

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



**ITEM: 3.15
(ID # 14026)**

MEETING DATE:
Tuesday, February 09, 2021

FROM: HOUSING, HOMELESSNESS PREVENTION AND WORKFORCE SOLUTIONS:

SUBJECT: HOUSING, HOMELESSNESS PREVENTION AND WORKFORCE SOLUTIONS/WORKFORCE DEVELOPMENT DIVISION (HHPWS/WDD):
Approve the Workforce Innovation and Opportunity Act Request for Approval to continue to deliver workforce services for the America's Job Center of California - Adult and Dislocated Worker Career Services Provider, All Districts. [\$0]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Find that the project is exempt from California Environmental Quality Act (CEQA) pursuant to State CEQA Guidelines Section 15061(b)(3);
2. Approve the Riverside County Workforce Development Board's application to the State of California Workforce Development Board requesting the Governor's approval for designation of America's Job Center of California – Adult and Dislocated Worker Career Services Provider (Request); and
3. Authorize the Chair of the Board to execute the Request, provided the application is approved as to form by County Counsel.

ACTION:


Heidi Marshall, Director 2/28/2021

MINUTES OF THE BOARD OF SUPERVISORS

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

Ayes: Jeffries, Spiegel, Washington, Perez, and Hewitt
Nays: None
Absent: None
Date: February 9, 2021
xc: HHPWS

Kecia R. Harper
Clerk of the Board

By: 
Deputy

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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:			Budget Adjustment:	No
			For Fiscal Year:	20/21

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The Workforce Innovation and Opportunity Act (WIOA) provides funding for, among other things, career services for Riverside County residents and employers. Career Services include activities that support workers and employers, such as: Outreach, intake, assessments, job search and placement, case management, individual employment plans, career planning, and vocational counseling, as well as recruitments and other services on behalf of businesses.

Pursuant to WIOA, the California Workforce Development Board (CWB) allows Local Workforce Development Boards to procure a Career Services provider through a competitive process or, alternatively, to act as the provider of Career Services, subject to agreement of the Workforce Development Board Chair, the Chief Local Elected Official, and the Governor. In 2017, the Riverside County Workforce Development Board (WDB), with the agreement of its Chair and Chief Local Elected Official (i.e., Chair of the Riverside County Board of Supervisors), applied to the CWB to act as Career Services Provider. CWB, with the Governor's agreement, approved the request for the two-year period July 1, 2017 - June 30, 2019. In 2019, CWB extended the approval for another two-year period and it is currently set to expire on June 30, 2021.

Of importance, the WDB is committed to adequately serve, assist, and respond to County residents and businesses. Pressing workforce needs of the County, combined with growing financial constraints, require ongoing reexamination or "reimagining" as to how workforce services can be improved or redesigned. As such, the WDB is considering different service models. Towards that end, the Workforce Development Division will be compiling an inventory of current services, activities, and programs. We will then evaluate how we currently deliver those services, implement those programs, and undertake those activities. The final step in this phased approach will consist of seeking out alternative service delivery models and providers through a competitive process.

In order to provide uninterrupted services and because the existing service delivery structure is currently meeting needs, the WDB is proposing to re-apply for approval to act as Career Services provider at the present time. Re-application is accomplished by submitting a completed Request for Approval package (Package) to the CWB on or before March 1, 2021. Although the Package does not require applicants to specify the time period for which they propose to

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provide Career Services, staff will clarify with CWB that the requested term is one year. The Package must include evidence of approval to apply from the WDB and the Riverside County Board of Supervisors. The WDB's Executive Committee, on behalf of the WDB, has approved the Package, attached hereto and incorporated herein. Staff recommends that the Board approve the Package and authorize the WDB to submit the Package to the CWB.

Impact on Residents and Businesses

Residents and employers will continue to receive WIOA-funded Career Services throughout Riverside County.

ATTACHMENTS:

- Request for Approval: America's Job Center of California Adult and Dislocated Worker Career Services Provider Package (Application, narrative response and attachments).



Marcus Maltese

2/1/2021



Gregory V. Priapros, Director County Counsel

1/28/2021



Request for Approval

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

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

The *Workforce Innovation and Opportunity Act* (WIOA) allows Local Workforce Development Boards (Local Board) 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 or administrative entity's 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 (CWDB) by March 1, 2021, through one of the following methods:

Mail California Workforce Development Board
 PO Box 826880
 Sacramento, CA 94280-0001

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

If the CWDB 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

Carrie Harmon

Contact Person

(951) 955-7528

Contact Person's Phone Number

Date of Submission

Request for Approval 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 America's Job Center of CaliforniaSM must provide a statement from the local CEO indicating his/her request as well as responses to the following questions.

Please provide responses to the following items on a separate document:

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 Workforce Development Division (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 WDD's performance, staffing capacity and experience, established relationships and integration or other relevant workforce, education and economic development models.

Performance

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, as Attachment 3.

Experience and Capacity

WDD has the service delivery capacity and personnel comprised of staff providing career services. 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 6 years' experience providing career services to our customers.

Established Relationships

WDD has established successful relationships with partners and businesses as part of our On the Job Training (OJT) programs; members of the Riverside County Workforce Development Board (WDB); and Chamber of Commerce through the County.

- *WIOA partners include: EDD, Riverside County Business and Community Services Department, Riverside County Housing Authority, State of California Department of Rehabilitation, and Community Colleges, Adult Secondary Education (Adult Basic*

Education, English as a second language), Indian Manpower Consortium Inc., Youth Opportunity Centers and Vocational Education Provider, Job Corps Outreach & Admissions, Lifelong Learning Administration Corporation (LLAC) – Learn4life Concept Charter Schools, Goodwill Industries of Southern California.

- 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 the Workforce Innovation and Opportunity Act (WIOA) in providing effective and complimentary services to our Adult and Dislocated Worker customers.
- Business partners include those in the following demand industries: Healthcare and Social Assistance, Manufacturing, Construction, Transportation and Warehousing, Retail Trade, Administrative Support and Waste Remediation Services, and Other Services (e.g., personal care service providers).

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

- Assisting 346 small business owners with launching or growing their business in Riverside County during 2019. Providing the following services:
 - 240 OJT contracts for a total of \$1.06 million;
 - Assisted in recruitments;
 - Provided labor market information;
 - Business analyzation
- In Program year 2019-20, Youth Opportunity Centers attained the following performance rates:
 - Youth Placement in Employment or Education – Negotiated goal was 61% for Quarter 2, Outcome was 71.8% and success rate was 117.7%; Negotiated goal for Quarter 4 was 61%, Outcome was 68.4%, and Success Rate was 112.1%;
 - Youth Attainment of Degree or Certificate – Negotiated goal was 60% Outcome was 69% and success rate was 115%;
 - Youth Literacy or Numeracy (Skills Gains) – Outcome was 79.1%

Integration with Key Workforce and Economic Development Systems

WDD's One-Stop/America's Job Centers of California (AJCC) offers 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, 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. WDD has been integrated for twelve years, with the collaboration and assistance of our partners. As part of WIOA, required partners assume responsibilities for service delivery of the AJCC One-Stop under the partner MOU (Memorandum of Understanding). The MOU identifies the career services, training, and employer services that each partner will

provide to ensure that all parties' responsibilities are clearly identified. The MOU also details the methodology of cost allocation to share infrastructure costs. 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. 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:

- *WDD partnering with various county agencies has resulted in the following successful programs:*
 - *WDD in partnership with County of San Bernardino assists formerly incarcerated and other justice-involved individuals by providing Job Placement and Supportive Services Those services include case management and peer mentoring services, transitional employment, soft and technical skills training, and general support services to address any barriers (e.g., treatment, housing, transportation needs that arise, and to help those who are incarcerated with post-release transition through the use of job readiness programs in accordance with the Prison to Employment Program (P2E)). To date a total of 79 participant have been enrolled in the P2E program, 19 have been placed in training, and 6 have been placed in employment.*
 - *The Veterans Employment Assistance Program (VEAP) helps unemployed and underemployed veterans with significant barriers to employment transition from military careers to rewarding civilian employment. For PY 2019-20, 32 participants were enrolled; 21 enrolled in training (ITA); and 3 OJT's.*
 - *The Department of Public Social Services through a partnership with WDD, provides subsidized employment programs 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. For PY 2019-20, 180 individuals were placed in the Expanded Subsidized Employment (ESE) program.*
 - *WDD in partnership with Office on Aging Title V program provides worksites at the AJCC's for customers seeking part-time employment to supplement Social Security. Over the past several years (and prior to COVID), WDD has served as a worksite for approximately 11 older adult workers annually.*
 - *WDD has long-established partnerships with Community Colleges using grant funds to provide training and employment opportunities, apprenticeship programs 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 through the awarding of contracts?

Uninterrupted Exemplary Services

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. 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, 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. Of significance, it is important to note that 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 WDD's continuance of service delivery, training, staffing, will continue to benefit our customers, partners and staff.

Continuous Quality Improvement

WDD uses the deployment of online as well as paper/pencil surveys ("just-in-time") reviewed weekly, as well as annual job seeker surveys to receive feedback and address opportunities for improvement as an on-going commitment to providing excellent customer service. Due to COVID-19 this process was placed on hold as WDD transitioned from in-person to virtual service delivery. WDD has updated policies 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.

Moreover, WDD is committed to adequately serve, assist, and respond to participants. Pressing workforce needs of the County require ongoing reexamination or "reimagining" as to how workforce services can be improved or redesigned. As such, WDD will annually (or more often as appropriate) evaluate historic processes and operating procedures. This includes consideration of different frameworks, partnerships, and concepts outside of standard operating procedures and traditional service models.

As a result of these commitments to serve, WDD implemented projects funded through the federal CARES Act. One example of these undertakings is a distance learning program in which WDD partnered with Riverside County K-12 and adult schools to acquire computer devices and mobile hotspot to support students' education during stay at home orders. Another example includes paid work experience for youth (ages 16-24) and adults in which participants received stipends to work at nonprofit and municipal organizations responding to the pandemic. In both examples, WDD's presence in the community and existing relationships with workforce and education partners allowed us to rapidly deploy assets and resources into the communities where they were most needed. Through these efforts, WDD assisted nearly

30,000 County residents and expended almost \$15 Million in CARES Act funds over approximately four months. The recovery period necessitates our team to continue to provide these services.

Established Local Area Offices

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. Due to COVID-19 our AJCC's and most of our partners have adapted services to virtual accessibility, while maintaining the ability to access services in-person via appointments with safety measures in place. WDD meets the needs of customers through four 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.

Community Career Services

Because of the County's large geographic size and diverse population, WDD recognizes the need to supplement services provided through the brick and mortar One-Stop/AJCC sites. WDD has begun implementation of a Community Career Services unit. County staff in this unit will be responsible for administering career services in communities at partner office space, affordable housing sites, and other existing non-AJCC facilities. In this way, WDD is better able to serve County residents, including those who are not in the vicinity of an AJCC or those with additional barriers to employment (e.g., individuals without childcare or transportation, those struggling with homelessness etc.). Our objective is to "meet our customers where they're at".

Mobile Career Services

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. Due to COVID-19 the "M-1" has not recently been deployed, however, plans are in place to adapt the services going forward to allow limited use of this resource for our businesses and job fairs. Riverside County is comprised of 7,208 square miles, is the 4th 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 7 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.

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

As of the 2019 census data, Riverside County's population is estimated at 2,470,546. Both the population and geographic size of our county may present challenges to competing service providers' ability to establish crucial linkages to all stakeholders. Labor Market Information for Riverside County as of September 2020 reflects an unemployment rate of 10.4 percent, and approximately 120,747 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. On May 23, 2019, the Secretary of the Labor and Workforce Development Agency, on behalf of the Governor, approved the Riverside Workforce Development Board to continue as the WIOA Adult and Dislocated Worker Career Service Provider. The approval was based on a review that determined that our Board demonstrated appropriate internal controls, adhered to conflict of interest policies and developed firewalls between the AJCC operational staff and the staff of the local Board. Most importantly, it recognized that our structure and relationships were essential to ensuring the success of our workforce. Additionally, performance of a 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 SlingShot Initiative and Veterans Employment Related Assistance grants.

Although we recognize these potential impacts as well as the fact that WDD is equipped to successfully act as the provider of career services for the reasons provided herein, we also see the value in ongoing reexamination or "reimagining" as to how workforce services can be improved or redesigned. This includes consideration of different frameworks and alternative service models, such as competitively procuring a career services provider. Therefore, we are taking a phased approach in that direction, which would allow us to utilize the most effective service delivery model while ensuring continuity of service to County residents and businesses.

Towards that end, WDD will be compiling an inventory of our services, activities, and programs. We will then evaluate how we currently deliver those services, implement those

programs, and undertake those activities. The final step in this phased approach will consist of seeking out alternative service delivery models and providers through a competitive process.

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

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. WDD through its Career Services provides on-site and virtual access, through the career resource area to all career services for customers to access training to utilize the resources and on-line practice assessment 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

WDD One-Stop/AJCC staff provides comprehensive and specialized assessment, such as vocational interest identification, objective assessment and interviewing. 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 and partner services both co-located and through referrals using Connect IE (an online platform designed to facilitate access to resources for residents of the Riverside and San Bernardino County region).

Customer Selection Specifically for Training Services

WDD provides the following assistance to customers seeking to obtain training services. The customer may benefit from a documented, completed in-depth assessment and 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. *Supportive 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 Workforce Development Division, as the administrative body for workforce services and in conjunction with the fully-integrated Employment Development Department and required partners as part of the WIOA Partner MOU has successfully provided career and business services to Adult and Dislocated job seekers for the past 18 years through the Workforce Innovation Act (WIA), and the Workforce Innovation and Opportunity Act (WIOA). Previously, Adult and Dislocated Career Services were provided through the Job Training Partnership Act and the Comprehensive Employment and Training Act Program. 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. Evidenced by the thousands of persons who have benefitted from job placement and counseling services as well as employers who have hired our customers, this model works.

Training with Individual Career Services

WDD offers training services to customers who have demonstrated their ability 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 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 WDD and part of WIOA expectations.

4. Provide the Local Area's performance outcomes for each of the last two Program Years (PY 18-19 and 19-20) and 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.

WDD has exceeded its performance outcomes during the past two Program Years. Performance outcomes for Adult 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 two program years. The attached reports detail our performance outcomes (see Attachments 1-6).

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 WDD to be the Adult/Dislocated Worker Career Services Provider;

Attachment 2: Riverside County Board of Supervisors Motion approving WDD to be the Adult/Dislocated Worker Career Services Provider, certified by signature of the Clerk of the Board;

Attachment 3: Performance Outcomes;

Attachment 4: Testimonials from Businesses;

Attachment 5: Testimonials from Job Seekers;

Attachment 6: Customer Service Survey 2019

5. 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 1-6 with the requested items commence after the signature page.

6. Attach documentation of internal controls, conflict of interest, and firewall policies.

Attachment 7: Workforce Development Board Firewall and Internal Controls Policy 10-17

Attachment 8: Workforce Development Board Code of Conduct, Conflict of Interest and Nepotism Policy 19-22

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

Patrick Ellis

Name


Chairperson

Title

1/25/2021

Date

Local Chief Elected Official



Signature

Karen Spiegel

Name

Chair of the Board of Supervisors

Title

FEB 09 2021

Date

FORM APPROVED COUNTY COUNSEL
BY:  1/27/2021
LISA BANCHEZ DATE

ATTEST:
KECIA R. HARPER, Clerk
By  DEPUTY

Attachment 1

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

Attachment 2

Riverside County Board of Supervisors Motion approving WDD to be the Adult/Dislocated Worker Career Services Provider, certified by signature of the Clerk of the Board (Minute Order)

Attachment 3

Riverside County Workforce Development Division Performance for the last two Program Years (PY 2018-19 and 19-20)

Riverside County Performance Outcomes for PY 2018-2019

	Adult	Dislocated Worker	Youth
Summary Information			
Total Exiters	37,754	16,201	729
Total Participants Served	50,251	24,117	256

Adult Performance Indicators	Negotiated Performance Level	Actual Performance Level	Success Rate
Employment Rate Quarter 2	64.0%	68.3%	106.7%
Employment Rate Quarter 4	60.5%	66.9%	110.6%
Median Earnings	\$ 5,200.00	\$6,148.67	118.2%
Credential Rate	56.0%	65.7%	117.3%
Measurable Skills Gains	Baseline	42.3%	N/A

Dislocated Worker Performance Indicators	Negotiated Performance Level	Actual Performance Level	Success Rate
Employment Rate Quarter 2	68.0%	73.5%	108.1%
Employment Rate Quarter 4	70.0%	73.4%	104.9%
Median Earnings	\$6,000.00	\$8,339.54	139.0%
Credential Rate	60.0%	67.8%	113.0%
Measurable Skills Gains	Baseline	43.0%	N/A

Youth Performance Indicators	Negotiated Performance Level	Actual Performance Level	Success Rate
Employment Rate Quarter 2	58.1%	68.2%	117.4%
Employment Rate Quarter 4	59.0%	66.1%	112.0%
Median Earnings	Baseline	\$2,968.97	
Credential Rate	58.0%	64.2%	110.7%
Measurable Skills Gains	Baseline	79.6%	N/A

Riverside County Performance Outcomes for PY 2019-2020

	Adult	Dislocated Worker	Youth
Summary Information			
Total Exiters	735	469	528
Total Participants Served	885	654	722

Adult Performance Indicators	Negotiated Performance Level	Actual Performance Level	Success Rate
Employment Rate Quarter 2	66.0%	74.0%	112.1%
Employment Rate Quarter 4	62.5%	71.6%	114.6%
Median Earnings	\$ 5,600.00	\$6,772.34	120.9%
Credential Rate	58.0%	77.8%	134.1%
Measurable Skills Gains	Baseline	84.8%	N/A

Dislocated Worker Performance Indicators	Negotiated Performance Level	Actual Performance Level	Success Rate
Employment Rate Quarter 2	69.5%	71.3%	102.6%
Employment Rate Quarter 4	65.0%	73.4%	112.9%
Median Earnings	\$6,200.00	\$8,028.47	129.5%
Credential Rate	62.0%	73.1%	117.9%
Measurable Skills Gains	Baseline	83.5%	N/A

Youth Performance Indicators	Negotiated Performance Level	Actual Performance Level	Success Rate
Employment Rate Quarter 2	61.0%	71.8%	117.7%
Employment Rate Quarter 4	61.0%	68.4%	112.1%
Median Earnings	Baseline	\$3,157.38	N/A
Credential Rate	60.0%	69.0%	115.0%
Measurable Skills Gains	Baseline	79.1%	N/A

Attachment 4

Riverside County Workforce Development Division Testimonials from Businesses



November 16, 2020

To whom it may concern:

For the past two years I have been working directly with Alexia Nevens, Business Solution Consultant, at the Workforce Development Center. Alexia has been assisting us with placement of qualified candidates in various positions and verifying their eligibility for On-the-Job Training (OJT).

