the necessary documentation is submitted. Please contact your Regional Advisor for technical assistance or questions related to completing and submitting this request.

Riverside County Workforce Development Board

Name of Local Board

1325 Spruce St. Suite 110

Mailing Address

Riverside, CA

92507

City, State

Zip

Heidi Marshall

Contact Person

(951) 217-0303

Contact Person's Phone Number

02/06/17

Date of Submission

Request for Approval to be Adult and Dislocated Worker Career Services Provider

Local Chief Elected Official Statement

A Local Board or administrative entity that seeks approval to be an Adult and Dislocated Worker Career Services Provider within an AJCC must provide a statement from the local CEO indicating his/her request as well as responses to the following questions.

1. What factors guided the Local Board's or administrative entity's decision to submit this application to be an Adult and Dislocated Worker Career Services Provider within the Local Area?

Factors guiding Riverside County Economic Development Agency/Workforce Development Division (EDA/WDD) decision to submit the application to be an Adult and Dislocated Worker Career Services Provider within the Local Area involve a variety of factors. These factors include EDA/WDD's performance, staffing capacity and experience, established relationships and integration or other relevant workforce, education and economic development models.

Performance

EDA/WDD's performance over the past three years has met or exceeded the Local Area negotiated rates, as demonstrated by the comparison charts attached to the application. In addition, EDA/WDD received the California Council for Excellence Eureka Bronze award.

Experience and Capacity

EDA/WDD has the service delivery capacity and personnel comprised of staff providing Career Services. All Career Service staff completed a Certified Workforce Development Professional program through Dynamic Works. Career Services staff possess bachelor's degrees and/or a combination of education, with a minimum of three years' experience providing professional, technical or clerical services in workforce development. On average, Career Services staff has more than 15 years' experience providing Career Services to our customers.

Established Relationships

EDA/WDD has established successful relationships with partners and businesses.

- *WIOA Partners include: EDD, Riverside County Economic Development, Riverside County Housing Authority, State of California Department of Rehabilitation, Community Colleges, Adult Secondary Education (Adult Basic Education, English as a*

Second Language) Indian Manpower Consortium Inc., Youth Opportunity Centers and Vocational Education Providers.

- *Other Key Partners include: College & Career Readiness, Career Technical Training for ages 14 – 24, High School Diploma programs and Tribal TANF, Small Business Development Centers, Coachella Valley Business Center; Coachella Valley Economic Partnership. These partnerships allow additional leverage under WIOA in providing effective and complimentary services to our Adult and Dislocated Worker customers.*
- *Business Partners include: Healthcare, Manufacturing, Logistics, Utilities and Renewable Energy and Construction industries.*

Examples of outcomes achieved as a result of these relationships include:

1. Assisting 575 small business owners with launching or growing their business in Riverside County during 2016.

2. In 2016, Family Self-Sufficiency assisted 414 participants; 104 started new jobs; 50 increased their wages; 8 earned Associate Degrees and 6 earned Bachelor Degrees; 7 families became self-sufficient no longer needing rental assistance.

3. In program year 2015/16, Youth Opportunity Centers attained the following performance rates;

Youth Placement in Employment or Education negotiated goal was 54%, outcome was 59%, and success rate was 109.3%;

Youth attainment of Degree or Certificate negotiated goal was 60%, outcome was 82%, and success rate was 136.7%;

Youth Literacy or Numeracy negotiated goal was 70%, outcome was 71% and success rate was 101.4%.

Integration with Key Workforce and Economic Development Systems

EDA/WDD's One-Stop/AJCC Centers offer integrated services of partners providing a full range of services to Adult and Dislocated job seekers in a seamless and streamlined fashion. The integrated service delivery model is the creation of a local workforce system that is skill based and moves the AJCC One-Stop/AJCC customer through a common set of value-added services designed to increase their employability and their chances of retaining jobs and advancing their job skills. In 2008, EDA/WDD was one of the first of 12 Local Areas to participate in the "Integrated Service Delivery" initiative, known as a Learning Lab and became a model for integration of other EDD sites. EDA/WDD has been integrated for eight years. Adaptations are available for specialized populations such as those with significant language and cultural barriers including those with limited English proficiency, people with disabilities, as well as people with other challenges. EDA/WDD One-Stop/AJCC staff is responsible for continuing the integrated service delivery model currently in place within the One-Stop/AJCC network, along with Economic Development, EDD and other existing and dynamic partnerships.

Some of the results we have enjoyed via this model include:

1. Embedding our Business Solutions staff into the local EDA's Business Center which serves as the store front for all services to business for the county as a whole.

2. EDA/WDD partnering with various county agencies has resulted in the following successful programs:

a. Providing weekly workshops at the Riverside County Probation Day Reporting Centers (DRC). Students are actively on probation, recently released from prison, and/or Riverside County jail, and/or returning DRC students. While at the DRC, students participate in Boot Camp workshops, learn about local job leads and are screened for Workforce readiness.

b. The Department of Public Social Services through a partnership with EDA/WDD, provide internships to Temporary Assistance to Needy Families participants transitioning back into the workforce providing on-the-job training experience to help them find full-time unsubsidized employment.

c. EDA/WDD in partnership with Office on Aging Title V. program provide worksites at the AJCC's for customers seeking part-time employment to supplement Social Security.

3. EDA/WDD has long-established partnerships with community colleges collaborating workforce activities using grant funds to provide training and employment opportunities in the Workforce Development Board's demand industries.

2. How would participants be better served by the Local Board or administrative entity acting in this role rather than undergoing a competitive process?

Uninterrupted Exemplary Services

EDA/WDD's experienced staff will facilitate the continuance of uninterrupted services to Adult and Dislocated Workers by helping the customer navigate and access workforce services best suited for each individual. EDA/WDD has long standing partnerships throughout each unique community in Riverside County and those linkages benefit and best serve our customers in accessing the wide-array of workforce services.

In addition, EDA/WDD has always been a leader and on the forefront of workforce activities, and a "go-to" provider of Adult and Dislocated Career Services, as well as implementing improvements in service delivery and becoming a model agency for other workforce areas to follow. Our Local Area has few established large scale workforce providers with the ability to provide Career Services to Adult and Dislocated Workers in a comprehensive manner and allowing EDA/WDD's continuance of service delivery, training, staffing, and continuous quality improvement will continue to benefit our customers, partners and staff.

Surveys to Improve Service Delivery/Continuous Quality Improvement

EDA/WDD uses the deployment of paper/pencil surveys (“just-in-time”) reviewed weekly, as well as annual job seeker surveys and annual business surveys to receive feedback and address opportunities for improvement as an on-going commitment to providing excellent customer service. EDA/WDD has updated policy and processes under WIOA and through Knowledge Management systems, incorporates the latest best practices thus ensuring consistency in the delivery of workforce services. We work side by side with our primary partner, EDD in providing comprehensive services and through the full complement of our Memorandum of Understanding partners.

Impact of a Competitive Process and Transition of a New Career Services Provider

As of the 2010 census data, Riverside County’s population is estimated at 2,308,441, both population and geographic size of our county may present challenges to competing service provider’s ability to establish crucial linkages to all stakeholders. Labor Market Information for Riverside County as of November 2016 reflects the unemployment rate of 5.7 percent, and approximately 60,400 unemployed individuals.

Factors that would impact our customers negatively include a potential disruption in workforce activities as one agency transitions to another to provide Adult and Dislocated Worker Career Services. Additionally, performance of the new Career Services Provider could negatively impact the Local Workforce Areas performance. Another area of impact would include adjustments to regional collaboration with other Local Areas as a result of change in service provider’s and potential revisions to local and regional plans that could impact services to our customers.

If a competing service provider is unable to meet performance obligations our customers could be impacted by a reduction in both formula and potential future grant funds being awarded. A reduction in funding allocations would impact our customers by limiting opportunities for classroom training, On-the Job Training, special initiative or career pathway training and special grant initiatives, such as the National Emergency Grant, SlingShot Initiative and Veterans Employment Related Assistance grants, as well as grants received as a result of partnerships with community colleges.

Established Local Area Offices

EDA/WDD’s brick and mortar One-Stop/AJCC sites are established and customers are familiar with and are able to easily access our career services through the AJCC’s. EDA/WDD meets the needs of customers through three One-Stop/AJCC locations. These long standing

anchor institutions are recognized by community members and leaders alike as the place to go for career services.

Mobile Career Services

EDA/WDD also employs the use of a Mobile One-Stop/AJCC to reach remote areas in Riverside County to provide career services to jobseekers and employers. Riverside County is comprised of 7,208 square miles, is the largest county in the State and thus the coordination of services requires intimate knowledge of all 28 cities and their respective community service delivery systems. The Mobile One-Stop is equipped with 10 computer workstations and wifi/satellite internet connections. Career Services staff can register customers for career services, assist customers with on-line resumes, job applications and basic skill assessments. The Mobile-One-Stop has also been used to assist with employer job recruitments when no other local facilities are available.

3. Describe the Basic and Individualized Career Services the Local Board or administrative entity will provide as well as their past experience providing these services.

Basic Career Services

EDA/WDD One-Stop/AJCC staff and partners place emphasis on the delivery of Basic Career Services through assessment, orientation, career coaching and skill development, rather than self-directed services. EDA/WDD through its Career Services provides on-site access, through the career resource area to all career services for customers to access training to utilize the resources and on-line practice assessments and career exploration tools available on CalJOBS™, create and post their resume, as well as job search, and access to online and social media and other job hunting resources.

Individualized Career Services

EDA/WDD One-Stop/AJCC staff provides comprehensive and specialized assessment, such as vocational interest identification, objective assessment and interviewing. EDA/WDD One-Stop/AJCC staff also provides full development of Individual Employment Plans (IEP), updating them as circumstances change and activities are completed. Other services include: group career counseling; individual career counseling and career planning; short-term pre-vocational services; short-term job search activities; career counseling; job search skills brush up; assisted job search; supportive services and workshops. Customers accessing our career services benefit from our agency's leveraging of already established longstanding relationships.

Customer Selection Specifically for Training Services

EDA/WDD provides the following assistance to customers seeking to obtain training services. The customer may benefit from a documented, completed in-depth assessment, or; An IEP documenting the following:

- (1) that the customer requires training services to obtain or retain a self-sufficient job and that the customer has inadequate access to resources to cover the cost of training,*
- (2) an income growth plan,*
- (3) program services the customer will receive,*
- (4) support services,*
- (5) follow-up services the person may receive,*
- (6) job search assistance available during training and/or after training is completed, and*
- (7) a plan to accomplish the employment goal.*

Past Experience Providing Basic and Individualized Career Services

Riverside County Economic Development Agency/Workforce Development Division (EDA/WDD), as the administrative body for workforce services and in conjunction with the fully-integrated Employment Development Department has successfully provided career and business services to Adult and Dislocated job seekers for the past 18 years through the Workforce Investment Act (WIA), (1998-2014) and the Workforce Innovation and Opportunity Act (WIOA), 2014 to present. Previously, Adult and Dislocated Career Services were provided through the Job Training Partnership Act and the Comprehensive Employment and Training Act program. EDA/WDD has an established fiscal infrastructure, a high performance board and has been a demonstration model for integration, in addition to being a partner in several regional workforce initiatives.

Training with Individual Career Services

EDA/WDD offers Training Services to customers who have demonstrated their inability to attain self-sufficiency and who are interested in and capable of obtaining high demand, high skill, and high wage jobs. Priority is given to customers interested in jobs in regional industry sectors as identified by the EDA/WDD. Customers are informed about the performance results of the designated Eligible Training Providers through the Bureau for Private Post-Secondary Annual Reports and each school's performance outcomes so they have the guidance and information about their skills, the labor market, and training vendors to make informed choices and thereby meet "the informed customer choice" desired by the EDA/WDD and part of WIOA expectations.

Follow-up Services

For customers entering employment, EDA/WDD One-Stop/AJCC staff provides follow-up services for 12 months to support retention, contacting them regularly (a minimum of every 30 days depending on need), reassessing them, providing needed career services; and referrals to other services.

4. Provide the Local Area's performance outcomes for each of the last three Program Years (PY 2013-14, 2014-15, 2015-16). Describe how these outcomes compare to other Local Areas in the Regional Planning Unit (RPU). For single Local Area RPUs, compare performance outcomes to other comparable Local Areas in the surrounding area.

Performance Outcomes

EDA/WDD has exceeded its performance outcomes during the past three Program Years, despite the slow economic recovery of the Inland Empire region. Performance outcomes for Adult Entered and Dislocated Worker Entered Employment, Adult and Dislocated Retention Rate, Adult and Dislocated Worker Average Earnings all exceeded negotiated rates by more than 100% for the past three program years. The attached Management Information Reports provide additional detail and comparison to neighboring counties performance outcomes.

5. Provide evidence that the Local Board or administrative entity is qualified to provide Adult and Dislocated Worker Career Services, including testimonials that speak to the effectiveness and efficiency with which the Local Board or administrative entity has provided or can provide those services. Attach supporting documentation.

EDA/WDD is qualified to provide Adult and Dislocated Worker Career Services demonstrated through the following:

Attachment 1: Riverside County Workforce Development Board Action Item and Agenda approving EDA/WDD to be the Adult/Dislocated Worker Career Services Provider;

Attachment 2: Riverside County Board of Supervisors Form-11 Motion and Chairman's signature approving EDA/WDD to be the Adult/Dislocated Worker Career Services Provider;

Attachment 3: Performance Outcomes;

Attachment 4: Testimonials from Businesses;

Attachment 5: Testimonials from Job Seekers;

Attachment 6: Business Customer Satisfaction Survey Executive Summary 2016;

Attachment 7: Job Seeker Customer Satisfaction Survey Executive Summary 2016;

Attachment 8: Customer Service Survey 2016;

6. Attach documentation (signed and dated letter) that the members of the Local Board and other relevant parties (e.g., Board of Supervisors) reviewed the information provided in the application and approved the request in a public meeting.

(Attachments 1-8) with the requested items commence after the signature page.

Signature Page

By signing below, the local CEO and Local Board chair request approval from the Governor to be an Adult and Dislocated Worker Career Services Provider. Each party certifies that this application submission was reviewed and demonstrates that the Local Board or administrative entity will meet all the requirements as an Adult and Dislocated Worker Career Services Provider under WIOA law and regulations.

Instructions: The Local Board chair and Local CEO must sign and date this form. Include the original signatures with the request.

Local Workforce Development Board Chair



Signature

Jamil Dada

Name

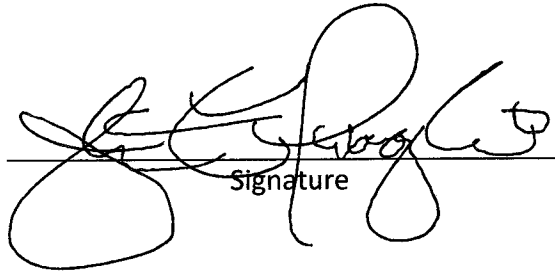
Chairperson

Title

12/21/16

Date

Local Chief Elected Official



Signature

John Tavaglione

Name

Chairman of the Board of Supervisors

Title

01/31/17

Date

FORM APPROVED COUNTY COUNSEL

BY:

NEAL R. KIPNIS

DATE

ATTEST:

KECIA HARPER-HEM, Clerk

By

DEPUTY

Attachment 1

**Riverside County Workforce Development Board Action Item and Agenda approving
Riverside County Economic Development Agency/Workforce Development Division's
application request for Adult and Dislocated Worker Career Services Provider**



EXECUTIVE COMMITTEE

ACTION ITEM # *assigned by Executive Assistant to board* **SUBMITTAL DATE:** December 21, 2016

SUBJECT: County of Riverside Economic Development Agency/Workforce Development Division, on behalf of the WDB to become America's Job Center of California-Adult and Dislocated Worker Career Services Provider.

RECOMMENDED MOTION: That the Workforce Development Board (WDB) Executive Committee approve and WDB Chairperson execute the Economic Development Agency/Workforce Development Division's on behalf of the WDB, application Requesting Approval to be America's Job Center of California-Adult and Dislocated Worker Career Services Provider.

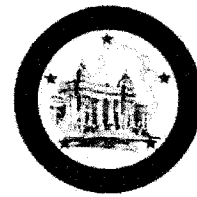
BACKGROUND: The Workforce Innovation and Opportunity Act (WIOA) allows Local Workforce Development Boards (Local Boards) to request approval to become an Adult and Dislocated Worker Career Services Provider with the agreement of the Chief Elected Official and the Chairperson of the Workforce Development Board. The request for approval, through the County of Riverside Economic Development Agency/Workforce Development Division, on behalf of the WDB, is being submitted to the California Workforce Development Board to request the Governor's Approval to be an Adult and Dislocated Worker Career Services Provider within Riverside County, the Local Workforce Development Area (Local Area) under WIOA. The application must be submitted to the California Workforce Development Board (State Board), on or before, March 1, 2017 (attachments).

<p>executive committee</p> <p>Date: December 21, 2016 Approval: Yes</p> <p>WDB 448-01 (Rev. 4/22/16 rj)</p>	<p>board of supervisors concurrence</p> <p>Yes: indicates acceptance of funds (fed, state, local) or agreements for services where EDA is receiving funds, or any action that requires BOS approval.</p> <p>Required: Yes</p> <p style="text-align: right;">1</p>
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Attachment 2

**Riverside County Board of Supervisors Form-11 Motion and Chairman's signature
approving Riverside County Economic Development Agency/Workforce
Development Division's application request for Adult and Dislocated Worker Career
Services Provider (Minute Order)**

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



**ITEM
3.14
(ID # 3176)**

MEETING DATE:

Tuesday, February 7, 2017

FROM : ECONOMIC DEVELOPMENT AGENCY (EDA):

SUBJECT: ECONOMIC DEVELOPMENT AGENCY (EDA): Ratify and execute the Workforce Innovation and Opportunity Act Request for Approval to deliver workforce services for the America's Job Center of California-Adult and Dislocated Worker Career Services Provider, Program Years 2017/20, All Districts, Workforce Innovation and Opportunity Act 100% Federal Funds.

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the Riverside County Workforce Development Board's application to the State of California Workforce Development Board requesting the Governor's approval to be America's Job Center of California-Adult and Dislocated Worker Career Services Provider;
2. Ratify and execute the Request for Approval to be America's Job Center of California Adult and Dislocated Worker Career Services Provider;

ACTION: Policy

Robert Field, Assistant County Executive Officer/EDA

1/24/2017

Tuesday, February 7, 2017

MINUTES OF THE BOARD OF SUPERVISORS

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

BACKGROUND:

Summary

The Workforce Innovation and Opportunity Act (WIOA) allows Local Workforce Development Boards (Local Boards) to request approval to become the Adult and Dislocated Worker Career Services Provider with the agreement of the Chief Elected Official and the Chairperson of the Workforce Development Board (WDB). The request for approval, through the County of Riverside Economic Development Agency/Workforce Development Division (EDAWDD), on behalf of the WDB, is being submitted to the California Workforce Development Board to request the Governor's Approval to be an Adult and Dislocated Worker Career Services Provider within Riverside County, the Local Workforce Development Area (Local Area) under WIOA.

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 0	\$ 0	\$ 0	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: N/A				Budget Adjustment: No
				For Fiscal Year: 17/18

C.E.O. RECOMMENDATION: Approve

Impact on Residents and Businesses

None, EDAWDD will continue to provide seamless delivery of career services to Adult and Dislocated Workers throughout Riverside County.

SUPPLEMENTAL:

Additional Fiscal Information

Funding allocations for subsequent program years are based upon the Local Area performance outcomes, unemployment rates; Allocations during program year 2016/17 totaled \$19,269,549, it is anticipated, going forward funding amounts will generally remain near or 10% less of the current allocation amounts, with initial allocations released annually in April for each subsequent program year.

