

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



ITEM: 3.28
(ID # 27482)

MEETING DATE:

Tuesday, May 06, 2025

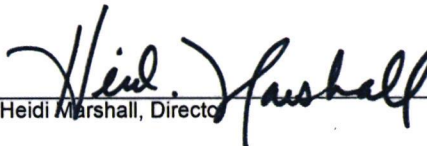
FROM : HOUSING AND WORKFORCE SOLUTIONS

SUBJECT: HOUSING AND WORKFORCE SOLUTIONS/WORKFORCE DEVELOPMENT DIVISION (HWS/WDD): Approve and execute the Workforce Innovation and Opportunity Act Request for Approval Application to continue to deliver workforce services for the America's Job Center of California - Adult and Dislocated Worker Career Services Provider for a term commencing July 1, 2025 and terminating June 30, 2027; All Districts. [\$0]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the Riverside County Workforce Development Board's application to the State of California Workforce Development Board requesting the Governor's approval for designation of America's Job Center of California – Adult and Dislocated Worker Career Services Provider (Application) for two (2) year period commencing on July 1, 2025, and terminating on June 30, 2027; and
2. Authorize the Chair of the Board to execute the Application on behalf of the County.

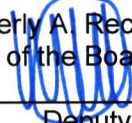
ACTION:Policy


Heidi Marshall, Director 3/27/2025

MINUTES OF THE BOARD OF SUPERVISORS

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

Ayes: Medina, Spiegel, Washington, Perez and Gutierrez
Nays: None
Absent: None
Date: May 6, 2025
xc: HWS/WDD

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

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

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: NA			Budget Adjustment:	No
			For Fiscal Year:	25/26

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. If a Local Board serves as a Career Services provider, they must have appropriate firewalls in place between the staff providing services, the staff responsible for oversight and monitoring services, and the Local Board. The firewalls must conform to WIOA regulations for demonstrating internal controls and preventing conflicts of interests. Riverside County Workforce Development Division maintains up to date firewalls and conflict of interest policies to ensure proper oversight and compliance of the administration of the Career Services.

The Riverside County Workforce Development Board, with the agreement of its Chair and Chief Local Elected Official (i.e., Chair of the Riverside County Board of Supervisors), applied and has been approved by the CWB to act as Career Services Provider since 2016. The current CWB approval is set to expire on June 30, 2025. If the application is approved the Riverside County Workforce Development Board will act as the Career Services provider for a two-year period with the application set to expire June 30, 2027.

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 Application for term commencing July 1, 2025, and terminating June 30, 2027.

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


Brianna Lontajo, Principal Management Analyst 4/30/2025


Aaron Gettis, Chief of Deputy County Counsel 4/24/2025



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, 2025**, through the following method:

Email CWDBPolicyUnit@cwdb.ca.gov
Subject line Career Services Provider Application

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. 1

Riverside County Workforce Development Board

Name of Local Board

1325 Spruce St. Suite 110

Mailing Address

Riverside, Ca, 92507

City, State, Zip

Stephanie Adams

Contact Person

951.955.3075

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?

Riverside County Workforce Division's (WDD) decision to apply to continue to be an Adult and Dislocated Worker career service provider within the Local Area involve a variety of factors. These factors include WDD's staffing capacity and experience, established relationships and integration, or other relevant workforce education and economic development models.

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.

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 the Chamber of Commerce throughout 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 (Adult Basic Education, English as a second language), Indian Manpower Consortium, Inc., Youth Opportunity Centers and Vocational Education Providers, Job Corps Outreach & Admissions, 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, and 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 926 small business owners with launching or growing their business in Riverside County during 2024. Providing the following services:*
 - *276 OJT contracts for a total of \$1.4 million.*
 - *Assisted in recruitments.*
 - *Provided labor market information.*
 - *Business analyzation.*
- *In the Program year 2023-2024, Youth Opportunity Centers attained the following performance rates:*
 - *Youth Placement in Employment or Education – The Negotiated goal was 73% for Quarter 2, the Outcome was 74.4% and the Success Rate was 101.9%; the Negotiated goal for Quarter 4 was 73%, the Outcome was 69.7%, and the Success Rate was 95.5%.*
 - *Median Earnings – The Negotiated goal was \$3,950, and the Success Rate was 108.7%.*
 - *Youth Attainment of Degree or Certificate (Credential) – The Negotiated goal was 55%, the Outcome was 69.3%, and the success rate was 126%.*
 - *Youth Measurable Skills Gains – The Negotiated rate was 77%, and the Success Rate was 116.1%.*

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 (ISD) model establishes a local workforce system centered on skill development, ensuring that AJCC One-Stop customers receive a streamlined set of value-added services. This approach enhances their employability, supports job retention, and facilitates ongoing skill advancement for long-term career growth. 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. Additionally, the MOU details the methodology of cost allocation to share infrastructure costs. Adaptations are available to support specialized populations, including individuals facing significant language and cultural barriers. This includes

but is not limited to, those with limited English proficiency, people with disabilities, and individuals experiencing other challenges. These tailored services ensure equitable access to resources and opportunities for all. 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. These services encompass case management and peer mentoring, transitional employment, soft and technical skills training, and general supportive services to address unique barriers. This includes assistance with treatment, housing, and transportation, as well as specialized support for individuals transitioning from incarceration. Through job readiness programs aligned with the Prison to Employment Program (P2E), these services facilitate successful post-release reintegration and long-term workforce participation. 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.*
 - WDD in collaboration with the County of San Bernardino was awarded \$1.8 million in funding through the Opportunity Young Adult Career Pathway Program (OYA). This funding will play a pivotal role in supporting the workforce development needs of the Inland Empire region, particularly by creating opportunities for young adults ages 18-28 to secure meaningful and sustainable employment in the healthcare industry. The OYA program is designed to position at least 160 young adults in healthcare jobs that offer more than just a paycheck – they provide life-changing opportunities. This initiative recognizes that securing stable employment and attaining credentials often requires more than job placement; it requires comprehensive support that addresses the full spectrum of barriers young adults may face. To ensure the success of participants, the program includes critical wrap-around services that will foster greater chances for program completion and long-term success. These services include individualized case management, with a focus on trauma-informed care, to provide personalized support and ensure that participants receive the tools and resources necessary to overcome personal or professional challenges. Through this program, the Inland Empire will benefit not only from a more skilled and stable healthcare workforce but also from a positive, community-wide impact as young adults gain access to jobs that provide both economic stability and a clear path for future growth. This initiative exemplifies how strategic investments in workforce development can empower individuals, strengthen communities, and meet the pressing healthcare needs of the region.*
 - The partnership between the Riverside County Workforce Development Division (RCWDD) and the Inland Regional Energy Network (I-REN) is a crucial step in strengthening the region's workforce and fostering sustainable growth in the clean*

energy sector. Throughout 2025-2027, RCWDD will receive \$1.5 million in funding, enabling the development of a robust pipeline for Inland Empire residents to access career opportunities in the growing clean energy industry. This collaboration, alongside the San Bernardino County Workforce Development Department, reflects a commitment to advancing economic opportunities and addressing regional workforce needs. This strategic initiative is critical for the Inland Empire, a region poised to benefit greatly from the expanding clean energy sector. By creating a clear pathway for residents to pursue education and training in renewable energy, RCWDD will facilitate access to high-demand, well-paying jobs that contribute to environmental sustainability and economic prosperity. The program will bridge the gap between the growing need for clean energy professionals and the region's underutilized talent pool, cultivating a skilled workforce capable of supporting the transition to a greener, more sustainable energy future. In addition to the long-term environmental benefits, the partnership underscores the importance of workforce development in addressing current and future job market shifts. By equipping residents with the necessary skills and credentials, this initiative will not only elevate individuals' earning potential but also empower them to take part in shaping the future of the region's clean energy landscape. Ultimately, this partnership is about more than just securing jobs; it is about creating a sustainable economic ecosystem that fosters growth, supports innovation, and builds human capital for generations to come.

- WDD, in partnership with the 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 before the COVID-19 Pandemic), WDD has served as a worksite for approximately 15 older adult workers annually.
- WDD has long-established partnerships with Community Colleges using grant funds to provide training and employment opportunities, and 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 customers 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.

Additionally, WDD has long been a leader in workforce development, serving as the primary provider of Adult and Dislocated Worker Career Services. Continuously at the forefront of workforce initiatives, WDD drives innovation in service delivery, setting a standard for

excellence and serving as a model agency for other workforce regions 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. This ensures WDD's continued ability to deliver high-quality services, training, and staffing, benefiting customers, partners, and staff while reinforcing its commitment to workforce excellence.

Continuous Quality Improvement

WDD utilizes both online and paper-based "just-in-time" surveys, reviewed weekly, along with annual job seeker surveys to gather feedback and identify opportunities for improvement, reinforcing its commitment to exceptional customer service. By continuously updating policies and processes under WIOA and integrating best practices through Knowledge Management Systems, WDD ensures consistency in workforce service delivery. Collaborating closely with its primary partner, EDD, and a full network of Memorandum of Understanding (MOU) partners, WDD provides comprehensive, coordinated services to job seekers

Moreover, WDD remains dedicated to effectively serving, assisting, and responding to participants' needs. Addressing the County's evolving workforce challenges requires continuous reevaluation and "reimagining" of service delivery. To drive innovation and improvement, WDD will annually, or as needed, assess historic processes and operating procedures. This includes exploring new frameworks, partnerships, and alternative approaches beyond traditional service models to enhance workforce outcomes

Established Local Area Offices

WDD's brick and mortar One-Stop/AJCC sites are established, and customers are familiar with and can easily access our career services through the AJCC's. 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 implemented a Community Career Services unit, who will be responsible for administering career services in communities at partner office spaces, affordable housing sites, and other existing non-AJCC facilities. Through this, WDD is able to better 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".

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

As of the 2023 Census data, Riverside County's population is estimated at 2,492,442. Both the population and geographic size of our county may present challenges to competing service providers' ability to establish crucial linkages with all stakeholders. Labor Market Information for Riverside County as of 2023 reflects an unemployment rate of 5.1 percent, and approximately 43,400 unemployed individuals.

Factors that could 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 April 21, 2021, 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, the 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 Opportunity Young Adult Program and Prison to Employment Program.

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 mock interviews. 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 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 comprehensive assistance to customers seeking training services. Customers may benefit from a documented, in-depth assessment and an Individual Employment Plan (IEP) that outlines the following:

1. That customer's need for training services to secure or retain a self-sufficient job and their lack of sufficient resources to cover training costs.
2. An income growth plan.
3. Program services the customer will receive.
4. Supportive services available to assist the customer.
5. Follow-up services the customer may receive.
6. Job search assistance available during and after training.
7. A structured plan to accomplish the customer's employment goal.