It is rare to meet someone as dedicated and supportive as Alexia. Alexia continuously reaches out and offers her support on our current openings. She makes us aware of any job fairs, seminars on anything that could help us with our recruitment needs.

Alexia's flexibility in meeting with our applicants has helped them get hired in a timely manner. Her support with the OJT has helped our company in investing additional time for training, so that our new hired employees succeed in their new position.

We are so lucky to have Alexia as our hiring partner and hope that this partnership continues for the upcoming years.

If you have any questions or should need any additional information, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'Yasmin Mercado', is written over a large, stylized circular flourish.

Yasmin Mercado
Human Resources Manager
FLEETWOOD WINDOWS AND DOORS

Escobedo, Adriana

From: Adams, Stephanie
Sent: Thursday, November 12, 2020 2:24 PM
To: Escobedo, Adriana
Subject: FW: Testimonial about our services

Here is a business testimonial.

Stephanie Adams
Principal Development Specialist
Riverside County Workforce Development
951-955-3075

From: Nevens, Alexia <ANevens@rivco.org>
Sent: Thursday, November 12, 2020 2:02 PM
To: Adams, Stephanie <SJAdams@rivco.org>
Cc: Tang, Jason <jtang@rivco.org>
Subject: FW: Testimonial about our services

Stephanie,

Please see the testimonial below from David Namazi/ CEO at DVBE Insurance & Financial Services LLC.

Sincerely,

Alexia

From: David Namazi [<mailto:dnamazi@dvbefinancialservices.com>]
Sent: Thursday, November 12, 2020 1:50 PM
To: Nevens, Alexia <ANevens@rivco.org>; Eric Cross <analyst@dvbefinancialservices.com>
Subject: Re: Testimonial about our services

I have been working with the OJT program for many years now and have found it to be a great resource for the employee/owner relationships. being a disabled veteran myself I understand the importance of service and sacrifice and I make that extra effort to empower veterans to do the same. Below is a video that talks about VEEP and OJT programs we have ran as a firm.

<https://www.youtube.com/watch?v=wmlhTdsaYQM>

Escobedo, Adriana

From: Adams, Stephanie
Sent: Friday, November 13, 2020 9:05 PM
To: Escobedo, Adriana
Cc: Tang, Jason
Subject: Fwd: Testimonial

Follow Up Flag: Follow up
Flag Status: Flagged

Below is another business testimonial.

Sent from my iPhone

Begin forwarded message:

From: "Nevens, Alexia" <ANevens@rivco.org>
Date: November 13, 2020 at 7:11:51 PM PST
To: "Adams, Stephanie" <SJAdams@rivco.org>
Cc: "Tang, Jason" <jtang@rivco.org>
Subject: FW: Testimonial

Stephanie,

Please see listed below a testimonial from one of my employers Capstone Logistics.

Sincerely,

Alexia

From: Nancy Yandel Moreno Valley CA_50081-SMGR [mailto:50081SMGR@capstonelogistics.com]
Sent: Friday, November 13, 2020 6:14 PM
To: Nevens, Alexia <ANevens@rivco.org>
Subject: Testimonial

To whom it may concern;

My name is Nancy Yandel. I work for Capstone Logistics. Alexia Nevens has been my business partner for coming up on two years. I met her at a hiring event in Moreno Valley when she provided information about the OJT Program. Coincidentally I had just hired two homeless associates in Moreno Valley and was happy to sign on with her. This program has given me an opportunity to service the community in ways I didn't think were possible. It is a win, win for all. I provide job opportunities and training to help Riverside community advance in their skillset. On the financial end of this, Capstone Logistics is able to benefit. I have been able to give the associates raffle prizes for their attendance as well as their productivity. I have provided some surprise meals for all their hard work and Capstone can continue to grow.

As for my relationship with Alexia Nevens.....I am not even sure where to begin. She is quite an amazing partner. I can count on her to answer my questions and provide feedback to the quality we are performing. We have both watched as associates that had very few skills evolve into leaders. Because of our partnership we have seen otherwise hidden potential turn into greatness! Alexia is amazing and I am happy that our paths have crossed so that we can help others to find their way.

I am sure this sounds corny but I truly feel this way about the OJT program and especially the outstanding work and support from Alexia.

Thanks,
Nancy Yandel
Capstone Logistics

Nancy Yandel Moreno Valley CA_50081-SMGR, Site Manager - UNFI Moreno Valley
22150 GOLDEN CREST DR | Moreno Valley, CA 92553
O: 708-625-5696 | C: (909) 6186444
50081SMGR@capstonelogistics.com | www.capstonelogistics.com



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Attachment 5

Riverside County Workforce Development Division Testimonials from Job Seekers

On 8/29/18 [REDACTED] was a 23-year-old single female with a [REDACTED] son who had recently moved [REDACTED] and was out of work. Customer had last worked [REDACTED] as a [REDACTED] teacher, but was unfulfilled in her occupation and now presented with a significant gap in employment. [REDACTED] was receiving Food Stamps & Cash Aid. She wanted to achieve more in her life than what she was presently facing. The customer aspires to become a Physician some day and has done quite a bit of research regarding how she could work towards achieving her goals. She presented herself as highly motivated, with some significant challenges she needed to overcome in which to get where she wanted to be with her career. Customer was WIOA eligible and enrolled as an ADULT.

Customer was interested in training as a Medical Assistant / Phlebotomist. Customer was not in the position to attend college and needed to generate an income for her and her son. With her strong desire to become a physician, she and I sorted out a career plan to initiate her obtaining some hands-on training as a Medical / Back Office Assistant. With her determination, she vowed that a Medical Assisting would be the beginning of where intends to start her career in the HealthCare industry.

On 10 [REDACTED] /18 [REDACTED] started training as a Medical Assistant / Phlebotomist and completed on 3/[REDACTED]/19. Three months after completing her training on 6/20/19 [REDACTED] called me to state that she had been offered a position listed as follows:

Intensive Care Technician [REDACTED]

[REDACTED] Hospital

[REDACTED]

[REDACTED] CA [REDACTED]

Start Date - 7/[REDACTED]/19

ROP = \$17.25

[REDACTED]

[REDACTED]

Start date 7/[REDACTED]/19

ROP = \$17.25

Benefits = Yes (Medical, Dental, Vision & Tuition Reimbursement)

Training related = Yes

To say the least, the customer was very happy and felt very fortunate & humbled to have secured such an occupation, without any previous medical experience. I congratulated & encouraged [REDACTED] to continue her quest to learn as much as she can, utilize her company benefit of tuition reimbursement in which to achieve her goals and to keep in touch.

Escobedo, Adriana

From: Adams, Stephanie
Sent: Tuesday, November 10, 2020 9:43 AM
To: Galloway, Lelay; Escobedo, Adriana
Subject: RE: Applicant: [REDACTED]

Adriana, this is for another client testimonial.

Stephanie Adams
Principal Development Specialist
Riverside County Workforce Development
951-955-3075

From: Galloway, Lelay <Lelay.Galloway@rivco.org>
Sent: Tuesday, November 10, 2020 7:39 AM
To: Adams, Stephanie <SJAdams@rivco.org>; Escobedo, Adriana <AEscobedo@Rivco.org>
Subject: Applicant: [REDACTED]

Hello Adrianna Escobedo,

Per Stephanie's request. Below is a thank you email from [REDACTED]

Thank you,



Lelay Galloway
Career Development Coach

County of Riverside
Workforce Development Center
749 N. State Street
Hemet, CA 92543
Email: lelay.galloway@rivco.org
Direct Line: (951) 791-3504



Lelay Galloway
Career Development Coach
Housing, Homelessness, & Workforce Solutions
Workforce Development Center
749 N. State Street
Hemet, CA 92543

- Direct Line: (951) 791-3504
- Office Fax: (951) 791-3561
- Email: lelay.galloway@rivco.org

From: [REDACTED]
Sent: Thursday, October 15, 2020 11:56 AM
To: Galloway, Lelay <Lelay.Galloway@rivco.org>
Subject: Lelay, Thank You so much for being amazing at doing your job. Thanks...

CAUTION: This email originated externally from the **Riverside County** email system.
DO NOT click links or open attachments unless you recognize the sender and know the content is safe.

Lelay, Thank You so much for being amazing at doing your job. Thanks to you I'm well on my way to being a 'Drug and Alcohol Counselor'.

**I'm currently a 'Behavioral Health Tech' at [REDACTED]
[REDACTED] I am RADT-1 certified by CCAP, which means I am able and capable of holding group meetings focusing on Drugs and Alcohol.**

My job would not be possible without, YOU, Lelay. I am fully aware of this fact because when I went to visit Riverside County Workforce I had no idea I would

be having literally life altering meetings with you, Lelay.

YOU, not me thought of this career field for me! I went into the unemployment office ready to settle for a fast food job, lucky for me the lady at the front counter was out to lunch and you happened to see that her replacement was not able to answer my questions satisfactorily, that's when you stepped in and began to help me. I am so fortunate and grateful that those circumstances aligned themselves.

I can not possibly praise you enough (but I'll try) you saw something in me that even I didn't see, you saw potential, and more importantly you believed in me even though I did not have belief in myself.

Thank You, Lelay....

Thank You!

Sent from my iPhone

Escobedo, Adriana

From: Adams, Stephanie
Sent: Tuesday, November 10, 2020 9:35 AM
To: Escobedo, Adriana
Subject: FW: Testimonial [REDACTED]

Here is another client testimonial.

Stephanie Adams
Principal Development Specialist
Riverside County Workforce Development
951-955-3075

From: Singer, Marian <MSinger@rivco.org>
Sent: Tuesday, November 10, 2020 9:34 AM
To: Adams, Stephanie <SJAdams@rivco.org>
Subject: FW: Testimonial [REDACTED]

This is Wendy's customer. He recently received his Class A license through our program.

From: Merlino, Wendy <WMerlino@rivco.org>
Sent: Tuesday, November 10, 2020 8:41 AM
To: Singer, Marian <MSinger@rivco.org>
Subject: Fw: Testimonial [REDACTED]

Trying to do a screenshot....



[REDACTED]
Sent: Tuesday, November 10, 2020 8:36 AM
To: Merlino, Wendy <WMerlino@rivco.org>
Subject:

CAUTION: This email originated externally from the Riverside County email system. DO NOT click links or open attachments unless you recognize the sender and know the content is safe.

I would like you to know that I am a proud newly hired employee at [REDACTED] in Jurapa Valley, CA. I was officially offered the position of driver last week and today was my very first day. I would also like to say thank you so much for your help and counsel during this process. Without you this would have been a much longer and challenging ordeal for me to get through. Now the only thing for me to do is get my background check taken care of. So thank you and your program again for all of your help with making me successful with taking steps towards my career goals have a wonderful day 🙏

Escobedo, Adriana

From: Adams, Stephanie
Sent: Tuesday, November 10, 2020 10:30 AM
To: Escobedo, Adriana
Subject: FW: Back Story, [REDACTED]

Here is another client testimonial. Thank you.

Stephanie Adams
Principal Development Specialist
Riverside County Workforce Development
951-955-3075

From: Singer, Marian <MSinger@rivco.org>
Sent: Tuesday, November 10, 2020 10:28 AM
To: Adams, Stephanie <SJAdams@rivco.org>
Subject: FW: Back Story, [REDACTED]

I think this is great. Older Worker and affected by Covid-19

From: Merlino, Wendy <WMerlino@rivco.org>
Sent: Tuesday, November 10, 2020 10:24 AM
To: Singer, Marian <MSinger@rivco.org>
Subject: Back Story, [REDACTED]

[REDACTED] was on my assignment list when the pandemic hit in March. We did everything by phone. When I called the customer he stated he was a single father of 3 children who were now grown. He had been working at [REDACTED] as a warehouse assistant after being laid off as a licensed message therapist due to the COVID-19 Pandemic. As a man in his 60's, now an empty nester, he decided to pursue his passion for driving. He had some driving experience in his past jobs, however lacked the licenses needed to pursue his dream. He also felt no one would hire him at his age and he could not continue the strenuous work in a warehouse setting, He wanted to work at least another 15 years. This customer showed so much determination and enthusiasm. I felt he was a good fit for Truck Driving School. When [REDACTED] was approved for training, he was emotional. He sent me text messages every step of the way. He overcame all his obstacles/including people in his family passing from COVID. He secured his licenses and now has the job he always wanted. He had multiple offers for employment, and chose [REDACTED] in Jurupa Valley. [REDACTED] is very grateful for our services.

Attachment 6

Riverside County Workforce Development Division Customer Service Survey 2019



Riverside County Economic Development Agency Workforce Development Division

Customer Service Survey
Reporting Period 07/01/2019 - 06/30/2020

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 2100 surveys completed in this reporting period is shown in Figure 1.

Figure 1 (Q1)

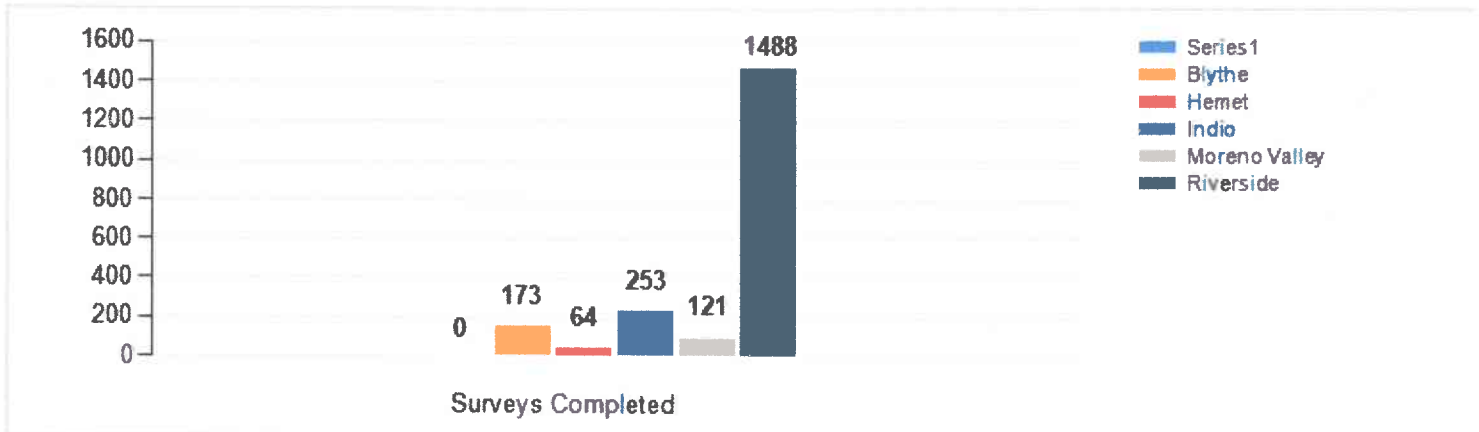


Figure 1. WDC list of other locations.

Figure 2(Q8)

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

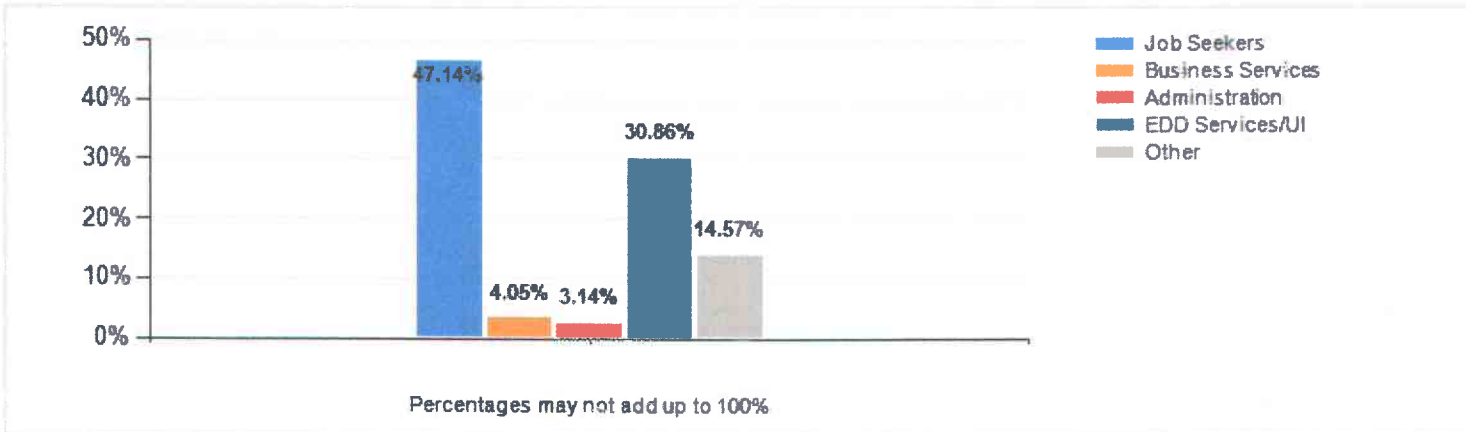


Figure 2. WDC list of other operations.