Contract History and Price Reasonableness

N/A


ATTACHMENTS:

Request for Approval from the WDB to the California Workforce Development Board requesting Governor's approval to be America's Job Center of California Adult and Dislocated Worker Career Services Provider (Application, narrative response and attachments)

SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA


Rohini Dasika

1/30/2017



Gregory V. Priamos, Director County Counsel

1/24/2017

Attachment 3
Riverside County Economic Development Agency/Workforce Development Division
Performance last three Program Years (PY 2013-14, 2014-15, 2015-16) and
comparison to San Bernardino and Imperial Counties

**WIA PY 15-16 Common Measures
Performance County Comparison**

		Riverside County	San Bernardino County	Imperial County
Total Participants Served	<i>Adult</i>	37,941	21,701	9,496
	<i>Dislocated Workers</i>	1,086	1,521	105
	<i>Youth</i>	774	444	205
Total Exiters	<i>Adult</i>	36,390	21,057	8,997
	<i>Dislocated Workers</i>	897	1,121	45
	<i>Youth</i>	1,009	387	148

Performance Measure		Negotiated Performance Level	Actual Performance Level	Success Rate
Adult Entered Employment	<i>Riverside County</i>	51.5%	66.0%	128.2%
	<i>San Bernardino County</i>	51.5%	55.0%	106.8%
	<i>Imperial County</i>	65.0%	67.0%	103.1%
Dislocated Entered Employment	<i>Riverside County</i>	56.5%	68.0%	102.4%
	<i>San Bernardino County</i>	56.4%	62.0%	109.9%
	<i>Imperial County</i>	70.0%	85.0%	121.4%
Adult Retention Rate	<i>Riverside County</i>	72.0%	80.0%	111.1%
	<i>San Bernardino County</i>	78.0%	80.0%	102.6%
	<i>Imperial County</i>	70.0%	93.0%	132.9%
Dislocated Retention Rate	<i>Riverside County</i>	75.5%	84.0%	111.3%
	<i>San Bernardino County</i>	81.5%	89.0%	109.2%
	<i>Imperial County</i>	73.0%	92.0%	126.0%
Adult Average Earnings	<i>Riverside County</i>	\$10,700	\$12,550	117.3%
	<i>San Bernardino County</i>	\$13,000	\$12,229	94.1%
	<i>Imperial County</i>	\$10,000	\$19,698	197.0%
Dislocated Worker Average Earnings	<i>Riverside County</i>	\$13,750	\$15,857	115.3%
	<i>San Bernardino County</i>	\$13,250	\$16,487	124.4%
	<i>Imperial County</i>	\$10,500	\$17,850	170.0%
Youth Placement in Employment or Education	<i>Riverside County</i>	54.0%	59.0%	109.3%
	<i>San Bernardino County</i>	67.0%	71.0%	106.0%
	<i>Imperial County</i>	50.0%	59.0%	118.0%
Youth Attainment of Degree or Certificate	<i>Riverside County</i>	60.0%	82.0%	136.7%
	<i>San Bernardino County</i>	60.5%	80.0%	132.2%
	<i>Imperial County</i>	57.0%	70.0%	122.8%
Youth Literacy or Numeracy Gain	<i>Riverside County</i>	70.0%	71.0%	101.4%
	<i>San Bernardino County</i>	57.0%	56.0%	98.2%
	<i>Imperial County</i>	60.0%	69.0%	115.0%

WIA PY 14-15 Common Measures Performance County Comparison

		Riverside County	San Bernardino County	Imperial County
Total Participants Served	<i>Adult</i>	37,602	26,159	11,865
	<i>Dislocated Workers</i>	1,821	1,122	106
	<i>Youth</i>	1,372	567	396
Total Exiters	<i>Adult</i>	36,398	25,941	11,718
	<i>Dislocated Workers</i>	1,415	964	50
	<i>Youth</i>	776	550	224

Performance Measure		Negotiated Performance Level	Actual Performance Level	Success Rate
Adult Entered Employment	<i>Riverside County</i>	51.5%	55.1%	107.0%
	<i>San Bernardino County</i>	51.5%	54.4%	105.6%
	<i>Imperial County</i>	65.0%	84.8%	130.5%
Dislocated Entered Employment	<i>Riverside County</i>	56.5%	64.7%	114.6%
	<i>San Bernardino County</i>	56.4%	59.9%	106.2%
	<i>Imperial County</i>	70.0%	81.5%	116.4%
Adult Retention Rate	<i>Riverside County</i>	72.0%	82.0%	113.9%
	<i>San Bernardino County</i>	78.0%	82.2%	105.4%
	<i>Imperial County</i>	70.0%	89.7%	128.1%
Dislocated Retention Rate	<i>Riverside County</i>	75.5%	85.4%	113.1%
	<i>San Bernardino County</i>	81.5%	84.6%	103.8%
	<i>Imperial County</i>	73.0%	81.5%	111.6%
Adult Average Earnings	<i>Riverside County</i>	\$10,700.00	\$10,991.42	102.7%
	<i>San Bernardino County</i>	\$13,000.00	\$11,777.01	90.6%
	<i>Imperial County</i>	\$10,000.00	\$14,698.24	147.0%
Dislocated Worker Average Earnings	<i>Riverside County</i>	\$13,750.00	\$15,237.67	110.8%
	<i>San Bernardino County</i>	\$13,250.00	\$14,754.57	111.4%
	<i>Imperial County</i>	\$10,500.00	\$11,241.66	107.1%
Youth Placement in Employment or Education	<i>Riverside County</i>	54.0%	69.1%	127.9%
	<i>San Bernardino County</i>	67.0%	72.8%	108.7%
	<i>Imperial County</i>	50.0%	53.7%	107.4%
Youth Attainment of Degree or Certificate	<i>Riverside County</i>	6.0%	83.3%	138.8%
	<i>San Bernardino County</i>	60.5%	82.9%	137.0%
	<i>Imperial County</i>	57.0%	58.6%	102.8%
Youth Literacy or Numeracy Gain	<i>Riverside County</i>	70.0%	71.1%	101.6%
	<i>San Bernardino County</i>	57.0%	64.7%	113.5%
	<i>Imperial County</i>	60.0%	58.7%	97.8%

WIA PY 13-14 Common Measures Performance County Comparison

		Riverside County	San Bernardino County	Imperial County
Total Participants Served	<i>Adult</i>	48,082	31,503	13,556
	<i>Dislocated Workers</i>	1,749	1,911	80
	<i>Youth</i>	1,025	636	370
Total Exiters	<i>Adult</i>	47,459	28,752	11,758
	<i>Dislocated Workers</i>	1,172	2,049	36
	<i>Youth</i>	502	507	184

Performance Measure		Negotiated Performance Level	Actual Performance Level	Success Rate
Adult Entered Employment	<i>Riverside County</i>	50.7%	51.1%	101.0%
	<i>San Bernardino County</i>	50.7%	51.8%	102.0%
	<i>Imperial County</i>	73.6%	73.3%	100.0%
Dislocated Entered Employment	<i>Riverside County</i>	57.6%	60.6%	105.0%
	<i>San Bernardino County</i>	57.6%	57.2%	99.0%
	<i>Imperial County</i>	73.1%	79.6%	109.0%
Adult Retention Rate	<i>Riverside County</i>	74.0%	78.4%	106.0%
	<i>San Bernardino County</i>	74.7%	80.9%	108.0%
	<i>Imperial County</i>	80.0%	87.6%	110.0%
Dislocated Retention Rate	<i>Riverside County</i>	75.0%	83.9%	112.0%
	<i>San Bernardino County</i>	79.9%	84.6%	106.0%
	<i>Imperial County</i>	83.0%	90.5%	109.0%
Adult Average Earnings	<i>Riverside County</i>	\$10,776.00	\$12,444.00	115.0%
	<i>San Bernardino County</i>	\$12,780.00	\$13,135.00	103.0%
	<i>Imperial County</i>	\$10,000.00	\$10,835.00	108.0%
Dislocated Worker Average Earnings	<i>Riverside County</i>	\$13,748.00	\$15,208.00	111.0%
	<i>San Bernardino County</i>	\$12,500.00	\$15,958.00	128.0%
	<i>Imperial County</i>	\$10,500.00	\$14,211.00	135.0%
Youth Placement in Employment or Education	<i>Riverside County</i>	45.0%	66.4%	148.0%
	<i>San Bernardino County</i>	68.0%	58.0%	85.0%
	<i>Imperial County</i>	55.0%	50.4%	92.0%
Youth Attainment of Degree or Certificate	<i>Riverside County</i>	54.8%	81.7%	149.0%
	<i>San Bernardino County</i>	53.5%	80.6%	151.0%
	<i>Imperial County</i>	55.0%	76.4%	139.0%
Youth Literacy or Numeracy Gain	<i>Riverside County</i>	65.0%	77.2%	119.0%
	<i>San Bernardino County</i>	60.5%	57.1%	94.0%
	<i>Imperial County</i>	55.0%	33.0%	60.0%

Attachment 4
Riverside County Economic Development Agency/Workforce Development Division
Testimonials from Businesses

INTENSE CYCLES, INC

42380 Rio Nedo, Temecula, CA 92590

951-296-9596

www.intensecycles.com

7/1/15

Ms. Heidi Marshall
Director, Workforce Development
Riverside County Workforce Investment Board
1325 Spruce Street
Riverside, CA 92507

Dear Ms. Marshall,

The management and staff at Intense Cycles Inc. are very appreciative of the support from the Riverside County Workforce Investment Board (WIB) in assisting us with the services provided by California Manufacturing Technology Consulting (CMTC). As a result of the services we received, we were able to accomplish the following:

Jobs Retained	10
Job Created (within the next 12 months)	2
Sales Retained	\$ 700,000
Sales Increased (within the next 12 months)	\$ 1,200,000
Cost Savings	\$ 10,450

Intense Cycles is a high-end bicycle manufacturer based in Temecula, CA. Before the Riverside County WIB support, Intense Cycles was faced with growth problems related to 77% growth year to year. As a result of quick growth we had, supply chain issues, waste and quality problems, and financial (cash flow) issues. As we attempted to fill the expanding demand for our product we saw the need to continuously improve and be more efficient. We further realized we couldn't sustain this success in growth unless we improved our work flow, throughput, ability, and efficiency in order to meet customer demand on time with the quality they expect. Intense Cycles has some knowledge and experience with lean from a few individuals.

Now, with the help of the Riverside County WIB and CMTC, Intense Cycles Inc. has implemented and is efficiently using new IT solutions that have helped create better financial visibility and better cash flow. For example, we now have less capital tied up in unnecessary inventory. We have also implemented lean methods and tools which have led to improved processes and a lean culture designed to find and eliminate waste anywhere in our processes. For example, we have reduced our cycle time and have improved our speed to market. All of these improvements have allowed us to retain sales and 10 at risk employees, and have positioned us to take advantage of more growth in current and new markets, as we continue develop new models and to meet the demands of our growing customer base.

Riverside County WIB's support made a difference in our ability to move forward and achieve these results. The entire team at Intense Cycles Inc. thanks you.

Sincerely,

Eelco A.W. Niermeijer
Chief Financial Officer

cc: Retha Smith, RCWIB, Business Solutions



peaceful playgrounds

June 23, 2015

Ms. Heidi Marshall
Director, Workforce Development
Riverside County Workforce Investment Board
1325 Spruce Street
Riverside, CA 92507

Dear Ms. Marshall:

The management and staff at **Peaceful Playgrounds** is appreciative of the support provided by the Riverside County Workforce Investment Board (WIB) in assisting us with the opportunity to participate in the California Manufacturing Technology Consulting's (CMTC) ExporTech program.

Located in Lake Elsinore, CA, **Peaceful Playgrounds** designs and manufactures cost effective playground structures that enhance learning, prevent bullying, and promote positive social interaction on the playground. **Peaceful Playgrounds** has been struggling to expand business growth.

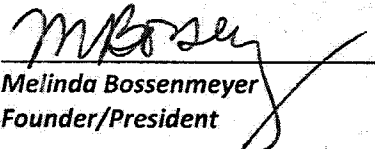
Through participation in CMTC's ExporTech program, we have increased understanding of how to compete in the global marketplace, and have worked toward development of an export strategy with the objective of increasing sales growth in global markets where there is additional demand for our products.


With the help of the Riverside County WIB and CMTC's ExporTech program, we have created and now are implementing an export growth plan that will help our Company expand business growth in global markets with increased speed, less risk, and more profitably.

The WIB's support made all the difference in our ability to move forward with achieving expanded business growth in global markets, resulting in stability for our workforce now and opportunities for job growth in the future.

The Team at **Peaceful Playgrounds** thanks you.

Sincerely,


Melinda Bossenmeyer
Founder/President


Zia Bossenmeyer
Vice President

cc: Retha Smith, RCWIB, Business Solutions


www.peacefulplaygrounds.com
melinda@peacefulplaygrounds.com

17975 Collier Ave, Unit 5
Lake Elsinore, CA 92530-2623
Tel 877-444-9888



06/30/15

Ms. Heidi Marshall
Director, Workforce Development
Riverside County Workforce Investment Board
1325 Spruce Street
Riverside, CA 92507

Dear Ms. Marshall:

The management and staff at RKL Technologies are very appreciative of the support from the Riverside County Workforce Investment Board (WIB) in assisting us with the services provided by California Manufacturing Technology Consulting (CMTC). As a result of the services we received, we were able to accomplish the following:

Jobs Retained	12
Job Created (within the next 12 months)	6
Sales Retained	\$200,000
Sales Increased (within the next 12 months)	\$150,000
Cost Savings	\$60,000

Before the Riverside County WIB support, RKL Technologies was faced with declining market share, too much revenue tied to too few customers, quality issues, and lack of a competitive advantage. We were enjoying success prior to the recession. But then we lost business due to the economy and the competition. We had experienced a downward trend in the medical device segment as those customers were having their parts produced in Mexico to reduce costs. We also had a diversification issue as two dominant customers each made up over 40% of our customer demand. We realized that inefficiencies were prevalent in our operations and that we needed to be more efficient in meeting customers' needs in order to be profitable.

Now, with the help of the Riverside County WIB and CMTC, RKL Technologies has implemented Lean methods and tools. We have put together a Kaizen team and have run multiple kaizen events. We have strengthened the company's financial situation and increased participating employees' work skills. We have implemented a Kanban system and supply chain management, improving efficiencies, lead times and reducing work in progress (WIP), which have led to increased capacity. In addition, we have implemented Sales & Marketing best practices, which have allowed us to take advantage of our increased capacity and diversify our customer base. All of these improvements have allowed us to retain sales and 12 at risk employees, and have positioned us to take advantage of more profitable growth, as we penetrate new markets.

Riverside County WIB's support made all the difference in our ability to move forward and achieve these results. The entire team at RKL Technologies thanks you.

Sincerely,



Roy Hornstein
President
RKL Technologies, Inc.

cc: Retha Smith, RCWIB, Business Solutions



California Manufacturing Technology Consulting®
Engagement Completion Form (ECF)

Section I—Contacts, Service Delivery Summary

Client Company Name: RKL Technologies
Engagement No: 86430-02 (SF OPP. 112839)
Eng Description/Title: RKL Technologies - WIB - Lean Consulting
Date Work Began: Jan 2015
Date Work Completed: May 2015

CMTC Eng Contact: Jo Ann Malagon 310-283-8172
CMTC Director/ Mgr: David Moates, (858) 245-4031

Client Contact - Engagement	Client Contact - NIST Survey (Primary)	Client Contact - NIST Survey (Secondary)
Name: Roy Hornstein	Name: Roy Hornstein	Name: Roy Hornstein
Title: President	Title: President	Title: President
E-mail: roy@rkitech.com	E-mail: roy@rkitech.com	E-mail: roy@rkitech.com
Phone: (951) 738-8000	Phone: (951) 738-8000	Phone: (951) 738-8000

Objectives:

RKL Technologies was losing business due to the economy and the competition. We had experienced a downward trend in the medical device segment as those customers were having their parts produced in Mexico to reduce costs. We also had a diversification issue as two dominant customers each made up over 40% of our customer demand. Therefore we decided to partner with CMTC for this engagement, whose objective was to implement lean methods and tools needed to be more efficient in meeting customers' needs in order for us to become more profitable.

Deliverables:

- Lean Manufacturing education conducted
- Lean Manufacturing awareness created
- Kaizen teams developed and kaizen events conducted
- Improvements made
- Report-out documentation and results presented
- Sales diversification targets identified

Accomplishments:

In addition to completing all tasks on time and meeting all deliverables, this engagement has led to increased efficiency and reduced variability throughout our operation and has contributed to increased quality and reduced lead times, allowing us to increase customer satisfaction while remaining profitable. These improvements have led to retained sales and 12 at risk employees and have positioned us for more profitable growth as we meet and exceed the demands of our customer base.

Manufacturing a Difference Survey (Check only one box per bulleted item.)

The project/work and its effect will make a difference:	Very Significant	Significant	Somewhat	Neutral	None
• To our competitive position	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input checked="" type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
• To staying in business	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input checked="" type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
• To staying in California	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input checked="" type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
• To growing our business and adding jobs	5 <input type="checkbox"/>	4 <input checked="" type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>

Section II NIST Survey Questionnaire – Forecasted Impact @Engagement Completion

Client: RKL Technologies

Eng# 86430-02
(SF OPP.
112839)

1. What were the two most important factors for your firm choosing to work with CMTC?
- | | |
|---|---|
| <input checked="" type="checkbox"/> Center/staff Expertise | <input type="checkbox"/> Specific services not available from other providers |
| <input type="checkbox"/> Cost/price of services | <input type="checkbox"/> Lack of other providers nearby |
| <input checked="" type="checkbox"/> Fair and unbiased advice/services | <input type="checkbox"/> Other (specify) _____ |
| <input type="checkbox"/> Reputation for results | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Knowledge of your industry | <input type="checkbox"/> Refused to answer |
2. In addition to CMTC, has your company used any other external resources/providers to address business performance issues over the past 12 months?
- Yes No Don't know Refused to answer
3. As you look forward over the next 3 years, what do you see as your company's three most important strategic challenges?
- | | |
|--|---|
| <input type="checkbox"/> Product innovation/development | <input type="checkbox"/> Sustainability in products and processes |
| <input checked="" type="checkbox"/> Identifying growth opportunities | <input type="checkbox"/> Managing partners and suppliers |
| <input checked="" type="checkbox"/> Ongoing continuous improvement/cost reduction strategies | <input type="checkbox"/> Technology needs |
| <input checked="" type="checkbox"/> Employee recruitment and retention | <input type="checkbox"/> Other (specify) _____ |
| <input type="checkbox"/> Financing | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Exporting/Global engagement | <input type="checkbox"/> Refused to answer |
4. Do you forecast the services you received may directly lead to an increase in sales at your establishment over the next 12 months?
- Yes → How much? \$ 150,000 No Don't know Refused to answer
5. Over the next 12 months, do you forecast the services you received may directly lead you to retain sales that would otherwise be lost?
- Yes → How much? \$ 200,000 No Don't know Refused to answer
6. Do you forecast the services you received may directly lead you to create any jobs over the next 12 months?
- Yes → How many? 6 No Don't know Refused to answer
7. Do you forecast the services you received may lead you to retain any jobs over the next 12 months?
- Yes → How many? 12 No Don't know Refused to answer
8. Do you forecast the services you received may directly result in cost savings in labor, materials, energy, overhead, or other areas over what would otherwise be spent in the next 12 months?
- Yes → How much? \$ 60,000 No Don't know Refused to answer
9. As a result of the services you received, do you forecast your establishment will increase its investment over the next 12 months in:
- a. New products or processes?

Client: RKL Technologies

86430-02
Eng# (SF OPP.
112839)

- Yes → How much? \$ _____ No Don't know Refused to answer
- b. Plant or equipment?
 Yes → How much? \$ 100,000 No Don't know Refused to answer
- c. Information systems or software?
 Yes → How much? \$ 20,000 No Don't know Refused to answer
- d. Workforce practices or employee skills?
 Yes → How much? \$ 3500 No Don't know Refused to answer
- e. Other areas of business?
 Yes → How much? \$ _____ No Don't know Refused to answer

10. As a result of the services you received, do you forecast your establishment will avoid any unnecessary investments or save on any investments in the next 12 months?

- Yes → How much will be deposited? \$ 50,000 No Don't know Refused to answer

11. A. Based on the benefits that resulted from the services provided, how likely would you be to recommend CMTC to other companies, assuming they are not direct competitors?

<input type="checkbox"/> 01	<input type="checkbox"/> 02	<input type="checkbox"/> 03	<input type="checkbox"/> 04	<input type="checkbox"/> 05	<input type="checkbox"/> 06	<input type="checkbox"/> 07	<input type="checkbox"/> 08	<input checked="" type="checkbox"/> 09	<input checked="" type="checkbox"/> 10
Detractor (Not likely to recommend CMTC)						Neutral		Promoter (Likely to recommend CMTC)	

B. If you did not give a score of "10" what one thing could CMTC have done to improve their score?

Section III - Client Comments

CMTC has been very supportive in providing consulting expertise to help improve our business and remain competitive. The WEB program has helped in new sales opportunities and cost savings programs. The consulting from CMTC has been top notch and I highly recommend it to other companies.