Past Experience Providing Basic and Individualized Career Services

For over 21 years, the Riverside County Workforce Development Division (WDD) has successfully provided career and business services to Adult and Dislocated job seekers through the Workforce Innovation Act (WIA) and the Workforce Innovation and Opportunity Act (WIOA). As the administrative body for workforce services, WDD collaborates closely with the fully integrated Employment Development Department (EDD) and required WIOA Partner MOU partners. Previously, these services were delivered through the Job Training Partnership Act and the Comprehensive Employment and Training Act Program. WDD has built a strong fiscal infrastructure, operates with a high-performance board, and serves as a demonstration model for service integration. Additionally, it plays a key role in several regional workforce

initiatives. The success of this model is evident in the thousands of individuals who have benefitted from job placement and counseling services, as well as the many employers who have successfully hired WDD customers.

Training with Individual Career Services

WDD offers training services to customers who have demonstrated their ability to attain self-sufficiency and those 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 20-21 and 21-22) 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 met and exceeded its performance outcomes during the past two Program Years. Performance outcomes for Adult and Dislocated Worker Entered Employment, Adult and Dislocated Retention Rate, and Adult and Dislocated Worker Average Earnings all exceeded negotiated rates by more than 100% for the past two program years. For Program Year 2023-24, WDD fell short of meeting the Credential Rate due to a high percentage of participant drops. However, WDD has outlined a clear action plan to improve the ability to meet the credential outcome in the future. This includes new training partnerships, additional resources available to participants, such as a comprehensive assessment before training, and changes to our support services policy to increase the transportation allowance. Our career coaches provide as much effort to participants to ensure we meet the WIOA objectives, and these steps are being taken to improve future performance. 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 2024.

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

Local Chief Elected Official



Signature



Signature

Jamil Dada

Name

V. Manuel Perez

Name

Chairperson

Title

Chair of the Board of Supervisors

Title

04.17.2025

Date

MAY 06 2025

Date

ATTEST:
KIMBERLY A. RECTOR, Clerk

By


DEPUTY

Approved as to form:
Minh C. Tran
County Counsel



By:
Paula S. Salcido
Deputy County Counsel

04/22/2025

Attachment 1

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

RIVERSIDE COUNTY WORKFORCE DEVELOPMENT BOARD



ACTION ITEM # 3.2

DATE: April 16, 2025

SUBJECT: County of Riverside Workforce Development Division (WDD), on behalf of the Workforce Development Board (WDB), requesting authorization to re-apply to serve as America's Job Center of California-Adult and Dislocated Worker Career Services Provider

RECOMMENDATION: That the Riverside County Workforce Development Board (WDB) approve and authorize the WDB Chairperson execute, on behalf of the WDB, WDD's request for approval from the California Workforce Development Board (CWDB) to serve as the Provider of America's Job Center of California-Adult and Dislocated Worker Career Services (Career Services Provider) within Riverside County commencing on July 1, 2025.

BACKGROUND:

The Workforce Innovation and Opportunity Act (WIOA) allows the WDB, as a Local Workforce Development Board, to request approval to act as Career Services Provider with the agreement of the Chairperson of the WDB, the Chief Elected Official (i.e., Chair of the Riverside County Board of Supervisors), and the Governor. Under WIOA, RCWD was granted the approval to serve as the Career Service Provider in 2016. In 2019 and 2021 the CWDB extended the approval for a two-year period each, which is currently set to expire on June 30, 2025.

In order to provide uninterrupted services and because the existing service delivery structure is currently meeting needs, WDD 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 CWDB. The Package must include evidence of approval to apply from the WDB and the Riverside County Board of Supervisors.

Approval of this Action Item constitutes the WDB's approval to submit the Package to the CWDB. Upon WDB approval of this Action Item, WD staff will similarly request authorization from the Board of Supervisors to submit the Package to the CWDB. Contents of the Package, excluding evidence of approval by the Board of Supervisors, is attached hereto.

RIVERSIDE COUNTY WORKFORCE DEVELOPMENT BOARD

Date: 4/16/25
Approval: Yes

BOARD OF SUPERVISORS CONCURRENCE

Required: Yes

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)

To be provided after Board approval

Attachment 3

Riverside County Workforce Development Division Performance for the last two Program Years (PY 2022-23 and 23-24)

Riverside County Performance Outcomes for PY 2023-2024

	Adult	Dislocated Worker	Youth
Summary Information			
Total Exiters	1,276	282	649
Total Participants Served	1,842	461	687

	Negotiated Performance Level	Actual Performance Level	Success Rate
Adult Performance Indicators			
Employment Rate Quarter 2	71.0%	74.9%	105.5%
Employment Rate Quarter 4	67.0%	73.4%	109.6%
Median Earnings	\$7,300	\$8,905	122.0%
Credential Rate	72.0%	66.9%	92.9%
Measurable Skills Gains	68.0%	81.2%	119.4%

	Negotiated Performance Level	Actual Performance Level	Success Rate
Dislocated Worker Performance Indicators			
Employment Rate Quarter 2	66.0%	71.6%	108.5%
Employment Rate Quarter 4	64.0%	75.1%	117.3%
Median Earnings	\$8,300	\$9,880	119.0%
Credential Rate	72.0%	72.8%	101.1%
Measurable Skills Gains	68.0%	83.2%	122.4%

	Negotiated Performance Level	Actual Performance Level	Success Rate
Youth Performance Indicators			
Employment Rate Quarter 2	73.0%	74.4%	101.9%
Employment Rate Quarter 4	73.0%	69.7%	95.5%
Median Earnings	\$3,950	\$4,292	108.7%
Credential Rate	55.0%	69.3%	126.0%
Measurable Skills Gains	77.0%	89.4%	116.1%

Riverside County Performance Outcomes for PY 2022-2023			
	Adult	Dislocated Worker	Youth
Summary Information			
Total Exiters	1,252	316	497
Total Participants Served	1,928	462	728

Adult Performance Indicators	Negotiated Performance Level	Actual Performance Level	Success Rate
Employment Rate Quarter 2	71.0%	79.6%	112.1%
Employment Rate Quarter 4	67.0%	76.9%	114.8%
Median Earnings	\$7,300	\$8,692	119.1%
Credential Rate	72.0%	78.6%	109.2%
Measurable Skills Gains	68.0%	66.8%	98.2%

Dislocated Worker Performance Indicators	Negotiated Performance Level	Actual Performance Level	Success Rate
Employment Rate Quarter 2	66.0%	78.1%	118.3%
Employment Rate Quarter 4	64.0%	77.6%	121.3%
Median Earnings	\$8,300	\$9,560	115.2%
Credential Rate	72.0%	72.8%	101.1%
Measurable Skills Gains	68.0%	70.9%	104.3%

Youth Performance Indicators	Negotiated Performance Level	Actual Performance Level	Success Rate
Employment Rate Quarter 2	73.0%	76.5%	104.8%
Employment Rate Quarter 4	73.0%	78.8%	107.9%
Median Earnings	\$3,950	\$4,125	104.4%
Credential Rate	55.0%	57.2%	104.0%
Measurable Skills Gains	77.0%	88.1%	114.4%

Attachment 4

Riverside County Workforce Development Division Testimonials from Businesses



Client Testimonial Request

Here at Riverside County Workforce Development, we work hard to connect local businesses with government funded programs that help both companies and residents grow professional.

Your company has been identified as a valuable advocate for helping introduce other businesses to the many cost saving programs offered through Workforce Development.

If you could please take a moment and fill in the testimonial below, it would be greatly appreciated by everyone here at Workforce Development & all the future clients like yourself!

Testimonial: California Tool & Welding Supply has
been using Riverside County's On the Job
Training program since 2017. Through this
program, we have been able to expand our
workforce faster because of subsidies provided.
No matter how you hire, new employees need training.
With Riverside County's various programs, we get
paid to train!"

Company Name: California Tool & Welding Supply

Company Representative Name: Lih Tar

Signature: [Signature] Date: 1/19/2024

Contact email: lih@cal-tool.com Contact number: 951-300-2551



Client Testimonial Request

Here at Riverside County Workforce Development, we work hard to connect local businesses with government funded programs that help both companies and residents grow professional.

Your company has been identified as a valuable advocate for helping introduce other businesses to the many cost saving programs offered through Workforce Development.

If you could please take a moment and fill in the testimonial below, it would be greatly appreciated by everyone here at Workforce Development & all the future clients like yourself!

Testimonial: Riverside County Workforce Development
has been instrumental in allowing us
to grow our business! Training a new
employee is very expensive and may have
been prohibitive without their subsidy.
The qualifications are easy as is the
documentation. We greatly appreciate
Riv. Cty Workforce!

Company Name: Craig Davis Family Insurance Agency

Company Representative Name: Kathy Davis

Signature: Kathy Davis

Date: 1/18/24

Contact email: kathy.cdavis@

Contact number: 951-699-1774

farmersagency.com



Client Testimonial Request

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Your company has been identified as a valuable advocate for helping introduce other businesses to the many cost saving programs offered through Workforce Development.

If you could please take a moment and fill in the testimonial below, it would be greatly appreciated by everyone here at Workforce Development & all the future clients like yourself!

Testimonial: Foxtrot Construction Inc. has used the Riverside County's on the
Job Training Program since 2020. This program was helpful during the pandemic as we
were able to hire employees and retain them due to the training support that we received
from the county. This program helped our business stay open during the pandemic as we
were considered an essential business. We are a small business in Riverside county that
has greatly benefited from the Job Training Program. We continue to hire and use the
resources offered by the program. The staff has been very helpful, knowledgeable
and kind!

Company Name: Foxtrot Construction Inc.

Company Representative Name: Sofia Crespo

Signature: *Sofia Crespo* Date: 01/23/2024

Contact email: sofia@foxtco.com Contact number: 323-369-7474



Client Testimonial Request

Here at Riverside County Workforce Development, we work hard to connect local businesses with government funded programs that help both companies and residents grow professional.


Your company has been identified as a valuable advocate for helping introduce other businesses to the many cost saving programs offered through Workforce Development.

If you could please take a moment and fill in the testimonial below, it would be greatly appreciated by everyone here at Workforce Development & all the future clients like yourself!

Testimonial: I am pleased to share our positive experience with the Riverside County On The Job program. Over the years, our company has benefited significantly from the program, enabling us to expand our administrative staff, invest in advanced training software, and implement employee bonding initiatives. The program's support in recruiting skilled professionals has been pivotal to our growth. Through its assistance, we have successfully augmented our workforce, meeting the increasing demands of our business operations. Moreover, the program's financial aid has empowered us to acquire cutting-edge training software, enhancing the efficiency of our training processes and overall operations. Notably, the funds provided has also allowed us to focus on employee bonding tools, resulting in improved retention rates and a more engaged workforce. We extend our gratitude to the Riverside County On The Job Program for its unwavering support, serving as a key contributor to our success. We highly recommend the program to other businesses seeking growth opportunities.