- Orientation
- Education
- WIOA
- Workshop
- DOR
- Bootcamp
- Bootcamp
- Bootcamp
- Schooling
- Vocational
- Networking Training
- Interview workshop
- Workforce
- WIOA Orientation
- WIOA Orientation
- WIOA
- WIOA Orientation
- WIOA Orientation
- WIOA Orientation
- WIOA Orientation
- WIOA
- WIOA
- WIOA
- WIOA
- WIOA Orientation
- WIOA

EDA Workshop
Bootcamp
Bootcamp
Bootcamp
Job prep boot camp
Workforce
Job prep boot camp
EDD Disability
KinCare
Training services
Training
Network Unlimited
Tech today
Technology today
Tech today
All
Disability
Networking
Networking
WIOA/Training
Training
Training
Training
Training services
Networking unlimited
VA Rep
Security
EDD
Career Coach
Training
Technology
Interviews
Workforce
RESEA
Interview Workshop
Caljobs
Caljobs
Caljobs - Jessica
Caljobs workshop

Training
Training
Computer
Workshop
Networking
Workshop
Workshop networking unlimited
Workshop
Training
Workshop
WIOA
Training services
Training seeker
Winning interview
Training
Job training
WIOA
WIOA
Ca State Disability Insurance
WIOA
Fed student aid
Goodwill
Resume
Class
Training
Job training
WIOA
WIOA Informational Session
Training
Network unlimited
Bootcamp
Bootcamp
Bootcamp
Bootcamp
Bootcamp
Boot camp
Network Unlimited
Networking
Caljobs

Caljobs
Caljobs
Caljobs
Caljobs
Caljobs
Caljobs
Caljobs
WIOA
Vocation training
Resume
Caljobs
Training - school
Paid family leave
Caljobs
Caljobs
Caljobs
Caljobs
Training services
Training
WIOA
Training
Need a job
RAW
SDI
Job training
Training
Bootcamp
Bootcamp
Bootcamp
Caljobs Workshop
Caljobs workshop
Caljobs
WIOA
WIOA
WIOA
Training
Training
WIOA School program
Networking unlimited

Networking unlimited
Networking Unlimited
Network
Network unlimited
WIOC
WIOA
Training
Information
Tech today
Technology Today
Tech today
Tech today
Tech Today
Tech Today
Tech Today
Educational
Training
Tech today
Boot camp
Boot camp
Networking Unlimited
Networking Unlimited
Netorking Unlimited
Networking Unlimited
Netowrking Unlimited
Networking Unlimited
Networking Unlimited
Network Unlimited
Networking Unlimited
Networking Unlimited
Networking Unlimited
Networking Unlimited
Networking Unlimited
Networking Unlimited
Networking Unlimited
Networking Unlimited
Networking Unlimited
Networking Unlimited
Networking Unlimited
Resume Critique
Update resume

Training Info
WDC
WIOA
Training
Letter
Caljobs
Caljobs
Caljobs
Caljobs
Coaching training
WIOA
Bootcamp
Technology today
Tech today
Bootcamp
Friend
Training services
Boot camp
Resume services
Workshop
Restaurant
WIOA Workshop
Education
Interviewing
Connections
Connection
Connections Workshop
Interview
Winning Interview
Winning Interview
Boot camp orientation
Boot camp
DOR
Networking
Networking class
Winning interview
Winning interview
Winnign interview
What is interview

Winning interview
Winning Interview
Winning interview
Winning interview Sylvia Angel
Winning Interview
Winning Interview
Winning interview
Caljobs
WIOA
WIOA
WIOA
Boot camp
Disability services
WIOA
Bootcamp
Bootcamp
Bootcamp
Bootcamp
Bootcamp
Bootcamp
Bootcamp
Bootcamp
WIOA
Tech today
Technologies
Technology today
Tech today
Technology today
Technology today EDD services
Tech
Technology today
Technology today
Technology today
Winning Interview
Training
WIOA
WIOA
Tech today
Technology Today
Tech today

Workshop
Paperwork
Interview workshop
Training
Training
Vocational training
Training
Training
Training
Training
Training
Tech today
Tech today
Tech Today
Tech Today
Technology Today
Networking
Tech Today
Tech Today
Tech today
Tech Today
Tech today
Tech today
Tech today
Tech today
Tech today
Tech today
Tech today
Training/school info
College financial
Tech today
Disability
Career Coach
Training
Training programs
WIOA
UI
Winning Interviews
Winning Interviews
Winning Interviews

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

Figure 3

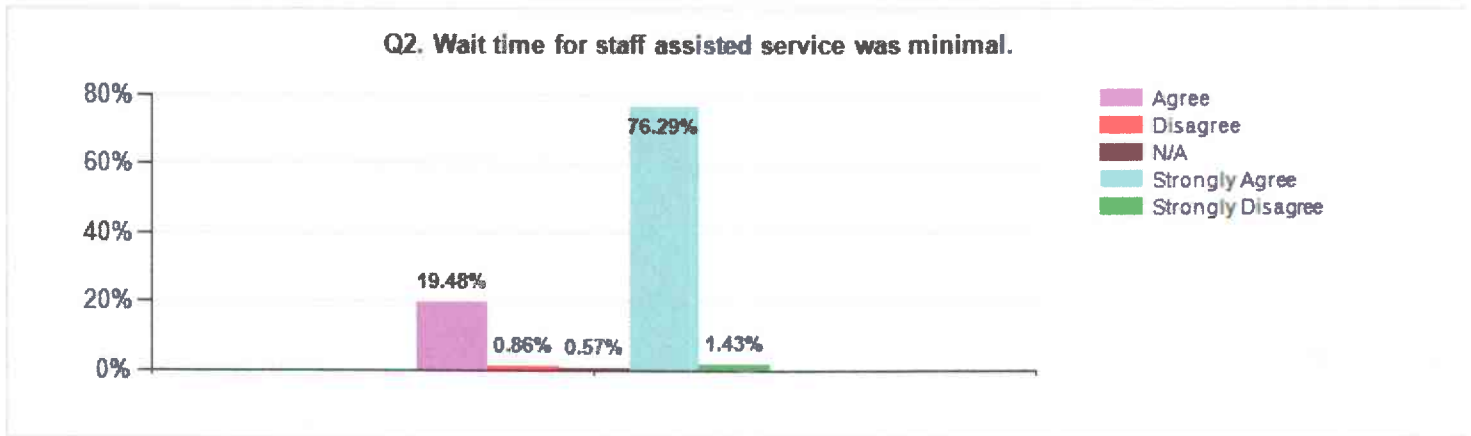


Figure 4

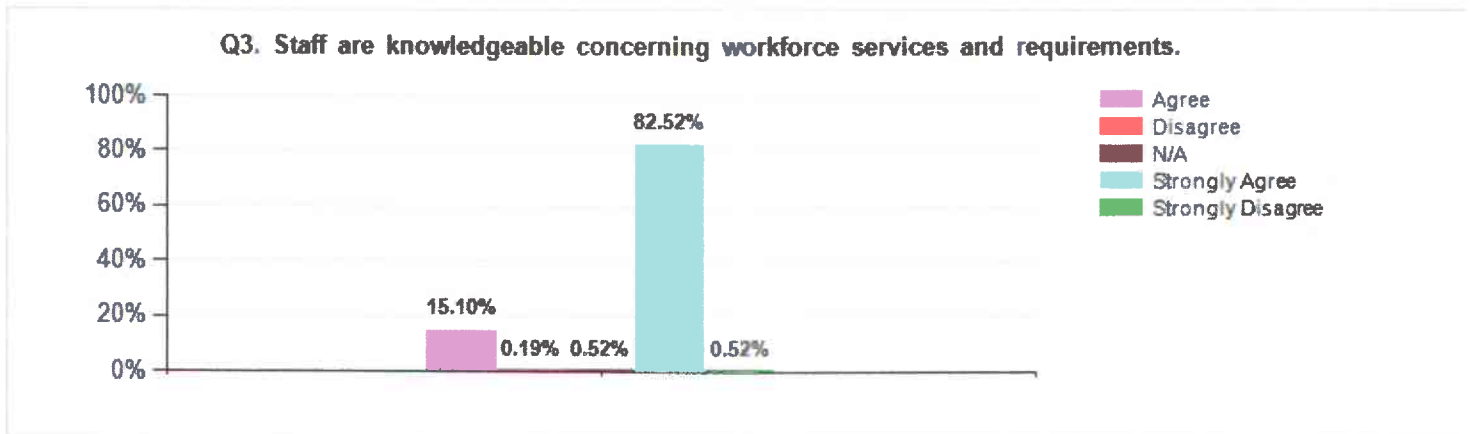


Figure 5

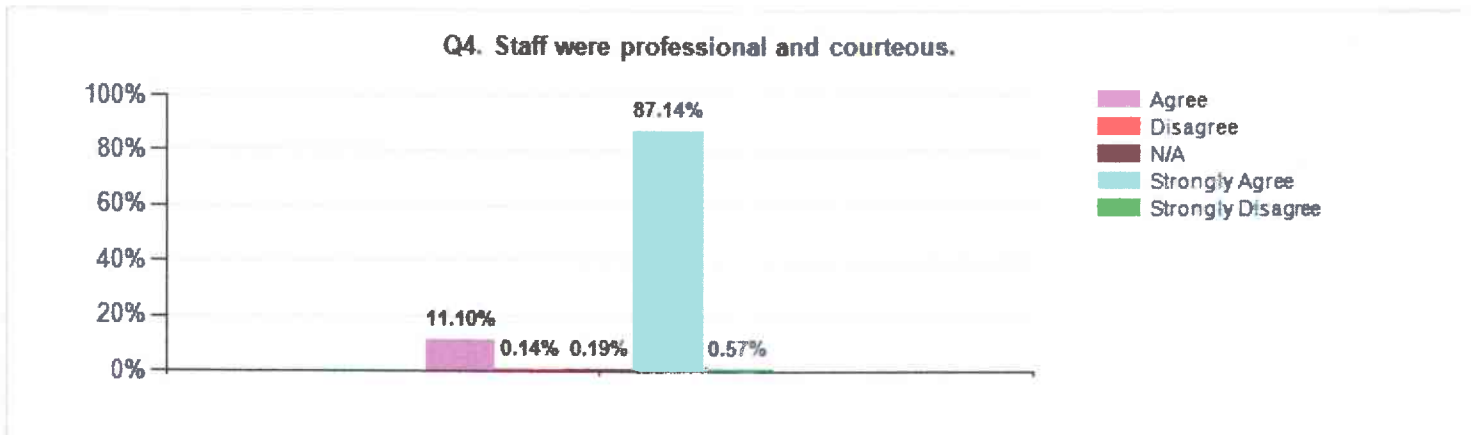


Figure 6

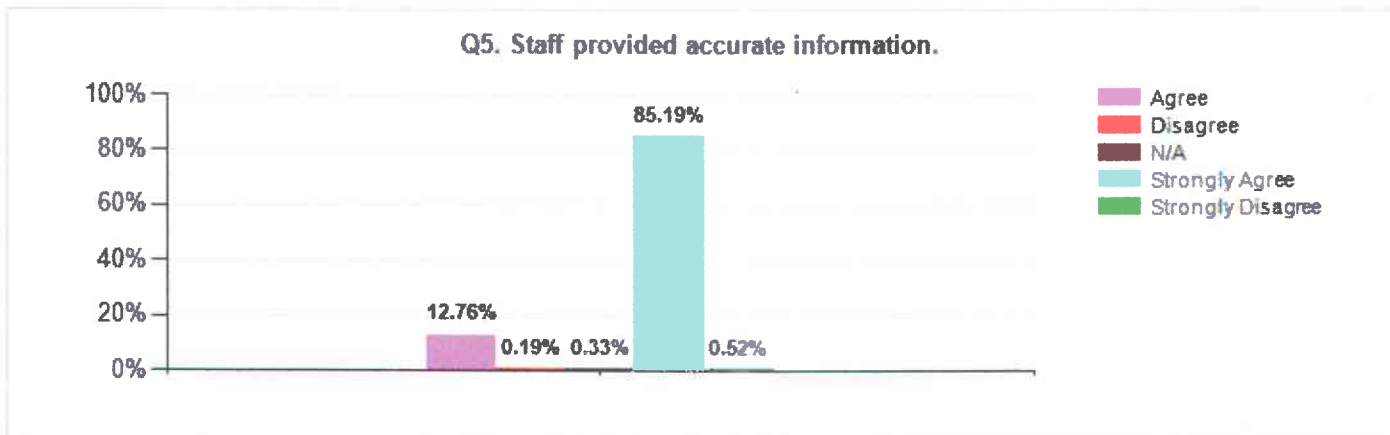


Figure 7

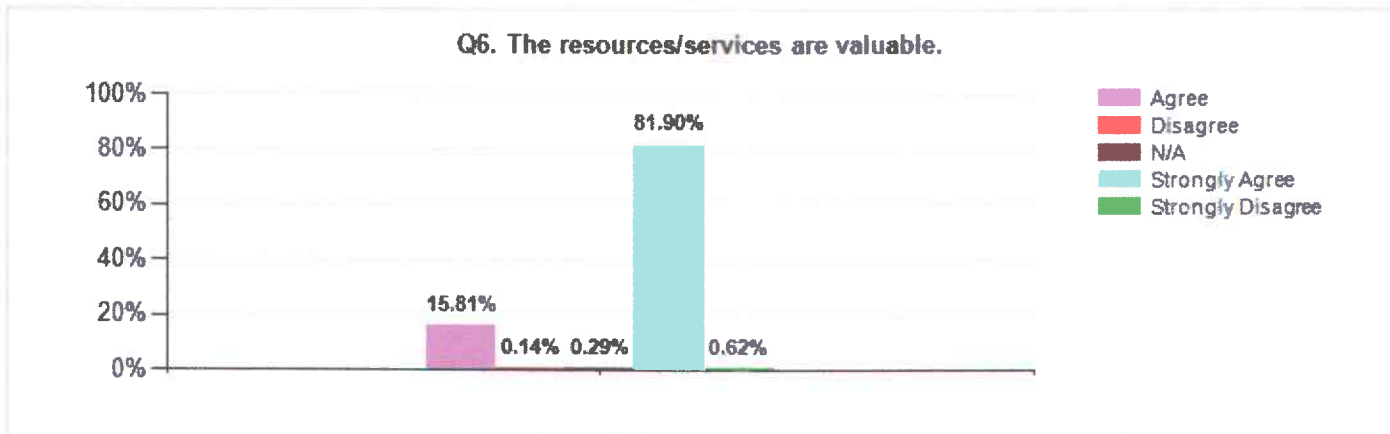
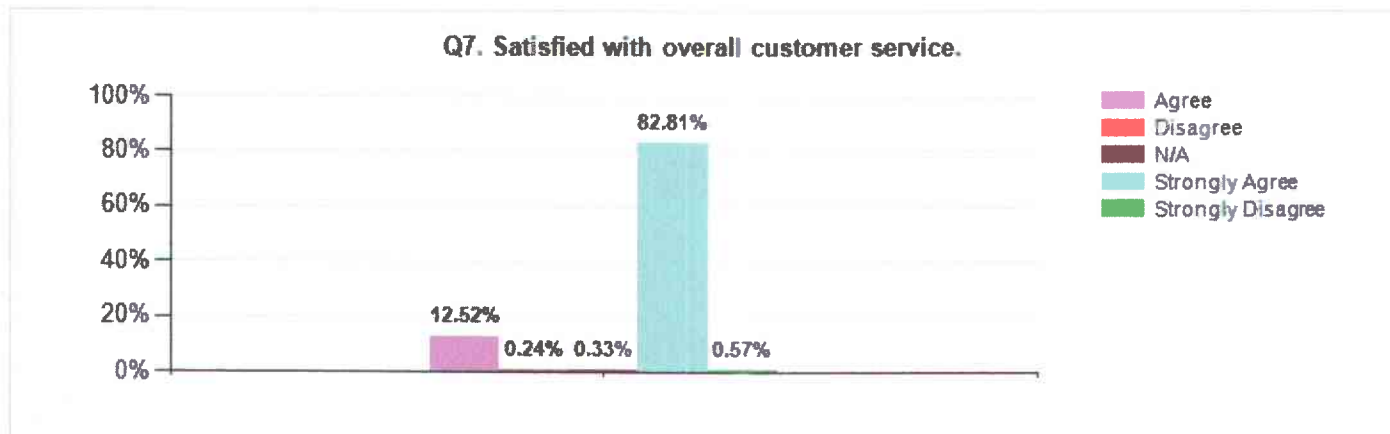


Figure 8



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

None - Anita - wonderful

No

Please assist for unemployment claims, its to difficult for older people & internet seems impossible, most are lost & its ridiculous when we worked all life & can't do it

Refresher courses

Great service

Everything is perfect

Nothing

Ok as of now

No
Nothing Joe C is amazing
Nothing`
Have this bootcamp at least twice a month
None
(Coffee & Donuts LOL) Just kidding, everything was super
Thank you for your time and help. Joseph Campbell was very helpful and inspiring
Everyone is great
Sonia did an excellent job going over questions everyone had. Nothing that needs improving
Everything was really informative. The staff was really helpful and (illegible)
Caljobs website is really overwhelming and confusing
Sit one by one on computer job
More online help for people with computer
More info
Information was very good
N/A You guys are great
Take questions at the end to not sidetrack
Just get me a job
(illegible)
Very helpful and self explanatory
No I think everything is in there for you to find a job sooner and easier
Louder sound for video
Nothing you guys are great. Great information helped me a lot
Everything was organized
This service is very thorough and helpful. The ladies were so nice and courteous - I felt really comfortable asking questions etc.
Shorter presentation
Vivian was awesome!
More locations
I need the career coach to be professional & take my individual situation serious
Everything was fine
There are no issues w/ this area of service
Everything was fine
The staff take a minute to understand the need this is the second time I came for the same situation and they help much better
None, this is an awesome service
Need more services like Abode Acrobat Reader
Nothing comes to mind
Nothing
No pretty much it

Everything is beautifully organized
Only thing that can think of is them giving me a chance to work here in this building LOL
Today was very helpful. Maintain hiring as you are already doing. Staff very friendly
Give Terri Andrews a raise
Strongly agree thanks to Juan Jose's help & the desk people are really nice and helpful & understanding as well (great job here)
Resume critiquing classes could be offered more frequently
Nothing
Keep information as up to date as possible. Meditation during day 1. Loved workshop
Nothing. Everything was very great & had lots of information
I can't think of anything at this time
Tell (illegible) hero to be in front of class for we could see him because he make good point
Not in a bad way, but, maybe more people can be (illegible) to offer the career coach directly after the orientation
So far I'm satisfied and look forward to working with my career coach
Nothing
Breathing exercises on Day 1 would help. Talk about gig economy
Covered all needs. Very satisfied
Attain a diploma or GED
To see career coaches in less time
Absolutely nothing. Felicia went above and beyond to help me
Any
Get veterans classified right away. Help with grants because there are (illegible) educate and provide contacts
Computer kept freezing up for a long time
Nothing everything was good
Nothing to change everything was great
All good! Helped me with a smile! Even made me laugh
She need to be fulltime
Need more on disability services
Improve on resume
All good
Presentation and help was overachieved
At the time nothing comes to mind, I received a great amount of information today to help me in my job search
More interactions
No
All very nice, thanks
Not much it was an informative class
All 3 instructors are awesome very knowledgeable and are very nice and respectable
It was a shame that there were computer functionality issues! But, the staff still covered it well, and the handouts were helpful for home
These workshops are beneficial & helpful to freshen up on skills