Section IV - Agreement to Completion of Work ~ Deliverables ~ Case Study ~ Forecasted Impact ~ Payment

Client: **RKL Technologies**

Eng# 86430-02
(SF OPP.
112839)

All engagement work completed All deliverables satisfied Final invoice is approved for payment
Sustainment Plan developed Yes No Client agrees to develop a Case Study with CMTC Yes No

Client Representative

CMTC Representative

Print Name: Roy Hornstein

Print Name: Jo Ann Malagon

Title: President

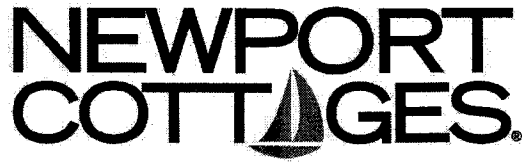
Title: Client Advisor Consultant

Signature: *Roy Hornstein*

Signature: *Jo Ann Malagon*

Date: 6/30/15

Date: 6/30/15



June 26, 2015

www.newportcottages.com

Ms. Heidi Marshall
Director, Workforce Development
Riverside County Workforce Investment Board
1325 Spruce Street
Riverside, CA 92507

Dear Ms. Marshall:

The management and staff at Summertree Interiors are very appreciative of the support from the Riverside County Workforce Investment Board (WIB) in assisting us with the services provided by California Manufacturing Technology Consulting (CMTc). As a result of the services we received, we were able to accomplish the following:

Table with 2 columns: Metric and Value. Rows include Jobs Retained (12), Job Created (within the next 12 months) (3-6), Sales Retained (\$1M), Sales Increased (within the next 12 months) (\$400K), and Cost Savings (\$250K).

Before the Riverside County WIB support, Summertree Interiors was faced with on time delivery issues, quality issues, and supply chain issues. Since 2006 Summertree Interiors has manufactured children's furniture in Riverside County. We sell to a network of dealers located throughout the USA, South America, UK, South Korea and Canada. The good news is, we were faced with increased interest in our products, as two large competitors closed this year: The bad news is, we were finding ourselves struggling to meet the demands of current or new customers, due to lack of systems and infrastructure. Summertree had very long lead times. We have 15,000 s/f of manufacturing space, but we were not using it efficiently. Workflow issues and push systems were evident in every department. We had no visuals controls or continuous improvement plan in place. 94% of all orders were not shipped on time.

Now, with the help of the Riverside County WIB and CMTc, Summertree Interiors has instituted Lean Manufacturing tools and philosophies throughout our operation. We have reviewed our inventory control systems and have made the necessary changes. We have restructured how we utilize our square footage. We have appointed a Kaizen team, formulated a Lean Manufacturing Business Plan and have conducted multiple kaizen events. We have created key performance indicators to measure improvement. All of these improvements have allowed us to significantly reduce lead times, increase on time delivery, retain sales and 12 at risk employees, and has positioned us to take advantage of more profitable growth as we meet and exceed the demands of our new customers.

Riverside County WIB's support made all the difference in our ability to move forward and achieve these results. The entire team at Summertree Interiors thanks you.

Sincerely,

[Handwritten signature]

Pockets Alvarez / President

cc: Retha Smith, RCWIB, Business Solutions



California Manufacturing Technology Consulting® Engagement Completion Form (ECF)

Section I—Contacts, Service Delivery Summary

Client Company Name:	Summertree Interiors Inc.	CMTC Eng Contact:	Steve Buchwald, (310) 984-0632
Engagement No:	86430-04 (SF OPP. 112834)		
Eng Description/Title:	Summertree Interiors Inc - WIB - Lean Transformation		
Date Work Began:	Dec 2014	CMTC Director/ Mgr:	David Moates, (858) 245-4031
Date Work Completed:	June 2014		

Client Contact - Engagement	Client Contact - NIST Survey (Primary)	Client Contact - NIST Survey (Secondary)
Name: Pockets Alvarez	Name: Pockets Alvarez	Name: Pockets Alvarez
Title: CEO	Title: CEO	Title: CEO
E-mail: pockets@newportcottages.com	E-mail: pockets@newportcottages.com	E-mail: pockets@newportcottages.com
Phone: (951) 549-0590	Phone: (951) 549-0590	Phone: (951) 549-0590

Objectives:

Since 2006 Summertree Interiors has manufactured children's furniture in Riverside County. We sell to a network of dealers located throughout the USA, South America, UK, South Korea and Canada. The good news is, we were faced with increased interest in our products, as two large competitors closed this year: The bad news is, we were finding ourselves struggling to meet the demands of current or new customers, due to lack of systems and infrastructure. Summertree had very long lead times. We have 15,000 s/f of manufacturing space, but we were not using it efficiently. Workflow issues and push systems were evident in every department. We had no visual controls or continuous improvement plan in place. 94% of all orders were not shipped on time. Therefore, we partnered with CMTC for this engagement, whose objective was to institute lean manufacturing tools and philosophies throughout the shop, establish a visual manufacturing plant, facilitate multiple kaizen events, and create improved inventory management systems and Key Performance Indicators (KPIs).

Deliverables:

- Lean Manufacturing education conducted
- Value Stream Maps completed
- Kaizen Event(s) conducted
- Improvements made
- Report-out documentation and results presented
- KPIs developed
- Lean Business Plan created

Accomplishments:

In addition to completing all tasks on time and meeting all deliverables, this engagement has led to significantly reduced lead times, increased on time delivery, retained sales and 12 at risk employees, and has positioned us to take advantage of more profitable growth as we meet and exceed the demands of our new customers.

Manufacturing a Difference Survey (Check only one box per bulleted item.)

The project/work and its effect will make a difference:	Very Significant	Significant	Somewhat	Neutral	None
• To our competitive position	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• To staying in business	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- To staying in California 5 4 ~~3~~ 2 1
- To growing our business and adding jobs ~~5~~ 4 3 2 1

Section II NIST Survey Questionnaire – Forecasted Impact @Engagement Completion

1. What were the **two most important factors** for your firm choosing to work with CMTC?

<input checked="" type="checkbox"/> Center/staff Expertise	<input type="checkbox"/> Specific services not available from other providers
<input checked="" type="checkbox"/> Cost/price of services	<input type="checkbox"/> Lack of other providers nearby
<input type="checkbox"/> Fair and unbiased advice/services	<input type="checkbox"/> Other (specify) _____
<input type="checkbox"/> Reputation for results	<input type="checkbox"/> Don't know
<input type="checkbox"/> Knowledge of your industry	<input type="checkbox"/> Refused to answer

2. In addition to CMTC, has your company used any other external resources/providers to address business performance issues over the past 12 months?

Yes No Don't know Refused to answer

3. As you look forward over the next 3 years, what do you see as your company's three most important strategic challenges?

<input checked="" type="checkbox"/> Product innovation/development	<input type="checkbox"/> Sustainability in products and processes
<input checked="" type="checkbox"/> Identifying growth opportunities	<input type="checkbox"/> Managing partners and suppliers
<input checked="" type="checkbox"/> Ongoing continuous improvement/cost reduction strategies	<input type="checkbox"/> Technology needs
<input type="checkbox"/> Employee recruitment and retention	<input type="checkbox"/> Other (specify) _____
<input type="checkbox"/> Financing	<input type="checkbox"/> Don't know
<input type="checkbox"/> Exporting/Global engagement	<input type="checkbox"/> Refused to answer

4. Do you forecast the services you received may directly lead to an increase in sales at your establishment over the next 12 months?

Yes → How much? \$ 400K No Don't know Refused to answer

5. Over the next 12 months, do you forecast the services you received may directly lead you to retain sales that would otherwise be lost?

Yes → How much? \$ 1M No Don't know Refused to answer

6. Do you forecast the services you received may directly lead you to create any jobs over the next 12 months?

Yes → How many? 3-6 No Don't know Refused to answer

7. Do you forecast the services you received may lead you to retain any jobs over the next 12 months?

Yes → How many? 12 No Don't know Refused to answer

8. Do you forecast the services you received may directly result in cost savings in labor, materials, energy, overhead, or other areas over what would otherwise be spent in the next 12 months?

Client: **Summertree Interiors Inc**

86430-04
Eng# (SF OPP.
112834)

\$250K No Don't know Refused to answer

9. As a result of the services you received, do you forecast your establishment will increase its investment over the next 12 months in:

a. New products or processes? \$75K No Don't know Refused to answer

b. Plant or equipment? \$15K No Don't know Refused to answer

c. Information systems or software? No Don't know Refused to answer

d. Workforce practices or employee skills? No Don't know Refused to answer

e. Other areas of business? No Don't know Refused to answer

10. As a result of the services you received, do you forecast your establishment will avoid any unnecessary investments or save on any investments in the next 12 months?

\$45K No Don't know Refused to answer

11. A. Based on the benefits that resulted from the services provided, how likely would you be to recommend CMTC to other companies, assuming they are not direct competitors?

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input checked="" type="checkbox"/> 10
Detractor (Not likely to recommend CMTC)						Neutral		Promoter (Likely to recommend CMTC)	

B. If you did not give a score of "10" what one thing could CMTC have done to improve their score?

Section III – Client Comments

THANK YOU FOR FUNDING THIS PROJECT

Section IV – Agreement to Completion of Work ~ Deliverables ~ Case Study ~ Forecasted Impact ~ Payment

All engagement work completed All deliverables satisfied Final invoice is approved for payment
Sustainment Plan developed Yes No Client agrees to develop a Case Study with CMTC Yes No

Client Representative

Print Name: Pockets Alvarez
Title: CEO
Signature: [Signature]
Date: 6-26-15

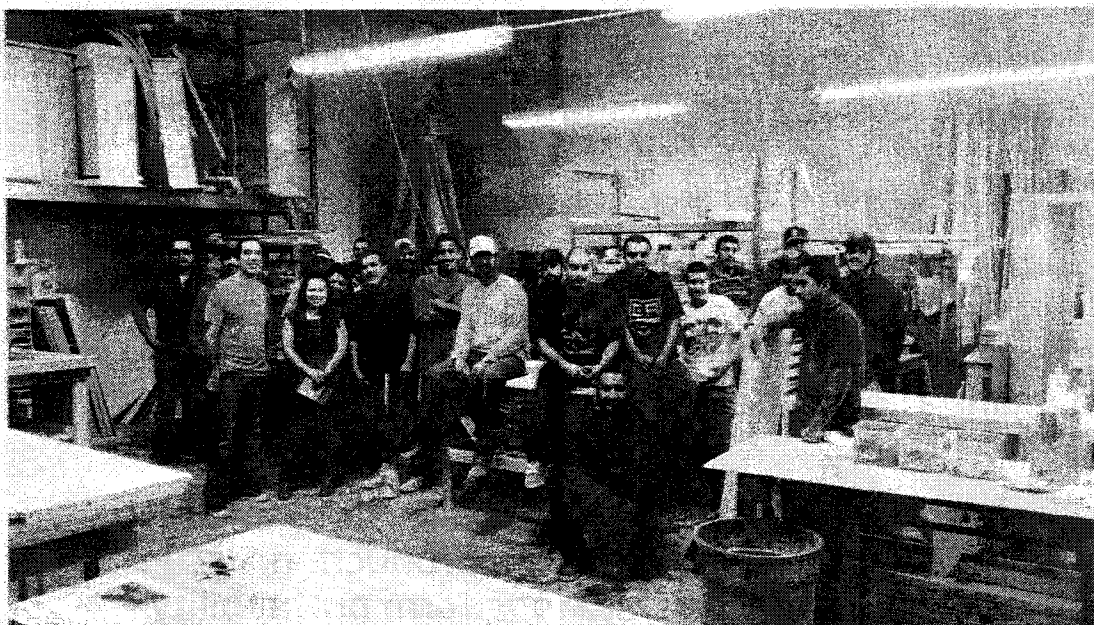
CMTC Representative

Print Name: Steve Buchwald DENNIS SONNEY
Title: Consultant
Signature: [Signature]
Date: 6-26-15

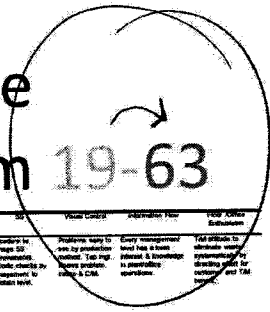
Bottom Line Upfront

- Full Capacity Analysis demonstrating 20 units/day
- Order to Cash Conversion improved by 1 month
- Quoted Lead Time down from 12 weeks to 8 weeks
- Production Lead Time down from 6 weeks to 4 weeks
- Open Claims improved from over 25 to under 6
- Reduced overtime significantly
- Went from Push to Pull Production System
- Controlled Work In Process
- More effective utilization of assets and labor

Teamwork makes the Dream work!



Lean Enterprise Diagnostic Score from 19-63



Point Level	Process Location	Shipping Management	Material Management	Inventory Management	Material Handling	Production Flow	Quality Control	Production Time	Production Cost	Production Safety	Production Environment	Production Flexibility	Production Reliability	Production Quality	Production Efficiency	Production Effectiveness	Production Innovation	Production Sustainability
1	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor
2	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor
3	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor
4	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor
5	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor
6	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor
7	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor
8	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor
9	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor
10	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor	Very poor

Key to Continuous Improvement is Teamwork

Top 10 Keys to Newport Cottages Lean Enterprise Success:

- 1) Identify Department leads as Process Owners to drive a sustained effort
- 2) Roll 5S out across the entire shop, lines, labels, locations, standards for everything!
- 3) Maintain 5 minute 5S daily, 15 minute 5S weekly, 1 hour 5S monthly
- 4) Process Owners develop 5S Standard Operating Procedure and conduct audits
- 5) Establish Production Boards for each Department manage by Process Owners
- 6) Train every employee on the Production Boards so there is full Schedule awareness
- 7) Conduct daily Gemba Walk without fail; either Pockets or Jessica (2-3x/day if possible)
- 8) Measure complete orders NOT number of pieces
- 9) Build Training Matrix and rate each employee by process and tie into Annual Review
- 10) Reduce Work In Process and control material flow with Pull Production System



Walker Evans Racing

June 22, 2015

Ms. Heidi Marshall
Director, Workforce Development
Riverside County Workforce Investment Board
1325 Spruce Street
Riverside, CA 92507

Dear Ms. Marshall:

The management and staff at Walker Evans Racing Enterprises are very appreciative of the support from the Riverside County Workforce Investment Board (WIB) in assisting us with the services provided by California Manufacturing Technology Consulting (CMTC). As a result of the services we received, we were able to accomplish the following:

Jobs Retained	20
Job Created (within the next 12 months)	3-5
Sales Retained	\$10M
Sales Increased (within the next 12 months)	\$1M
Cost Savings	\$2M

Before the Riverside County WIB support, Walker Evans Racing Enterprises was faced with capacity issues, supply chain management issues, on time delivery problems and changing market conditions. Walker Evans Racing began manufacturing motor vehicle parts and accessories in 1978. The 50,000 s/f manufacturing facility in Riverside produces specialty springs, shocks, rims, and miscellaneous parts typically used on off-road vehicles. The good news was that we had 10x increases in revenue over the past three years. However, the bad news was that we needed to institute Lean philosophies for a complete enterprise transformation. Those efforts were required to keep the high level of business and employment that goes along with it. Our on time delivery rating was extremely poor at less than 50% and our customer satisfaction had suffered, threatening growth.

Now, with the help of the Riverside County WIB and CMTC, Walker Evans Racing Enterprises has instituted Lean philosophies throughout our operation. We have deployed 5S. We have created cells for better flow. We have conducted several set up reduction Kaizen events. These improvements have allowed us to significantly reduce lead times, increase on time delivery, retain sales and 20 at risk employees, and have positioned us to take advantage of more profitable growth as we meet and exceed the demands of our customer base.

Riverside County WIB's support made all the difference in our ability to move forward and achieve these results. The entire team at Walker Evans Racing Enterprises thanks you.

Sincerely,

Don Barker
Manager

cc: Retha Smith, RCWIB, Business Solutions



California Manufacturing Technology Consulting®
Engagement Completion Form (ECF)

Section I—Contacts, Service Delivery Summary

Client Company Name:	Walker Evans Racing Enterprises	CMTC Eng Contact:	Steve Buchwald, (310) 984-0632
Engagement No:	86430-19 (SF OPP. 113187)		
Eng Description/Title:	Walker Evans Racing Enterprises - WIB - Lean SOW		
Date Work Began:	March 2015	CMTC Director/ Mgr:	David Moates, (858) 245-4031
Date Work Completed:	June 2015		

Client Contact - Engagement	Client Contact - NIST Survey (Primary)	Client Contact - NIST Survey (Secondary)
Name: Don Barker	Name: Don Barker	Name: Alex Ramage
Title: Production Manager	Title: Production Manager	Title: HR Manager
E-mail: don@walkerevansent.com	E-mail: don@walkerevansent.com	E-mail: alex@walkerevansent.com
Phone: (951) 784-7223	Phone: (951) 784-7223	Phone: (951) 784-7223

Objectives:

While Walker Evans Racing Enterprises had 10x increases in revenues over the last 3 years we needed to institute Lean philosophies for a complete enterprise transformation in order to be able to sustain that growth. Our on time delivery rating was extremely poor at less than 50% and our customer satisfaction had suffered, threatening growth. Therefore, we decided to partner with CMTC for this engagement, whose objective was to create a Lean Enterprise Transformation.

Deliverables:

- Lean Manufacturing education conducted
- Lean Manufacturing awareness created
- Value Stream Maps completed
- Kaizen teams developed and kaizen events conducted
- Improvements made
- Report-out documentation and results presented
- KPIs developed
- Next steps plan created

Accomplishments:

In addition to completing all tasks on time and meeting all deliverables, this engagement has led to significantly reduced lead times, increased on time delivery, retained sales and 20 at risk employees, and has positioned us to take advantage of more profitable growth as we meet and exceed the demands of our customer base.

Manufacturing a Difference Survey (Check only one box per bulleted item.)

The project/work and its effect will make a difference:	Very Significant	Significant	Somewhat	Neutral	None
• To our competitive position	5 <input type="checkbox"/>	4 <input checked="" type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
• To staying in business	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input checked="" type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
• To staying in California	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input checked="" type="checkbox"/>	1 <input type="checkbox"/>
• To growing our business and adding jobs	5 <input checked="" type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>

Section II NIST Survey Questionnaire – Forecasted Impact @Engagement Completion

1. What were the two most important factors for your firm choosing to work with CMTC?

<input type="checkbox"/> Center/staff Expertise	<input type="checkbox"/> Specific services not available from other providers
<input type="checkbox"/> Cost/price of services	<input type="checkbox"/> Lack of other providers nearby
<input type="checkbox"/> Fair and unbiased advice/services	<input type="checkbox"/> Other (specify) _____
<input checked="" type="checkbox"/> Reputation for results	<input type="checkbox"/> Don't know
<input checked="" type="checkbox"/> Knowledge of your industry	<input type="checkbox"/> Refused to answer

2. In addition to CMTC, has your company used any other external resources/providers to address business performance issues over the past 12 months?

Yes No Don't know Refused to answer

3. As you look forward over the next 3 years, what do you see as your company's three most important strategic challenges?

<input type="checkbox"/> Product innovation/development	<input type="checkbox"/> Sustainability in products and processes
<input type="checkbox"/> Identifying growth opportunities	<input type="checkbox"/> Managing partners and suppliers
<input checked="" type="checkbox"/> Ongoing continuous improvement/cost reduction strategies	<input type="checkbox"/> Technology needs
<input checked="" type="checkbox"/> Employee recruitment and retention	<input type="checkbox"/> Other (specify) _____
<input type="checkbox"/> Financing	<input type="checkbox"/> Don't know
<input type="checkbox"/> Exporting/Global engagement	<input type="checkbox"/> Refused to answer

4. Do you forecast the services you received may directly lead to an increase in sales at your establishment over the next 12 months?

Yes → How much? (2-5%) APPROX \$1M No Don't know Refused to answer

5. Over the next 12 months, do you forecast the services you received may directly lead you to retain sales that would otherwise be lost?

Yes → How much? \$ 50+ % \$10M APPROX No Don't know Refused to answer

6. Do you forecast the services you received may directly lead you to create any jobs over the next 12 months?

Yes → How many? 3-5 No Don't know Refused to answer

7. Do you forecast the services you received may lead you to retain any jobs over the next 12 months?

Yes → How many? 20 No Don't know Refused to answer

8. Do you forecast the services you received may directly result in cost savings in labor, materials, energy, overhead, or other areas over what would otherwise be spent in the next 12 months?