Company Name: Total Wellness Inc

Company Representative Name: Gabriela Cubillas

Signature:  Date: 01/18/2024

Contact email: Gabriela@marketplacewellnesscenter.com Contact number: 951.643.3984

Attachment 5

Riverside County Workforce Development Division Testimonials from Job Seekers

Success Story: Naval Johnson

Dear Hemet Workforce Development Center,

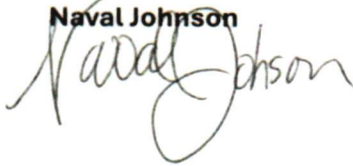
I want to express my deepest gratitude for the support and funding you provided for my Clinical and Administrative Medical Assistant training. Thanks to the assistance of numerous staff at the Hemet office, I was able to complete my program and secure employment with KPC.

As a father of three daughters, this opportunity has truly changed my life. With stable employment, I am now able to provide a better future for my family and set an example of perseverance and hard work for my children. I have also become inspired to continue my education further. My next goal is to go to school for CNA.

Thank you for believing in me and giving me the opportunity to build a brighter future. Your program is making a real difference in the lives of people like me.

Sincerely,

Naval Johnson

A handwritten signature in black ink that reads "Naval Johnson". The signature is written in a cursive style, with the first name "Naval" and the last name "Johnson" clearly legible.

P2E / WIOA Success Story

07/29/2024

The customer was referred by Behavioral Systems Southwest, Jurupa Valley one of our referral partners. The customer previous employers were Ferrell Services as a Franchise Owner and Wilora Lake Healthcare as a Department Head for Housekeeping and Laundry Attendants in which the customer was unable to return to his previous occupation because he is a conviction. The customer was incarcerated at a Federal Penitentiary for 17 years, he was released in March 2024. The customer learned about training opportunities and reached to obtain assistance with Housing and Workforce Solutions. The customer enrolled in Workforce Innovation and Opportunity Act, Co-Enrolled in Prison to Employment on April 14, 2024. The customer was interested in training opportunities in the Transportation and Warehousing Industry as a Class A Driver. After successfully being eligible and suitable for P2E/WIOA Program he was enrolled with United Truck Driving School, he started his training on April 22, 2024. Within the first two weeks of training the customer obtain his Class A Learners Permit. The career coach was informed by the halfway house that the customer was name Resident of The Month for May, due to his excellent communication and completing check-ins as needed within their program. Soon after, the customer successful completed classroom/ hand-on training with United Trucking on May 17, 2024, and was schedule on May 21 to take his behind the wheel, however DMV postponed his exam due to scheduling issues. The customer was able to complete his exam on 05/31/2024 and obtain his Class A License with Endorsements such as T (T-Double/Triple Trailers) and N (Tank Vehicles), giving him more opportunities in the transportation industry for employment.

The customer started to prepare for the workforce. The career coach assisted with resume development and job contact development in June 2024. The customer learned how to network in a new industry. He was provided with job leads to Robertson's Ready Mix, Fast Lane Transportation, Apex Bulk Commodities, LLC, Hi-Grade Materials, Teamster Local 1932, Holliday Rock, Landforce Corp, and Cisneros Bros, Plumbing Septic, & Restoration. The career coach was informed that the customer has also been released to home detention on 06/09/2024, another milestone to competing his probation. Very difficult times came when getting call backs for

employment. The customer connected with the career coach informing the status of job interviews and call backs. The customer was informed to continue to look and not give him, it seemed difficult because he is in home detention in Adelanto, CA. The career coach kept in touch with customer and continue to motivate him on not giving up.

The customer received a call back from Robertson's Ready Mix in Victorville. He was offered employment as a Ready-Mix Driver. He is to complete first five days of training before being on the road. The customer started employment on July 25, 2024, potentially working 40hours a week and making \$17.00 an hour to start, he is to travel throughout California in which could have been a barrier in the customer is only able to travel below 100 miles from home detention location, however due to the customer being proactive, great resident, and great customer he was given permission from federal probation to travel outside him limited miles.

Congratulations to the customer for great achievements!!!

SID: 1005941113 (All supporting documents have been submitted and uploaded to CaJobs)



P2E / WIOA Success Story

09/26/2024

The customer had professional experience in the Entertainment Industry and was previously a Stage Handler. The customer was previously with CEO for their transitional employment opportunity and completed the program. However, he was interested in obtaining his Class A License and was unable to obtain it with CEO due to not having a driver's license. This is when the customer reached out for assistance with Housing and Workforce Solutions. The customer enrolled in Workforce Innovation and Opportunity Act, Co-Enrolled in Prison to Employment on April 1, 2024. The customer was interested in training opportunities in the Transportation and Logistics Industry. After successfully being eligible and suitable for P2E/WIOA Program he was enrolled with America Truck Driving School, he started his training on April 16, 2024. The customer was phasing barrier such as no driver's license and two counts of drug trafficking. It was the customer goal to be successful, the career coach set goals. 1. Obtain Driver's License, 2. Complete DOT Requirements/Physical, Drug Test, 3. School Exploration and speak with the training providers about his obstacles, 4. Obtain Training Proposal. The customer completed all his goals before starting training.

While in the program the customer created his resume and obtain job leads, successfully obtain his Driver's Permit for Class A, kept great communication with training provider, the career coach was obtaining progress reports from the school. The customer successfully completed training on June 6, 2024, and obtained his Class A License on June 27, 2024.

Soon after he completed training, the customer was offered employment with BCT Entertainment as an Equipment Driver/ Stagger making \$25.00 an hour/ 40hours a week since July 14, 2024. The customer provided a copy of his current paystub for documentation purposes. The career coach successfully closed customer file with employment.

SID: 1005882919 (All supporting documents have been submitted and uploaded to CaJobs)

Attachment 6

Riverside County Workforce Development Division Customer Service Survey 2024



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. This report summarizes customer service surveys entered during the month indicated that were completed either electronically or via paper survey.

Survey Format

All customers (job seekers, business customers, vendor, 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. English and Spanish surveys are available electronically as a link on the Career Resources Area (CRA) computers or which can be emailed. They are also available as a paper and pencil survey that can be handed to individuals or which they can freely pick up in the CRAs. Locked boxes are positioned throughout the centers for customers to deposit completed surveys. 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. Paper surveys are sent to MIS for data entry while the electronic surveys are entered online by the individual completing the survey.

Survey Results Summary

Customers were asked to indicate which office their comments address. The distribution of the **804** surveys completed in this reporting period is shown in Figure 1.

Figure 1 (Q1)

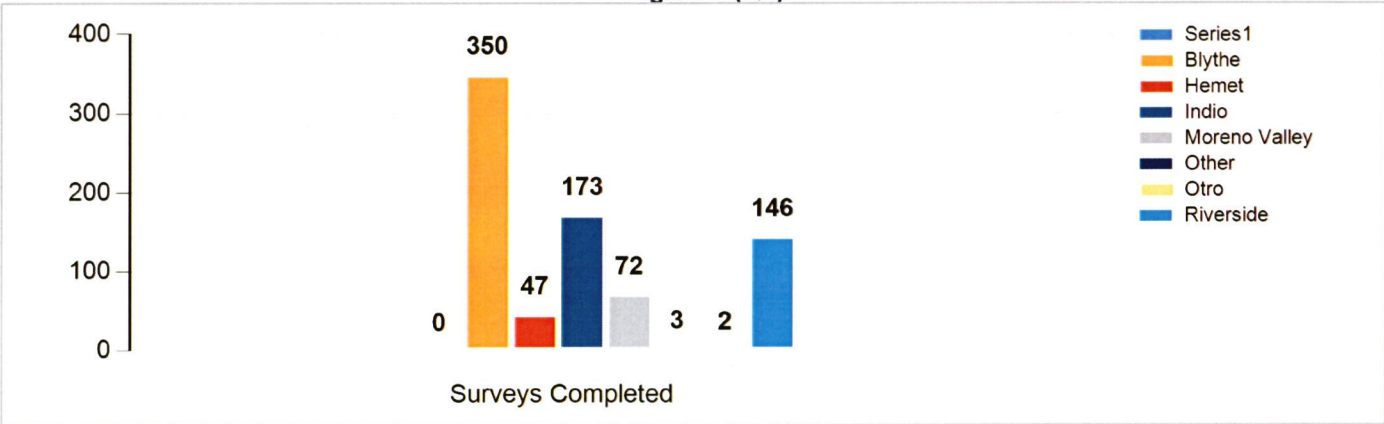


Figure 1. WDC list of other locations.

Test
Test
Test

Figure 2(Q8)

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

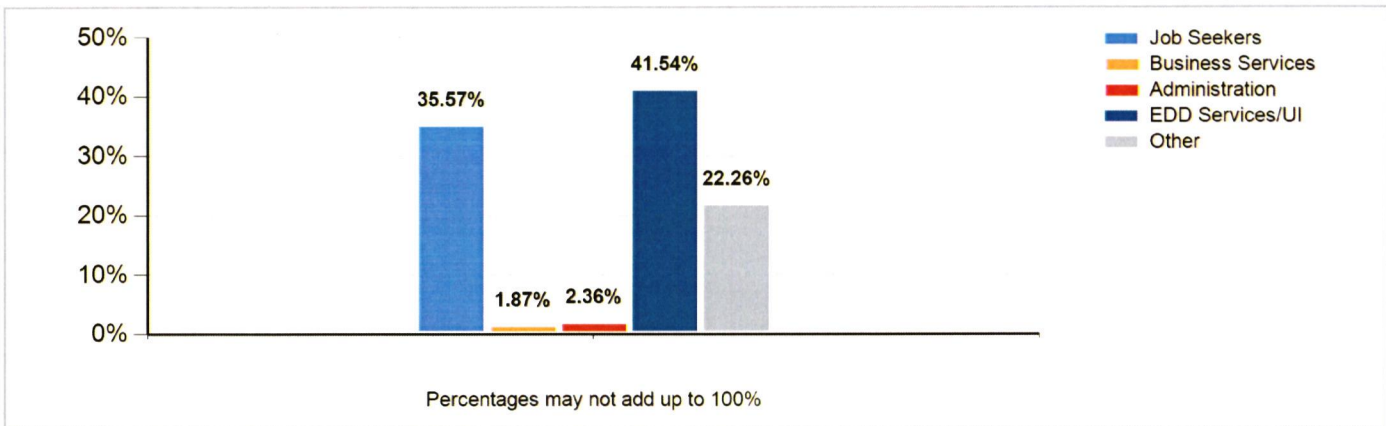


Figure 2. WDC list of other operations.