Info about how to transition experience to a different industry, changing careers
Did great
Be more confident
Great information to help with going on an interview
Make a video. Post it to youtube. Specifically, here the presenters from today
1 on 1 interview responses was covered briefly
I feel the workshop was done very well, the employees did well & gave good tips & information
Resume builder
Talk more about career coach
If there is time during the workshop have attendees roleplay networking with each other
Good service
Specific field job services
So far coming to the workshops I've become informed on what can be done for job search
All was good
Wouldn't change anything
Excellent info - thank you
The equipment was not very cooperative
To offer more on job training programs, etc.
A degree or more education
Connections w/ food pantries / bill assistance
Everything was great
Everything was true
Maria above & beyond
Go more in detail about how to network on linkedin
Everything was very informative!
Staff was very helpful with all information
Nothing it was excellent
Nothing more needed
Nothing, seems all is covered
I need training to be ready for the workforce
All service of the agency was great
No, it was excellent
To hire more people like this office
One on one workshops
There are so good all of them
Everything is very organized I can't think of anything that is needed
I am attending the training workshop tomorrow so am hopeful that will be very helpful
It is all good! Very knowledgeable and helpful!
Manuel Rocha - was extremely professional - caring and knowledgeable - definitely a plus for the workforce

Security
Anita was great. She was great (illegible) well spoken (illegible)
Anita was very helpful and understanding she made my stay easy and painless. She was awesome
Everything is good
Have more worker like Lourdes she was awesome, very professional and helpful
Not sure
I think everything is very efficient
This office is perfect
She professional & accurate
Information was cover completely
The website is difficult to navigate and online information is difficult to access for training/schooling options
Nothing I can think of, they were very helpful
Find out how to get interviews
Yes, keep this very knowledgeable and professional instructor
Inform ahead of time if we need to bring any
Not a thing. Jessica was great!
N/A - fulfilling expectations of workshops
Great job! Very informative
Jessica did good in me meeting my goals
Nothing
Nothing the instructor did well
Very satisfied with the workshop
Everything was very informal do not change
More support
To Sylvia Coronado
No suggestions @ this time
If everyone on staff was as helpful as Rachell & Alexis Harris
More pages to print
Everything was excellent, I look forward to hosting another event here
Please teach classes on Microsoft Office
It was too hot, no air, I got a headache
Kathy is the most helpful. She connected me to a job and now I am waiting to be hired
It was very good all around
You reach my goals
Employment services and eligibility assessment be presented before you register for unemployment benefits
Very helpful
Well everything was very good and very good information thank you very much Anita
Nothing everything was great
Nothing to add good information

Make all trainings available online so we can access them all. (In addition to the in-person)
More classes like this
No she was great & professional
Give them more confidence
Your services and resources are greatly appreciated and helpful
Keep doing what your doing
Networking events/career speakers
No
Everything was perfect
Get training
On call career coaches/panflets on websites & courses available
ok
Contact us by phone instead of emails
To meet with advisors after orientation class (illegible)
Help with training
Follow your direction or instructions
More help with a person with disability
Everything was perfect
Great class
Everything was great excellent information and support
I feel the information given was helpful already
Have 1 calendar with all workshop dates
I can't think of any, the service was great!!
None
Nothing
You need security
Kathy is great! So kind and helpful! Perfect for front desk
Services are good
If there was anything, I would say no - everyone was very helpful
A room for phone with computer (together) separate from other rooms with a glass door/windows
No, everything I came to do got done thanks to Anita
No complaints
Coni Jose good kind people
Nothing
Excellent workshop - motivational speaker, very engaging with her audience. Jessica - Networking unlimited workshop
Nothing, everything went extremely well
None
Nothing yet! Glad you have so many resources to help!
No

Handouts
Updating dock with content that is more relevant to current times
No
More one on one
I think resume writing workshop would be a good add-on
None
Was a great workshop thank you
There is nothing that could have been done differently. Jessica had valuable information and her energy was great
Offer a longer workshop with role play
Nothing
None
Make caljobs more user friendly
"Mock interviews" could be provided to help with tips
Nothing at all, Mrs. LaToya was great
Everything was good
To spend more time when using computers
Provide career coach
Mrs. Lourdes was very kind
Relocate back in town into a new building. Its a far drive from town to here
No change the service is excellent
Have the office in town
Very professional & knowledgeable Very helpful & knowledgeable
I felt that Sonia helped me with my goals and I am now with a new job! Thank you
Offer current job openings from companies
0You are doing a great job
English is my second language. It is better to offer translate equipment in class thanks
List of resources discussed in workshop (ie websites, info, graphics, etc)
Everything was great it helps me a lot!
Able to contact office by phone to make new appointments or workshops
Workshops could include hiring employers on site
Your phone service unable to get any help not even a operator, caljobs online, too much going on makes me (illegible)
Everything was great
Do meetings more often
Keep room cooler
Nothing at this time
Not have such long wait from call to set appt to time of appt (3+ weeks)
Hold WIOA classes with a shorter wait period
Nothing
She was great

Everything was great
Have linkedin as a tool
Nothing
Nothing information given was perfect
None
Enjoyed class
I was highly satisfied
Absolutely nothing
Have the proper training and have employees understand that they do taxpayers NO favors but choose this line of work as their employment
Hire friendly & courteous staff
Everyone was so helpful
Anita was a huge help
Have a job board so people and companies could post looking for workers
Hire me
She did cover all areas
Good paying jobs in local areas
Paying for babysitter
Very helpful with this program
More in depth school information
Have all computers in working order. To satisfy the number of attendees
Nothing, your doing great
Our instructor Jessica was pleasant, thorough and particularly good with questions and clarifications!
Nothing, the facilitator was available for questions later and paused for extra help
None you was great Jessica very nice
Great service
Nothing
Not aware yet
Overall it cover all my needs
Online workshops
No
Provide job leads for more types of industries
more felony resources
None
Free coffee
More practice regarding more interviews
Don't change one thing at all great customer service
Helping me to get employment full or part time in retail, hostess or secretarial work in Moreno Valley close to iris or Moreno Valley Mall
Give Brenda a high five she's awesome

To ask my career coach to direct me to Dessert Best Friends Closet

Very fine coaches & facilitate very knowledgeable instructors

Offer monthly bus pass

To success to the high degree

Everything was a great learning experience. Didn't know they offered so many needed services

Fix the AC / too hot

I would not change anything the service is excellent

Hire me

Just thank you, for your help

Update the web browsers

Chocolate or candy

No problems

You really need to ass security to this facility

Everyone was very helpful and courteous

My visit was perfect

Nothing!! The ladies at Blythe location is fantastic I would not change a thing

None, very helpful

Very friendly

Good service

Nothing - This workshop was very informative

Get more training

Answer phone

I would like to do a one on one

Everything was very informative & helpful, along with websites

Everything was great, a lot of information and ideas

Better phone access

Everything we learned was helpful & beneficial

N/A training was great. Sonia Daniels did a fantastic job

Happy w/ service

1. Financial needs and on the job training
2. Job search training services

Waste of time

brochures

All training sessions I have attended have been very helpful

A pay increase will be a good incentive for the staff

None

Maybe hire more love Jessica

Networking class needs a one page printout of websites/phone numbers

Very informational. Greatly presented

Printed handouts with networking resources listed

Strong referral relations w/ employers - recruiters to ensure interview if min quals are met
Everything was helpful
Everything was perfect
Ironically, the computer and technology would've been faster and better organized
None the staff handled all of my questions
So WIB is not unemployment but if we were given little guidance on the process in case training begins
Please clarify if training is actually available to secure a new career. Boot camp indicates yes - Career Coach was hesitant & indicates I have transferable skills already
She did a good job
Class was great
Make the phone and online service as helpful & useful as this office
That everything is fine for the job I need
I say not one thing they can do better because they helped me out step through step
I was really impressed how fast & friendly the lady was, really happy with service
Keep doing exactly what you continue to do
Looking for a job
Nothing at all
I had a pleasant experience, Anita was extremely helpful
"donuts and coffee" - maybe pizza at lunchtime
More hiring events
More job workshops
Certifying and informing could help employment goals
No there is nothing everything was great
To have more in depth workshops here @ the Moreno Valley office so I don't have to go to Riverside
Coffee - during class - to pack the class
Show actual examples of "Social Networking" through "Social Media"
Have a session for people who are not computer savvy
More networking
Everything was great!
Social media - networking seminar
Coffee
Sessions to train ppl on how to look for jobs
The class is so helpful, I have nothing to add
"How to" class regarding networking would be great
More seating in waiting area
Make caljobs website more user friendly and less information
Bilingual translate/small class rooms
Try to simplify search
Use of email to inform us about classes and workshops
Nothing

Your already doing a lot
You have been helpful/ (illegible) need computer skills
Additional workshops
Handout worksheets w/ the web addresses & phone numbers from the video
Perhaps let people know about the training services available at the beginning of all services
Very helpful
Nothing everything was perfect
At present satisfied - short time of using facility
Cathy, very professional
More job opportunities available at hand
Everything is great
Nothing at this time
You guys are good
No
Train the new person to help the other person to help the person
Nothing, everything was great
Very help wait time was good
Please hire more excellent/professional/smiling workers like the gentleman Albert. Great multitasking friendly awesome. Please hire more people like the black gentlemen that served me and others
Customer service was great
Hey workforce is excellent! I'm the one that needs my GED and a job! Thank you all for a superb resource and job/computer services etc. Thank you Joe Campbell for all your help. Your staff employee's deserve a raise they are magnificent
Your staff are great
Focus on scanning words for company (illegible) when submitting resume
You are doing a great job thank you Mr. Campbell was great
TBD
Everything seems well to me
Everything was excellent and all subjects were covered
Overall she was great
I think your doing everything possible to help
Like her positive attitude
I feel that EDD needs to talk & offer WIOA orientation to people. I was out of work in 2018 & I was NEVER told about this by the EDD, I heard about it elsewhere
Provide a little more info if there's paid training on the spot as most people are not willing to wait and know what they want
Stay motivated
Offer more workshops and training for professional jobs
Answer a phone every now & again
Give paper information
Nothing to change - workshop has given a lot information that I did not realize was out to assist w/ job hunting
Nothing everything was right glad I came

Nothing - Sonia was amazing with all the info!!

Wonderful - workforce preparedness workshops Marisa T. - Helpful - terrific - staff security admin career coach Neyda Flores - inspirational

Nothing at all, the services and information were helpful and awesome

Videos

Training services

Perfect satisfied

It was very informative

Nothing. Great service!

To feed family. Re-open Corona office

Please re-open Corona office

Keep Joy in this position she rocks she's real & keeps 100%

Nothing needs to be added or change with the career orientation class

There is nothing you guys did great and helped me so much

At this point nothing

The professionalism, very pleasant service very willing to help me, very patient worker

I was satisfied with my visit today. Since there is always room for improvement I would say more job resources maybe

Everything was fine thank you

No everything was amazing and Kymberly Reis was super helpful

Spanish as a second language specialized training for English speakers please

The information was very good

Training, educational classes

Hand outs are usually helpful

Very informative

Have more workshops like these, have career fairs and last coaching

Already very helpful

Help with networking

Additional workshops - availability to sites

Nothing, all the services and information provided seems to be extremely useful

Provide more handouts with the information, so the client can refer to the information outside of the workshop

All is good, I wouldn't suggest to change anything

This was very helpful

No, already above my expectation

Interview videos mock examples/show videos

Perhaps a moderated support group for those over 55, or a general group - to help with the process of being jobless

All was ok

(illegible)

Everything was great!

I believe ERC is providing outstanding services to the community

With orientation plus enough gas

I think everything is very clear
Help us use computers
None
Jessica was awesome
One on one
No this was very informative
Go more in depth with Caljobs and break down the step by step process
Everything was great, Jessica has a great attitude
No
Less wait for a new appointment - instead of 30 days
Excellent program
The person who attended a very kind person and the one on the phone today is completely professional and cordial his name is Barbara 10/23/19
That people were more attentive and friendly by phone or in person come or do any procedure seems that we come to ask
Have longer training
Please keep the good job. I specifically commend the knowledgeable and outstanding customer service Mrs Malinda
Everything was fine
No
Provide instructions for boot camp in more depth
I attended the original meeting 30 days ago and thought this was my one on one appt. with my career counselor. This seemed unnecessary
I would have liked to go to the Hemet site, its closer to where I live
I came last month and was denied and had to wait a additional time
They sent me to Riverside and I live in Coachella
Nothing at this time. It shows the employees care and very helpful
On this day of my visit helps me in everything thanks to everyone especially to Mrs. Olga for being ton cuts and her help
Claudia is the best. Her customer service is exceptional. I really appreciate her. Claudia cares about the customers well being
Hire a second employee, who's just as great as the excellent black man that helped me!
She Rosanna was very helpful & knowledgeable
Nothing, very informative and helpful
Excellent service
Work on internet speed, always slow
Very impressed with services - thank you
You did very well
More interview help
Send emails of local jobs
Everything is good maybe just get me a job would help
Update Powerpoint presentation to include apps such as linked in- meetup - toastmasters (which was covered)
I have no comments
More up to date slides

Share specific program examples
It was very nothing different
No - instructor answered all of my questions and gave extra information
Very informative
Waiting time to access career coach and critical programs
The EDD/Indio Monroe St. staffers have been awesome. Professional, caring and passionate about helping people find jobs
Everything went well
None
Overall, the help was very useful
All goals met and exceeded
Everything was very helpful
Advertise more, I found out about census via word of mouth just by chance
Everything was very good
Nothing very helpful and smelled good too
Everything was met
All good
More structure for class
I think everything was fine
Excellent class
Give access to a job coach right away without all the red tape of needing to qualify!
Help me transfer my experiential work into a new occupation
The class was very informative. I would not change anything
More times, beside morning
I would like to acquire more information about training and training
Please keep your existing staff & more helpful ones to come & quick job findings please
you could hire me!
All were very helpful, credible, encouraging, knowledgeable and resourceful. I couldn't have asked for better assistance
To help always for guidance on job findings & education please
Staff to please know your appreciated for walking clients through this & job completion please
Keep processing awesome staff please & quick findings please of jobs & education
Hey, on this day of my visit, everyone helped me especially thanks to Mrs. Olga for being (illegible) and her help
Claudia is the best. Her customer service is exceptional. I really appreciate her. Claudia cares about the customers well being
Perfect!
Keep the good job
No you guy's do a good job
You guys are excellent
Ask questions
Well, now, today, you are going to try and do a work certificate to keep your chances with and could

I feel like everything is already being done

Workbooks for those who need it

No, pretty much covered everything

Something about truck driving school

Nothing our instructor Jessica was very helpful & friendly

Nothing

Excellent experience/great information

Do not have anymore job fairs for employer who asks for test and that even goes for any Government jobs as well. The word today is no more test

I'm new to this so I don't know how things could improve

More information by government departments regarding jobs

Nothing it went excellent

Hire more people like Josue Jauregui

Nothing, staff (Connie) was perfect

(illegible)

I would like to thank Jesus, very very very helpful, great personality

You have been fabulous and very very helpful

I was greeted with a smile, Anita helped me (illegible)

Nothing Mrs. Sonia was great and covered all topics fully

Narrow search on caljobs by city for faster results

Providing lunch

Better & current job postings

Mr S Paniells explained everything & answered all questions w/ a smile & always helpful

Stay up to date of all my goals

Everything was great informative, helpful, relevant

This was my first meeting still not sure if I can answer this question today

Meet with a training coach

I can think of none

Faster service / 2 hr wait

No

Assistance for senior citizens to still gain employment as a direct employee

Maybe one bathroom break (for a 2-3 hour session)

Everything is good

n/a - excellent class!