Yes → How much? \$ 10-15% APPROX \$2M No Don't know Refused to answer

9. As a result of the services you received, do you forecast your establishment will increase its investment over the next 12 months in:

- a. New products or processes? 25-50%^g 500K
 Yes → How much? \$ No Don't know Refused to answer
- b. Plant or equipment? \$10K
 Yes → How much? \$ No Don't know Refused to answer
- c. Information systems or software? \$5K
 Yes → How much? \$ No Don't know Refused to answer
- d. Workforce practices or employee skills?
 Yes → How much? \$ No Don't know Refused to answer
- e. Other areas of business?
 Yes → How much? \$ No Don't know Refused to answer

10. As a result of the services you received, do you forecast your establishment will avoid any unnecessary investments or save on any investments in the next 12 months?

- Yes → How much was saved/avoided? \$ 500K
 No Don't know Refused to answer

11. A. Based on the benefits that resulted from the services provided, how likely would you be to recommend CMTC to other companies, assuming they are not direct competitors?

<input type="checkbox"/> 1 Detractor (Not likely to recommend CMTC)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7 Neutral	<input type="checkbox"/> 8	<input checked="" type="checkbox"/> 9 Promoter (Likely to recommend CMTC)
--	----------------------------	----------------------------	----------------------------	----------------------------	----------------------------	---------------------------------------	----------------------------	--

B. If you did not give a score of "10" what one thing could CMTC have done to improve their score?

Section III – Client Comments

THANK YOU FOR THE FUNDING! WE ARE NOW IN A POSITION FOR FURTHER GROWTH.

Client: **Walker Evans Racing Enterprises**

Eng# 86430-19
(SF OPP.
113187)

Section IV – Agreement to Completion of Work ~ Deliverables ~ Case Study ~ Forecasted Impact ~ Payment

All engagement work completed All deliverables satisfied Final Invoice is approved for payment
Sustainment Plan developed Yes No Client agrees to develop a Case Study with CMTC Yes No

Client Representative

Print Name: Don Barker

Title: Production Manager

Signature: 

Date: 6-22-15

CMTC Representative

Print Name: Steve Buchwald DENNIS SOWNEY

Title: Consultant

Signature: 

Date: 6-22-15

WATERSTONE

FAUCETS

6119 Palmdale Court - Murrieta, CA 92562

707-939-2800

www.waterstonefaucets.com

Ms. Heidi Marshall
Director, Workforce Development
Riverside County Workforce Investment Board
1325 Spruce Street
Riverside, CA 92507

Dear Ms. Marshall:

The management and staff at Waterstone Faucets are very appreciative of the support from the Riverside County Workforce Investment Board (WIB) in assisting us with the services provided by California Manufacturing Technology Consulting (CMTC). As a result of the services we received, we were able to accomplish the following:

Jobs Retained	12
Job Created (within the next 12 months)	20
Sales Retained	\$500,000
Sales Increased (within the next 12 months)	\$1,500,000
Cost Savings	\$100,000

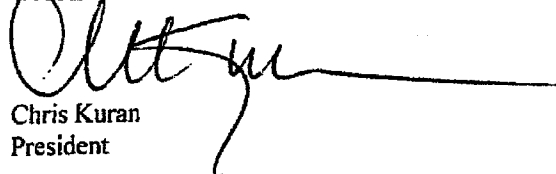
Waterstone Faucets was founded in 1999. We are located in Murrieta Hot Springs and manufacture very high quality niche faucets. The good news is that we have been very successful and as a result have seen rapid growth. However, the bad news is that the rapid growth had led to many problems. Before the Riverside County WIB support, we were finding it difficult to sustain our success and to position the company for growth, due to the fact that we were suffering from financial problems (cash flow), workforce management issues (finding and training good employees), quality issues, and changing market conditions. We realized we needed to do something ASAP.

Now, with the help of the Riverside County WIB and CMTC, Waterstone Faucets has conducted training in leadership skills and lean principles to improve productivity and employee management. Additionally, we have created a framework (The Waterstone Way) for the major shop skill areas, with a standard format for each skill instruction, and criteria for moving between the various skill levels. These changes have led to improved leadership skills, improved cooperation and communication between departments, improved cycle times, faster speed to market, and better cash flow, allowing us to retain sales and 12 at risk employees, as well as position us for more profitable growth.

Riverside County WIB's support made all the difference in our ability to move forward and achieve these results. The entire team at Waterstone Faucets thanks you.

Sincerely,

WATERSTONE FAUCETS



Chris Kuran
President

cc: Retha Smith, RCWIB, Business Solutions

Attachment 5
Riverside County Economic Development Agency/Workforce Development Division
Testimonials from Job Seekers



this issue

Workforce Development P.1
 Community & Cultural
 Services Division P.2
 Salton Sea P.3
 Cultural Svcs/ Libraries P.4
 Office of Foreign Trade P.5
 Film Commission P.6
 Real Estate P.7
 Housing Authority P.8
 Custodial P.9
 Workforce cont. P.10
 Marketing P.11
 Project Management P.12
 Maintenance P.16
 Events P.17

Workforce Development - Thousands Seek Job Opportunities at the 21st Valley-Wide Employment Expo

More than 2,600 job seekers looking for a job or a better job filled the Riverside County Fairground's Fullenwider Auditorium at the 21st Valley Wide Employment Expo. The event, hosted by Riverside County's Workforce Development Centers, the Department of Public Social Services and the State of California's Employment Development Department, took place on Thursday, September 15, from 9am-1pm.

This year, the event sold out one month early and set a record with 93 employers participating in hopes of filling over 1,500 open job positions in healthcare, logistics, hospitality, construction, gaming, customer service, business and professional services, education, government, nonprofits and much more. Members of the Expo Committee credit the excellent media coverage the event received from local TV, radio and print

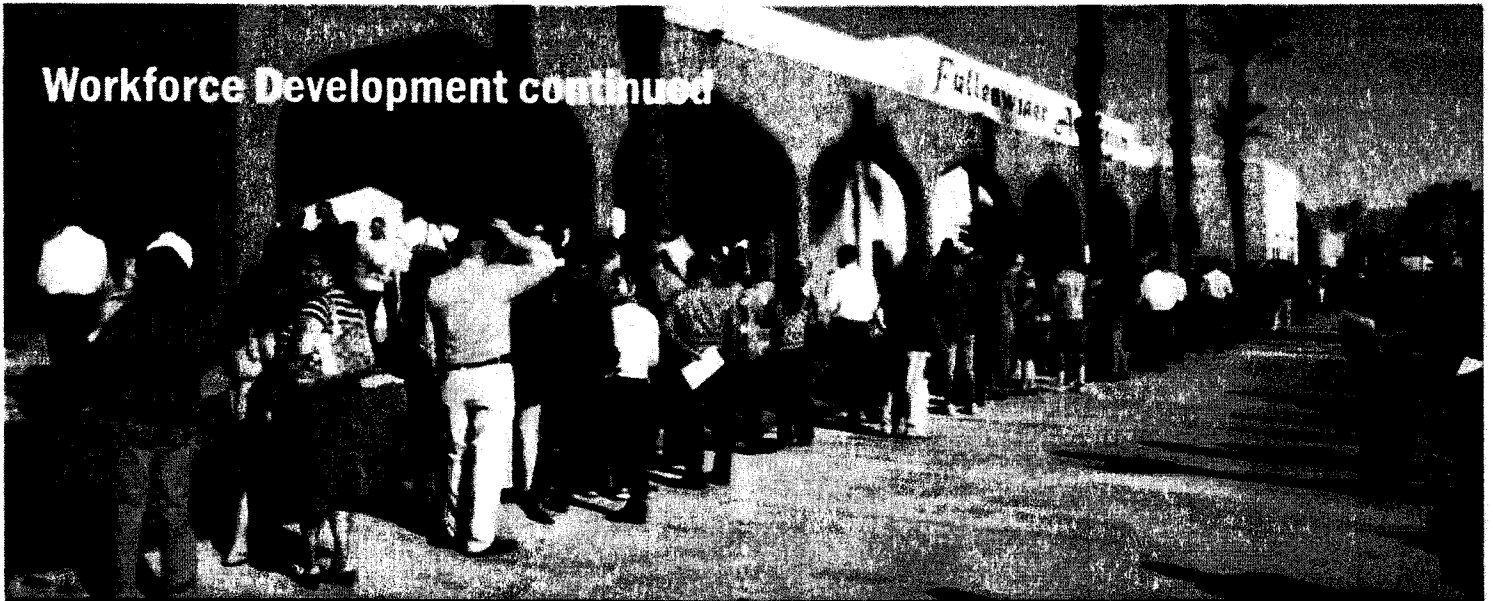
publication sponsors for the success of selling out early.

George Puddephatt, Project Coordinator with the Riverside County Economic Development Agency's Workforce Development Centers and Expo Committee Member said, "The event does a great job of bringing together employers and job seekers in one location. It's easy access to qualified job candidates for the employers which cuts down on their costs for recruitment and hiring. For job seekers, it's everything in a one-stop shop, so it's really great for both sides and we usually get great results."

Job seeker, Janette Martel from Indio said, "I was getting discouraged by the lack of response I experienced after submitting more than two dozen applications online.

Story continues on Page 10

Workforce Development continued



Here at the Expo, I've been able to meet face-to-face with recruiters and I've already scheduled interviews with three potential employers."

From the employer's perspective, Reserve Field Manager, Wilber Rendon with Farmers Insurance of La Quinta said, "We can save a lot of time and money by only calling back job seekers who made a good first impression and met the criteria we were looking for on the resumes they handed into us during the Expo."

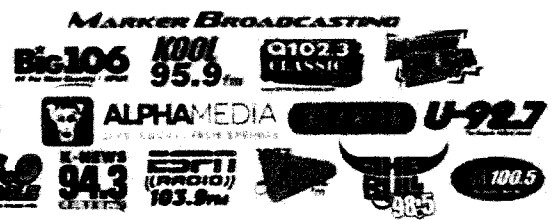
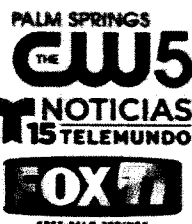
Jeff Stahl, news anchor and reporter with KESQ-TV New Channel 3, did a fantastic job as Master of Ceremonies for the event. Guest speakers included Glenn Miller, Mayor of the City of Indio; Juan DeLara, Chair of the Eastern Regional Workforce Development Committee; Russell Best, Riverside Cluster Manager for the State of California's Employment Development Department (EDD); Vicky Starke, Field Representative for Assembly Member Chad Mayes; Hernan Quintas, Press Secretary for Congressman Raul Ruiz; Senator Jeff Stone and Supervisor John J. Benoit, Chairman of the Riverside County Board of Supervisors.



Jeff Stahl, news anchor and reporter with KESQ-TV

Dignitaries who attended the event included Carrie Harmon, Deputy Director Riverside County Workforce Development Centers; Susan von Zabern, Director of Department of Public Social Services; Todd Bellanca, Deputy Director Department of Public Social Services; Cheryl Greenlee, EDD Inland Regional Deputy Division Chief and Linda Evans, Mayor of the City of La Quinta.

The 21st Valley Wide Employment Expo is made possible through generous contributions from our many sponsors listed below!



Advanced Imaging Solutions, Burrtec, City of Indio, Classic Party Rentals, CoachellaValleyWeekly.com, Desert Communities Employer Advisory Council, El Informador del Valle, Farmers Insurance, La Prensa Hispana, Money Radio, Palm Springs Life Magazine, Panera Bread, Riverside County Fair & National Date Festival, Riverside County Workforce Development Board, Starbucks and Stater Bros.

Reeves, Holly

From: Sims, Loren
Sent: Thursday, November 10, 2016 3:54 PM
To: Reeves, Holly
Cc: Smith, Retha
Subject: FW: Graduation

From: Ordiales, Miriam
Sent: Tuesday, November 08, 2016 9:35 AM
To: Gordon, Sheneka
Cc: Singer, Marian; sgordon371@aol.com; Harmon, Carrie; Marshall, Heidi; Frederick, Wendy; Cornejo, Olga; Villalobos, Yvonne; Putz, Beatrice; Kantor, Sandy; Sims, Loren; Arnold, Linda
Subject: RE: Graduation

Good morning Sheneka:

What a wonderful email! The vision, mission and success of our program is exactly what your customer is describing. I have been working with you since June 8th and what I have learned is that you care about every participant you have contact with, you always see the possibilities and go the extra mile to assist them with their present and future goals. I am not surprised to be honest, you are an excellent Career Training Coach, and our unit is proud to have you as part of our CSU team. Great job, Congratulations!

From: Gordon, Sheneka
Sent: Tuesday, November 08, 2016 9:25 AM
To: Ordiales, Miriam; Arnold, Linda
Cc: Singer, Marian; sgordon371@aol.com
Subject: FW: Graduation

FYI.
This warms my heart. ☺

From: Mike Rippa [<mailto:rippa.mike@yahoo.com>]
Sent: Tuesday, November 08, 2016 8:57 AM
To: Gordon, Sheneka; Aguilar, Maria
Subject: Graduation

Good Morning Sheneka,
I wanted to let you know that I have graduated and received my commercial license. I start orientation with Covenant Transportation on the 14th of this month. I wanted to share with you, the wonderful experience I have had attending this school, and would recommend them to anyone that wants to start a new career in the transportation industry! Roadmaster uses real world equipment, which is in better condition than some company trucks that I have driven in the past. They also set the student up for success, rather than fail, due to some schools use shorter tractors and trailers at the DMV. They will only realize this when they graduate and have to take a road test in a real world truck and trailer of 70 feet long. Great Instructors and facilities as well. They have even taught this old dog, with

over two decades of experience a few new tricks. Thank You for all that you have done, to get me back into the working class! On behalf of my family as well and from the bottom of my heart, Thank You! you'll never know how Awesome it feels to be THE MAN again!

Thank You!



Sheneka Gordon
Workforce Development
Development Specialist II
1325 Spruce Street, Suite 110
Riverside, CA 92507

Office: 951.955.3102
Fax: 951.955.3131

Mail: SLGORDON@rivcoeda.org
Web: www.rivcoworkforce.com




The Riverside County Workforce Development Board (WDB) presents
THE 3RD ANNUAL VALLEY-WIDE WORKFORCE SUMMIT
Focus: Small Business Opportunities

NOVEMBER 17, 2016 • 7AM - 11AM • FANTASY SPRINGS RESORT CASINO

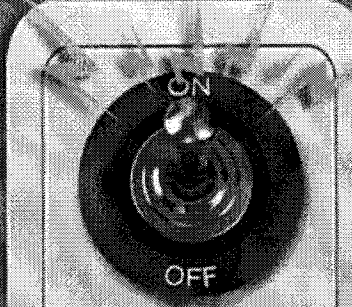


▶ **CLICK HERE TO REGISTER!**

THE POWER OF CONNECTION



California State Association of Counties
122nd Annual Meeting
Nov 29-Dec 2 . Palm Springs . Riverside County



Attachment 6
Riverside County Economic Development Agency/Workforce Development Division
Executive Summary Business Customer Satisfaction Survey 2016

Business Customer Satisfaction Survey 2016 Executive Summary

August 2016

Introduction

The Information and Analysis Team conducted the ninth annual *Business Customer Satisfaction Survey* for the organization. This survey is intended to provide information from business customers on where the organization is excelling and areas that provide opportunities for improvement (OFI). It also provides a set of benchmarks for comparison purposes.

These summary results provide limited comparisons to the results from the annual survey conducted in 2010 through 2013 due to the restructuring of the survey questions in 2014. Results from questions carried over from prior years will be presented for trend analysis. The results from questions added in 2014 will be compared to the current data set.

Survey Format

An electronic survey was fielded on a quarterly basis to all businesses served by the Business Solutions Team (BST) during the quarter preceding the data collection period. Duplicates were removed from the mailing list to ensure a different group of businesses were surveyed each quarter. The four data collection periods were open for two weeks with one reminder sent to non-respondents at the midpoint of each period. To be counted, respondents were instructed to complete the survey by 5:00 PM on the cutoff date. Once the cutoff date and time was reached the survey was closed and further responses were not counted.

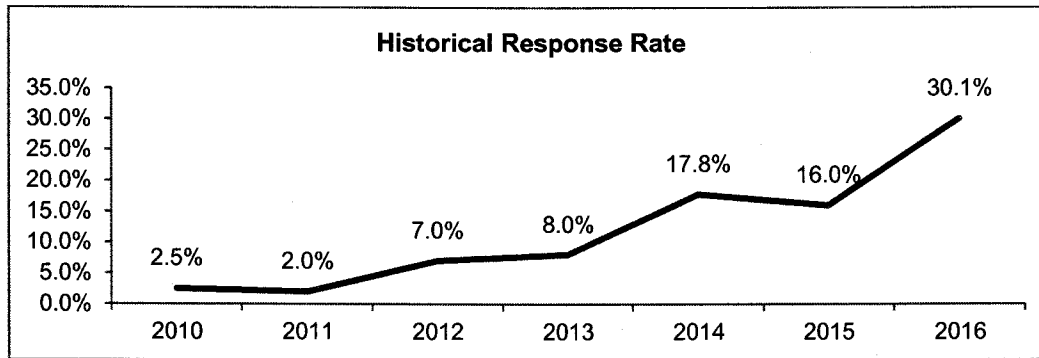
The results included in this report are aggregated across the four quarters of data collection for the 2015/2016 program year (July 1, 2015 to June 30, 2016). For reporting purposes, response choices are collapsed to illustrate discreet categories (e.g. strongly agree and agree are combined). Areas of excellence are identified as reaching a threshold of $\geq 90\%$ and opportunities for improvement (OFI) as $\leq 80\%$.

Survey Response Rate¹

Of the 176 business customers invited to participate, 53 (30%) returned completed surveys. Surveys that bounced back (incorrect email addresses) are excluded from the response rate calculation. As demonstrated in Figure 1, the response rates have increased twelve fold since 2010 and nearly doubled since implementing a quarterly data collection system in 2014. The response rate for the current survey is high enough to generalize the findings to the entire population of businesses served by the organization's BST.

¹The purpose of an annual survey within a comprehensive data collection system is to collect data from the customer at some point after they have received the service. It provides customer perspectives on how well the service delivery system responds to customer expectations at points in time after the customer has received the service. Experts differ on what is considered a 'good' response rate for the purpose of being able to generalize the findings to the entire customer population within the same cohort (for this survey the cohort of businesses are defined as all new businesses served during the one year time frame); however, anywhere from 10% to 25% is considered acceptable to do so.

Figure 1

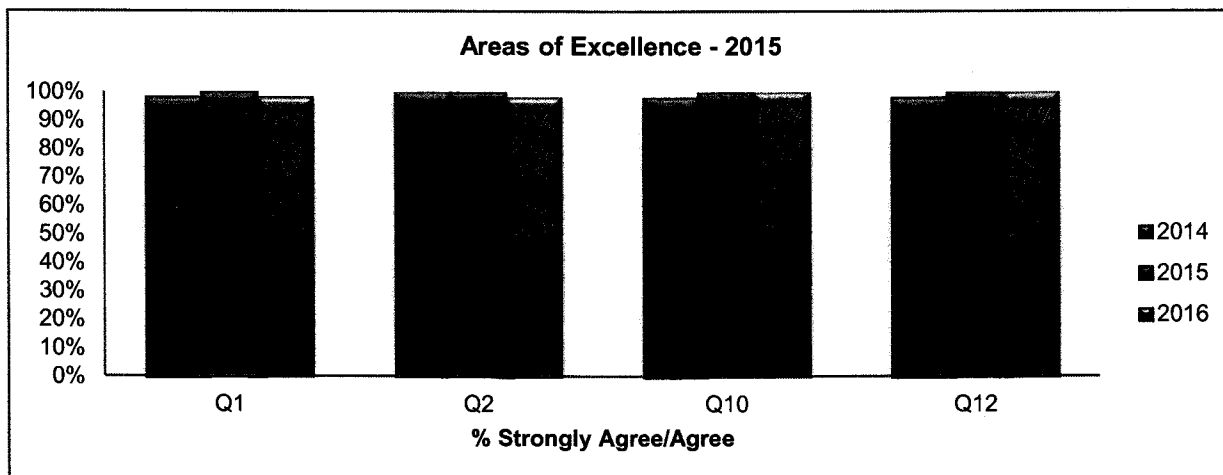


Survey Results Summary

Areas of Excellence

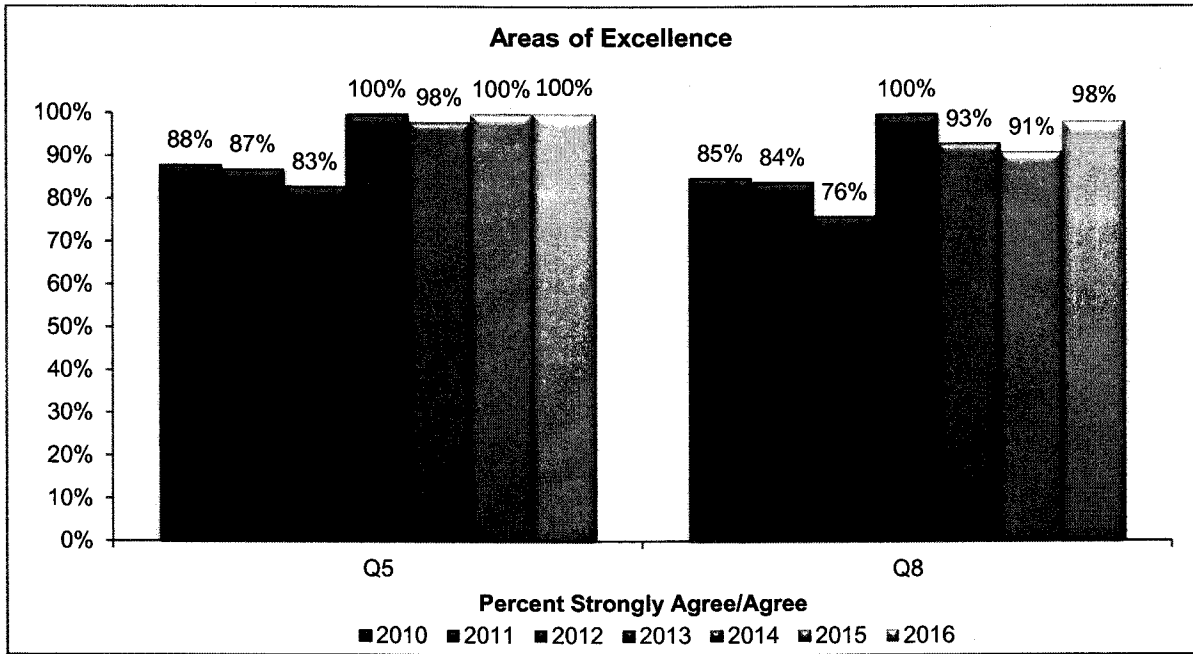
As demonstrated in Figures 2 - 4, seven areas of excellence emerged. Results from questions 1, 2, 10 and 12 (Figure 2) are compared to data from 2014 and 2015. Results from questions 5 and 8 are compared to data sets from 2010 to 2015 (Figure 3) and question 11 results are compared to data collected from 2013 to 2015 (Figure 4). It is interesting to note that all of the areas of excellence are identical to those identified in the 2014 and 2015 studies.