- DI
- PFMLA
- Disability
- UI
- DI
- DI
- Veteran services
- VA
- SDI
- Jo search coaching
- Training
- Training
- DI
- Training
- paid family
- DI
- DI
- DI
- Fax to EDD
- CBP
- CalVet Fee waiver
- Disability
- Disability
- DI
- DI
- DI

Disability
Disability
DI
Disability
Utility assistance
Caljobs
Resume
Disability
DI
DI
DI
Tracy
Training
Training
Training
WIOA Training
Training
Career Counselor
Veterans
Disability
DI
SDI
Career/training
CDL Class A
Training school
typing test
Training
Training
SDI
DI
DI
DI
Disability
DI
Training
Training
Calfresh
DI
DI
PFL

WOIS/CTB
Laptop
PFL
Work training
Disability
Job Fair 1/26/2024
DI
DI
WIOA Enrollments
SSI
Training
Training
Training
Training
DI
Training
Training
DI
Office Staff
Career Change
Training
Disability
Disability
DI
SDI
Test
Test
Disability
DI
WIOA Eligibility
Training
Training
Training
SDI
DI
DI
Treasurer U.S.A. (self)
Training
Training
Goodwill

DI
DI
DI
DI
DI
DI
Schooling
WIOA
Training Program
N/A
Disability
DI
V.A.
Disability
SDI
P2E
PFL
SDI
DI
DI
DI
DI
SDI
EDD/DIS
Laptop
Training
Printing
Training
DI
DI
DI
DI
DI
DI
DI
DI
School
Training
Training
Resume