Services all available during the same day or same visit

Nothing, you guys are awesome

Hand outs that go with film

Don't know just yet but I will let you know later when I start the training

Very attentive. I'm super happy with everything you have provided

Everything was informative and on spot

Nothing, all information provided was sufficient
In taking courses to get a better job
I have come here 3 times for goodwill. Often to often for veterans they just lie
All the obtaining I received from Maria was excellent, friendly, cordial, attentive and very good service
Have more info about CIB and TAA because I'm super confused and I would like to expand my education for a better future. Thank you
All good
Angel was very informative
Nothing Silvia Angel helped me with everything
Everything went well and Mrs. Angel was very helpful
I look at everything very well
More handouts for employment
Be more specific I thought this class was to tell us about schooling & financing. 16 week deadline?
Let us know that we must inform UI regarding our request for training services
More assistance at the front desk
When we came to an orientation try to have all available resources available to us
Better explain the purpose of this class. I was told over the phone this would be the career coach appointment.
No
Very good program and its very beneficial. I have learned a lot, make me see different
No
Rochelle
Maria very good
The bootcamp class should have been given in the very beginning to informus how the workplace has changed. I sent out many resumes that were probably never looked at because computers are looking at them and they have to be formatted a certain way, which I did not know until attending bootcamp
Nothing
Boot camp class should take place at least by 60 days. This information useful right away
Everything appears to be fine
Everything is perfect
Everything was done good
Everything was beyond perfect
No
Have office in Palm Springs
None
Nothing
More information and easy access here on the website too
None
Nothing good customer service understandable
Nothing
Doing a great job
Consistent info

Jessica winning interview workshop
I was happy with what I was taught
Jessica winning interview workshop
Jessica winning interview workshop
Jessica winning interview workshop
Explain the process better from the start and how EDD process work
Not at this time
Everything was great
Revamp resume
Everything was fine
Your program is horrible it took 2 people to help me log on. Then I could not even change my password or username. This why I stopped coming here
Ear covers to concentrate while taking a employment exam. People talking are a little distracting
Maria Islas
Maria I like the service
The whole person acted very professionally. Miss Maria attentive and professional
Promote this employer
I just want to say Thank You to Maria Islas. She is very professional and kind. She helped me doing my Caljobs and EDD accounts and she is very patient and helpful with all the customers. This office needs employees like her
Nope
To have list of known place that concistantly hire placed in sight
Handout with available resources
Perfect
Services covered all concerns
Everything was perfect
All good
Olivia and Anita so helpful
Shorter wait times. Jackie was very helpful w/a smile
None
Nothing Anita @ Indio office
All good
Hire more staff like Anita
Great job
The service provided here at the Riverside office was very professional
That Miss Maria who attended to me was the one who would help people with their kindness and education
Not everyone needs the same level of information - some people have more experience/education, yet get the same training
Nothing, everything was very helpful
Nothing
Minimize trips to WDC; combine training w/ career coach meeting
Approving for what we have for information on computer where no help more thanks

Fix your telephone line so that one can actually reach someone. I tried for 3 weeks with no luck!
This was Claudia's first time giving a class and I would have never guesses that. I don't have any issues with how she gave the class. She will only get better with time and patience.
Continue to do the things you already doing your great
Be more proactive on the floor. Speak to us and ask us if we need help
Nothing (I had a wonderful experience) with Mr. Finley
More time in class during class times. Breaks for outside time
Help with my resume
He did a great job
Not sure
Do job fairs
None
Nothing
Provide workshop or advertisement for those that have been out of the job market (10+) or have degrees
Yes Sylvia was informative, great sense of humor, so uplifting and encouraging
Doing a great job
Do business planning courses and place more schools on the list
None
Please more upfront on what the WIOA workshop is about. (Illegible)
Email a copy of presentation in PDF
Nothing the service was excellent (Maria Islas)
The lady was very nice Rachell & Maria
I would like to know if today computer classes for beginners in this center of WIB
Connect with company
At the moment I could not comment, but I am very happy with the service to receive it
Phone lines
Nothing
Maybe a little more detail to important things like how to answer a nervous question
Provide powerpoint slides as a hard copy to take home
Nothing, teacher absolutely helpful
Sylvia did an amazing job
You guys are doing a great job
Yes very much
Very good job
The EDD website can be more user friendly. Although I do see the need to make it difficult to us
More in depth on which top 3 employment websites to use and how to use the main ones
Provide more available job openings
Let me know in a moment
Computer classes
Provide a handout with the information discussed on the monitor screen

I think you did a great job and I do not have any additional comments on what could be better
Extend the scenario interchanges with students (participate)
Meet career counselor after orientation
To see a career coach following orientation to get started ASAP
Be available when we come to the program to talk to us
None. Everyone has been very helpful
Additional hands-on training, linkin review
Some job interview tips
Clarity of relationship between EDD & WIOA
File in person but I was provided a paper app to fill out by Jesus and I was able to fax from the office.
In my opinion this location is working in excellent capacity
Offer school to better ourselves career wise. Courses (accounting, HR, Hotel Mngmnt etc)
I'm satisfied
More handout materials
Not at this time
go over answering questions
Learning from Letrice very wonderful
Workshop on more jobs availability in Moreno Valley area
Maybe one on one counseling service
Satisfied overall
Very helpful
Great job
Tell us more about how ED works (not everyone is good at reading)
Not sure. This was very useful information
More role playing scenarios
Hold us accountable with anything we started being unemployed
I can't think of anything. Lots of resources here already
Make the class longer. I was very happy to be apart of this class
Links to websites for further research or QR code
Counting classes
Not sure
Everything was said that I needed answers to
great presentation
TO have workshops specific for what I need
FAFSA in house, more trade schools
Open an office in Murrieta
You need more employers like Mrs Sonia Daniels
Update the computers for in and out so people can not stress or working staff doesn't stress
Good

It was great
Allow some services by phone, I had to come into the center because the phone system was down
Maria Islas is excellent I assure her work the best
Computer navigation keep on searches on caljobs site
Last weeks class was disappointing
Easier access to phone reps
This meeting was great. Brenda Torres was a font of knowledge - a wonderful interaction
I am satisfied with the service
Brenda did an excellent job she help me w/ my resume
Very happy
For people like myself that really need the help be more hands on with that person
You guys are great and I couldn't feel more assisted
Providing accurate info to ALL parties involved
Nothing comes to mind
I received all the help I needed and was helped very fast
Nothing beautiful people helping us out 100%
More accurate information
I will help a lot to me & improving my knowledge
Nothing, this is a valuable and detailed training tool
Great services
Everything was great
Make everybody take Joseph Campbells workforce class. He's very knowledgeable makes the class fun. I learned more in those 3 days of class then I did my 36 years of life. I'm very happy to have gone to his class. Unemployment would go down in Cali if there where more teachers like him
To be upgraded to management
More employment
Very caring and informed
No change the service is excellent
Good
Nothing keep doing your great customer service I was very impressed
Everything was professional and very helpful
U guys are the best
Everything is great so far, no changes needed
Stop trying to change everything and (illegible)
No. All acceptable
Ensure printers were working properly
Longer training
Everything was done exceptional. I like the encouragement from Joe, and the passion. He insisted I still come, even if I didn't have the homework
Access to computers so that the class could have input resumes and had them reviewed prior to the end of the Bootcamp experience

Explain the meaning of certain words that is my self not sure of others
Have more hrs in computer access
More help for front desk
I could use a follow up meeting, which I will ask for
Just keep doing what you doing
Resume specific to job
Provide a list of current in demand local jobs on paper
Interview
I took notes but there was so much good info I wish I could review a video of the meeting
You have great tod's
Nothing, at this time. Mrs Angel was outstanding
It was awesome
Maria was very helpful and had great patience with me. Thank you
This is to bring to your attention the quality staff at your facility. Everyone is up beat, helpful and genuine. Thank you and keep doing what you are doing
Don't make everyone sit thru session who already has steps completed
Customize needs per person, not group setting
Everything we well!
Explain in the letter this is not just an interview - it is a multi-hour workshop
Everything was good
Nothing everything is perfect
Assist people with other job boards eg LinkedIn, Indeed, etc
My experience was incredible (thanks Maria Islas) a service as we can imagine, her service was very nice thanks for having people like her in these places
Please keep Sonia O. Daniel, was helping everyone at once she was GREAT!!!
Yes bring back resume critique & mock interviews
We need Resume Critique and help with setting it up to standard. Also 1 on 1 to help us on being success on finding a job!!
The staff was very helpful
Everything was well put together
She did a good job thanks
Career development courses to better improve overall skills
I think every need of mine was met
Jessica was great she went through everything very thoroughly
More details on the different workshops
How to answer the job interview questions
Doing good
She was perfect - (Anita Sanchez)
The help they give is more than great
Would prefer one on one better. Allow each person to answer question before giving best answer
Mock interview

I've been at this location 3 times at 8am and no one is here. I have to sit and wait for the person with the keys to get here. Why!!??
Stronger resume help. More interactive and hands on
Better forms of contracting
Open an area to help artists (graphic design - illustrators)
Everything has been great
Being more comfortable with interviews
Personal job finders (a la temp agencies)
No
No comment
Jessica P. She was awesome!
Speak louder
Nothing new
Winning attention getting
Everything was good
No
Nothing
Talked to Maria Islas on the phone and I was very pleased
Keep up the good work with helping caljobs members
Nothing the presentation was helpful
Shorten my time to see a Career Coach. It's imperative that I get a job ASAP! I am a senior citizen and my search has been unsuccessful. I need help now
Nothing at all everything was good
Don't switch up coaches, keep the same one from start to finish
It is up to me, you have helped a lot
Nothing. Sylvia is very knowledgeable
Perhaps I may need individualized career coaching if I decide to change careers
Print out to be available for the various websites covered
Nothing everything was covered
To do everything faster - meeting with career coaches
Employment coaching from day 1
Really no, the staff are courteous, professional exceptional employee
I was satisfied with the program. Very surprised that they were helpful in assisting you
Great information! Nothing
showing hands on
None the personnel helped a great deal
I wish I could get in touch w/ my career coach NOW because 3/24 I'm working w/ the Census
Have a list the school you work with
To be honest, nothing. You guys offer everything to help out
Everything was perfect

Nothing I can think of
It was great
Job options/opening examples
Well maybe invite/schedule EMPLOYERS in on every other Friday to INTERVIEW here. Just one bi-monthly or weekly
Thank you
Good job
All was good very professional
You folks are doing a great job, keep up the good and valuable work. God bless!
Let us know to bring username & password for Caljobs. Power point presentation had images overlapping the info on screen
Need to get paid
She did a good job
Can't think of any
Anita was great in helping me with all questions she even provided mw with a list of great information
Great help Mariela Cota was wonderful!
"How can we assist you today"
Create workshops that offer more programs & incentives for adults over 25
Computer and phone
Everything was perfect - thank you
Go back to college
To allow us to know what job fairs are taking place online
To have this course online
None good job! Maria
Everything is great
Excellent
Staff was amazing, I went to the computers w/ no luck. I tried the phones with no luck and a staff member went out of her way to make sure I was helped and my issue was resolved
Job fairs (more frequent email notifications
Very good orientation. Thank you Maria Islas
Help me have ESL classes and class a in licenses
It was awesome
Maria did the greatest
Maria Islas was very efficient thank you
More specific job op
Resume take aways: Do's & don'ts. Some info was discussed but would have loved to see more
More individual attention for each attendee
The office is very helpful and kind
Individual job specific training in that particular market
A class to learn more about using the Labor Market on different websites
Everything is perfect

It was very helpful
Very clear thank you
No
Everything was fine
More flexibility on appointments
Bigger screen
To discuss more information on time management
Watch videos on winning interviews
You have everything we need
Better education
That I don't mistreat people badly or that I'm not rude this lady or be cordial Sonia was rude I treated myself very badly and I don't know my thing
Perfect I help myself very well Maria Islas I am satisfied Thank you for your help

Q10. Please share any additional comments regarding our service.

The staff is very kind and patient with helping me throughout the process thank you
Very professional
Yossif was especially knowledgeable and helpful
Lelay Galloway is very helpful and you can tell she wants to see people succeed
Best career coach ever. Keeps on you making sure you push yourself also.
Very helpful
Very good service and information from the person
I am very satisfied Juan Jose
Good staff, very nice
Thank you very much
Please give Diane Felix a raise. She's awesome
She was wonderful
Excellent presentation, courtesy, and friendly
Perfect service
Very good information
Ms. Daniel was awesome! She gave me the resources I needed and answered the questions I had in mind. Ms Daniel was very professional and cordial
Received great service from Lourdes she knows exactly what to do at her job
None
Rosanna : wonderful great, she helped me with everything I need. Thank you so much you are the best
Mr John Campbell was extremely informative and helpful during bootcamp
Joe C is the best
Love bootcamp, gain more knowledge about resume writing and how to develop interviewing skills. Mr Campbell is very knowledgeable in his field
Mr Joe Campbell was very informative in the area. Good information.
I really enjoyed the service with Mr Campbell

Friendly, enthusiastically environment. Thank you. Mr Campbell is the best
This was not only uplifting but encouraging and extremely knowledgeable to me
Albert was very professional courtesy & helpful willing to assist in every way he could
Sonia B is amazing
Joe Campbell is a awesome, informative, caring, nurturing asset
Joseph Campbell was a good instructor and gave me a different out look on job search and resume
Lots of great info
Great job
I am really thankful for the services that are provided, they are really helpful
Great and easy going staff
The presenter for the interview workshop demonstrated she was knowledgeable but open to input
Great staff!
Staff is very helpful knowledgeable and friendly. In my class Sonia ran the class. Jessica, Sylvia and Latrese - all great
Networking training was very informative. Presenter was amazing (Mrs Silvia, Sonia)
Job well done!
Everyone in office has great vibes and smiles. Makes me comfortable
Really enjoyed the presentation and that it was presented in clear language to understand
Rochelle was great!
The team was extremely professional and delightful. All of their comments and suggestions were helpful
Good enough
Thank you for reiterating the bootcamp
Very good
The only thing is there system (internet) or Caljobs website was slow
Informative
Thank you!
Well spoken and informative
Information was great & useful
Gives me more hope to change careers while bringing current experience to the table. Thank you
Thank you
I am very happy with the information that I see today. He was unable to understand very informative thanks
This survey is to rate the quality of the customer service for the presentation for EDD services. Please ensure all staff are being courteous to people reaching out for assistance especially Spanish speaking individuals. In addition to this, presenters need to be respectful to all ethnicities. Presenters need to be mindful of body language when interacting w/ individuals. During the presentation I saw one particular staff member roll her eyes, speak harshly/annoyed when people ask questions. It is unprofessional and very demeaning for the "face of EDD" to treat any one in that manner. I am grateful for the resources available but it is very disappointing to have to write this note. I hope that it is taken seriously as any one can be on this side/circumstance (unemployed). Please feel free to contact me if you have any questions.
The first time I came last week but don't help that's why I return and now different staff from last week help me a lot easy very kind
I feel well respected here. Thanks to all staff here. They awesome
Very much appreciated the help given so far
Workforce class great very enlightening great facilitator

Jose was wonderful I couldn't have done it without him
I worked with Connie Munoz & she was extremely helpful & patient!
Teacher/coach was perfect for the job
Alexis Harris made my navigation to update my caljobs effortless. Thank you
Teri was very professional and attentive to my concerns and very friendly and knowledgeable regarding my concerns
Very kind and helpful
Juan Jose, VERY HELPFUL!! Thank God for people like Juan
Great class
Vending machines with coffee & water selections would be appreciated
The only request we may have is an area that we could warm food, breakroom
Excellent - very good program
Fantastic class! Very helpful in resume preparation. Thank you Diane and Vivian
Boot camp participant facilitators Vivian Scott & Diane Felix were excellent. The presentations were outstanding - they were well prepared, knowledgeable. You can apply what learned this week also guests from EDD Jessica Peete Lanese Gerrin were very well informed and great addition to class - facilitators & participants were engaged. Thank you
Have breakroom, food & snacks, water, a microwave for boot camp. Please. I cannot afford to eat out right now
Attended technology workshop. Very informative
Great team and very informable
Great session of technology workshop 7/19/19
I needed to make a decision in my career and Delina was able to give me the information to put me back on the path to a career that I once had. Thank you so much
Thank you for your time
Great service
Latonya was an awesome instructor. She was compassionate, kind and very patient
The instructor was very informative, kind and I look forward to being a part of WDC
She was great
Please provide some sort of food or at least snacks & a microwave. Some of us have not had job in years & are on a budget
Was very knowledgeable. Very helpful
To see career coaches quicker
Great
Excellent classes and instructor. Thank you!
Amazing. Felecia put me in a private space and put me in contact with the correct person via phone and all issues were solved beyond my expectations. Huge gratification to Felicia. She even cared enough to check on me while I was on hold. Super individual
Please put a changing table in restrooms
Very good service very friendly always
Good
Veteran preference should allow 100% chance to interview
Ladies tried hard to find different ways to make things work
Excellent
Everyone was helpful

Thank you
Great
Great
Very friendly staff very helpful! Professional with a small
She has the best customer service. Everybody in the office need to be like her. She is the best
Great!! Information on many services
Completely confused on why I was at this orientation
Good experience and was able to get a couple applications out
Very helpful and knowledgeable
Fun/friendly
Excellent training from the caljobs website! Very friendly and helpful staff
Learned useful info that I didn't know such as tagcrowd and onet
Instructor were prepared and knowledge. They were positive and enthusiastic
Excellent
Everyone was very nice & helped me out
Very respectable and know how to work with people. Thanks to you EDD
It seems strange that the day may come that all online resumes are 100%. All using identical verbiage for skill descriptions... Employers will have a stack of identical resumes and no indication of unique!
The workshop was very useful and helpful. I learned a lot in regards to interviews
This was really fun and had a lot of really good info
Everyone was really helpful, reasonable and engaging
What to bring? Hand out resumes to interviewer? References? How do I make skills from another industry relevant in interview?
Great information
Great presence from all presenters. I was not looking forward to the workshop, but you changed my mind! Thank you
Speaker was friendly and outspoken, ladies were very kind
You guys are awesome I didn't see the purpose of coming because I didn't think it would make a difference I'm so shy, but I feel better about myself now
Great class
Silvia did a great job, went well above expected information shared
Refreshments?
Great communication skills and positive person
Very professional and energetic
It was a pleasure. The time went by so fast. Excellent learning lesson from Silvia
Silvia C was very welcoming & helpful regarding network ways
Everything seems to be really helpful. Maybe a self sufficiency, self esteem group class would be beneficial
Thank you Jessica for a great technology today presentation
Your service is great they are helping me getting a good job
Bring cake
Better equipment for conference room (wifi wasn't working properly)
Trisha was very nice and knowledgeable even when computer was not working well

Overall excellent service more people need to receive info to get assistance to get a job. Need better equipment for classrooms

You need new phones, there is a lot of static. Thank you!

No comments, on 2nd thought it would be helpful to improve IT due to equipment

Better audio equipment

Stuff needs to be better prepared like the effort through & need new equipment

They treated me really well

It was my first time coming to the EDD office it was a very easy process. Rosanna was very helpful and very courteous

Keep same

Great class - network

Very informative

Great service, was given valuable information

Enjoyed it

Excellent

Very helpful! Found different ways to network and job search excellent!

Stay focused & follow an outline presentation was all over all the place

Sylvia C & Juan Jose very thorough & good training info

Sylvia C was very nice and to the point with the information she gave

Everything was addressed and very informational

Helpful class

Great help w/ Sylvia C and Juan Jose

James was very helpful!

Very thankful for the lady Mrs. Dianna

This program is outstanding and Diane Felix was very nice and did a wonderful job

Diane was great. Made it fun when I thought it would not be. Thanks

Everything was good

The EAF class was very helpful. Ms Felix did a great job answering all questions

Alexia & Team were wonderful. They were extremely helpful & accommodating w/ all our requests. This will definitely be high on my list of viable locations in the event we need another large meeting space

Diane did an excellent job, very professional and open to any question or concern I had. Thanks

Their where very helpful helping me with the compture

Enjoyed the workshops. So much information provided from Mrs Jessica all the while being fun & entertaining

It was a joy thanks for the info

Joe Campbell was excellent so was Claudia

A government organization tat is very organized & polite employees. Jasue - excellent

Josue is most excellent help in every way. Courteous and knowledgeable

I was very impressed with the counselor I spoke with (Brenda Torres) who was very nice, polite, professional and knowledgeable and made me feel confident WDC can help me thank you

All the staff are helpful

My name is ()

Anita was very helpful. Manuel Rocha was also very helpful

Thanks to Mr. Security
Great customer service, (illegible) Anita was awesome
You need more staff just like her. Very friendly & knowledgeable
Employees are very helpful. Anita was very informative & patient
The person who attended to me was very kind thanks
Very kind and very professional
Thank you for helping us with service in Spanish
Everything is good
Friendly, professional, courteous
Very efficient all were very friendly and professional
Wonderful service highly intelligent
Excellent service
They are very professional, friendly people, very good service
Professional & courteous
Very useful information provided
EDD could do a better job at informing about available services
Thankful to be made aware of tools & services to assist me
Our instructor was awesome
I believe that services was useful
Thank you for the support
It was very informative
The interview workshop was help full made me more knowledgeable on what I already knew
Very helpful
Jessica did a great job
Jessica was great and it was rewarding very helpful. Thank you
Great information
The technology seminar hosted by Sylvia Coronado was very helpful! She is very knowledgeable. Thank you!
Silvia is passionate, a pleasure to speak with, very knowledgeable
I was getting the run around until these 2 wonderful women came to help me
The team is very professional
Ruth her personality is very pleasant, she's very helpful and easy going. I really appreciate her help. Thank you Ruth
Please make sure air is working
Nothing at this time
Excellent
Great services and information
None good class
Excellent services
Mrs. Ana told me well
How satisfied with Anita's class

Anita was very pleasant and courteous and took the time to help very rare that you get customer service like that

Excellent

It's a very good services helps a lot. To be better for interviews

Thank you!