Figure 2



- **Question 1** - The Business Solutions Consultant I interacted with was knowledgeable about my business needs.
- **Question 2** - The Business Solutions Consultant(s) that worked with me demonstrated good customer service skills.
- **Question 10** – I am satisfied with my overall experience with the services I received.
- **Question 12** – I would recommend the services of the Business Solutions Team to another business or colleague.

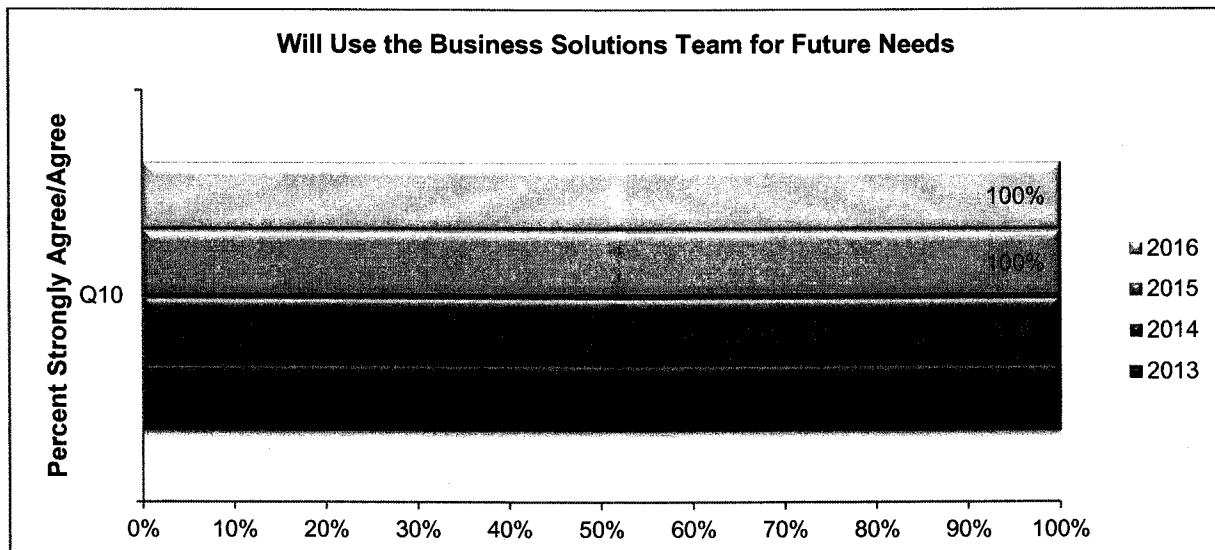
Figure 3



- **Question 5** - The process was efficient (e.g., effective without wasting my time, effort or expense).
- **Question 8** - The information and services I received exceeded my expectations.

As demonstrated in Figure 4, 100% of the respondents agree that they will use the BST for future business needs (Question 11).

Figure 4



Opportunities for Improvement

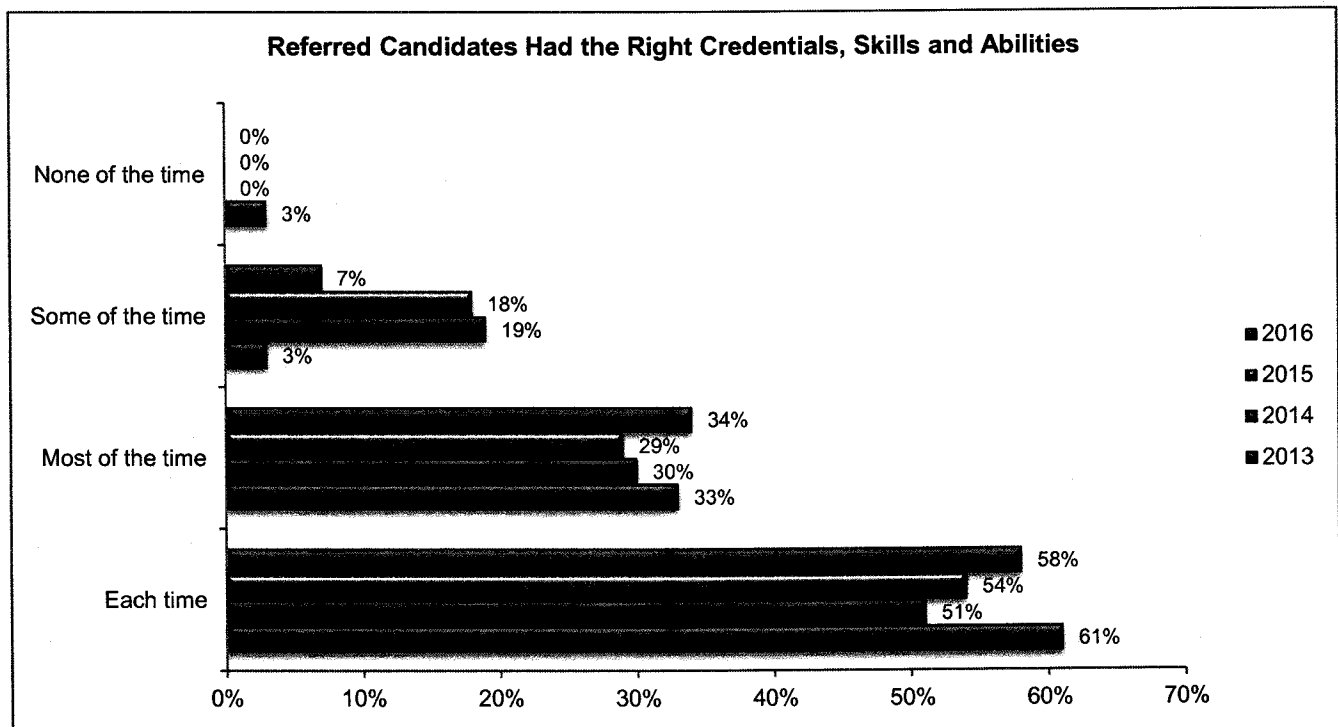
As shown in Figures 5 and 6, two indicators have been identified as OFIs.

Question 3 - The candidates referred to me by the Business Solutions Team had the right credentials (if required), skills and abilities for the job.

Question 7 - Please rate your satisfaction with locating business service information on Rivcworkforce.com.

Referring candidates to employers who have the right credentials, skills and abilities **each time** is one of the BST goals and historically one of the organization’s Critical Measures. Although there is a slight improvement compared to the 2015 data (58% vs. 54%), the results indicate additional effort expended in this area may result in more closely matched referrals (Figure 5).

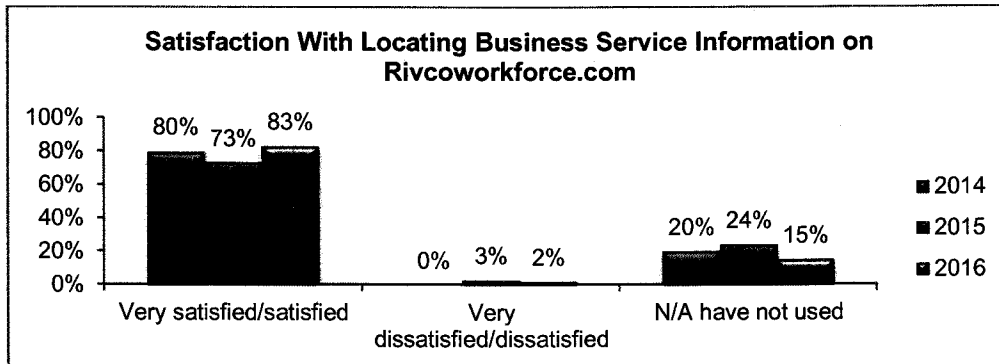
Figure 5



Note: The N/A response category was excluded from the calculations.

As reflected in Figure 6, of the businesses that have used Rivcworkforce.com there has been a 10% increase in the percentage who are satisfied with locating business service information from 2015 to 2016. The percentage of respondents who have never used Rivcworkforce.com dropped from 24% to 15% during the same time period.

Figure 6



Additional Findings

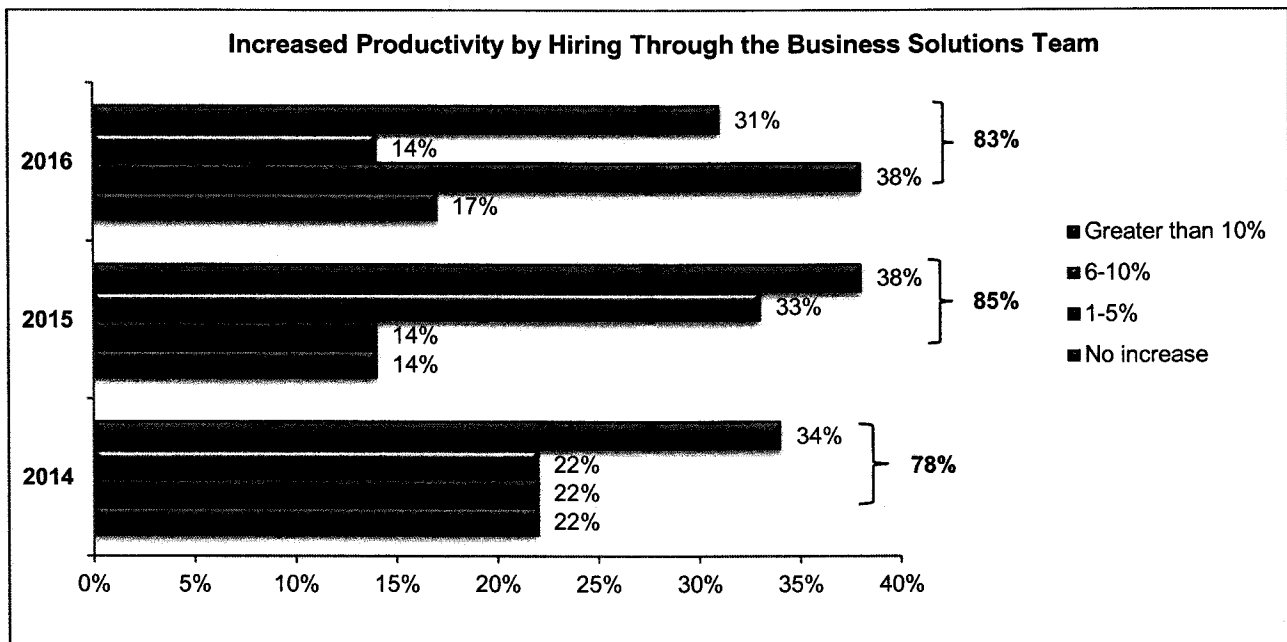
Two areas did not meet the criteria as an area of excellence or an OFI:

Question 4 – By hiring my employees through the Business Solutions Team, my business increased productivity by...

Question 6 – Please rate your satisfaction with using Rivcojobs.com for recruitment services.

As demonstrated in Figure 7, increased productivity as a result of hiring candidates referred by the BST is recognized at varying levels by the majority of employers. Of those that have used the team, there has been a steady increase in productivity from 2014 to 2016. In the past two years, the percentage of employers who have not utilized the BST for hiring has decreased from 34% to 21% (data not depicted).

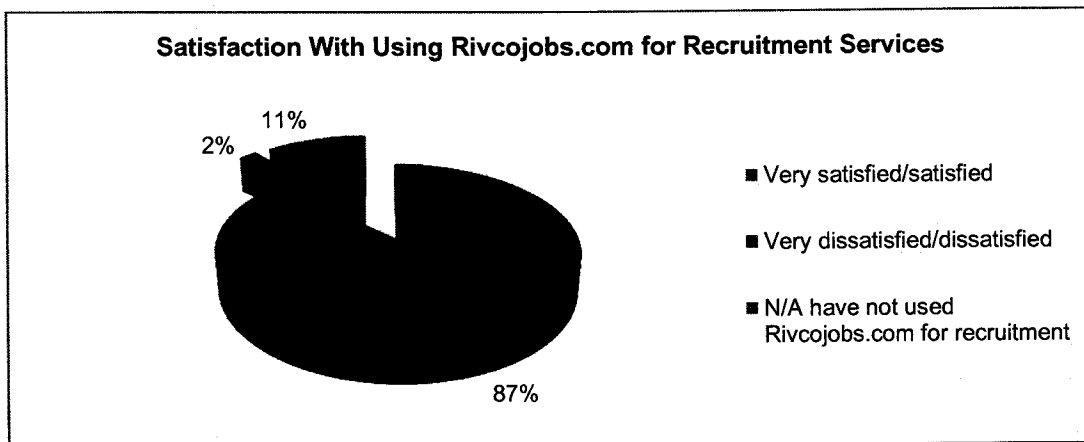
Figure 7



Note: The N/A response category was excluded from the calculations.

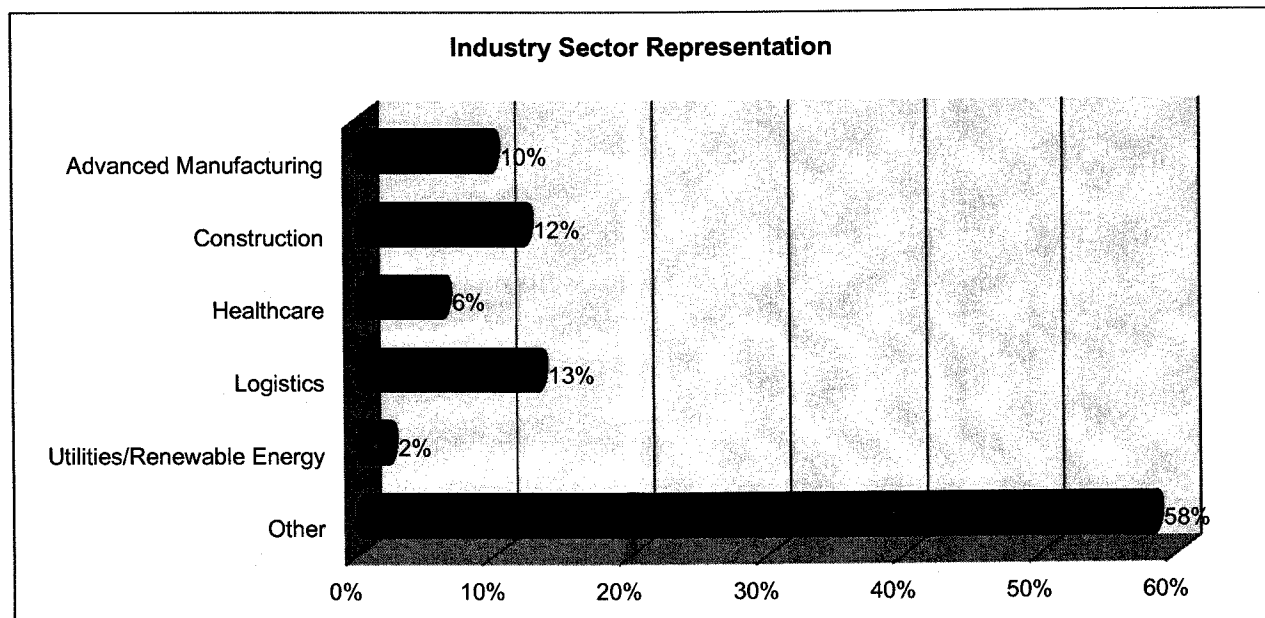
Another area that did not meet the criteria as an area of excellence or an OFI is satisfaction with using Rivcojobs.com for recruitment services (Figure 8). The percentage of satisfied employers remained fairly consistent across the 2014-2016 data collection periods (83%, 84% and 87% respectively). The percentage of employers who are dissatisfied has decreased from 6% in 2015 to 2% in 2016. It will be interesting to observe what, if any, impact the conversion to CalJOBS from Rivcojobs.com has on this measure of satisfaction.

Figure 8



Respondents were asked to categorize the industry their businesses represent. For the 2016 survey, the industry sector response categories were revised to align them with the Riverside County Workforce Development Board's targeted industry sectors. As shown in Figure 9, the majority fall into the "other" category with the next largest groups representing logistics and construction.

Figure 9



*Other Categories:

- Non-Profit - FIND Food Bank, a member of Feeding America. Services and Food for the community in need.
- Tires, Automotive Services
- Habitat for Humanity Mortgage, Construction, Retail, Development, Family services
- Guest Services
- Pool Services Repairs
- Tax and Bookkeeping
- Insurance
- SES tutoring services
- Tax preparation
- Retail
- Security management/ consulting services
- Insurance Agency
- Convenience Stores, Restaurants, Accounting
- Insurance
- Pet Treat Manufacturing
- Insurance Agency service
- Insurance, Income Tax & DMV Services
- Fuel, Restaurant
- Retail Sales and Marketing
- Insurance
- Retail
- Third Party Monitoring Services
- Marketing
- warehousing
- Window Cleaning
- Third Party Monitoring Company for security alarms and medical devices.
- Food Distribution
- Consulting Firm

Finally, respondents were asked how they heard about the services provided through the Workforce Development Centers. The verbatim responses are included in the Appendix.

Conclusion

Obtaining business customer data to identify strengths and opportunities for continuous improvement of business services has been an organizational practice of the Workforce Development Centers since 2008. Listening to business customers provides insight into what's working well, and, more importantly, areas the organization may want to focus on for improvement initiatives. Each year process improvements are developed based upon customer feedback received through a variety of online surveys.

Consistent with the results from the 2014 and 2015 surveys, the same seven areas of excellence emerged in the current data set. Of the seven indicators, four received 100% agreement or satisfaction ratings, thus

exemplifying the commitment of the BST to provide high quality and efficient services to business customers. Repeat customers and referrals from satisfied customers are vital to the success of the BST. The results indicate that 100% of the respondents will use the BST for future business needs and 100% would recommend the BST to another business or colleague.

Areas identified as OFIs indicate that additional effort needs to be expended to identify the characteristics that businesses desire in candidates referred for job openings in order to increase the 'match' rate. In addition, the organization may want to review the business services information and how it is displayed on Rivcworkforce.com to make it more user-friendly and beneficial for business customers. Doing so may result in a more favorable satisfaction rating and increased usage rate in the future.

Appendix

How Did You Hear About Us?