Workforce
Training
Training
Career training
Training
Disability
DI
SDI

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

Figure 3

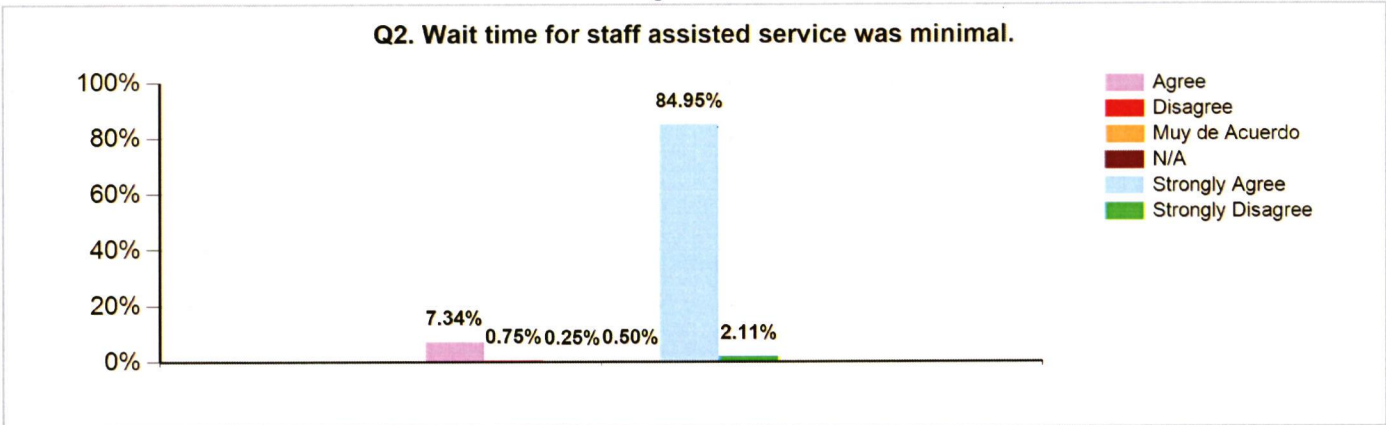


Figure 4

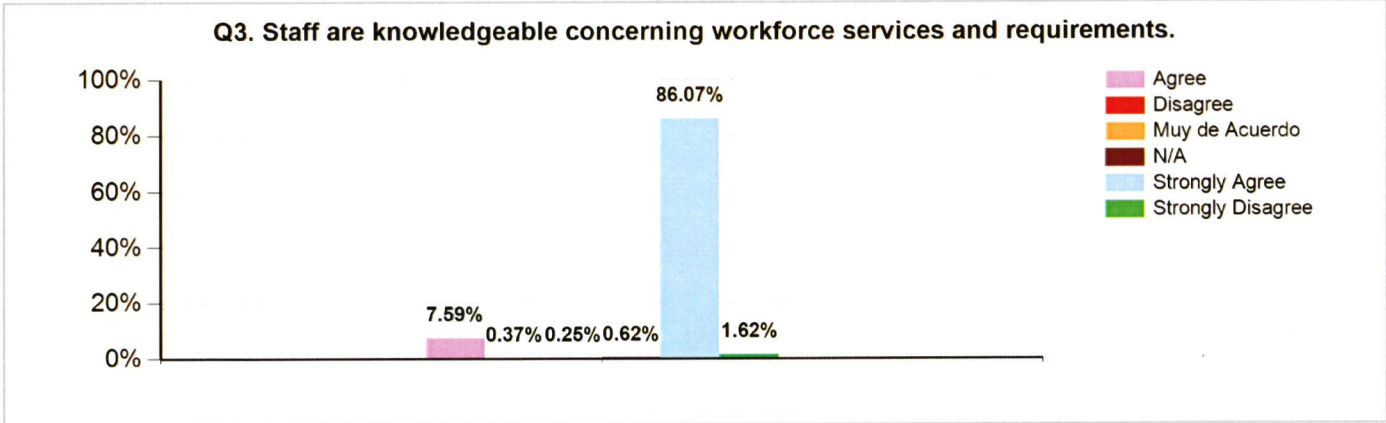


Figure 5

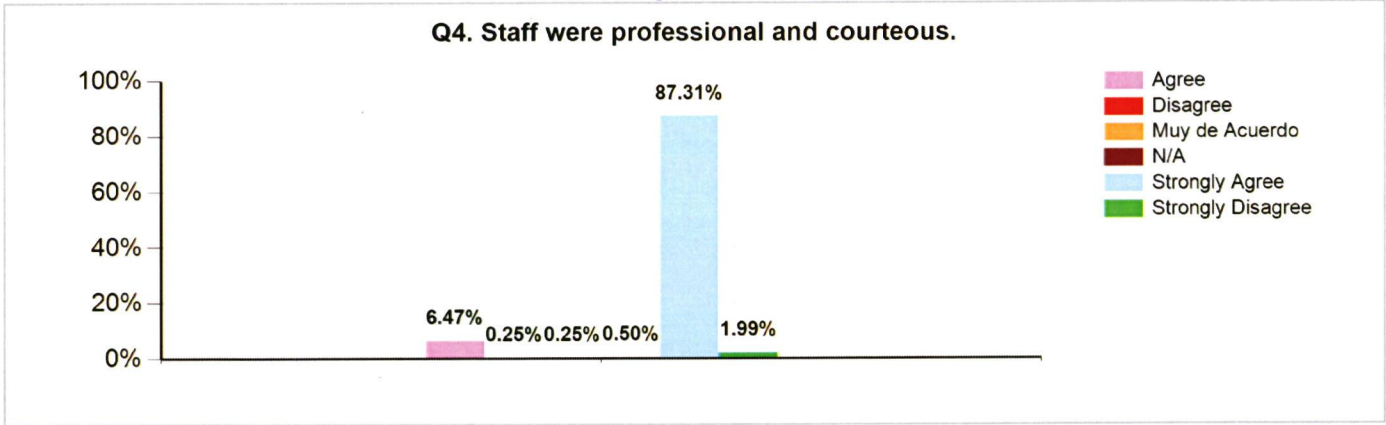


Figure 6

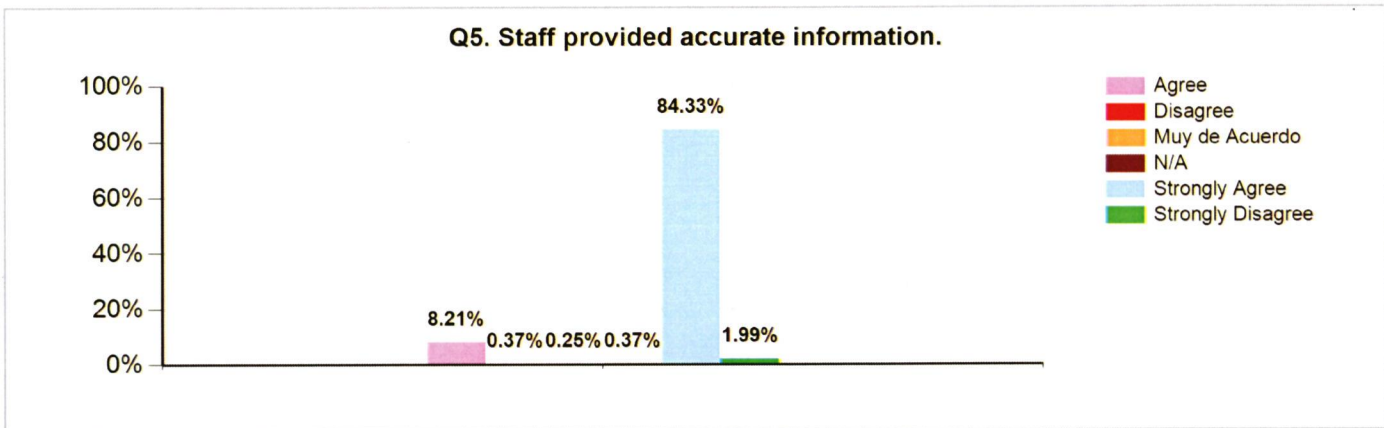


Figure 7

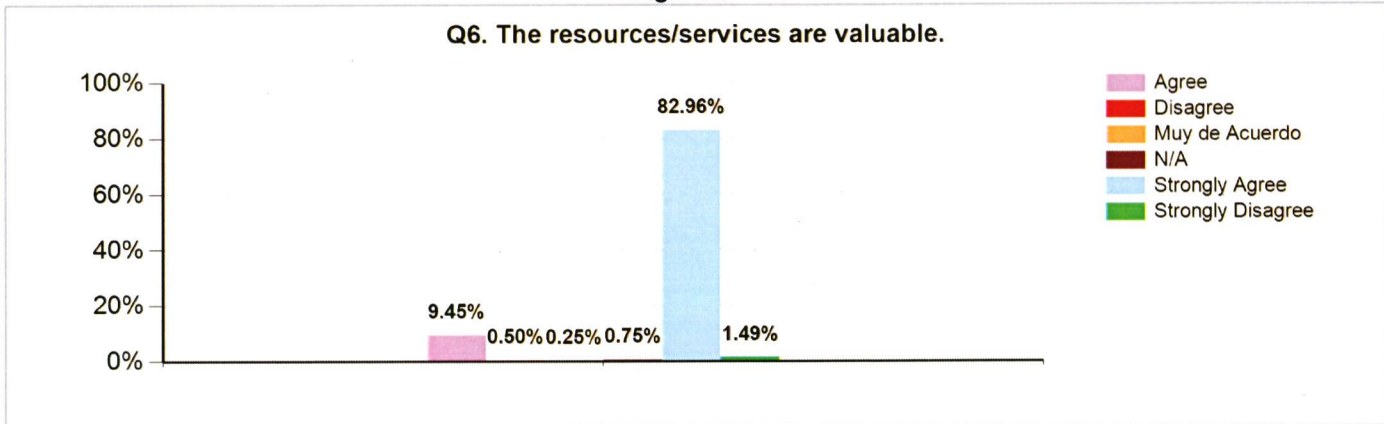
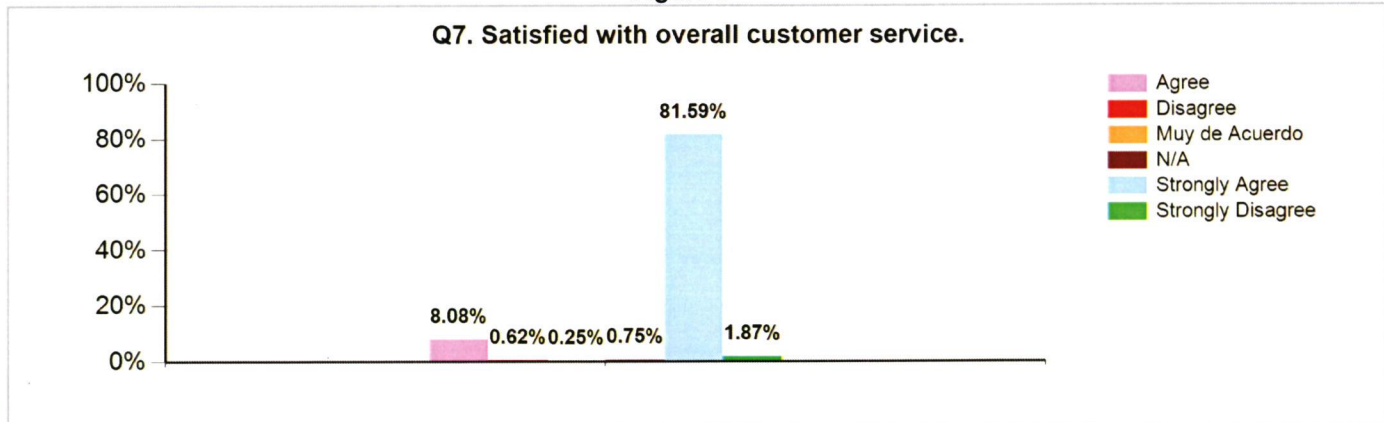


Figure 8



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

Please keep Connie aboard and as a follower. she is great

Blythe: Great!

Hemet: I would like to thank you for having this facility available to help me to transition from homeless to being self sufficient.

Hemet: stop giving people the run around.

Indio: None. Thank you so much for helping

Hemet: N/A

Hemet: computer operations capabilities (speed)

Indio: You are the best (Angel and Cristian)

Indio: n/a
Indio: There has been a person that has come in that has been very loud and disruptive. I feel he should not be let back in.
Moreno Valley: Overall, I was very pleased with the service I received.
Riverside: preparation for job search (translated by Google)
Indio: Overall service was both satisfactory but not enough staff available. Hard to get through to this office over the phone.
Indio: Approve everyone that comes asking for help.
Indio: so far nothing
Indio: Connie was assisting us and she was wonderful and very helpful. And also the officer and other staff were friendly and helpful
Indio: Please keep this positive, professional procedure!
Blythe: No
Blythe: Have a golf cart ready for us heavy dudes
Blythe: UI - The person was very aggressive
Blythe: UI- the representative was very rude and she hung up on me 3 times
Hemet: They helped once again. All very good service
Hemet: Improve your communication process
Indio: get one person to answer SDI phone calls
Riverside: The Staff is excellent
Riverside: Satisfied. SZaragosa was amazing at customer services multi-tasks and great
Blythe: Everything is great
Blythe: Better internet
Hemet: you covered all
Hemet: to accomplish my job search
Hemet: Resource fax machine needs to be updated and/or need help at all times. I was here a few months ago same issues.
Indio: N/A
Indio: N/A
Indio: N/A
Indio: Today I didn't have any problems for my needs
Indio: Everything was efficient, the staff were very professional.
Riverside: Lately, job recruiters one-on-one so needed for my particular and rare predicament. Getting categorized with system and homelessness - not good.
Riverside: Mis [sic] Ashley was a lot of help for me.
Riverside: Sandy was a big help
Riverside: Staff were lovely. Keyboards were pretty stiff.
Riverside: See more people like her (Malynda)
Riverside: Nothing; customer service was nice and helpful
Blythe: A better UI line cannot get through 1-800 and takes hours.
Hemet: They need better internet connection with their computers.
Hemet: Helped to search

Indio: The office is the way to go. Online is difficult.
Moreno Valley: N/A everything was explained good
Moreno Valley: My career coach was professional and helpful. She helped me understand the process for training.
Moreno Valley: Maria Islas is very professional. She helped [illegible] research and training.
Moreno Valley: The WinWay Resume template is problematic if the results are not manually converted to exclude characters that resume scanners reject.
Riverside: Hire more people like Sandy
Riverside: Investigate people at front, one is not cordial (aggressive).
Riverside: I was put on a phone call to EDD, but the call kept cutting in and out
Riverside: Not that I can think of
Riverside: Michelle helped me a lot. Giver her a raise.
Riverside: None
Riverside: Have more workforce reps/CalJOBS intake person Cilvia C
Riverside: N/A
Blythe: I can't think of anything, very professional
Hemet: No good job
Hemet: It was very good
Hemet: Hire more Annettes
Indio: none. everything was great
Indio: Anna has been a great help and provides great information
Indio: Nothing
Indio: I'm super satisfied with all the assistance provided by Connie and Anna Zepeda to obtain my class a license.
Indio: N/A Expanded on skills would like to get designated subject career education teaching
Riverside: Nothing
Riverside: all was good
Riverside: Came in expecting bad services? The 2 ladies that work here were so helpful and jolly it felt like fresh air. (Gracie and Rayshell)
Riverside: perfect work? She did a good job and very helpful
Riverside: Not sure at this time
Riverside: Everything was perfect!
Riverside: None; everything is ran great at this location
Riverside: Staff was great!
Riverside: Nothing had a great experience with Rayshell
Riverside: scanner for email
Riverside: Have more people like Ms Nicole Roby. She was the ultimate professional. I commend her
Hemet: At this time I had no suggestions
Hemet: work on being more customer oriented
Riverside: front desk staff are very impatient. The [race] with [hair description] is very rude.
Riverside: All staff were most helpful and knowledgeable and friendly
Riverside: [Career Coach] was career coach and was not will to help me and guide me in a career
Riverside: no

Riverside: Malynda was a big help and if I didn't understand she would help me
Riverside: The office to help and not be talking about personal things
Riverside: Does not apply to me
Riverside: Give Yendi and absolute huge pay raise. Her care for customers is one a kind!
Moreno Valley: I am well-informed of the program and aware of future steps. Overall a great experience
Blythe: I like the service
Blythe: To keep all professional services the same, I found all services helpful.
Blythe: It hasn't been an easy process filing for unemployment. However, with the professionalism, patience, knowledge of Ms. Lourdes, I was able to easily complete the filing. So grateful for her
Blythe: Nothing. Your employees were very helpful
Moreno Valley: That they continue to be this kind and professional. Thank you
Indio: None, it was all perfect and easy.
Indio: None, it was all perfect and easy.
Indio: All the staff are wonderful, especially Jackie. She went above and beyond to help me with my EDD claim.
Indio: I was helped by Angel Van and Cristian 12/6/23 at 10am. She went above and beyond to help me get connected with someone at EDD. Although it was unsuccessful, she still help me to send out an email in order to help me process this claim faster.
Indio: No
Indio: Having a little more help on EDD appeals
Indio: Staff is amazing!!
Indio: That they answer the telephone phone calls faster and that they make the application process easier.
Indio: If it wasn't for security guard, he was great. No one in office could resolve issue.
Indio: Nothing they were very helpful
Indio: Great services
Blythe: DI answer phones
Blythe: Have them answer their phones
Indio: No, perfect in every way
Indio: Nothing yet
Indio: Everything was perfect - their help and professionalism
Indio: All good
Indio: N/A - Anna is so helpful
Indio: Nothing, everyone was so nice
Indio: Improving the website
Indio: Excellent service from this person (Connie Munoz)
Riverside: No, everything is perfect. Staff are very helpful
Riverside: Everything is perfect
Riverside: N/A
Riverside: Everything is very good
Riverside: Ask Gabby she was very patient and very helpful. Was able to help me. Thank you Gabby
Riverside: Hire people like Gabby
Riverside: Nothing. Mr. Bila was awesome. He was very courteous, professional, helpful

Indio: Very helpful!
Indio: Nothing. I got so much help from Ana Zepeda. She is great. :)
Indio: Help with schooling.
Riverside: Nothing.
Riverside: There is nothing to help. You are perfecte. [?]
Riverside: Maylynda assisted me fax to unemployment out of state.
Riverside: Try to get more office vendors if possible.
Riverside: Train staff with valuable cust svc. [?]
Riverside: Excellent
Moreno Valley: Constantly update the available jobs in the area.
Moreno Valley: I'm impressed with the help you guys provided.
Indio: N/A
Indio: N/A
Hemet: Appropriate action.
Indio: Honestly, Anna in room #329 did above & beyond for me & others!
Indio: Nothing, was great.
Indio: N/A
Moreno Valley: Not at this time.
Moreno Valley: The workforce was great but the school United Trucking had a lot of trucks breaking down.
Riverside: Provide seats at the counter.
Riverside: Nothing.
Riverside: Everything was perfect & Gabby was great at answering all my questions.
Riverside: Was very helpful.
Riverside: Was very helpful.
Riverside: Everything went well. Thank you.
Riverside: Everything is ok.
Riverside: Miss Gaby
Moreno Valley: N/A
Indio: Serve coffee!!! LOL/Maybe make CalJOBS a little more user-friendly.
Indio: Have black pens available since blue pens aren't approved for filling out the forms. Calculators would be helpful as well.
Indio: Nada (nothing)
Hemet: Absolutely great help.
Hemet: Real good service and staff very professional.
This is a test by Meta
test Meta
Hemet: Everything was great thank you ladies.
Hemet: Allow people to contact EDD without difficulty and less wait time. In back they leave you sitting.
Riverside: None great service Mr. Bila.
Riverside: Everybody in the office was very helpful and knowledgeable.

Moreno Valley: Perfect service.

Moreno Valley: With the BERC Center the two groups work well together & it is very good.

Moreno Valley: All information was covered.

Riverside: On the phone help should be spoken a bit more slowly so that I can properly take notes. :)

Indio: "... (Pay for Family Leave) goals, what would it be?" Better phone system 877-238-4373 is useless. Stay in front can't give info on EDD claim submitted online. Submitted claim but didn't get claim receipt.