Keep up the good work

Very good information thank you

All good

Very friendly and knowledgeable staff

All info was good

Great experience. Very helpful and guiding

"Thank you Rochelle"

Great refresher workshop

Very informative

Much appreciated. Thanks

Excellent training was provided by both Diane and Vivian

Jessica did a great job very helpful

Jessica did a great job keeping attendees engaged!

Everything was great

Great service! Thought I was going to hate it

Jessica was great!

Very informative workshop, thank you!

Great she explain everything excellent

Excellent leader of the workshop

Jessica was great. Nice work. Lots of energy & knowledge. Time passed by quickly

She gave good information

ok

All good

Thank you for all your help and resources

How do we know what level of computer skills we belong in? Is there an assessment test

Good information presented in fast, friendly format

It was very helpful thank you

Nothing

Good presentation - Sonia Davis

Sonia Daniel

Very informative

Sonia Daniels was/is an excellent resource and full of valuable information

I took away some info that I didn't have before

Sonia Daniel was amazing & engaging!

Great services

I am so grateful to Diane & Vivian, our facilitators - they were incredibly knowledgeable, informative, engaging, caring, supportive & thank you so much. Fun

Jessica was amazing thank you so much for all your help

Vivian Scott & Diane Felix were very respectful facilitators. Thank you

Vivian and Diane were very professional w/ their presentation and informative

Diane & Vivian made the workshop easy & enjoyable

I just wanted you to know my work coach Denise, is wonderful and Diane and Vivian are awesome. Thank you

There is a guy with headphones who uses the computer for personal use

Staff very friendly - knowledgeable and willing to help - offered several opportunities

Kathy Colemon was very helpful in assisting me in using the computers & faxing making copies

Friendly very helpful thanks

To whom it may concern - Javier at front desk was of great help. He was kind patient and prompt with service

Anita was proficient, helpful, nice, friendly and smart

Everyone is always so helpful. Thank you

Anita was very helpful & she even came to my desk to help me

Entire staff is always helpful & very nice including security. All are giving 100%

Great energy

Jessica made this workshop a joy to be in. Which made me pay attention and not feel like this was a waste of time. Awesome!!!

Jessica was informative, helpful, sincere & fun

Jessica was amazing! She showed a wealth of knowledge

None

Great workshop was enjoyable not boring at all thank you Jessica! Awesome class!!!

Jessica was great

Very helpful

Great energy

Jessica's energy was great! She was informative and made it fun

I feel a lot more confident now to win my next interview

Jessica was excellent

Love this workshop, it will help a lot

Not everyone has a computer

Thank you for your help

Thank you for everything and all the good info

Very helpful

Career coach should be assigned as UI is certified

Very happy with the service

Your staff was kind and very helpful

Love the service

Very good service

Thank you - I'll come back

Sonia helped me reach all my goals with becoming a medical assistant and scribe with a job
Thank you very much Sonia I finished school & have a job now
I like class
I like to talk about employer services
Conversations were allowed to go too much on a personal level where info no longer pertained to entire group
Very good & helpful
Great presents
Very helpful information
Your website for caljobs too busy, not (illegible) where to go
Great communication skills
Nothing at this time
Instructor very informative & interesting
Mrs Felix was a great help
Seems like you get the run around depending on who you talk and told to do one thing when you should be doing something we are depending on you for direction help
Silvia/James were awesome made process easier
None
Helpful - full of info
I like the way she explained things
Sylvia C was great! Very informative workshop! Learned plenty I didn't know previously
Sylvia C. was great!
Very informative! Presenter was engaging & welcoming. Enjoyed the presentation
Excellent service very professional
Felicia @ the Indio office, went way beyond the call of duty to help me
I was connected to CASDI and a () answered the phone and once she realized her Departments decision had been reversed she was very rude & unprofessional
The ladies at front desk gave wrong info waited more than 30 minutes for assistance
Provided good services
Javier Rojas needs to be clones. He's great (one of a kind)
Very happy with all staff very helpful
Connie attended me and I am proud of the excellence with which she attended me
Marisa was very helpful & professional in helping me. Thank you Marisa!
Cony and Javier help me excellent
Claudia did a good job explaining the process for financial assistance for school training
Sonia was great! Thank you
Very helpful
Very helpful in understanding how to use the caljobs website
Jessica is amazing!
Jessica was great
Thanks Jessica

None
This was very helpful
The class itself was great but there is so much information! Thanks
Very good program
Jessica was helpful, funny, patient and kind
I have really learned how to use the computer and job search good
Diane is really helpful thank you
5 star for Diane
Nice to know ok and/or need to keep in contact w/ career counselor for at least 1 year after employment
I am very pleased and happy to know that there services are available
Diane Felix was made to do this job. Wonderful!
Alexis Harris went out of her way to help us w/ registering & updating info she is a great asset to the team here
Your great thank you
Jessica was a great teacher she gave us great information that we could use on our next job interview
Overall it was very effective
She was amazing and gave very useful information
Your service is very valuable to the community
Very good service help us to find a job
I am very satisfied w/ the knowledge I received
Staff (Jessica) is very knowledgeable
Speaker was great, friendly, up beat and knew her stuff
Jessica is a great presenter - very energetic
Jessica was very clear, kept it interesting and friendly
Great advice presented today
Great class
It was very professional, to the point, and pleasant
Mr. Anthony was very helpful
Anthony was excellent very insightful and professional
Always ready to help the whole staff
Alexia gives us invaluable support! Awesome
Very professional
Very professional and knowledgeable
Came in to the office unsure of my resources, worried I would get someone who didn't really care to give me time or good resource info *Brenda was awesome!! Thank you for caring and helping me with job/school resources
I am completely satisfied with what I have learned in how to structure and build my resume
I don't think the valley is aware of the facilities offered
I was very pleased and impressed with the bootcamp course with Marissa and Neyda very informative and personable
Great attitude very helpful
The service was great I was able to achieve my goal
Just wonderful

Very helpful more people need to know about your services
Excellent service very friendly
Lovely
Cathy was wonderful help to me. Thank you
Kathy, Stephanie, all was very courteous
All was great
The help desk staff member was very helpful - Anthony
Josh he give me the best service
Very thorough
Excellent
Great
Good service to all customers, thank you very much
Staff was great
I brought in some paperwork from EDD and didn't know what to do. The ladies explained each piece in detail. I am so happy
They are very helpful and have all the things I need to help look for work
Good customer service
It was great
Sonia Daniel was a great instructor
Great workshop
Sonia was great and knowledgeable
Sonia Daniel was a very helpful and informative teacher
Was a very good and informative class
Everything was great
Have more people like Sonia teaching she was very informational & fun!
I love this workshop, a lot of information & ideas. Love Sonia Daniels
Sonia Daniels was great to help assist me with getting back to work skills
O-net online was very informative
Great workshop with Sonia Daniel. She made it fun and engaging
Sonia Daniels was amazing!
Lana was a great staff member
Good
Staff has been very friendly (This being my 3rd visit here)
Would be good to know ahead of time the time frame of services
Rachel provided stellar service
Jessica was awesome
Everything was positive Jessica was great
No additional comments
Rachel was very engaging and made the class enjoyable
Information was good

This was very helpful for myself
No
All the workers were very friendly, no taste what to expect if we start training or what to do. We are lost & some time afraid
Instructor was awesome
Overall, it was very helpful and pleasant!
The instructor was great and gave out awesome tips & info that I had not heard of before that will help in my search
Boot camp was critical to rewriting my resume career coach also said I need to go through employment agency - they don't match me with employers. Thank you for all the services provided to me!
I appreciate all of the services that are available
Very valuable to the public. Keep up the good work
Handbooks were extremely helpful and complemented the presentation
Diane Felix was a great instructor
Great class lots of help
I would know how to improve it
Very helpful
Very good
The received us real quick no questions asked
Excellent
I really like the service of the workers (Olivia)
Olivia was very helpful and very polite
Claudia explained class very well, interesting class and fun
Stephanie & Ron are great help
Its wonderful and keep up the good work everybody has a really good attitude god bless them
Where is the veterans rep?
Excellent customer service good resource as well!
I am thankful for the opportunity to use and access the technology provided by (WDC)
The staff was very courteous, helpful and knowledgeable
Its very fast & simple, staff is friendly
Sylvia C was great
Sylvia C was great
The workshop was well presented but I would like to be part of a workshop that actually can show people how to work with social media
Counseling need to be offered
LinkedIn is also a great tool. I have been contacted by employers through that professional platform
Great job keep up the good work!
Service is great. Helpful Sylvia C
Great session
Got out on time
Great job Jessica!
Excellent customer service, really good explain the process, how use the programs on caljobs

Jessica Peete was excellent and helpful
Great help
Jessica was very charming & non-judgemental in any of our questions
Really great
Jessica was great, very helpful
Service was helpful
Jessica was so great in talking & assisting
Jessica was an outstanding speaker. Workshop was informational and clearly understandable
Tricia was awesome! Very knowledgeable & funny!
It was very helpful and encouraging
Very helpful and kind
Very informative and helpful!
EDD Paul very efficient and patience THANK YOU
Customer service was outstanding
Kind, fast and very helpful
Rosanna was very helpful
Ludes was very very helpful
Very happy with the lady who treated me very kindly
Your staff is very professional
Very customer service professionals
Very helpful
Mr. Anthony took his time to help me with updating my resume
I was well please about your services
No
People be more nicer customers to outer
Service was excellent
The best in town I will be back
Always kept a friendly smile never stop helping several customers. He was very very very helpful. Thank you all staff
Well known knowledge customer employees
Thank you Joe Campbell for helping me create my email today
The entire staff is courteous & knowledgeable and Joe Campbell was wonderful
Wonderful
Coach really help me focus on whats important
Thank you
I love it. Thank you
Joe was fantastic
J Campbell was awesome
Thanks and keep helping the people
Anita Sanchez has been the 1st EDD employee that has ever given and provided 100% customer service. Thank you

Excellent and friendly
Very insightful friendly
Learned some good things I didn't know
EDD is amazing
Great positive attitude very important for people out of work
Rachel was extremely easy to converse with well equip
I feel that the time frame to get your WIOA orientation is WAY TOO FAR OFF. I scheduled my appointment about a month ago & there were so many people that didn't show up
People are very kind and professional
Very helpful
As I was waiting for a class a person needed help on computer. A representative spoke very rudely and said I have to help other people too. But she sat down. I feel you need to have more patience and compassion a lot of people are not familiar with creating resumes and setting up accounts. Thank you
Very informative and helpful
Front desk never told me about a list I needed for orientation and I asked her as well
Sonia Daniel did a great job
Appreciate all the information given to help me thru these times. Thanks for not making this a boring workshop
Very helpful and knowledgeable on job search
Sonia Daniels was excellent, thorough, informative & engaging
Awesome class very personable
Very excellent services
Sonia makes this an enjoyable time in a time when we are in a hardship
Excellent service
Mrs. Sonya was very courteous
Miss Daniel used a great sense of humor to keep us all engaged. She made it fun & it was very informative. Thank you
Ms. Sonia Daniel was great
Sonia Daniels gave a wonderful networking workshop! She's delightful
Neyda Flores and Marisa T were very professional and helpful
Good information
Great pace for everyone to keep up
This was great so much useful information
Hoping to learn more when I meet with my counselor specific to my possibilities of upgrading my skills/education
Need bus pass to come from Corona to Riverside
I'm tired of driving from Corona to Riverside
Melinda (desk assistant) very professional and pleasant. Gave me the information needed
I love this program is short but loaded
Ms. Joy Washington was a very exceptional teacher
She was excellent person to show what u need to learn. Joy/Goodwill workforce
I would love to come back
You guys have an amazing staff
Very helpful

Great service wish all your offices were as nice
Very helpful
Marisa Tijirna did a terrific job
Nice quiet atmosphere where employees were professional and helpful
Good help here!
Stephany and Kathy were SUPER HELPFUL
Very comforting
My only comment is the help I got, and all the information its great thank you amazing
LT was very engaging and I enjoyed her presentation
Great experience
There was an incident that took place in the lobby and your staff handled it wonderfully & professionally
Great job
The lady who helped me in the process was very kind, effective, kind, and very courteous.
I liked the class
Very informative, easy to follow
I like that Silvia C tried to connect with each person in the workshop
Excellent Sylvia C
Very nicely conducted and to the point, nice suggestions, more like these needed
Its great to have the service you have been providing (I got laid off at the end of 2009 & I didn't get these kind of services back then) Ms. Sylvia Coronado and onia Daniel are the best. Sylvia is awesome and very approachable
Was a great presentation has great energy
The session/workshop was very useful
Please give the facilitator a laptop. Looking up to the wall takes her attention away from the clients. She is great! Sylvia C
It was a good class
Very informative, good presentation
To be more accessible on phone. Too long of a wait then no response. Be more available
Very helpful and I'm willing to go through that I learned to look for job
Very beneficial
Denise was awesome!
Perfect - like the teacher Ms. Diane Felix
Claudia and Neyda are wonderful, helpful, sympathetic. Thank you
There were very helpful w/ computer issues
Thanks for flash drive
Great service from Lourdes. She answered all my questions. She knows her job
Great office in Blythe
Staff, well prepared Juan Jose Aguirre
Very good
Excellent explanation JJ Aguirre
Juan Jose Aguirre is a good instructor
Very good throughout Juan Jose Aguirre

Informative
I was lost cuz no knowledge of computers
Was a very informative and well-organized session thank you!
Loved it
The spokesperson was very helpful
Very helpful
Good service
Good info
Thank you for your help
Thanks
It is very sad to have to resort to a service with rightfulness and be (illegible)
Jessica was very helpful. She had lots of knowledge + patience
Malinda has provided an outstanding service. She has less than two (2) hours solved my almost three years old back and fourth with Bank of America to update my old address and then issue a new debit card
Everything was accurate
Good seminar, tons of info
Great job
Speaker was very well spoken
I would like to meet my career counselor in Hemet
By far the best service was given by Felicia she was so helpful gave me hope. Very pleasant lady. She went the extra to provide me several leads
Just thank you for all the good services offered
I am very grateful for your efficiency to help everyone who needs thanks
Miss Maria, helped me a lot very well and very helpful in helping me
Superior - excellent - helpful he's a 5 star multitasker
Happy to find you and your service
Very friendly
I had a great time
Great class very polite instructor
Jessica was a very good facilitator
Great job!!
Jessica was a good teacher funny and kind
Jessica was very engaging and informative
The service was very good
Great presentation
Every time I come to the office I am met with professional & courteous employees and always are happy and informed
Long wait to see career coach
LT was very pleasant I enjoyed her helping and giving an overview
Was great and helpful
Thank you for the help

Thank you so much for your assistance

Courteous staff, took me in and took care of my EDD

The place was very helpful - clean - and I enjoyed learning

Very good

I was given some great resources and great counsel by Anthony

The worker do not help you should be fired

Very informative

LaTonya was great! Very helpful and informative

Great instructor. Very helpful

Thank you for the services

Did good job

Very good information I really liked the very relevant class

We are so thankful for Anita, Marissa and Connie & staff. You saved us the assistance was greatly appreciated and needed

Thank you!

Ms Bowen - huge help & very thankful. All EDD Workforce employees - very helpful

Anita in office and Marissa who came to Kmart were such a blessing. Thank you so much for your help

Jesus and the rest of the staff are wonderful everytime I come in to do job search they greet me w/ beautiful smile. Great staff!

Jesus always greet me w/ a great smile always helpful when I need keep up the great work Jesus

Thank you for your Excellent Help!

Thank you Anita!! Thank you Anita!! Charlene, Cara & Jonathan

Thank you Marissa!! Thank you Marissa Thank you Anita!!

Just thank you for all the good services offered

Both facilitators were awesome!!