(Responses are verbatim)

- FIND Food Bank has benefited from the Workforce Development Team before, and with great results each time. We were referred by Supervisor John Benoit staff.
- Thur a PCAT employee . Also the SBA had information about workforce.
- Through Edward at the Inland Empire Regional Chamber of Commerce
- Though one of My Board Members
- I don't recall
- Referral
- EDD
- Through Dana Sanchez
- online
- Oriana Hoffert stopped by our office a long time ago and being using her services on several occasions
- I heard about you through a former tutoring company I used to work for
- Attended a conference
- George Puddephat
- Referral from LQ Chamber of Commerce.
- Personally used the location in the past.
- Existing Relationship When I Joined the Company
- Through one of my employees.
- Kymberly Reis Business Solutions Consultant contacted me.
- Orianna Hoffert stopped by my office long time a go and being using her services for a few years now, we have a few successful hired employees though her still working with us and I believe they will stay for a long while, at least I hope.
- Ongoing program with our facility
- Internet

- Toussaint Wade
- County of SB
- Found service on internet
- La Quinta Chamber of Commerce
- Through the Internet.
- Kim Reis came to a chamber function and did a presentation.
- The employment development department / San Bernardino Workforce Development Board
- internet
- Referred through our Corporate HR Department.
- IVEAC
- George Puddephat
- Laura Harris through the Greater Riverside Employer's Advisory Council.
- When I was looking for work myself.
- internal referral
- I utilize the WIB in San Bernardino County as well.
- I was not here at the time we started this program so I really don't know.

Attachment 7
Riverside County Economic Development Agency/Workforce Development Division
Executive Summary Job Seeker Customer Satisfaction Survey 2016

Job Seeker Customer Satisfaction Survey 2016 Executive Summary

August 2016

Introduction

The Information and Analysis Team conducted the ninth annual *Job Seeker Customer Satisfaction Survey* for the organization. This survey is meant to provide information from the job seekers on where the organization is excelling and areas that provide opportunities for improvement (OFI). It also provides a set of benchmarks for comparison purposes. These summary results provide comparisons to the results from the annual survey conducted in 2010 through 2015 unless otherwise noted.

Survey Format

An electronic survey was fielded on a quarterly basis to all job seekers who registered for services during the quarter preceding the data collection period. Survey recipients were emailed an invitation to participate in the online survey. The four data collection periods were open for two weeks with one reminder sent to non-respondents at the midpoint of each period. To be counted, respondents were instructed to complete the survey by 5:00 PM on the cutoff date. Once the cutoff date and time was reached the survey was closed and further responses were not counted.

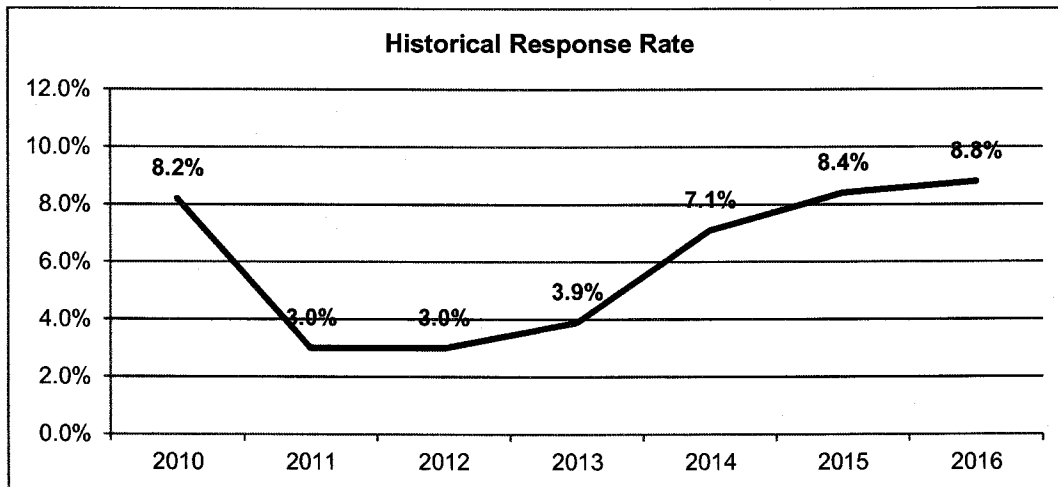
The results included in this report are aggregated across the four quarters of data collection for the 2015/2016 program year (July 1, 2015 to June 30, 2016). For reporting purposes, response choices are collapsed to illustrate discreet categories (e.g. strongly agree and agree are combined). Areas of excellence are identified as reaching a threshold of $\geq 90\%$ and OFIs as $\leq 80\%$.

Survey Response Rate¹

Of the 11,454 job seekers invited to participate, 1,013 (8.8%) returned completed surveys (Figure 1). Surveys that bounced back (318 incorrect email addresses) were excluded from the response rate calculation. Of those who responded, 963 (95.1%) completed the English version and 50 (4.9%) completed the Spanish version. The results are reported in aggregate for both language versions of the survey combined. As reflected in Figure 1, the 2016 response rate is the highest attained across the seven years depicted with the positive trend possibly attributed to switching from an annual to quarterly data collection system in 2014 as well as improved relationship management strategies utilized by staff.

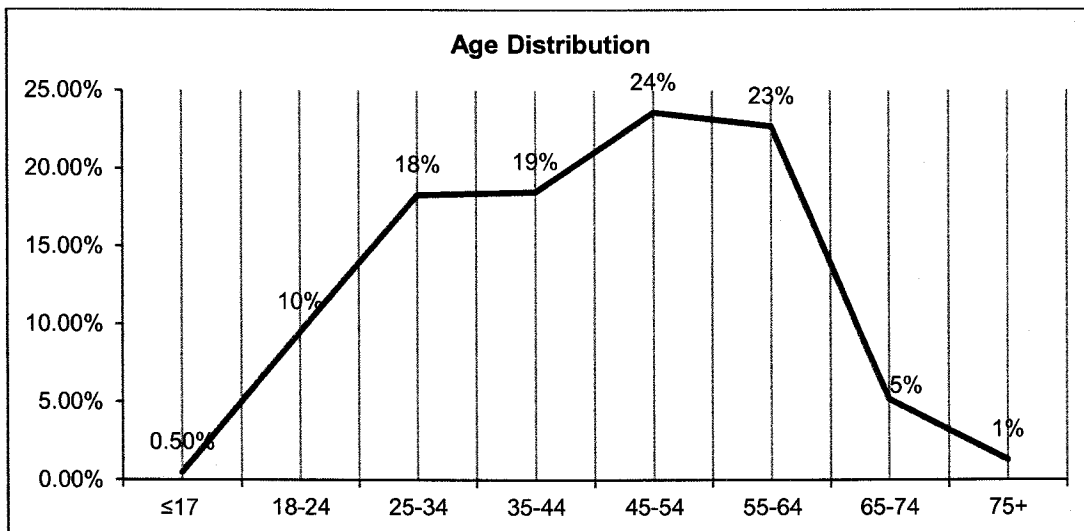
¹ The purpose of an annual survey within a comprehensive data collection system is to collect data from the customer at some point after they have received the service. It provides customer perspectives on how well the service delivery system responds to customer expectations at points in time after the customer has received the service. Experts differ on what is considered a 'good' response rate for the purpose of being able to generalize the findings to the entire customer population within the same cohort (for this survey the cohort of jobseekers is defined as all registered); however, anywhere from 10% to 25% is considered acceptable to do so. While the current response rate is not sufficient to generalize the results to all potential respondents, it is sufficient to examine areas for improvement and to take action.

Figure 1



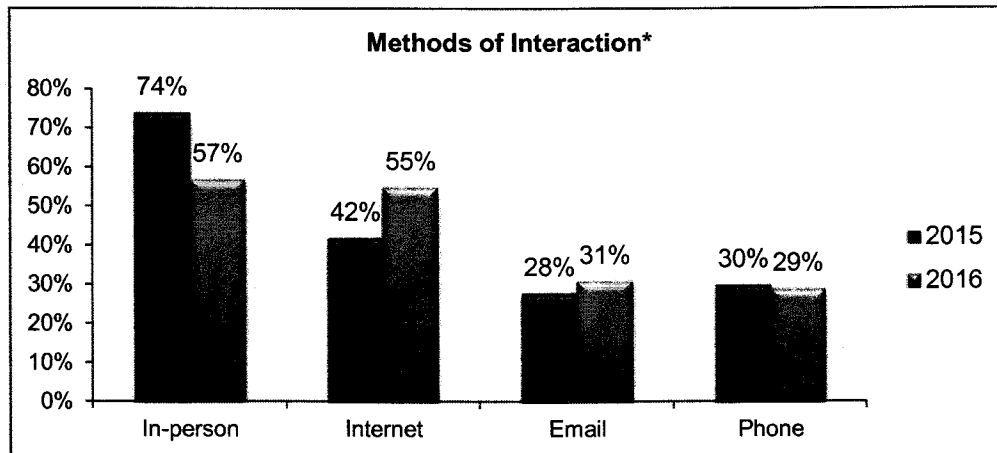
A slightly greater number of females (54%) than males (44%) responded, with 2% choosing not to identify their gender. As reflected in Figure 2, the age distribution of respondents is greatest for job seekers age 45 years and older. The demographic characteristics of respondents are fairly well aligned with the entire population of job seekers who registered for services at the Workforce Development Centers (WDC) during program year 2015/2016.

Figure 2



Providing job seekers with a variety of ways to interact with us to obtain information and services strengthens our ability to reach customers. In addition to face-to-face interactions, as demonstrated in Figure 3, technology related communication tools are becoming increasingly popular among respondents.

Figure 3



*Respondents could select multiple methods. Data not available prior to 2015.

Survey Results Summary

Areas of Excellence

Areas of excellence are defined as those indicators where $\geq 90\%$ of respondents responded **Strongly Agree** or **Agree**. Three indicators were identified in 2016, whereas only two areas of excellence were identified in 2015. This year, Question 4 was elevated to an area of excellence.

- **Question 4** – The staff I interacted with was knowledgeable and able to answer my questions. (Figure 4)
- **Question 6** - Staff was respectful. (Figure 5)
- **Question 8** - Staff was professional at all times. (Figure 6)

Figure 4

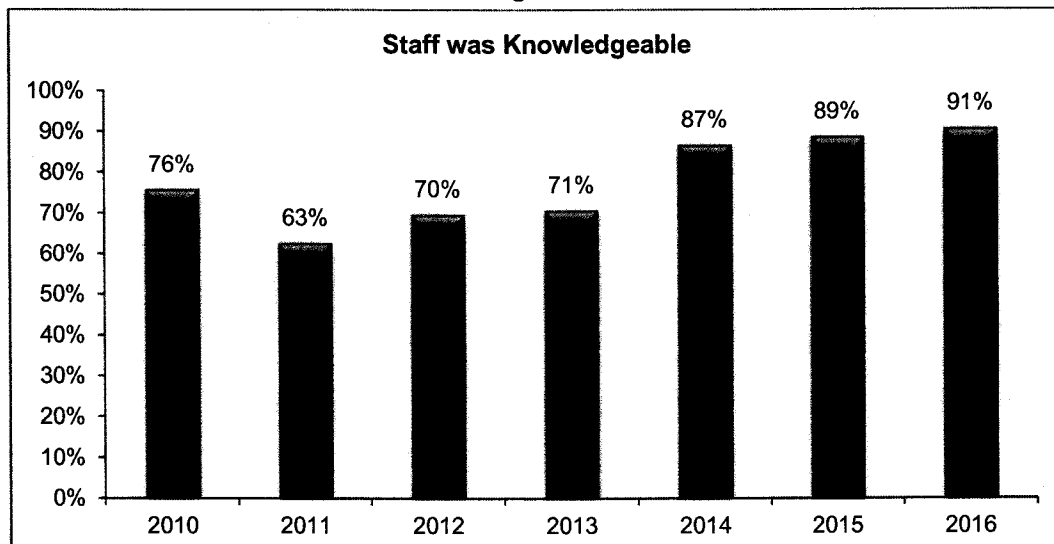


Figure 5

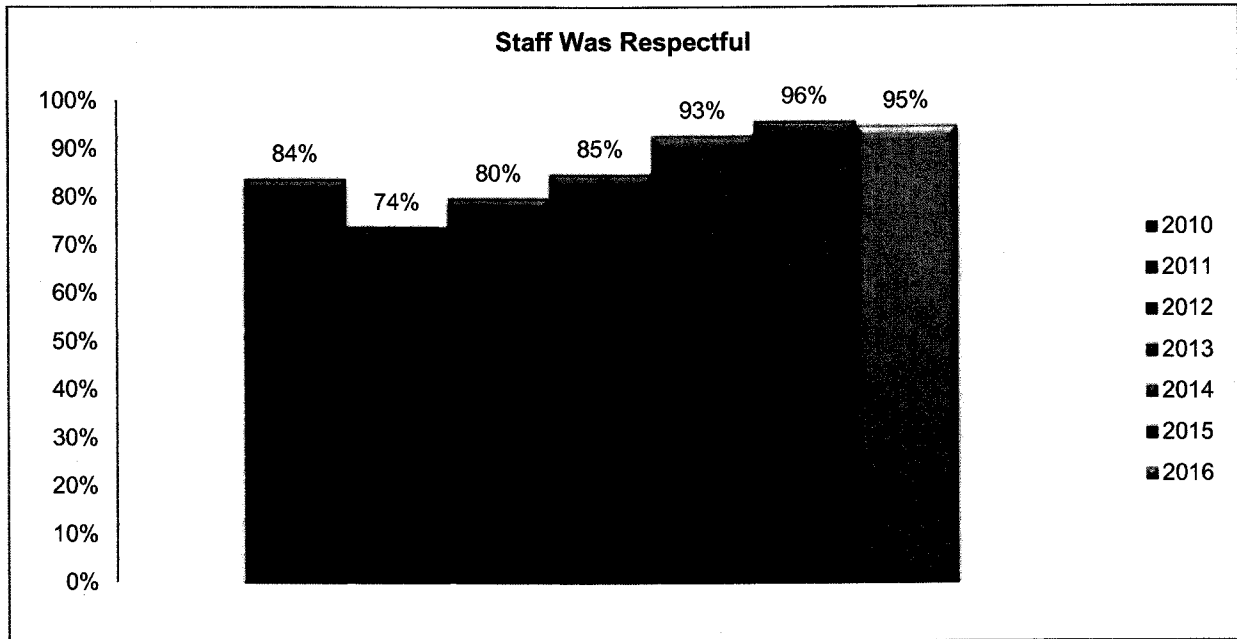
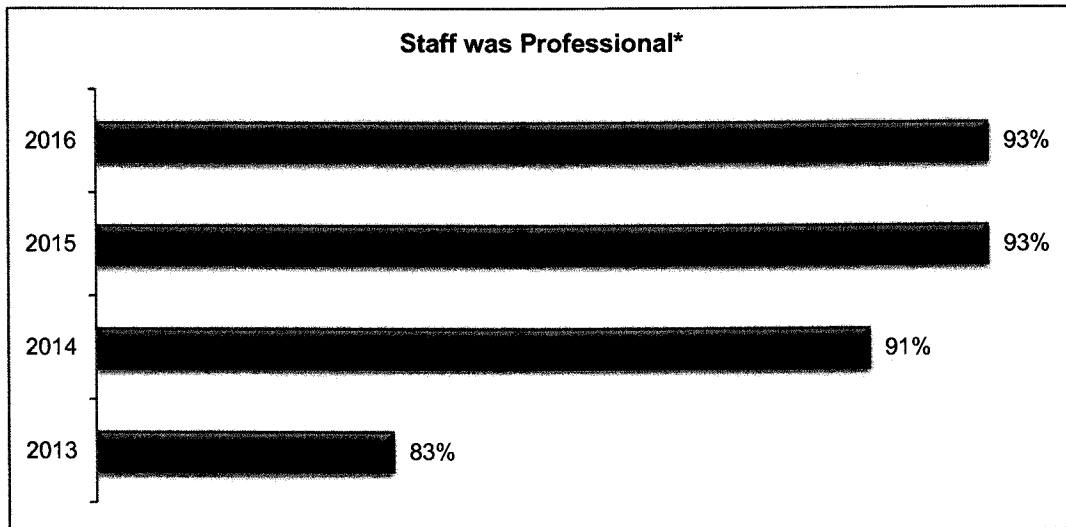


Figure 6



* Data unavailable prior to 2013

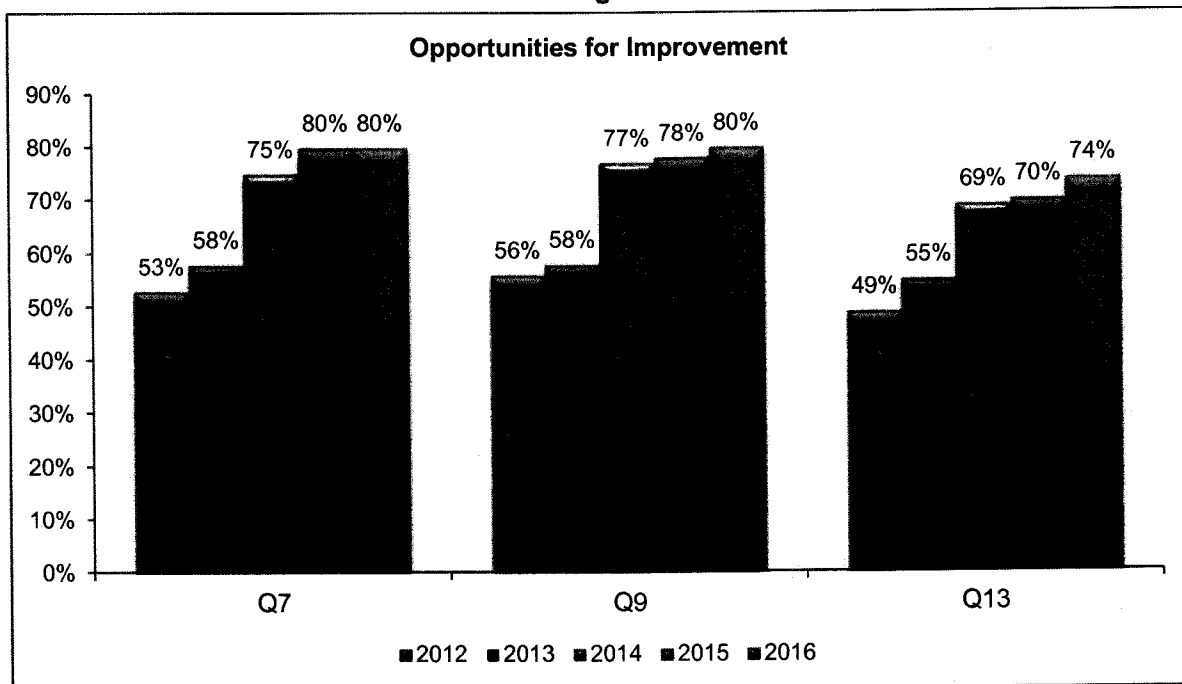
Opportunities for Improvement

Responses measured at $\leq 80\%$ when combining Strongly Agree and Agree determined the opportunities for improvement (OFI). In 2016, three indicators were identified as OFIs which is a decrease compared to the prior two years (four in 2015 and seven in 2014). The three indicators have been consistently recognized as OFIs across the past five years. As illustrated in Figure 7, each of the indicators has shown a steady increase in the level of satisfaction across a five year time frame. The indicators include:

- **Question 7** - Staff returns phone calls promptly. (80%)
- **Question 9** - The process was efficient (e.g., effective without wasting my time, effort or expense). (80%)
- **Question 13** - The information and services I received exceeded my expectations. (74%)

Note: Respondents who strongly disagreed/disagreed with this statement were asked to tell us how and/or what we can do to exceed their expectations. Their responses are included in Appendix A.