Hemet: Update me on security high paying positions.

Blythe: 1 800-No Answer

Indio: All is perfect

Indio: Takes way too long to register-way to difficult-How the system is overloaded-cannot continue.... all this time for nothing- Needed new way.....

Moreno Valley: N/A

Moreno Valley: I am please with the services.

Riverside: PPE equipment & missing Bi-cepts [?] because of it.

Riverside: Replace the supervisor named [staff name], she has no right to tell off a minor.

Riverside: Nothing further needs to be done.

Indio: Everything is perfect.

Indio: Everything was good and on time.

Indio: N/A

Moreno Valley: I'm doing very well with the help I was given.

Riverside: Maybe try and staff to cover lunch because sometimes that's when we have to come in so it's kinda hard to not be able to get much done.

Riverside: The security guy in front when I walk in he was sleeping all day.

Indio: Everything is great so far.

Indio: Listen pay attention to my history because I'm a serious individual.

Indio: Employ more people like Felicia!

test

test

Moreno Valley: None everything is very good

Moreno Valley: Cannot think of anything else. All of my questions and concerns were answered. Thank you

Riverside: Your front office staff were nice and friendly, kind and very knowledgeable, especially Melinda Opperman :)

Riverside: Job well done!! :)

Indio: Everything was great!

Indio: I had a great experience in my office.

Indio: I purchased an inheritance from U.S.M.C. International Security savings so I am better and my wife is retired U.S.M.C.

Indio: Great job. Security top notch. Thank you.

Indio: N/A

Indio: Keep the positive vibes. You guys rock!

Moreno Valley: My main goal is to finish the school and then have my certificate and then have a new goal.

Moreno Valley: N/A

Moreno Valley: No, with what is being done is sufficient.

Riverside: Hire more people like Yendi Luera Guerrero.
Riverside: Hire more staff.
Riverside: I spoke with Ms. Denise. Her level of customer service went above and beyond. She was excellent at helping me get started.
Riverside: To email or call Erick.
Riverside: None. Everything was great.
Riverside: No the whole process was straight forward.
Riverside: Everything was perfect.
Riverside: Be on time. False advertisement regarding Goodwill Kaiser event. Unprofessional and not courteous.
Blythe: They were very helpful and professional.
Indio: You are always work professionally, and promptly.
Indio: N/A
Indio: Everything was great.
Indio: Everything was pleasant, especially the staff.
Indio: Everyone was great! Romina went out of the box to help me!
Indio: Give Anna Zepeda a raise! :)
Indio: Everything was fine.
Indio: N/A
Blythe: Unemployment need to be more hands on about getting info correct so please can receive their benefits on time.
Blythe: Everything was good.
Blythe: The problem is that they do not answer and when they do they hang up.
Blythe: Help get me a job.
Hemet: Need to have a sign up as to where Vets sign in. The front sign in sheet is not for V.A. & they never look at it.
Riverside: More people like Ms. Sonia.
Riverside: Nothing. Perfect service. Debbie and Rila were great.
Riverside: UI phone number easier to contact.
Riverside: It was all good insight.
Riverside: NA Service was great.
Riverside: Higher pay
Moreno Valley: Nothing I can think of, this program is great!
Indio: You guys are great and friendly.
Indio: Connie Munoz was very helpful. She is a blessing we need more people like her.
Test Survey
Test Survey-Spanish
Test - Meta
Blythe: Nothing
Blythe: Rosanna was great
Blythe: Rosanna was great
Blythe: Rosanna was great
Indio: Five Stars!

Moreno Valley: No complaints
Riverside: I wouldn't change a thing. My time here was excellent
Riverside: Both Sonia in Riverside and Christian at EDD were wonderful - asking the questions and helping me get the correct answers.
Riverside: [Illegible] with great information
Riverside: faster computers/better computers
One of the EDD representatives, a man often makes loud voices and distract the concentration of job seekers.
Blythe: to upgrade CalJOBS program not user friendly
Hemet: Illegible - site manager contacted respondent
Hemet: Nothing, really helpful and super nice, especially Annette.
Hemet: Ana, an awesome staff Always try to help people/job seekers
Hemet: I always have great service. Ana and everybody are the best.
Indio: None
Indio: Hire more people like Marisa
Indio: Very helpful, thank you
Indio: Nothing. The staff in this location was wonderful. Anna Zepeda, Thank you for all your help.
Indio: No
Indio: Everything was good and perfect
Indio: My job coach Anna was extremely helpful, nice and wanted to help me.
Indio: My job coach Anna was extremely helpful, nice and wanted to help me.
Moreno Valley: Everything was explained in detail. Maria was very nice and pleasant. I only wished knew about your program sooner.
Moreno Valley: Everything was perfect
Riverside: "By the way, Grace" at front desk did an excellent work! Please feel free to contact me.
Riverside: to provide a snack
Riverside: N/A
Riverside: Everything was great! Bhargav was great help!
Riverside: More assistants very busy
Riverside: Tell us where there are strong job opportunities
Riverside: Everything was excellent. I like the treatment they gave me and they motivated me to give it a try
Moreno Valley: N/A
Blythe: Fix caljobs so we can register for job seeking
Blythe: Fix CalJOBS
Blythe: Improve CalJOBS Program
Indio: N/A
Indio: Nothing, Perfect
Indio: Help giving information instead of been rude [sic]
Indio: nothing, all was perfect
Indio: N/A

Moreno Valley: Resume guidance in Spanish
Moreno Valley: None
Riverside: Provide snacks and a soda machine or a full bar
Riverside: Sandy/Sonia/Bhargav great customer service
Riverside: I experienced an incredibly patient person (Bhargav). He appeared to be new, but patient and his willingness to work show he was eager to help.
Riverside: Get more people to support.
Riverside: Everyone and everything was great.
Indio: I have worked with Romina prior and Veronica this day and both are very courteous and knowledgeable.
Indio: Nothing your employees are 100 percent efficient and professional
Indio: Nothing was very happy with all this information
Indio: N/A
Indio: You guys do great work. You met all my expectations
Moreno Valley: N/A
Moreno Valley: Connection to other resources during unemployment
Riverside: Mrs [Staff name] is not nice. She makes people feel stupid when talks to you. She is not nice.
Indio: Maybe more employees
Indio: Maybe more employees
Indio: Keep smiling & helping so kindly. Felicia was amazing with so much help & understanding.
Riverside: Yes, Mrs. [Staff name] should be nice and not talk to us like we are ignorant and she thinks she is superior. Mrs [Staff name] was nicer than prior days. Michell is very nice.

Q10. Please share any additional comments regarding our service.

Indio: Very kind. I would like to thank Connie Munoz
Blythe: Excellent customer service
Blythe: The women were great!
Blythe: Very kind representatives
Hemet: Thanks
Hemet: Due to the county DPSS does not currently have access to computer. It would be to keep this available as an alternative.
Hemet: discrimination
Hemet: Everything was great, especially Tracy. Great job.
Hemet: Jennifer Mendoza and Ana are very hard workers
Hemet: Tracey was amazing and the most helpful person I've come in contact with!
Indio: Staff was very wonderful, especially Angie
Hemet: VA sucks - little/no information per my request. Rude staff/Useless
Hemet: It is a really good place to come to for help
Indio: Great service (helped by Angel and Cristian)
Indio: Everyone is very efficient and the security guard does a good job.
Indio: Romina is exceptional! She is pleasant, helpful and patient. I received the information I needed and left quite impressed. She is an asset to this office!
Indio: The staff here is wonderful

Moreno Valley: My coach Maria was simply excellent. She was very knowledgeable and answered all of my questions. I felt very hopeful and inspired by our session.
Moreno Valley: I'm very thankful that have a person such as nice as Maria Islas is!
Moreno Valley: Loved the service but people should be aware of what you offer from the time they are unemployed. A one on one interview from the beginning.
Riverside: More staff to speak Spanish and English - the lady means a good service Sandy Zaragoza (translated by Google)
Moreno Valley: Ms. Islas very professional
Blythe: Great!
Indio: You are serving more people now. I wonder do you have a staff ratio?
Indio: professional knowledgeable
Indio: you have very good people working in the office
Indio: Very good service, everything clean & order thanks Corine
Riverside: Liked the way Mrs. Daniels gave me all the information I needed
Riverside: Yendi and Gabie are extremely professional - very pleasant to work with
Blythe: Very satisfied
Indio: Good service
Indio: I'm so very happy and privileged to be able to work with this group of 1st caliper professionals (please increase their "consideration" you can be proud of the individuals of this staff. Thank you, Good job!
Blythe: The staff was very helpful
Blythe: you two ladies (admin and security) were very helpful. Thanks much
Indio: Connie was very helpful and answered all my questions. She did a great job
Blythe: Staff was excellent
Hemet: All good. Annette Barbosa was the person who helped me. Very Kind
Hemet: Thank you very much, blessings, Annette Barbosa
Hemet: Turned in fee waiver application July 15, 2023 as directed, acknowledged 17-JUL-23 and response was sent to me 21-AUG. Followed up and found out no action taken. Jennifer is very personable, professional
Indio: very quick loved it!!!
Indio: costumer service was great
Indio: very good work
Indio: Over the top service (five stars entered)
Indio: I liked the services
Riverside: I appreciated the patience of the staff
Riverside: Sonia Daniel was very helpful and went out of her way to provide us with excellent service
Riverside: Beautiful customer service SZaragosa! (heart) Phones, computers, fax, front desk all alone (heart)
Blythe: They are very kind
Hemet: Ms. Annette Barbosa was extremely helpful and professional
Hemet: Very pleasant, Annette Barbosa EDD

Hemet: Hospitality, Kindness, and Professional Staff very nice. Extra note attached:

To whom it may concern: My name is () and I came into your office needing some assistance. I felt it was important for you to know the behavior of your employees. From the Doorman/Security guard, Receptionist, to the specialist my encounter with all of the above was unbelievable. I walked in feeling down in desperate need of assistance and scared. Everyone of your employees addressed me in a manner I will never forget. They were very professional, kind, and showed the upmost professional behavior. Their hospitality was amazing. They treated me kind and helped me (illegible) my matter in a good, timely manner. You really should be extremely proud of your employees. "I'm sure you are". So I wanted to let you know that. Their teamwork together is what every office should have. There are employees that get yelled at, treated not so well from customers due to stress. But they all seem to keep a smile on their face and do their job very well. They treated each other as family, and also the customer as well. I owned a business for 24 years and I have to say workers as yourself that you have are not easy to come by. Since the COVID (illegible), getting good service is very far and in between. So I would like to thank you and your employees from the bottom of my heart. Very big thank you and let you know the deeply appreciate your service. So thank you.