I'm glad I came

God bless you guys! I really loved and enjoyed this boot camp. I would love to apply for your company. How do I do that. Hire Cris please

Thank you for such a great experience

I liked your service is constructive and interesting

Jessica was very knowledgeable

Very good services I liked it a lot

A (linkedin) workshop would be beneficial

Very comfortable & knowledgeable great experience & very helpful

Instructor was great

Your staff is friendly and kind

Diane Felix and Ryan Dodd was so incredibly helpful in taking the time to work with me

Just that I'm thankful for this team of people

Rosanna was great good service

Great service

I like the services

I have never in my life received an amazing service like the one I sis from Josue Jauregui
Staff was fast & efficient
Olivia did great job
Received excellent customer service from Lourdes. She is well educated in her job and knows correct answers & gives good job leads
I have to say that Anita Sanchez went over & above in assisting immediately. Friendly outgoing personality! Thank you for your kind help.
(Illegible)
Everyone was very helpful and patient. Thank you very much for all you do
I really needed the updated approach w/ computer sites and methods
(Illegible)
It was great and had every and involved
Class was very educational and enjoyable
The networking workshop (Sonia) was personable, kind, funny and knowledgeable!
Providing Lunch
Networking class was informative
Very helpful, thank you!
All of the ladies in front office very nice, Ms. Felix is great & lots of great info
Loved Diane Felix
Very excellent
Very good service gave me Maria Islas
Excellent, staff and knowledge. Love it!
Ms. Sylvia Angel provided all needed information for job seekers
Great job!!
Maria Islas is great help, thank you for hiring her
Diane Felix is the best teacher I ever had!
Praying and hoping to have a success story, thanks for the headstart
Had a great person helping me gave me all the information asked for plus some
Visit & services was good
Very helpful with resources
Very helpful thank you
I got a great counselor/presenter (Diane Felix) well informed and knowledgeable
Great staff (Diane) awesome, courteous, and provided accurate info
Diane was great!
Diane Felix is awesome
I would like to attend the Bootcamp w/ Ms. Diane Felix
Diane Felix is very informational!
Excellent presenter, very knowledgeable and pleasant
Ms. Morris is very knowledgeable & kind offered me valuable information
Goodwill is not assisting veterans at all

Excellent service
Juan Jose is very good
Very very helpful
No
Very good knowledge and very helpful
Silvia Angel is an awesome instructor
The service was great and very helpful for me
I have no comment to this perfect there is no problem
Sylvia Angel is very professional and helpful
Juan Jose very good
Very good thank you Juan Jose
Good
I was under the impression that I would be meeting with a career coach on the same day as the meeting. I am worried that I'll be past my 16 week date to further my education
I was here for an orientation, lady didn't have information she could have had. There is a job fair tomorrow she should have provided more info on it
I thought today I would see my career counselor but it was the orientation instead. I didn't know about the 16th payment on UI was a deadline for schooling funding
Poor explanation specifically of process w/ calling 800 number, the 16 week EDD deadline
I high liked this class very helpful and positive highly recommend Dianna Felix excellent
Trisha deserves a raise of salary
Diane was a very good at the training
Instructor: Rachelle
Excellent, energizing
Rachel Lewis was great
Technology today teacher was awesome. Well praised
Rashelle - very informative and pleasant
Rachel Lewis was awesome
Suggest boot camp before career coach appt. Diane Felix was great/fabulous
Ms. Diane Felix was outstanding. Thank you
Very valuable information for job seeking & interviewing
Career counselor shared a job for Forever 21. This company filed for CH 21. Research resources before presenting w/ client
Every personnel is very helpful
Maria Islas very friendly. Thank you
Maria is an excellent helper
Maria Islas helped me and very kind
The customer service is very good and is very clean
Very informational
Give a "raise pay" to the man that help me
Awesome office Anita is excellent terrific!! Security guard so helpful
Doing a great job

Very helpful
More information about the training courses on the building
Yes
Professional, comprehensive
Excellent
Everyone was extremely helpful in all areas, from the computer to Anita who facilitated my interview. I really appreciate everyone's kindness
Anita and all of the front staff were very helpful and very pleasant
Thank you Jessica winning interview workshop
Great class
Jessica winning interview workshop
It was professional and fun. Jessica winning interview workshop
Jessica did an amazing job! She was knowledgeable and kept up with all the questions. This class was very good for those who need help w/ interview skills
It has been over 15 years since being here and so far it has been great. Very efficient. Jessica winning interview workshop
Jessica winning interview workshop
Great awesome. Jessica winning interview workshop
Jessica winning interview workshop
Jessica winning interview workshop
Ms. Lourdes gave me a brief review over our work and she is outstanding at breaking it down to the bone
Ms. Lourdes was very good helper for me. She was outstanding helper
Jackie was amazing very professional & kind
Mariela Cota she was exceptional
Anita was awesome! Thank you so much
Felicia & Guard Juan Castro were very helpful with a problem that I was having with the computer since Wed 18th
They should have more people like Maria Islas. They argue me for many people who should be where they don't have contact with the people, they are sloppy
Good
December 24, 2019 Elena Morris is the first employer to assist in making my resume so professional, and stand out in the crowd
Alexxis definitely an asset to your company
Good presentation overall
Very helpful & informative
Great
Informative and friendly
Romania very courteous, excellent service. Gave me really good tips in job search
Great service from Lourdes
Excellent work
Excellent
Ms. Magana was very helpful. She was so nice & sweet
Phone register a nightmare

Everyone is always very helpful

She was outstanding very patient

Very respectful and kind

Rosanna was real helpful and knowledgeable

Anita was wonderful please put 10 gold stars in her file!!

Good service from Ms. Maria

Sheneka Gordon is awesome

Maria Islas is very helpful and professional. She has great customer service

It is an excellent service with personal and professional people who speak Spanish and my thanks to Maris Islas for kind

I strongly recommend this office to anyone 0 Maria Rivera was extremely helpful

Miss Maria was an angel helping me with everything I need

I feel very proud about learning how to get in to search for employment

Thank you to Sonia Daniels for all your help!

Very informative, friendly staff

The WIOA meeting was extremely well handled & informational, thank you

Everything was straight forward and easy to understand

I like it

Great information

Very grateful to be successfully helped at the Indio office

Christian was extremely helpful great gal

Claudia was amazing. She explained everything clearly and in a way we would understand. She made things relatable and had the class engaged!

Best ever place

I was sick (cold) yesterday 12-2-19 and when I approached () he backed up and told me "Don't come near me, I don't want to get sick" it was disrespectful!

Enjoyed the resume service I now have a better direction & understanding of how to research job prospects

I love the information I received today

Anthony was a great presenter and allowed us to ask questions & engage with him and one another

The speaker did a great job

Everything was good, a lot of information given

Really helpful place and great help from employees

Great

Very good service

Thank you! I appreciate the assistance

Sylvia is a very professional

Sylvia was so helpful

Sylvia was humble and very sincere in guidance

Very funny class

Sylvia was informative & curious

Patricia Hale very friendly and informative

Sweet, cheerful & refreshing personality
The services were excellent
Miss Maria who worked here was very kind
Lady I call on phone little short
Very good information by Maris Islas
Today the person who gave us the class was very clear to understand Sylvia Angel
Maria Islas was excellent
So helpful w/ every question
I really liked the training on behalf of son Silvia Angel
Satisfied Silvia Angel
Staff very attentive to the client's needs
Great job on all services provided to assist the unemployed
Jessica was awesome. Great information and time spend
Jessica was fantastic & personable
Jessica was really knowledgeable and helpful
Instructor very knowledgeable & made class fun loved it
Sylvia Coronado did a great job facilitating the course
She was very informative
She was great
Great info and instructor was very nice and catered to our needs
Very good
Great presentation
Give a little more input on different careers
Service Rachel gave was professional very nice lady
I liked everything Silvia Angel explained to us
Very good your services helped us a lot
The speaker was exceptional
Jessica was a fantastic presenter. I was never bored and her personality made it interesting! Thank you!
None at this time
Very helpful
Very helpful staff answered questions well and gave very useful information
The team was engaging and helpful
I was extremely satisfied with the bootcamp. It was very helpful & informative. Diane was amazing caring & supportive and attentive to our needs. Marion gave very helpful info & gave great tips in interviewing skills. Sylvia was also amazing & truly helped in getting us the info needed and providing feedback to us be successful. Thank you for the services provided. I feel more confident & feel I have the support needed to be successful in my search for employment. You truly have an amazing team. Thank you!
Felicia did a phenomenal job she was very helpful, respectful and professional
Neyda Flores is an absolute gem. She made this visit easy & informative. Last week I left in tears. Neyda renewed my faith in the system.
Jesus was beyond helpful to get me going on the process
Great assistance and timely

I arrived 10 min late, no longer can afford childcare and had to wait for daughter to get off work to watch my 2 year old baby. Really appreciate them letting me in. Jackie facilitated the workshop. Felicia interviewed me and registered me for orientation for training to get information for school funding

Ana and Jackie

Excellent services Anna

Ana and Jackie

Ana and Jackie helped

Ana and Jackie helped us

Pleasant and helpful staff / Felicia and Jackie were awesome!!

Great job

Thank you also good job

I am very grateful for MoVal services. I just relocated from NY & seeking p/t jobs

I enjoyed how the speaker interacted with the people

Very professional speakers and important information

Very informative

Great job

Sonia Daniel was great and made the class engaging

Great class

Labor market info is great tool that I will use in my search for a job

Keep up the excellent work

Sylvia Angel was great! Very engaging, extremely knowledgeable and captured all her audience. I really enjoyed the class

Sylvia - Thank you for being courteous and respectful

I was very satisfied with the services offered here I felt this class was very helpful in the job seeking world. Sylvia Angel was very knowledgeable

Valued the service, will be taking advantage of more services

Well delivered, quite open encouraged interaction. Sylvia Angel

Workshop was awesome very informative

Sylvia Angel is a fantastic instructor. She truly cares about the info and her presentations and wishing everyone success in their future

Sylvia Angel very pleasant and knowledgeable throughout class time

Great services

Great

It was awesome Jessica answered any question I might have had

It was better than I thought it would be

I received a lot of helpful information

Silvia Angel was a very positive knowledgeable

Professional and knowledgeable presenter Jessica

Very enjoyable & informational. Thank you Jessica

Tricia Hale was awesome very good instructor

Thank you for all the services you provide

Orientation speaker was knowledgeable and courteous

Instructor very nice
Excellent service Ms Maria Islas. Thanks
Mrs Daniels was awesome in helping me complete my claim
Hire more helpful and kinder staff
More or less
Lance Sayavong was very helpful
Maria very kind in showing all the excellent pulses
Elena helped me and she was great in her service. Provided link in website that will definitely keep in my job search
Elena Morris was outstanding in resolving the claim pending status today
Services at the center was good, the phone system was poor and I kept getting disconnected. They connected me to EDD and the rep was excellent
The service is excellent friendly and very courteous
(illegible) your staff!
Thank you
Very good Ana
Brenda has good customer service and knowledgeable
Awesome Brenda is very helpful
Brenda Torres help a lot she has the patience to help me to be a special ed person she helps me a lot and teaches me step by step thank you
Excellent
Please make sure that staff be more hands on with the person that needs the help. No name please you guys were so helpful to me thanks
I was attended very professionally thank you
Thank you
Anita and Ana assisted me today and were able to help me connect to a PFL (illegible)
The service was personal and very attentive. Great!
Anna & Anita help
I was in and out and was helped with all the questions I had
Open Fridays
Very helpful
Everyone was polite & helpful
Kindness would be appreciated
Thank you so much
Joe Campbell is the most motivating and caring person I have met in many years! He has given me new outlook on life...God Bless You
VIP only
Joe Campbell is excellent
Sonia Brannan was very nice and professional others have given up on me but she didn't and helped me better myself. Amazing staff member
Very helpful
Staff was very friendly and helpful
Perfect

Awesome employees & security. Wanted to buy them lunch & they refused how can I repay Christian & Gabriela
They looked @ the computer about my forms for my taxes & then they called just to make sure answer was correct/very happy w/ visit today 2-7-20
Claudia T was great very interactive and animated. Kept the class intrigued
She helped me build my resume I really appreciate it
Ana Zepeda is great at keeping me updated and professional
Anna helped me with the registration
Please do not close this center because if you do a lot of people will not know what to do to keep looking for a job. Because if you close this center you will be putting people out of a job and you will cause 3 to 6 cities (illegible)
Joe Campbell, the bootcamp instructors was highly professional and very knowledgeable. He was great with all his knowledge
Very good class. Friendly
Joe made everything easy to understand and was a great teacher for this course
The instructor was great at relaying information
Joseph Campbell did a phenomenal job. This class brings people together in a unique way
Overall the classes were very beneficial. I wish I would have taken it sooner in my job search process. Mr. Campbell is an excellent facilitator!
Workforce is a great place to come to and receive proper services to assure to obtain a job
Joe Campbell was/is exceptional in his knowledge and delivery of information pertaining to Resume-building and interviewing procedures! Very informative Bootcamp!
Great class Bootcamp Mr Joe C
Maria went from muncha help
Sonia Daniel was very good, informative
Very good informative service, also very thorough and understandable. Sonia Daniels was my helper thank you
Helpful
Maria was much help
Thanks for the help Sylvia Angel
Very good information
Very valuable, Sylvia Angel was great!
None at this time
Sylvia Angel was great very informative
Wendell Crawford was exceptional he went out of his way to ensure that I was aware of all services available
Think it was very good service
Felicia was very patient and beyond helpful. Losing your job puts people under stress and she was caring & wonderful
Lots of wasted time if you have everything (paper) ready - others are not prepared
Computer and not work - whole experience was very frustrating
Should communicate length of time you need to spend at interview
Very good service
Information is very good. Presenters are very helpful
Trainers were courteous, professional, knowledgeable and friendly
The service is as enjoyable
Need more one on one with resume help in order to obtain the right employment

Marie is great worker

I think that the services they provide will be very helpful

Maria and Tricia where both wonderful

Very informative

Jessica was enjoyable which made the training great

Very good

Jessica was pleasant, funny, kept the class engaged

I appreciate the workshops, this is the 1st time unemployed in 7 years

All professional

Thank you so much Rachelle, your workshop was great

Very happy with the help I've received

Very good attention very kind

Very kind all staff

Anita was great went the extra mile to help me thank you Anita!

In 83 years old Anita went out of her to help me - a real pleasure

I was very happy with the help I got. The service was great. Jackie was great

Anita Sanchez was great she helped me to the end

Felicia is great // Always wonderful

Gave other ways of thinking of answers. Great advice

The workshops are extremely valuable

I was expecting a mock interview w/ no coaching in between. However, I believe I get what I need so I must have needed the constant pauses in the mock interview to help me along

Why are the computers and the internet connection worse here that at the MV library

I appreciate listening and picking up that I also need small business help

Great info! Thank you so much Sylvia C!

Very well organized - good

Sylvia C is awesome

Staff is really friendly

Sylvia C. was a great speaker

Lovely services Sylvia C was good

Sylvia C did a great job

Sylvia C did a great job

Would be nice to show examples for people who are not tech savi

Great

Great!

Made us feel comfortable

Great job!

The workshop was helpful & Jessica was pleasant & knowledgeable

Great straight forward

She was great. Very helpful

Jessica was great she was engaging & enthusiastic

Service taught me what I needed to say

Maria Islas was very professional, motivational and helpful

For me the service that Vesibi was very good and can be very satisfied

Sonia was so much help! Miss happy she explained to me why I can't collect until 4/19/20 even being laid off on Jan 31st

Thank you Mrs. Elena I was very happy with your service

Maria Islas was great and professional. She answer all my questions

Very well explained

Okay

Caljobs site could be more user friendly. Also, job pages load relatively slowly - speed is an issue. I'm available to interview as a Career Coach if you are hiring in that area.

Thank you very much for the attention it was the best

Good service, good worker with Islas

Jessica is awesome!

Good stuff & very nice

Thank you Brenda Torres for all of your help through the career and training process

Sylvia Angel is very detailed in the information given

Nothing right now. I will be using the services more often

Sylvia is extremely knowledgeable, friendly and an absolute pleasure to learn from

Great presentation by Sylvia Angel

Sylvia is wonderful

Sylvia Angel was great

Maria was the best

The process is too slow

Thank you, this service was very helpful

Mrs. Sonia Daniels is exceptional, made me feel at home away from home, super professional

Sylvia Angel

Great presentation Sylvia Angel

Perfect services

Miss Sonia was great, she made everything so easy and accessible

Very good person is Maria Islas. Because she helped us very well

Good service

Very professional service. Pleasant staff

Very informative and helpful

Fine. Was pleased to have copies printed

I am very professional and kind all the staff

Thank you very much

Well done!

(illegible)

This office is kind, professional, knowledgeable

Very good service
Thank you Anita for letting us use the phone
Good very helpful (Anita was very helpful)
Anita was very helpful
I applied to 2 jobs from here and they both wanted to hire me - both within a week
Staff was very helpful
She took the time to give me tips and was helpful
Very informative. I am very thankful to have these resources available
Anita was very pleasant along with staff
Excellent service from all the staff
Romina Zepeda was fantastic and very helpful
Okay/fine/fine
Anita and Brenda were the best and expedited services to accommodate my situation. I really appreciate them
Should be able to upload resume without issues or question. Letter should mention how long we will be here. I thought it was a 1 on 1
Very very good
Excellent service
It was extremely helpful
Very good
Excellent
Excellent. Very helpful
Excellent service
Excellent counselor Maria Islas
Helpful
Everything was great
Very helpful
It was a great experience to have someone show and explain all the resources that are available
Sylvia Angel was great & showed a few helpful websites that I have never heard of
Staff was very knowledgeable I learned a lot! Going to apply it when I get home
It appeared one individual was not feeling well. Please address applicants and give instructions to maybe reschedule due to illness
I found all the information to be valuable
Top notch service. I greatly appreciate their help and knowledge.
I had many questions and concerns but the employees walked me through every step
I feel like these services are very beneficial for people looking for work
Fun presentation
The lady was great
Was very informative, helped answer a few questions I had
Nothing very helpful and friendly
Make sure the online (illegible)

Very good

Jessica was great!

None at this time

Jessica was knowledgeable and kept on topic so we were not bored - she was very pleasant

Enjoyed workshop was extremely helpful. Thank you

She made me feel very comfortable and welcoming

Excellent instructor, to the point

Very enjoyable, did not feel pressured

It was enjoyable

Mrs. Sonia went above her job of helping me. Ms. Sonia is the BEST

Miss Maria Islas was very friendly and helped us is all

I really like how they offer all those services

Anita was very helpful

Thank you Anita for letting us use the phone

Good very helpful. (Anita was very helpful)

Attachment 7

Riverside County Workforce Development Division Firewall and Internal Controls Policy 10-17



RIVERSIDE COUNTY
WORKFORCE DEVELOPMENT BOARD
Workforce Development Board Firewall
and Internal Controls
POLICY

Date: April 13, 2020

Number: 10-17

PURPOSE: On behalf of the Riverside County Workforce Development Board (WDB), the Riverside County Workforce Development Division (RCWDD) establishes policy to clearly define firewalls and internal controls between the WDB, RCWDD as the America's Job Center of California Career Services Provider of Adult and Dislocated Worker programs, the AJCC One-Stop Operator, the RCWDD Administration Unit and Fiscal Agent in order to comply with federal, state, and local laws and regulations.

EFFECTIVE DATE: Upon release

REFERENCES: Workforce Innovation and Opportunity Act (WIOA) Public Law (113-128)
Title 2 CFR § 200.318 Title 2 Code of Federal Regulations (CFR) Part 200: "Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards" (Uniform Guidance)
Title 2 CFR Part 2900: "Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards" (Department of Labor Exceptions)
Title 20 CFR WIOA, "Department of Labor; Final Rule"
Title 34 CFR WIOA, "Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions; Final Rule"
Workforce Services Division Directive WSD16-14
RCWDD Procurement Standards Policy 18-01; Section I Conflict of Interest and Code of Conduct

LOCALLY IMPOSED REQUIREMENTS: ***Bold, italicized***

BACKGROUND: RCWDD is committed to maintaining the highest standards of ethical conduct and to guard against problems arising from a single entity performing multiple functions.