Figure 7

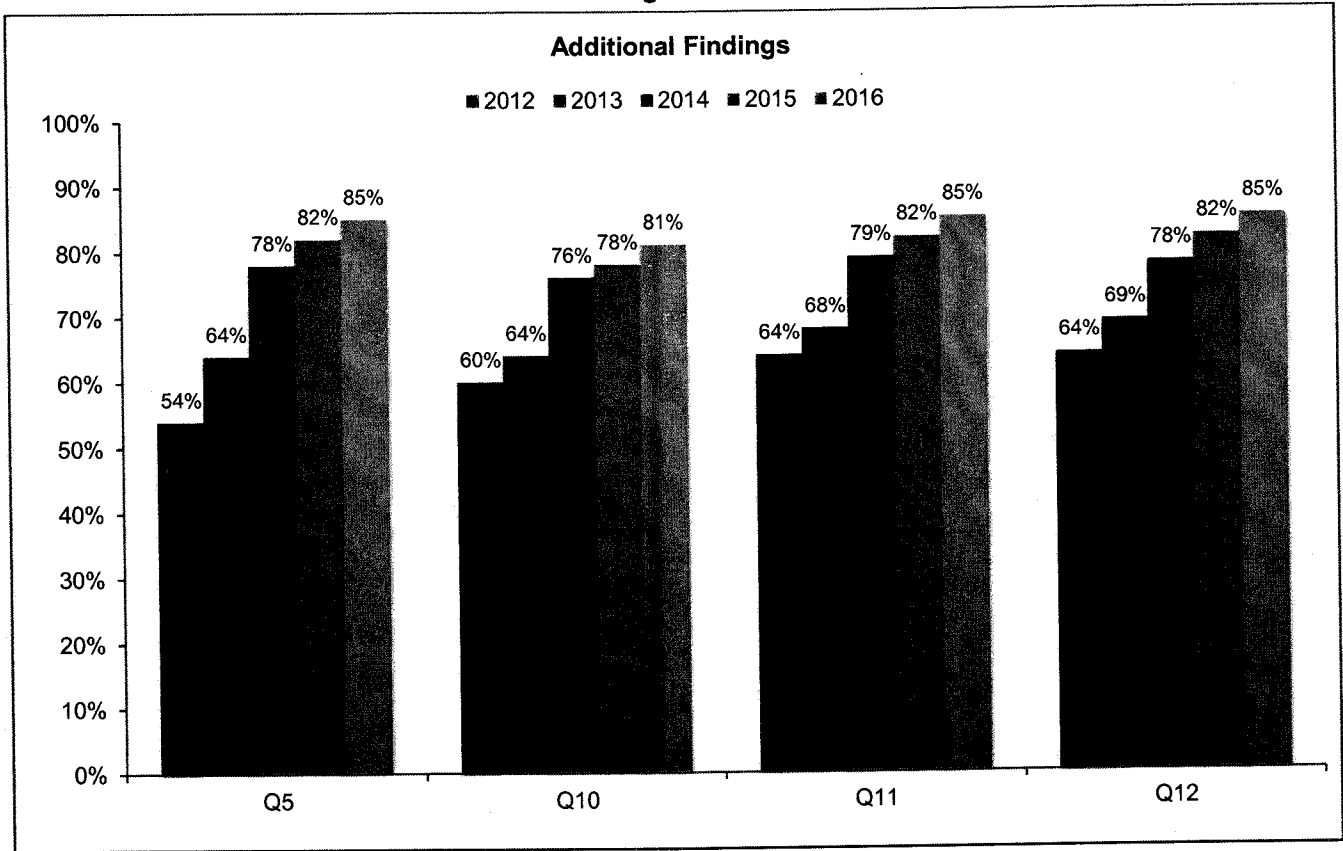


Additional Findings

Four indicators that did not meet the criteria as an area of excellence ($\geq 90\%$) or an OFI ($\leq 80\%$) are presented in Figure 8. As with other measures included in the survey, a consistent positive improvement was noted across a five year time frame.

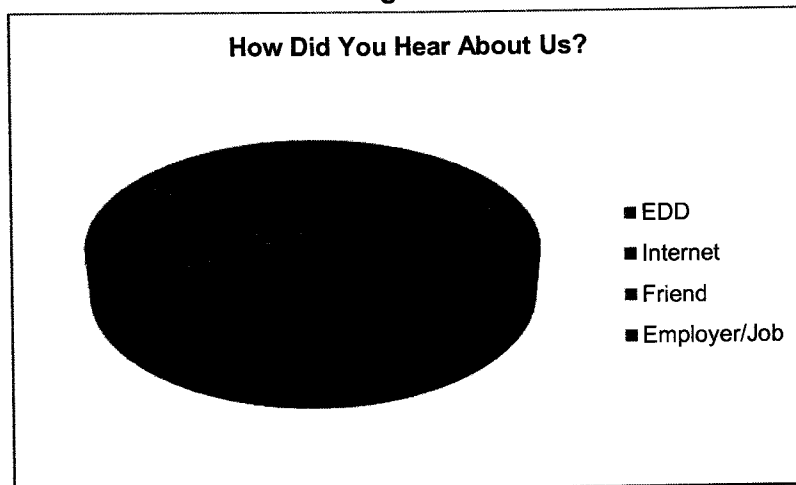
- **Question 5** - The staff I interacted with got me to the right resources, inside and outside the WDC.
- **Question 10** - I am satisfied with my overall experience with the WDC I used.
- **Question 11** - If I have other workforce needs, I will use the WDC again.
- **Question 12** - I would recommend the WDC to a colleague or friend.

Figure 8



Respondents were asked how they first heard about the WDCs. Of the 520 responses to this question, 53% were grouped into four categories. As shown in Figure 9, 24% of the respondents heard about the WDCs through the Employment Development Department (EDD).

Figure 9



Conclusion

Obtaining customer data to identify strengths and opportunities for continuous improvement has been an organizational practice of the WDC since 2008. Listening to job seekers provides valuable insight into what's working, and, more importantly, what's not working. Process improvements are developed and implemented based upon customer feedback received through multiple channels including customer comment cards, paper and pencil surveys, focus groups, interviews and electronic surveys such as the current one being reported on. Job seeking customers learn about the WDC in a variety of ways, with EDD being the most common response. The most prevalent method of interacting with the organization is in-person contact (57%). With 55% of respondents interacting through the internet there appears to be a movement toward convenience and ease of accessibility of information that customers desire. Since 2015 (baseline measure) there has been a 13% increase among job seekers interacting with the WDCs via the internet and a concomitant decrease (17%) among in-person visits. Clearly, the time is right to explore additional avenues for job seekers to virtually connect with the organization. It will be interesting to observe the impact on this measure with the increased presence of social networking and other technology based tools the organization is investing in.

Consistent with results from prior years, the areas of excellence identified in the current data set illustrates a commitment by staff to exemplify the values of the organization by being respectful and professional. Although the results reflect a leveling off of satisfaction levels for these two indicators, the percentage of respondents who agreed with the statements (95% and 93%) remains high. One indicator that reached the threshold to be considered an area of excellence for the first time (The staff I interacted with was knowledgeable and able to answer my questions) demonstrates the effort among career development staff to increase their capacity as it relates to providing direct customer service.

It is interesting to note that areas targeted for improvement initiatives decreased from seven in 2014 to three in the current study, thus suggesting that process improvements put into place based upon feedback are having a positive impact on customer satisfaction. In order to be considered an OFI, indicators must have reached a threshold of $\leq 80\%$ strongly agree/agree. Two of the three indicators reflect results that are aligned with the OFI threshold. The one exception reveals that 74% of respondents strongly agree/agree that the information and services received exceed their expectations. Although there has been a 25% improvement in satisfaction levels for this indicator since 2012, this continues to be one area that deserves deeper exploration to identify what it would take to exceed customer expectations and act on the findings.

Attachment 8
Riverside County Economic Development Agency/Workforce Development Division
Customer Service Survey 2016



Introduction

Obtaining customer feedback through a variety of mechanisms provides the organization with additional data to identify opportunities for improvement and inform the decision making process. The implementation of a customer service paper and pencil survey was done in order to collect "just in time information" from customers immediately at the end of service interaction.

Survey Format

All customers (job seekers, business customers, vendors, etc.) are invited to complete the 10 question survey at the close of interacting with staff in settings such as one-on-one meetings, workshops, career resource area services, orientations, job fairs, recruitment activities, etc. Blank surveys are also made available on lobby counters for customers to access. Locked boxes are positioned throughout the centers for customers to deposit completed surveys in. Surveys are collected by regional/site managers at the close of business every Friday and are reviewed the following Monday to identify customers who have indicated they want to be contacted regarding their comments or concerns. All surveys are sent to the Riverside WDC for data entry.

Survey Results Summary

Customers were asked to indicate which office their comments address. The distribution of the **2309** surveys completed in this reporting period is shown in Figure 1.

Figure 1 (Q1)

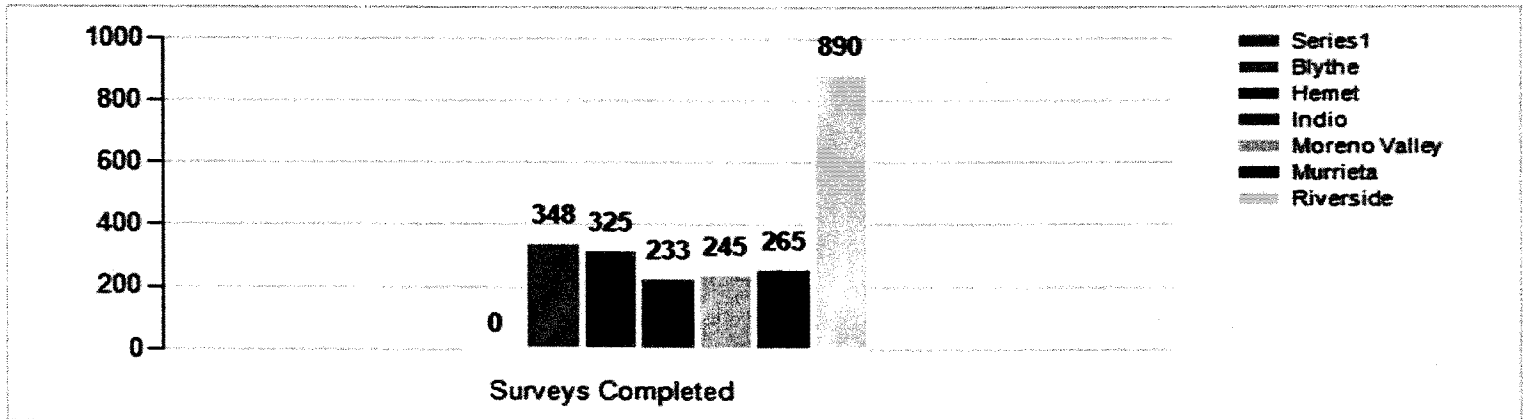


Figure 1. WDC list of other locations.

Figure 2(Q8)

Figure 2 reflects the WDC operation(s) the comments are in relation to.

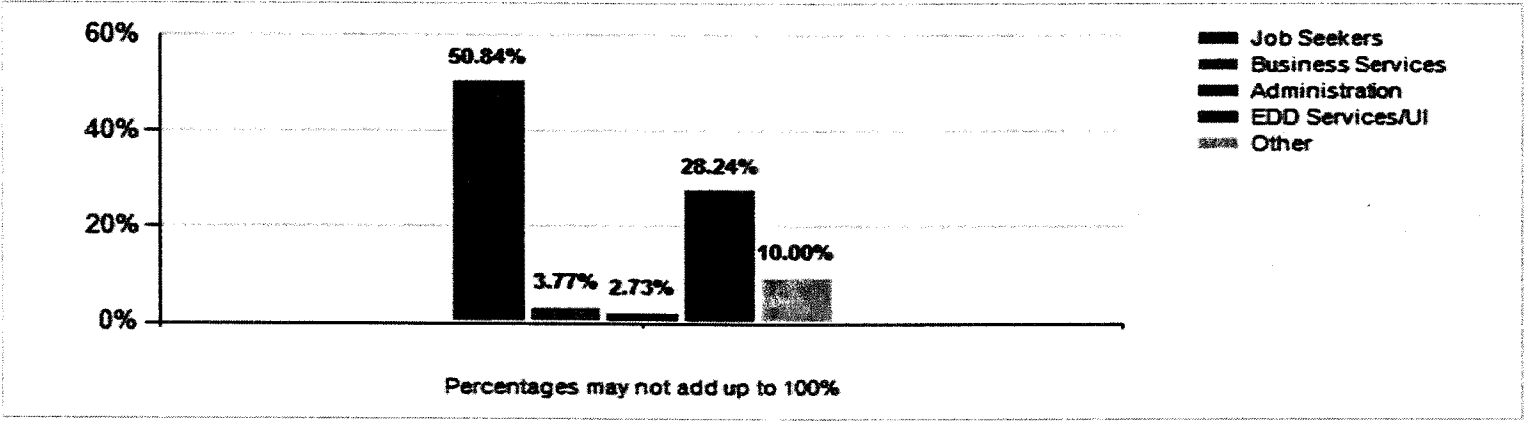


Figure 2. WDC list of other operations.
Computer
Disability
Stress management class/workshop
Boot camp
workshop
Networking
CDL Trucking
Conexiones
WIOA
Career Coach
Resume
CCC
Internet
Technology Class
Free education, resume
Replacement check,
TRA
Counceling
Caljobs
training program
Intermediate computers
Job search
ED Alternative
Interview
Made copies
Job apps
Vet
Basic Q's about computer
Fax

CTB

Military access to pers. acct.

Housing

Employment training

Burlington Interview

Info session

TAA

Figures 3 through 8 reflect the level of agreement about services, staff knowledge and behavior.

Figure 3

Q2. Wait time for staff assisted service was minimal.

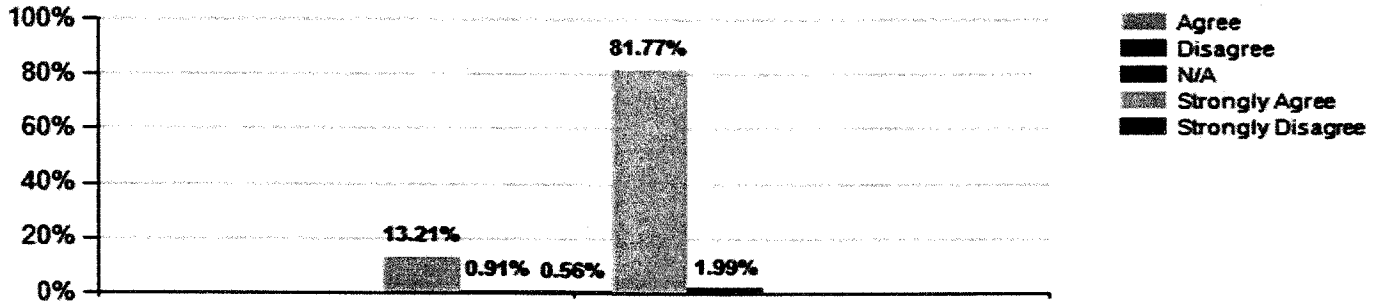


Figure 4

Q3. Staff are knowledgeable concerning workforce services and requirements.

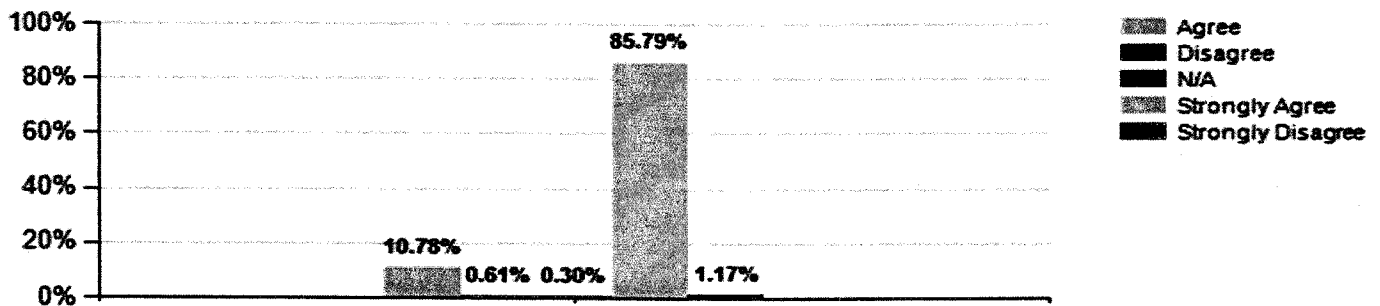


Figure 5

Q4. Staff were professional and courteous.

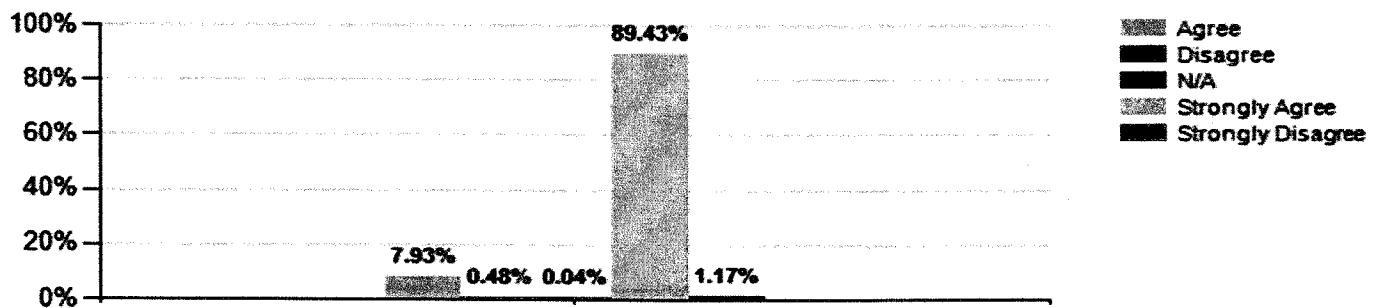


Figure 6

Q5. Staff provided accurate information.

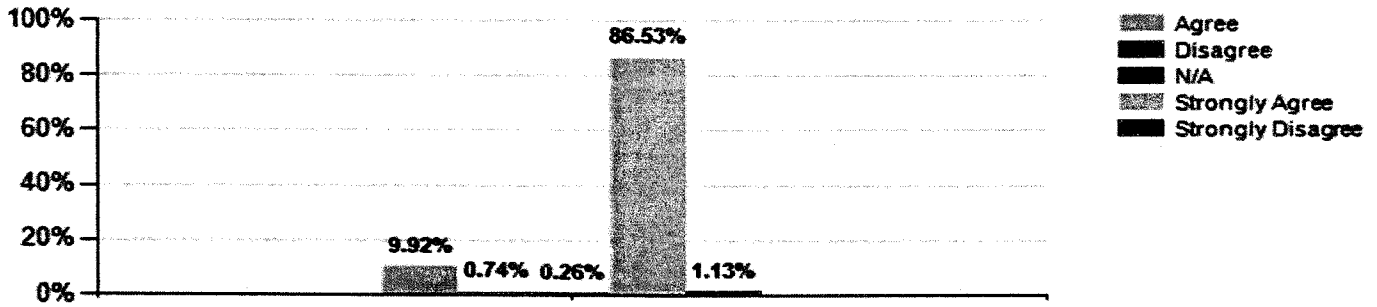


Figure 7

Q6. The resources/services are valuable.

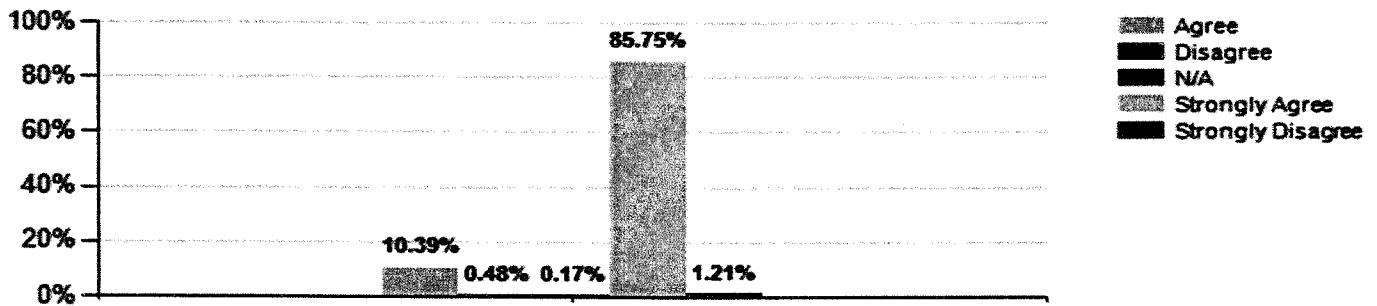
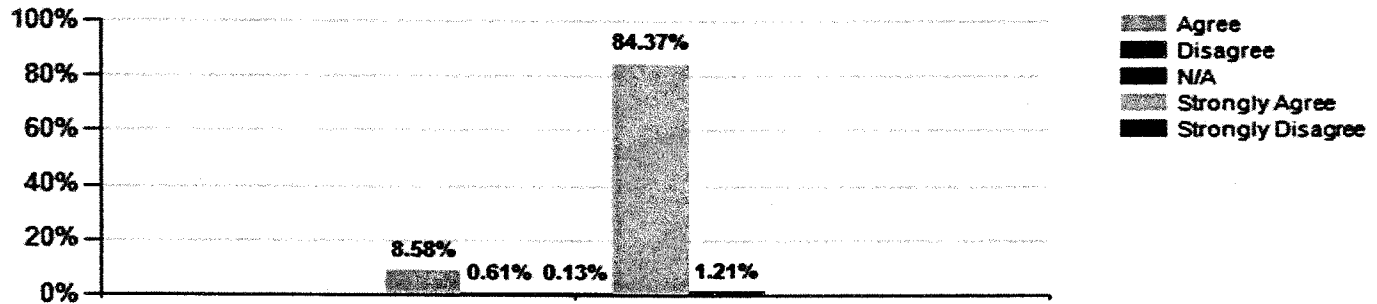


Figure 8

Q7. Satisfied with overall customer service.