Hemet: Staff was great towards me and my family

Hemet: Excellent! (Annette B)

Hemet: Ms Barbosa was very very helpful. She took time with me and listened

Hemet: Security Guard was very helpful. Thank you

Indio: IHSS phones are hard to reach people on

Indio: Serving services help shape with resume

Indio: Thanks for all the help

Indio: Connie Munoz was so helpful and fabulous!

Indio: There are times that we need assistance because of age

Indio: Connie Munoz was extremely helpful, she helped navigate the process. Security went above and beyond.

Indio: A security guard Ryan - was helpful - courteous - a model for the office.

Indio: Ryan (security) was also a helpful person with any questions and/or concerns.

Riverside: The background checks are ruining my life. Please stop them from tearing my life apart. I'm not that interesting. Traffic gives me anxiety, so no commutes.

Riverside: Receptionist was kind and really helpful

Riverside: Sandy needs help but she does a great job

Riverside: Thank you for all do for the County!

Riverside: This is regard to Malynda

Riverside: Made my experience easy, fast, enjoyable. Everyone was incredibly kind and willing to help.

Blythe: Blythe has a good customer service

Hemet: Staff Tracy was very helpful in all my questions.

Hemet: I don't have a single thing. Annette B. helped me at all times

Hemet: Very polite, Kind! (Ana)

Indio: Best service ever. By Marissa extremely helpful and nice.

Indio: Connie Munoz was very kind, very grateful for your help

Moreno Valley: Great service

Moreno Valley: Maria is very knowledgeable and professional and does everything to help me with she can.

Moreno Valley: My counselor was great

Moreno Valley: Maria Islas was beyond helpful and extremely professional assisting me with my training. Thank you WIOA for the opportunity to be part of the training opportunity. This program is life changing.

Moreno Valley: Maria I very professional

Riverside: Service with a smile, polite, professional, courteous, very attentive

Riverside: a person at the counter to understand problems.

Riverside: the service was Great!
Riverside: Gabby was very helpful
Riverside: Front desk ladies are very sweet, all persons very helpful
Riverside: All staff I have encountered were courteous and very kind. Thank you all for your service. Special thanks to Malynda
Riverside: Thanks Michelle!
Riverside: Malynda was courteous and helped me with all of my needs.
Riverside: Miss Sonja was great
Riverside: Cilvia is regarding [assintualness a essential] part of job excellence
Riverside: Thank you for being courteous
Riverside: Mr. Bila he help me with all my ?
Riverside: Vet Rep Bradford S is patient, empathetic, and effective service rep
Blythe: DI calls do not go through [illegible] number
Blythe: Happy Holidays
Hemet: Annette Barbosa Excellent work
Hemet: A Barbosa good job
Hemet: Annette - very helpful and patient
Hemet: Annette Barbosa was above and beyond/she took me to ideas I did not existed for me
Indio: Ryan Taylor helped me thru a difficult situation and was extremely professional. 5 starts for R.T.
Indio: A friend mentioned the assistance to get training. Thank you and may God bless you today and always.
Moreno Valley: Very kind. Thank you
Moreno Valley: I'm very thankful for work force assistance. It has changed my life for the better
Riverside: Great Service. Malynda Upchurch ROCKS!!!
Riverside: very good
Riverside: Melinda did a great job!
Riverside: Keep your employees / they are amazing help and staff
Riverside: Helpful (Bila
Melinda was very helpful and kind
Riverside: Thank you so much for helping me Bila and Gabe
Riverside: Gabby was wonderful, very knowledgeable and a delight. Keep her!!!
Riverside: Ms Gabby was professional, patient, and very knowledgeable for the questions I had. Great job
Riverside: Gabby was a great help and assisted in fixing a six week long issue
Riverside: Thank you for the assistance much appreciated Gabby & Malynda
Riverside: Thank you Gabby!
Riverside: Mr Bila was very helpful and professional (Great Help)
Riverside: Gabby was very nice and patient with me. She has amazing customer service
Riverside: Bila and the rest of the staff (security included) were amazing and Bila was helpful
Riverside: Thank you for helping this stressful situation easier
Riverside: Ms Roby your truly a God send. Thank you
Hemet: The person that helped me Katarina Adams was very polite and knowledge

Hemet: Career coach has no customer etiquette. Treated like a person that should not be there. I am a retired disabled vet / have some respect for others.

Hemet: Ana and Beatrice Excellent services

Riverside: Graciela treated with excellent and very clear information

Riverside: The EDD help on phone is horrible. Grateful for locations such as yours

Riverside: The staff was very helpful

Riverside: Jackie and staff were so helpful and kind

Riverside: Ms Malynda, Ms Sonya, and Eric were phenomenal help for me today. Best experience

Riverside: Malynda Upchurch was absolutely great!! We need more people like her at all employers!

Riverside: Malynda was very kind and helpful

Riverside: Yendi was professional and gave great customer service

Riverside: Yendi, you are a gem! Never stop being caring: Never stop being you!

Riverside: Sylvia Coronado was great

Moreno Valley: Thank you for helping me out with training. I have a fulltime job. Mrs. Islas was great!

Moreno Valley: Great service. Thank you

Blythe: Very helpful

I liked the personal attention. Thank you.

Blythe: Give these ladies a raise!!

Blythe: Everyone was helpful and very nice. Thank you

Blythe: I'm very thankful for coming to the unemployment office because the people working at office helped.

Blythe: Peaceful, warm, and very supportive, otherwise it has been stressful. This is the kind of service people receive commendable awards for.

Blythe: Great customer service

Blythe: Very helpful representative!

Blythe: I wish I came sooner and appreciate the staff assistance

Moreno Valley: Personnel was always very positive and courteous. I appreciated all their help.

Moreno Valley: Very good service, very professional, I am very grateful

Indio: Monica was very courteous and extremely helpful.

Indio: Monica was very courteous and extremely helpful.

Indio: I came to drop off an application on 11/29/23 and heard security office [staff name] in the front yelling at co-worker and on 11/30/23 was on phone. [staff name] lack of interest in job is concerning for public safety.

Indio: I am so thankful for [Jackie]. Please give her a raise! Is hard to find someone like Jackie now a days!

Indio: Connie Munoz was very helpful and knowledgeable! Thanks for your help

Indio: I am so thankful for Angel, unlike the other staff on Monday, she didn't rush me away so I am so thankful for her help. Please give her a raise!

Indio: Good service

Indio: Angel came out and helped me and was very kind and helpful

Indio: Monica was my angel

Indio: Super excellent fast efficient

Indio: That they made everything faster.

Indio: They pass the buck to departments that are unavailable. The perfect ending was a fax machine that was busy still a handoff to cyberspace.

Indio: I'm very satisfied they were very friendly and helped. Thank you so much
Indio: Thank you for all the help
Blythe: They were overall helpful. very helpful
Blythe: Good service
Indio: Would like to thank Miss Veronica for help, time and patience. Also Mr. Brian who helped me. A am most grateful
Indio: The lady at the front desk was super helpful. And nice to me
Indio: Connie and Jacky help me a lot. Thank you team. Great job (Amazing)
Indio: All was done very well
Indio: Provide a fax# for PFL. Staff: Romina, Felicia and security guard are very kind and helpful
Indio: Great service
Indio: very helpful
Indio: Very happy
Indio: Excellent
Indio: Cristian was a great help and very professional
Indio: Brenda was very helpful and nice
Indio: Connie provided excellent service
Indio: Today's service was very good but that's because there was another very kind person at the reception. I hope that kind lady is always there and not the other one who has been very rude to me before. Thanks
Riverside: Very great customer service. Melinda was very helpful
Riverside: Thank you for your fast services
Riverside: I had so much help. I was very satisfy with my service
Riverside: Gabby was very helpful, polite and had a great attitude
Riverside: Gabby also Jackie so very helpful
Riverside: Gabby was awesome very very helpful
Riverside: Gabby is the best
Riverside: He (Mr. Bila) is a great asset to your office!
Blythe: UI Needs to pick-up lines
Indio: Thank you!
Indio: Thank you so much for changing my work career [?]
Indio: Romina went above & beyond to help us. We resolved our issues after 6 mo. Thank you Romina!
Indio: Very helpful.
Riverside: Service was very professional & courteous.
Riverside: Grate help from 1 to 10. I give you 10 Thanks. [?]
Riverside: Thank you to the ladies worked on 1-25-2024 & 1-24-2025 [?] for their patience and knowledgeable skills in assisting me with my problem. Thank you ladies.
Riverside: This was a better job fair that I have attended here. The last one had 1-2 vendors. I am impressed.
Riverside: The security came over to help me/that's not her job.
Riverside: N/A Melinda was helpful.
Moreno Valley: Good work!
Indio: Thank you to Anna Zepeda! :)
Indio: Great service friendly.

Blythe: Hard to get there.
Hemet: EDD assistant [staff name], very rude saying me are always here 2 [?] applying jobs.
Hemet: They have a very good service and I was very satisfied. Annette very helpful.
Hemet: Awesome Help!! Annette!
Indio: The workers here are superheros!
Indio: Very helpful.
Indio: The intake clerk was extremely professional and handled my issues with grace, [illegible], and empathy. Please place SSI employees in Indio.
Indio: the internet not working on client side but only worked on [illegible] side...?
Indio: Miss Connie & security guard Ryan were so helpful!! Thank you!!
Moreno valley: Stay Pleasant!!
Moreno Valley: Maria was great to work with thank you.
Riverside: Malynda is to be commended for service & professionalism.
Riverside: Gabby was so kind and very very helpful. She walked around helping everyone!
Riverside: Gaby Herrera :) Very professional. She helpe and everything so wonderfall. [?] Thank you for provide persons like her. God bless you.
Riverside: today was great & very positive.
Riverside: Gabby at the front was nice and extremely helpful to clear my concerns.
Riverside: I like the help and attention.
Riverside: Good service.
Moreno Valley: Best Coach
Moreno Valley: Exellent Service [?]
Indio: The front desk lady named Monica was very helpful and forthcoming with information.
Indio: Security personnel was amazing and helpful when I needed to look up some info for the forms, and calculate wages with the calculator on his phone.
Blythe: Very good service, attention.
Blythe: Great customer service.
Test
test Meta
Hemet: Very kind staff.
Hemet: Great oppetunities [?] for work.
Indio: They attended to me very well and very efficiently.
Riverside: More reps like Mr. Bila.
Riverside: Good dept.
Moreno Valley: ok.
Moreno Valley: Very informational.
Riverside: I am always happy to be assisted here. Professional etiquette is constantly followed.
Indio: This is the last copy of this form in English version.
Hemet: This office was very helpful including the staff Ryan and the other staff and security was very helpful.
Blythe: DI Don't answer regular lines 1-800
Blythe: Good information.