DEFINITIONS:
Conflict of Interest - an employee, officer, agent, or any member of the organization that has an interest in a financial gain or tangible benefit and who participates in the selection, award, or administration of a contract supported by a federal award
Firewall - an established policy or procedure that acts as a barrier or protection against an undesirable influence, outcome, or authority. Examples of firewalls include but are not limited to organizational arrangements that provide clear separation of duties and responsibilities, reporting hierarchy of managers

and staff that provide clear separation between job duties and responsibilities, and conflict of interest/confidentiality/disclosure agreements.

POLICY & PROCEDURES:

The RCWDD, acting as the Career Service Provider, Fiscal Agent, Administrative entity and Coordinator to the WDB, must act solely in the best interest of the community without regard to personal interest and must not participate in matters in which they have a disqualifying financial interest. All other service providers, subrecipients, contractors must also comply with items deemed a conflict of interest and acknowledge those requirements in signing and executing agreements with RCWDD.

I. AJCC One-Stop Operator

The WDB shall select the AJCC One-Stop Operator through a competitive process at least once every four years (WIOA Section 121[d][2][A]), however ***RCWDD has established a local area preference to conduct competitive procurement once every three years to select one AJCC One-Stop Operator.***

The RCWDD shall ensure that, in carrying out WIOA programs and activities, the AJCC One-Stop Operator adhere to the following (Title 20 CFR Section 678.600):

1. Disclose any potential conflicts of interest arising from the relations of the AJCC One-Stop Operator with training service providers or other service providers in accordance with Uniform Guidance Section 200.318;
2. Do not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services;
3. Comply with federal regulations and procurement policies relating to the calculation and use of profits as outlined in Uniform Guidance; and
4. Adhere to any applicable firewalls or internal controls.
5. Coordinates the service delivery of required AJCC partners and service providers.
6. Ensures the implementation of partner responsibilities and contributions agreed upon in the AJCC partners' Memorandum of Understanding (MOU).

II. Title I Dislocated Worker and Adult Career Service Provider

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. In 2017, RCWDD received initial approval and was ***designated as the Title I Dislocated Worker and Adult Career Service Provider. In 2019, RCWDD received subsequent approval from the California Workforce Development Board to continue to provide Career Services for an additional three years.***

RCWDD, as the designated Title I Adult and Dislocated Worker Services Provider responsibilities include:

1. Provide direct services, including but not limited to participant intake, orientation, initial assessments, employment services, and referrals to other partners and services;
2. Provide individualized direct services including but not limited to comprehensive and specialized assessments, case management, individual employment plans, career planning and vocational counseling;
3. Manage the shared operation of the AJCC Career Resource Areas with the on-site partners and participate in partner meetings and trainings coordinated by the AJCC One-Stop Operator;
4. Report to the WDB on operations, performance and continuous improvement recommendations;
5. Implement local WDB policies and procedures; and
6. Adhere to all applicable federal, state and local guidance.

III. Title I Youth Service Providers

RCWDD conducts competitive procurement once every three years to select Title I Youth Service Providers. Detailed requirements for youth service providers are memorialized in both procurement and agreement documents.

Title I Youth Service Providers are responsibilities include:

Section 129 (c)(1) of the WIOA states that funds allocated to youth Lead Agencies shall be used for the following program design:

1. Provide an objective assessment of the academic level, skill levels, and service needs of each participant, which assessment shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs, and development needs of such participants;
2. Develop service strategies for each participant that shall identify career pathways that include education and employment goals, appropriate achievement objectives, and appropriate services for the participant considering the assessment conducted;
3. Report to the WDB through the RCWDD on operations, performance and continuous improvement recommendations;
4. Provide the following:
 - a. Activities and service strategies leading to the attainment of a secondary diploma or its recognized equivalent or a recognized postsecondary credential;
 - b. Preparation of postsecondary educational and training opportunities;
 - c. Strong linkages between academic learning and occupational learning;
 - d. Preparation for unsubsidized employment and opportunities; and
 - e. Effective connections to intermediaries with strong links to the job market and local, regional employers.

Youth service providers at a minimum must make available the fourteen (14) required services to all youth per Section 129 (c) (2) of the WIOA. If the youth service provider does not directly provide the services listed, it must make seamless referrals to appropriate providers of such services.

1. Tutoring, study skills training, instruction, and dropout prevention strategies that lead to completion of a high school diploma or a recognized equivalent;
2. Alternative secondary school services or dropout recovery services;
3. Paid and unpaid work experiences including summer employment and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing, and on-the-job training;
4. Occupational skills and training as organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels;
5. Education offered concurrently with workforce preparation and training for a specific occupation;
6. Leadership development opportunities that encourage responsibility, confidence, employability, self-determination, and other positive social behaviors;
7. Support Services that enable an individual to participate in WIOA activities (such as, but not limited to, assistance with transportation, childcare, housing, health care, educational testing, and work-related tools);
8. Adult Mentoring (a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee);
9. Follow-up services to help ensure that youth are successful in employment and/or postsecondary education and training;
10. Comprehensive guidance and counseling to include substance and alcohol abuse counseling, mental health counseling, and referral to partner programs;

11. Financial literacy education activities that provide youth with the knowledge and skills that they need to achieve long-term financial stability;
12. Entrepreneurial skills training that provides the basics of starting and operating a small business;
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area and includes career awareness, career counseling, and career exploration services; and
14. Postsecondary preparation and transition activities to include helping youth explore postsecondary education options, including technical training schools, community colleges, 4-year colleges and universities; and Registered Apprenticeship programs.

IV. Fiscal Agent

RCWDD is the fiscal agent for WIOA grants and programs. Duties include, but are not limited to:

1. Adheres to all federal, state and county regulations and policies;
2. Reviews and processes all WIOA related invoices and payroll;
3. Processes accounts receivable payments (including debt collection) and is responsible to draw down funds from the State of California;
4. Responds to financial audits and fiscal and procurement compliance requests by local, state, and federal entities;
5. Provides monthly and quarterly expenditure and accrual reporting to local and state entities per WIOA regulations to ensure RCWDD is meeting the 30% WIOA training expenditure requirement;
6. Maintains RCWDD's Property Management Log and Capital Asset List; and
7. Maintains the Record Retention Schedule.

V. Administrative Unit

The RCWDD administrative unit duties include, but are not limited to, the following:

1. Conducts procurement for WIOA services and equipment in coordination with the County's Purchasing Department (including requesting State approvals) when needed while adhering to conflict of interest policy;
2. Negotiates and writes contracts with subrecipients, service providers, vendors, and contractors ensuring the scope of services align with requirements set forth in WIOA law and local WDB policies during the negotiation process;
3. Processes amendments to contracts and agreements in coordination with the County's Purchasing Department when needed;
4. Provides technical assistance and monitors all sub-recipients, contractors, training providers, vendors, and internal WIOA program operations and fiscal and procurement activities, to ensure compliance with the County's contracts, local, state and federal regulations;
5. Assists with Local, State, and Federal monitoring/auditing requests and responds to monitoring/auditing reports as needed;
6. Processes the WIOA Subgrant Agreement & Modifications between the State of California and the Local Area;
7. Leads policy and procedure development and oversight in alignment with WIOA, state and local requirements. Thereby, ensuring all local policies and procedures are updated and communicated to all AJCC staff, partners, service providers, subrecipients, contractors and the AJCC One-Stop Operator;
8. Provides oversight and approval of AJCC supplies;
9. Manages the WIOA Partner MOU/MOUs/MOAs, lease and sublease agreements;
10. Responds to Public Records Act requests;
11. Regional Projects and Special Grants Coordinator;
12. Safety and American with Disabilities (ADA) Coordinator;

13. Equal Opportunity Officer (EOO);
14. Eligible Training Provider List (ETPL) Coordinator qualifies vocational training providers to be added or remain on the California ETPL following local, state, and federal guidelines and policies;
15. The Management Information Systems (MIS) and CalJOBS Administrator:
 - a. Supports all grants/programs by reporting data to the State and WDB;
 - b. Provides on-going CalJOBS user support, training and technical assistance to the career services provider, all contractors, and subrecipients;
 - c. Submits accurate individual participant data to the State's Employment Development Department on a monthly basis;
 - d. Analyzes participant data from service providers and subcontractors for accurate reporting;
 - e. Assists in the development of best practices for full MIS implementation;
 - f. Assists with data collection and research for grant applications and planning documents;
 - g. Creates quarterly reports documenting state and local progress toward meeting negotiated performance levels;
 - h. Validates and corrects data in the CalJOBS system as necessary;
 - i. Ensures supporting documentation and records (personally identifiable information) are safeguarded per local, state, and federal requirements; and
 - j. Responsible for issuing and terminating AJCC CalJOBS users' IDs.

VI. RCWDD-WDB Coordinator

The WDB coordinator is responsible for the communication and scheduling between RCWDD and the WDB and the following:

1. Acts a liaison between the WDB and RCWD;
2. Organizes and attends all WDB board meetings; minutes, developing agendas, and writing reports, posting to rivcoworkforce.com;
3. Coordinates efforts between education, industry, economic development, labor unions and community-based organizations;
4. Writes grant applications, state reports, local and regional plans, and any necessary document that is required by the California Workforce Development Board;
5. Ensures that all necessary local policies are circulated to the WDB; and
6. May assist in policy development.

VII. Firewall Guidelines

1. The appropriate role of the RCWDD as the fiscal agent is limited to accounting and funds management functions rather than policy or service delivery as per Title 2 CFR § 679.420.
2. RCWDD's Administrative Unit must maintain a separation of duties and responsibilities to avoid conflict of interest by maintaining a virtual and/or physical firewall and shall be responsible for all conflicts of interest, oversight and monitoring activities, including but not limited to, imposing separation of duties and/or functions among individuals and entities, in addition to restricting access of physical and electronic information.
3. A firewall shall be maintained between the RCWDD Administration Unit and the Title I Dislocated and Adult Services provider (RCWDD Customer Service) as if they were any other contracted subrecipient, service provider, or contractor. Firewalls guarantee separate reporting and monitoring relationships, functions, and avoid the perception of conflict of interest. RCWDD staff functions/roles are shared only where explicitly defined in WIOA law, regulations or operating guidance.
4. RCWDD Customer Service staff as the provider of Title I, Dislocated Worker and Adult Services shall maintain a virtual and/or physical firewall with the RCWDD Administration Unit by directing all program operations matters such as, WIOA eligibility, jobseekers' questions, business

services, provider or training complaints, training questions, disputed training dollar amounts, support services, policies, procedures and knowledge management, or any other program related questions, to their supervisors and/or regional managers for assistance. The firewall does not prohibit staff, supervisors and/or regional managers from reporting any concerns or issues relating to conflicts of interest, ADA, Equal Employment Opportunity/Non-discrimination issues, or other complaints as required by policy to RCWDD Administration staff. Supervisors and/or regional managers may also request technical assistance from the RCWDD Administration staff.

5. Subrecipients providing Title I, Youth Direct Services will report any concerns or issues relating to conflicts of interest to their agency in accordance with the provisions and requirements of their WIOA agreement(s). Should the youth provider(s) need further clarification and assistance they shall contact the WIOA Youth Coordinator in the RCWDD administrative unit for technical assistance.
6. Members of the WDB, as public officials shall be fully subject to any and all provisions of conflict of interest law, whether federal, state or local and as such, are required to recuse themselves from any vote where a conflict of interest exists. In accordance with the WDB Bylaws, a member of the WDB or standing committee may not (1) vote on a matter under consideration by the local board (A) regarding the provision of services by such member (or by an entity the member represents); or (B) that would provide direct financial benefit to such member; or (2) engage in any other activity determined by the Governor to constitute a conflict of interest per the State Plan (WIOA §107(h)). In the event of a conflict of interest with the WDB, such person will not be involved in any selection process, meetings or discussions.
7. All instances of conflict of interest or a perceived conflict, shall be disclosed to the WDB Chair and Vice Chair prior to the member participating in the scheduled WDB meeting. In the event the conflict involves the WDB Chair, the WDB Coordinator and/or Director of Workforce Development will communicate with the WDB Vice Chair or other WDB Executive Committee members to remove all potential, perceived, indirect or direct conflicts of interest and arrange for the members' recusal from the meeting and if necessary, rescheduling of the meeting.
8. In the event a WDB member recuses themselves from a vote at a public board meeting, causing a quorum vote to not be met, the item will be tabled until a future meeting. If this occurs at an WDB Executive Committee meeting, the item will be included on the WDB agenda at a subsequent meeting. If there is an instance where the WDB do not have a quorum vote due a recusal then the item will be tabled and added to a future agenda for further discussion and vote.
9. Members of the WDB shall comply with the following; County of Riverside, Board of Supervisors Policies; Standards of Ethical Conduct to Address Fraud, Waste and Abuse C-35; Ethics Training for Local Officials A-60; RCWDD Code of Conduct, Conflict of Interest and Nepotism Policy 19-22.

REVISION HISTORY:

Revision Dates: N/A
Original Policy Date: New 04/13/20



Loren Sims, Administration Manager

Attachment 8

Riverside County Workforce Development Division Code of Conduct, Conflict of Interest and Nepotism Policy 19-22



RIVERSIDE COUNTY
WORKFORCE DEVELOPMENT BOARD

**Code of Conduct, Conflict of Interest and
Nepotism
*POLICY***

Date: August 16, 2016

Number: 19-22

PURPOSE:	Establish guidance in determining real or apparent Conflict of Interest and Nepotism for the Riverside County Workforce Development Board (WDB) members, all recipients and sub-recipients (e.g., service providers, contractors) of Workforce Innovation and Opportunity Act (WIOA) funds and Economic Development Agency/Workforce Development Division (EDA/WDD) staff having relatives or a substantial interest in contracts, purchases, services, decisions and other matters involving WIOA funds.
EFFECTIVE DATE:	Upon Release
REFERENCES:	20 CFR 683.200; OMB 2 CFR 200.112; County of Riverside, Board of Supervisors Policy; Standards of Ethical Conduct to Address Fraud, Waste and Abuse C-35; County of Riverside, Board of Supervisors Policy; Ethics Training for Local Officials A-60
LOCALLY IMPOSED REQUIREMENTS:	None
BACKGROUND:	Grantees, subrecipients and contractors funded under WIOA must implement codes of conduct, conflict of interest, and the disclosure of any relationship to avoid potential acts of nepotism as stipulated in WIOA law, regulations and guidance; Office of Management and Budget Circulars, State regulations; and State WIOA policies. The policy is required to ensure that individuals or representatives of organizations entrusted with public funds will not personally or professionally benefit from the award, administration, or expenditure of such funds.

Code of Conduct:

During the performance of duties, your actions are a reflection upon the WDB as well as a reflection upon you. It is extremely important that all WDB and committee members, including subrecipients, contractors and Workforce Development partners and WDD staff act in a courteous, friendly, helpful and prompt manner in dealing with the public, customers and officials.

Ethical Principles:

Compliance with the Law: It is the WDD’s policy to be knowledgeable of and comply with all applicable laws and regulations of the United States and the State of California in a manner that will reflect a high standard of ethics. Compliance does not comprise one’s entire ethical responsibility; rather it is a minimum, and an essential condition for adherence to mission and duties.

Professional Standards: It is the WDD’s policy that its representatives be knowledgeable of emerging issues and professional standards in the field and conduct themselves with professional competence, fairness, efficiency and effectiveness.

DEFINITIONS:

Conflict of Interest

Conflict between the official responsibilities and the private interests of a person or entity that is in a position of trust. A conflict of interest would arise when an individual or organization has a financial or other interest in or participates in the selections or award of funding for an organization. Financial or other interest can be established either through ownership or employment.

Immediate Family

Immediate Family consists of the individuals; spouse, domestic partner, parents, grandparents, children, grandchildren, siblings, uncle, aunt, nephew, niece, first cousin, step-parent, step-child and any relative by marriage (an “in-law”).

Individual

(1) An individual; i.e., officer, or agent, or (2) any member of the individual’s immediate family (spouse, partner, child, or sibling), or (3) the individual’s business partner.

Organization

A for-profit or not-for-profit entity that employs, or has offered a job to, an individual defined above. An entity can be a partnership, association, trust, estate, joint stock company, insurance company, or corporation, whether domestic or foreign, or a sole proprietor.

POLICY:

Conflict of Interest and Nepotism apply to members of the Riverside County Workforce Development Board as well as all employees of the Economic Development Agency/Workforce Development Division and all recipients and sub-recipients (e.g., service providers, contractors) shall comply with applicable federal, state, and local Conflict of Interest and Nepotism laws.

An employee, officer, or agent shall not participate in the selection, award, or administration of a contract supported by federal funds if a conflict of interest, real or apparent, would be involved. A conflict would arise when the employee, officer, agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of the above has a financial or other interest in the firm or firms that may be selected for award.

Conflict of Interest:

Per WIOA Section 107(h) a member of a local board may not vote on a matter under consideration by the local board regarding the provision of services by the member or by the entity that the member represents that would provide direct financial benefit to the member or their immediate family. Board members must make known the interest and refrain from participating in any discussions and decisions involving the matter.

Nepotism:

Nepotism is an unfair practice that occurs when hiring or delivery of program services is based on personal connections, rather than ability or merit. An example of nepotism is when people in power give positions in a government or organization to their relatives or friends, rather than to any individual who is well qualified.

PROCEDURES:

At time of eligibility determination, WDD staff shall ensure all customers complete CSU 448-53 Nepotism Form to provide disclosure of any relationships as identified.

Applicants applying for WIOA services are asked if any family members hold elected, appointed, or administrative positions funded by WIOA, or have authority or advisory responsibility for the expenditure of WIOA funds. If the response is yes, the name, relationship to applicant, agency and position are obtained. No individual may be placed in a WIOA employment activity or receive WIOA services directly if that person's immediate family is directly supervised by or directly supervises that individual, or is engaged in an administrative capacity.

The WDD staff member will not have any involvement with the relative in the following areas:

- Determination of eligibility for WIOA services
- Decision of enrollment into WIOA services
- Case management responsibilities including development of an IEP, assessments, approval of occupational training, issuance of ITA vouchers, approval of supportive services, and award of incentives.
- Follow-up and retention services

REVISION HISTORY:

Revision Dates: N/A
Original Policy Date: N/A



Loren Sims, Administration Manager