Q9. If there was one thing we could do better to help you reach your employment goals, what would it be?

None all is good

Nothing. Best customer service I have had in years!

Nothing-Great! Yolanda is so caring & helpful!

I thought it was perfectly organized

lengthen career bootcamp from 3 1/2 to 5 days

(ESP transition folkies) Module on finding job fit-skills assessment & how to apply results towards getting job (and skills learned in bootcamp)

One thing that might be beneficial for the job seekers might be job fairs once a month.

longer class time

Great information for those hand out. I can use it for any interview preparation and remind me for all the info. I need.

Theres nothing more. Customer service was great. Lizette was very helpful with my process at the EDD

I am satisfied with all the resources already. It is hard to improve on perfect!

Send me job leads, as well as free trainings that would better prepare me for jobs

Everything was stellar.

No. I was helped out alot. The service was good.

All is perfect

I am very happy with the services

Not a thing. Great customer services/helpful

Everything that I need has been met

Already taking the necessary steps utilizing the available resources here.

They gave me alot of tools to help me get a job.

Everything perfect. Many sources

You are already doing it. (Nellie F. is a wonderful job coach.)

None because I learned a lot

continue the services

I have no idea because the team was a very good; I meet Sonia and she's help me to much. Great people!

Nothing. All your advertisements and computer listed jobs is great.

Do your job very well. I am so thankful for your staff here I wouldn't change a thing.

The entire staff was beyond helpful and extremely courteous

Your respresentatives are outstanding. I couldn't have asked for a better crowd of people for the bootcamp!

I think the material given is very informative and useful, the rest is up to the individual. I wasn't sure what to expect but stress solutions really hit a chord. Instructors Claudia and Neyda are excellent. All services are great!

Satisfied

I felt the class wes very informative. I felt very encouraged. Gives me more confidence

They gave very good information my goals were completed

Everything was great.

Really enjoyed it all learned quite a bit.

This boot camp course was extremely informative. I was very impressed with all the facilitators.

Info on filling out tough application questions.

Don't change

Everything you do daily is awesome. Very wonderful staff. Thank you

I am very happy with all the information I recieved from this workshop

More workshops like this

No! Excellent class! I may actually finally learn how to use a computer. Claudia is awesome teacher!

Add more classes

Good service

Nothing. The class was helpful and the leader was kind and caring-all staff are helpful

Attend more workshops like today.

Thank you for the courteous and well informed staff

More classes/workshop for an entrepreneurship

extend the bootcamp

meeting people from my indistry

provide me with more programs

Overcoming fears-confidence building-techniques to overcome interview fears. Toastmaster as a solution

Did everything that I wanted

Give praise to the workers that help

I wish I had known about this class earlier.

All are good services

Good people always smiling

It was completely valuable for what it is and goes above and beyond what is necessary

Cant think of anything. They seemed thorough and concise in giving us the tools necessary in an entertaining and dynamic way.

to learn more working skills

Everything was great

I like everything very much. The instructor was very knowledgeable

Nothing, provided all the information I need!

Better understanding of different careers

Amazing Staff keep up the great work.

Classes for Excel & PowerPoints?

Maybe more things on the computer particularly about technology

Nothing else I was given a lot of information

All services provided in this office was FANTASIC service!

Was very satisfied

Nothing, everything was great.

Longer, more in-depth class.

Another class

The training for LinkedIn was helpful. Step by step for a beginner to this media would be help

The services were excellent and the follow-up workshops are wonderful. It doesn't leave you alone to just go through it by yourself Just wonderful!

I would prefer excellent classes instead of online classes.

I'm satisfied with everything

Nothing good job

No need for improvement. All phases & personnel are outstanding.

Everything was great just came from Co. made me feel at home. Linda was very helpful

I would say the class was very informative. I would just say longer time for the class.

I would need more practice with the interview questions and how to answer them

Never had an interview. This class was very helpful

none, everything was good.

don't have one; everything has been great

At this time I'm attending all workshops available, and I really don't see anything that should be changed.

Nothing the staff here are great. God Bless them.

Please keep giving the classes.

No need very good at what they do.

Keep doing what you guys are doing. Great

You guys are wonderful. You help by having the computers available for people to us to look for jobs

None, service is always phenomenal here!

None. All is super good.

Everything went great I really liked how they took their time to explain everything we needed to know.

Understanding my computer skills frustrations. Pray my computer skills improve miraculously.

I feel like I learned so much. I feel more confident now.

I feel my career coach did a wonderful job in assisting me with all matters concerning

Nothing negative to say. Everyone is very helpful and courteous.

You go above and beyond to help all who are seriously looking for work or training.

The stress class on Monday I learned a lot of new things. Well I believe they did a great job. Now I feel ready for my interview.

I received a lot of useful information. Thank you.

Currently gaining valuable information from these services, satisfied.

I was happy to hear that workforce will be working collaboratively with DOR soon.

Offer more vocational training in reliquent careers

Nothing to improve

Would like to see a job fair at facility more

I loved the class, I love the examples not the book so much. Thank you!

A 2nd interview excercise to build increased confidence is helpful

more on site interview/hiring

Nothing, you guys have helped (unreadable) Thank you!

Nothing it was fast and informative.

None come to mind, great presentation and training.

Attend more classes to get better prepared for my job search

I can't think of anything. I am confident that with the services provided, I will soon be employed thank you.

Nothing I got excellent service

Nothing, everybody is very nice and helpful

Job fairs

Empovement cannot be better than what is already in place! Excellent service by Hector

Everything was very informative and helpful, nothing in my opinion needs to change.

I can not think of anything extra because your staff provided so much help. Above and beyond.

I was extremely satisfied with all the information & help given

My exsperience was very good. No improvements needed as far as I am concern. Thank you very much.

Nothing. Fantastic service and enviroment

I was completly satisfied

Today at this point you exceed my expectation!

None. The people know their job very good.

Nothing comes to mind-my visit was awesome-Thank you very much

I just wish it was longer!

All the things I needed were provided by the friendly staff.

Continue your orientation and information as you're doing it now.

More marketing development.

No, provided plenty of information

They provided more info than I expected.

I thought the class was very helpful. Nothing additional I can think of at this time.

Very pleasant and patient. The information very much needed to further my skills.

None, staff very helpful

I believe I received alot of information that I didn't know before
 help translate past experieence into occupation titles
 It would be nice if workforce was linked up with some internship programs
 how to create our own job
 I am happy and would come back. Staff made me feel welcome they were bond helpful.
 Nothing thank you so much!!
 Info on how to create own job-resources, opportunities, guest speakers.
 I agree with all of the provided help and very kind people. Congratulations for hiring good people.
 Nothing, your facility is fully contained and meets all of my needs regarding job search
 Everything is fine, and the two executives who spoke Spanish were very efficient.
 None that I could think of. Very informative
 I am very comfortable with the help
 You guys have done a great job. I have ot been unemployed for 15 years. This last year has been very hard on me and I am not sure if I would have made it w/out your help. I thank you very much.
 More often work shop
 Nothing. There are plenty of workshops & help available.
 Continue providing excellent services
 Nothing did a great job helping me out.
 So far I left feeling very encouraged and hopeful about training class
 So far this place has been very informative & helpful
 No. Service was very good.
 Nothing. Maria was awesome she went above and beyond her job.
 Have more staff like Tim Stedham working. He help me with my job seeker services he provid information made it very good.
 Great customer service
 Practice workshops for interviewing. The one we had was good, but practice makes perfect.
 I would like more classes or extended
 All of my needs were met.
 Everything was perfect
 everything was good
 I would not change a thing. Everyone is helping the job seekers very well. It is a joy to come here to search for jobs in the calm atmosphere.
 Nothing, I was interviewed by Ross (here) and was called for employment.
 Nothing. Very satisfied with the resources and the help that the staff gives.
 add a class in ONET to the list.
 Additional services & professional/executive level oriented programs for those who have executive/mgmt experience
 Everyone is very helpful-Can't think of anything
 Not a thing. Love comming to this office they are always helpful
 100% good here
 Nothing they were very professional
 All is good. All people very nice friendly & care for all. Thank you
 I'm totally satisfy with the help I receive

Q10. Please share any additional comments regarding our service.

This is a wonderful place to work on job applications

Center staff always behave in a professional manner.

Lourdes is very professional & pleasant!

Received great services from Lourdes

Wonderful

Very nice

Excellent

I am very thankful for the WIA program and all of the work Ms. Ortiz has done for me.

I am so honored & happy & grateful for this AWESOME opportunity to be trained. I feel I am finally where I should be and am extremely OPTIMISTIC about my future for the 1st time.

Boot camp rocks! Joe & Vivian are awesome!

Joe Campbell & Vivian Routh provide an energetic & amazingly informative bootcamp. They are SUPERSTARS.

Joe Campbell & Vivian routh are outstanding facilitators. Job well done!!

dynamic, informative life-changing

So helpful, relevant I enjoy it.

Is good service from the whole department. Keep doing this.

This is an excellent program the tools provided are extremely helpful, current & beneficial. The team exhibited strong team work skills very professional and committed to helping others find work and have confidence

The attitudes of the facilitators were exceptional and refreshing.

Thank you for you guys help with my search for a job

I think all the things you share is very helpful.

Excellent class and facilitators

Robert was fabulous! He's a definite asset to your company & this program.

Robert was very good @ educating this class on how to Network

At CP I did interviews for rides-you said everything I ask them thank you

Most informative

Was impressed with the wealth of information learned in skills lab

great information! lots of things I didn't even know mattered during interviews. Wish I took it sooner

This 4 day classes I have been to, this is 75% better than the classes given in Corona 3 years ago.

I am good with the services I received by Silvia Angel

It is nice you have enough computer so you don't have to wait

Looking forward to more involvement.

Very friendly

Ryan was an exceptional part to the workforce.

Looked on training counsel free online etc. out of date.

Best investment of my life, priceless

Awesome! great to fill gaps in!

You have a very professional passionate and helpful set of facilitators, Vivian, Sylvia, Rob, & Caroline.

Thank you!

Your staff is amazing. Kind, considerate, and very helpful. Thanks!!

Excellent facilitators Robert Robb & Sylvia Angel

Would like to thank Sonia for the additional help when I thought I was getting no more with talking to her on some tips to my search. I am hopeful in my future. Also everyone has been helpful.

Ms. Daniels was amazing. Goes above & beyond to help people. Genuinely, concerned & helps people she is a blessing!

Grateful to have access to these resources.

Staff went beyond their duty to help me go online

Everybody was helpful. Especially Sonia Daniel, she deserves a raise for going above and beyond her job

You're a great asset to the workforce.

Excellent

Service is great

Very professional & helpful people in this office.

Sylvia Angel, very good service

Very good information

Very interesting. I learned about interviewing.

It's very helpful because they teach about attitudes that make for a job.

Great service great staff

I have had a terrific experience working with my counselor (Rolanda) & the department.

This program very helpful for job seekers like me. We need this.

Wonderful staff

Everyone was very helpful and nice

My appointment was for 3:00. I arrived at 2:30. I heard nothing until after 3:30.

Boot camp was very informative and helpful

The training in boot camp was brilliant, I loved the constructive criticism and listening skills

Very friendly

Its really good exercise for any new/management like me to create network.

very good team

for me very valuable & applicable in my days of job searching

Very courteous

We need this service so helpful for all.

I wanted to let you know this workshop was very helpful and informative.

Very informative & useful. Thank you, Robert!

Great job.

Training classes that are included in the website are excellent

There is one staff Ms. Mina who went above and beyond to assist me in employment seeking and I got an interview because of her help.

I'm very appreciative that your here helping me and others. Its a blessing.

Well organize

Anita assisted me with computer. God Bless her expertise, and her friendliness & patience. Thank you.

Unlimited Networking was great. Learning new ways and ideas

Unlimited networking 1/25/16 held by Ms. Vivan was excellent

Excellent, excellent, excellent.

The services have really helped me a lot

Thank you for the great service very helpful & informative. Claudia, Naide & Marissa-Outstanding help!

Excellent. Teachers had good knowledge & was very well communicated. Also teachers (unreadable)

This class helped me alot. Thank you.

Enjoyed it, feel much more confident

Both networking class and bootcamp were so valuable

I will be attending school training and appreciate the opportunity EDD gives me to go back to school. By approving and covering costs, I will be able to get an education to improve my skills.

A very committed team. Thanks for everything.

Services are very encouraging.

The services have really helped me a lot

The service provided by my case manager was exceptional. Her name is Yolanda Ortiz.

Thank you to Vivian for being so helpful with computer basics

As for myself, I learned a great lot.

Excellent service A+

All of staff has been helpfull but I appricate all of Neyda Flores help above and beyond

Thank you for helping me get a job Pay bills now

Yes Annita front desk very helpful I loved the customer service

The computer skill I learned will help me get ahead.

I learned sooo much. Thank you, Claudia

Overall help was superb

Hilda was great and attended to all my needs.

I want more advance computer class on Icons-use of these

Worth every minute

Amazing mentor; very informative & helpful; keep it up!

Very friendly staff

Very polite.

Service here was great, friendly welcoming smiles and are eager to assist.

Staff was very helpful & nice! Thank you for all your help !!!

Good people skills very polite

Staff was very knowledge and kind

Love it and was helpful would invite people to check out your service

Caught my interest and might come back

Enjoyed this experience! Hope I get a job!

Miss Janie was very helpful and knowledale. Need more people like her!!! Beautiful spirit

This center is wonderful. Thank you

Staff was very helpful and made class interesting.

These programs are great for the community.

Even though I just got a new job, I'm very happy I came to this workshop & love the (?) feature for on line training. I'll defiently us it. Thank you!!

Ryan Jackson did the workshop he did a great job

I found this class very useful I learned alot of resourceful information.

Just getting started, but look forward to working with coach/counselor.

handouts are very helpful.

Clarified questions regarding website

Such valuable resources and compassionate work employees

I am so glad that I found my way here. I have grown under the guidance of staff and finding my confidence which I need to be successful in my job search

Great

Great class

Awesome service

Connie Munoz very helpful

Claudia Tatham provided SUPER services, and VERY PROFESSIONALLY!

Greeted me professionally, very knowledgeable, helpful

Good place to come and job search

The offices are always nice and clean and the people are always very nice.

They are very nice people.

You guys are great!!!

Thank you for being so kind and patient! Wonderful staff. Very sweet and courteous! A pleasant experience I wasn't expecting but enjoyed!

Greatful these services are here.

5 star

the career coach was extremely knowledgeable and accommodating. helpful, patient

Excellent, very helpful.

Found to be very informational and helpful.

Great rapid service

Hilda Garcia was very understanding of my difficult circumstance and made me feel comfortable.

The facilitators are most courteous, patient, always excited to help, valuable information, very pleasant to be around.

Since I've started I've learned valuable information & knowledge.

I am amazed at all the support there is here and wish everyone would use it.

Your people were great. They treated me with respect and were on top of my needs.

I learned a lot today on an interview and I am very grateful for everything.

Krystal was so helpful and courteous, made me want to come back to use these services.

This staff is very professional the best

Why am I being asked to fill out more Caljobs info when I have the acct and was recently on. They could not answer simple questions. I am beyond livid because I came in to simply print out a resume and go to an interview. This is unnecessary time I'm wasting.

They all want to help you and go the extra mile

Wonderful and helpful staff

Personable and consistent

Excellent classes, lots of useful information

Keep doing this it is a lot help for many people trying to be successful.

I like how they took the time to answer everyone's questions.

Good information, friendly positive atmosphere

I feel good about coming here because I do receive help when needed.

The service is very good for looking for work because you have good people and computers.

Excellent verbal skills and knowledge of subject matter.

Great service

thanks so much for offering these classes!!! I've learned so much!

I strongly like the services at Moreno Valley office

other EDD offices make it difficult to register like their doing you a favor. Not here. Again, a pleasure!!

It was very helpful because I received the information I needed to better my resumes

Any and all questions that I had, Sandy answered, and was a great help.

Soft spoken & clean

Was very resourceful

Great resources had no idea so much was available.

Wow what an amazing program. Lots of helpful hints, ideas. Everyone was very knowledgeable

Loved the facilitators, program and information SO HELPFUL!

I really enjoy everyday everything that was given, information.

Ms. Kirkendall was courteous, supportive, and professional. She Successfully secured the training that I needed. She also explained carefully everything necessary to complete the processing of my request as well as information regarding the E.D.D. program. I would highly recommend her as a career coach, and am so appreciative of all the effort she has performed on my behalf.

Excellent service, first time visitor and I will recommend anyone who need's asst. to this location.

First time using this service. It was very helpful

Very good service, qualified personnel

I was under stress and once in here, for help, the stress was released because your staff was calm, happy, & positive.

Good people helping people in need

Great quiet place to work.

The staff here have great customer service. I feel really comfortable here. Thanks

Excellent concerns and sincere interest

Very content with all info that was given to me. Thank you.

Every time I come, the staff are always very helpful. I enjoy coming here.

Networking unlimited was extremely useful & helpful!

The front desk customer service was so helpful, Indy and Brenda were very professional and knowledgeable!

So happy!

One of the most professional WIB I've visited

This was the Most Awesome class I have ever attended!. Vivian & Joe are so motivating and extremely helpful. Their knowledge of the material is easily transmitted and understandable. I feel more positive and empowered than I have in the past year! Thank you, thank you, thank you!

Best customer service I have ever seen in Gov. service

The services are excellent.

It's always a pleasure to come to this office. Staff are knowledgeable, friendly and helpful.

Your services are easily accessible, and your staff are ready to help

The people that work here are sociable and friendly.

Good communication

Always learning new things, informational, nice friendly

I learned new job search services.

This is a valuable resource I thank you very much. Jessica is vital part of this resource center.

It is so clean, nice computers, very clean and helpful. This is a great place Thank you all

Thank you for the opportunity of this program, especially for the class.

I had very beneficial assistance.

This program was helpful... excellent

Very informative class

Got some good info. today

Very useful and informational. Interviewer instructor was very professional and polite. really enjoyed class.

Highly educated and nice

Service was good. I am much more knowledgeable now.

Excellent information very helpful to veterans

Since coming here, staff was extremely kind and resourceful. Enjoy this office more than any other.

Thankful for all staffs expertise & paience

Hilda Garcia was very helpful and pleasant. She was very professional and courteous.

Felicia-She is the best, warmest, helpful staff I every met.

Spot on service

Mind blowing information Vivian was an excelent instructor.

Resources and classes was great expecially Vivian Routh did an awesome job.

Very skilled instructor

I hope I was registered for mock interview and resume critique class starting on September 20th & 22nd.

Vivian Routh is very knowled instutor, Fun, always ready to help

Vivian Routh is a very nice instructor and knowledgeable.

Vivian was quick and knowledgable on several fronts. She has ability to communicate effectly.

Good interview workshop really helpful Thank you

Great class for individuals who haven't done an interview in a while.

The resume builder was extremely helpful

Customer service A-1. Thanks for being so nice.

The atmosphere is very peaceful and supportive. The staff help from their hearts and are a great inspiration and resource.

I appreciated the attention and service I received.

I love your service

Upon completion of the Boot camp, I felt confident and empowered!! Thank you Vivian.

This was a very valuable resource for me thank you.

Excellent service, very clear, staff professional.

Since I have been spending quality time with all counselors & administration looking for employment, I have learned a lot of information and knowledge since I have been I am very pleased by the help I get here at EDD in Riverside, CA

Excellent technology today presentation. Would suggest making it a 2 hr. class.

I have been to 5 sessions and each one had a very knowledgable speaker. The handouts and information in class were excellent!

I have always attained employment because of the resources.

Covered everything perfectly.

I love the services, and facilitators. Courses were very informative. Thank you.

Thank we are so bless to have a workforce center that so very helpful

I really appreciated the warmth and concern at the center.

I would recommend it to any one. It's great information

Awesome/the service made it possible for me to LIVE

I sent it to 5 different job notifications with home depot! In the last 4 mo. I used my version of resume with no results. Joe Campbell instructed me and I was amazed to get a response on the one he showed me within 3 days!

Very professional