Moreno Valley: Maria Islas was very informative and helpful about the program.
Moreno Valley: Maria Islas my coach is excellent and helped me a lot. Thank you.
Hemet: Very helpful staff Celina & Gaby. Thanks for nice staff here!
Indio: Thanks for been here.
Indio: Zero pass works would work [?] Never did get registered.
Moreno Valley: Maria was very helpful.
Moreno Valley: Maria Islas is amazing, very helpful and courteous.
Riverside: Sure do deserve my
Riverside: Sonia was so helpful!!! She was very knowledgable [?] and resolved my EDD issues.
Blythe: Good customer service.
Indio: Helpful, accurate and good.
Indio: Great service, patience was great.
Indio: N/A
Moreno Valley: Very professional.
Riverside: Miguel and Lance are very professional and knowledgeable and helpful.
Indio: Great.
Indio: Felicia was super helpful! She was able to help us with our issue.
Moreno Valley: Mrs. Maria Islas and her team were very kind professionals.
test
test
Lourdes was my Representative. She was absolutely doing anything she could to help. First time here. She is a valuable employee.
Blythe: Lourdes was amazing. She helped tremendously and Rosa was great. Thank you!
Indio: Great service and caring
Indio: I wish EDD would be eazy [sic] to use. Plus we need a snack bar
Moreno Valley: Maria Islas did an excellent job at informing about potential career options
Moreno Valley: Everything is very easy to handle and helps with needs
Moreno Valley: Maria Islas very helpful. Thank you
Moreno Valley: Maria helped me [illegible] thank you. Great services
Moreno Valley: Excellent attention to people. Very kind service rep.
Riverside: I truly enjoyed my visit
Riverside: Very welcoming and helpful
Blythe: She was very helpful and provided me with good information.
Indio: Veronica Mendoza-Segarra is amazing! Extremely helpful!
Indio: Staff was very patient and answered all questions.
Indio: The workforce staff is very professional polite and the security is helpful, courteous; I recommend promote from within and the salaried security EDD/Staff.
Indio: Great service. A helpful, knowledgeable, & (kind) security top notch. Thank you for all your help.
Indio: My experience today was fast and pleasant.
Indio: N/A
Indio: Jaqueline is amazing.

Indio: Monica was very helpful and amazing.
Indio: Attend to you. From the moment you walk thru the door. Awesome people. Veronica went out of her way to help.
Indio: Romina, Connie, & Veronica attended to me very professionally.
Moreno Valley: Excellent service.
Moreno Valley: Maria is qualified and very helpful. She has great skills.
10. Very courteous and professional. Thank you very much.
Riverside: Yendi is an amazing. Went above & beyond [sp] very very helpful.
Riverside: N/A
Riverside: I can't wait to be her success story. Thank Denise
Riverside: Erick the career coach is the best. He get's the job done.
Riverside: None
Riverside: Great service, great program, leaving here feeling validated.
Riverside: Great program.
Riverside: As a Goodwill client I don't approve [?] at my time very wasted due to a miscommunication and disregard for customers professionalism.
Blythe: The unemployment delays to answer their calls.
Indio: Judith White is amazing, very knowledgeable & helpful.
Indio: Pleasure to be here you are very helpful, polite and friendly.
Indio: Always nice & helpful.
Indio: Excellent service.
Blythe: Great customer service.
Indio: Yes, Ryan the security guard Ryan Taylor very helpful!
Indio: The staff (Felicia) was so very helpful and considerate of my issue (EDD) and she even helped out calling the EDD office for resolution regarding my concerns. Highly appreciated the help. <3 Everyone's so helpful & courteous.
Indio: Nice & clean.
Indio: Thank you for great service.
Indio: Anna Zepeda helped me get important job training :)
Indio: Very professional.
Indio: N/A
Indio: Everything was good.
Blythe: :)
Blythe: Everything was good.
Hemet: *Michelle Thompson was so very helpful- "Excelent" [sic] made VA visit pleasant-Thoughtful & kind.
Riverside: She made my day.
Riverside: Excellent competent service.
Riverside: Riverside offices perfect!
Riverside: Carmen Gonzalez was great with her entail.
Riverside: Yendi<-Fast great customer service.
Moreno Valley: I wish I knew of this sooner!
Moreno Valley: Maria was awesome. Thank you!
Test Survey

Test Survey-Spanish
Test - Meta
Blythe: I got good customer service from Rosanna
Indio: Awesome service!!! Very helpful staff
Indio: Very knowledgeable and helpful staff
Moreno Valley: Excellent customer service by Maria Islas. Very kind and explained to me very well
Riverside: My worker was helpful and polite
Riverside: Sonia was so knowledgeable and helpful. She went the extra mile to get the support I needed to close the issue.
Riverside: Excellent service very satisfied
Riverside: Great service, keep up the great work!
Test - Nancy
People should be treated with respect
Blythe: Unclear answers
Blythe: I'm very grateful to the Staff Mrs Becerra for taking care of me. She is amazing and is invaluable. Thank you
Blythe: DI too long to [illegible] regular lines
Hemet: Great service
Hemet: Pleasing too!!
Hemet: I bi [sic] in this office since 2022 I'm highly recommend [sic]
Indio: Very helpful
Indio: The personnel at this office was very nice and helpful
Indio: Marisa is amazing she went above and beyond in helping during a very difficult time. Please call me so I can elaborate on the exceptional help I received from Marisa. If she isn't already she should be training people. Marisa was compassionate, patient, helpful, courteous empathetic. You have an employee that went above and beyond in helping me resolve my issues.
Indio: Everything was very good.
Indio: Judith White gets an A+ - knowledgeable, friendly, and above and beyond
Indio: 1st time was helped right. Thank you.
Indio: very helpful
Indio: It's people like you that make a difference. Great staff. Very knowledgeable security staff.
Indio: Connie is so kind and knowledgeable.
Indio: Some computers still are not working/functioning.
Indio: Great program.
Indio: amazing service. Helped a lot and felt comfortable. Connie was amazing help.
Indio: Very happy to have this service. Its gonna change my life for the better.
Indio: Very happy to have this service. Its gonna change my life for the better.
Indio: Excellent
Moreno Valley: I am going to tell my family and friends about all your program has to offer
Moreno Valley: Your-the service was always prompt and polite in a timely manner

Moreno Valley: The process was very quick and easy. Thank you!
Riverside: Gabbie is so helpful. We need more people like her. Everybody here is nice
Riverside: So grateful
Riverside: Bhargav was very helpful and very professional, to appreciate him
Riverside: Gabbie and everybody else is a lot of help
Riverside: You could have little snacks of a kind Im hungry now. TKYOU [sic]
Riverside: Sandy Gabbie and Robert are amazing people
Riverside: Bhargav was helpful and staff is amazing
Riverside: Great services
Riverside: Maria was very kind and I love the way she explained it to me. Thank you
Moreno Valley: Retentive and professional Ms Maria Islas
Blythe: Good service
Indio: Very helpful and great attitude
Indio: I felt front desk didn't help me well. It was June 4, 2024 around 1:15 [illegible]
Indio: Connie helped me with everything, very attentive and professional.
Indio: It was quick and fast and staff was very knowledgeable
Moreno Valley: all good, thank you very attentive
Moreno Valley: Excellent
Moreno Valley: Very good
Riverside: Bharkav was awesome
Riverside: Bhargav was great!!
Riverside: I appreciate that dealing in with my current situation. Thank you
Riverside: Bhargav was amazing, got my issue solve quickly, he saved my life.
Riverside: Staff was highly courteous and knowledgeable and patient.
Indio: Mario Ruiz & Anna Zepeda provided excellent service in all aspects.
Indio: Vert good
Indio: I felt thoroughly taken care of an professional addressed by employee Connie. Thank you Connie
Indio: Mario was very helpful and was very clear on all subjects to go assist with my training and Ana was very helpful in all other questions I had.
Indio: Marisa helped me so much I am thankful
Indio: Anna Zepeda helped me so much. She is an amazing staff member
Blythe: DI does not enter
Blythe: DI does not enter
Moreno Valley: Very comfortable easy to talk to
Moreno Valley: hank you Maria for your hard work
Riverside: Options for all were very friendly and help the girls in the front were very helpful especially Gaby. Security guards are very nice too. Sandy was helpful too.
Riverside: Yendi is so nice we need more people like her
Riverside: There is never any job postings in this office. The career coach has not help me with my resume. The receptionist is nice.
Moreno Valley: My counselor is very kind. I like how she treats me.

Blythe: Great service from staff
Indio: Connie & Jackie were extremely helpful very professional and nice
Indio: kind staff
Indio: I'm lucky to have Veronica Mendoza Segarra as my career coach. I'm confident in our ability to ensure success together!
Indio: Excellent - I was greeted with a smile. Security and Felicia and Mario - I again was welcomed with a smile & all questions answered.
Riverside: Gaby is the best and so are the other women Sandy, Caren. The Security are the best in the world
Riverside: Gaby is the best and so are the other women Sandy, Caren. The Security are the best in the world Robert and [illegible]
Riverside: CalJOBS website is not good any more, before I got jobs for office, now all the jobs I have applied for have not replied and the Riverside center doesn't doesn't have any job postings. The career coach has not called me to help with the resume since [illegible]. Caljobs website postings a old from April 2024 [sic].
Riverside: Yendi and Michelle & Caren are very nice and helpful. So is Robert and Maria the Security

Attachment 7

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



RIVERSIDE COUNTY WORKFORCE DEVELOPMENT BOARD Firewall and Internal Controls **POLICY**

Date: November 4, 2024

Number: 10-17

PURPOSE:

On behalf of the Riverside County Workforce Development Board (WDB), the Riverside County Housing and Workforce Solutions-Workforce Development Division (HWS/WDD) establishes policy to clearly define firewalls and internal controls between the WDB, HWS/WDD as the America's Job Center of California Career Services Provider of Adult and Dislocated Worker programs, the AJCC One-Stop Operator, the HWS/WDD 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) Sections 107, 108, 129, and 184
- [Title 2 Code of Federal Regulations \(CFR\) Part 200](#): "Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards"
- [Title 2 CFR Part 2900](#): "Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards" (Department of Labor [DOL] Exceptions)
- [Title 20 CFR WIOA Part 678](#): Description of the One-Stop Delivery System Under Title I of the Workforce Innovation and Opportunity Act
- [Title 20 CFR WIOA Part 679](#): Statewide and Local Governance of the Workforce Development System Under Title I of the Workforce Innovation and Opportunity Act
- [Title 20 CFR WIOA Part 683.200, 683.400, 683.410, 683.430](#): Administrative Provisions Under Title I of the Workforce Innovation and Opportunity Act
- Department of General Services (DGS) [State Contracting Manual](#) (January 2018)
- Training and Employment Guidance Letter [\(TEGL\) 15-16](#), *Competitive Selection of One-Stop Operators* (January 17, 2017)
- Workforce Services Directive (WSD) [WSD22-13](#): Selection of AJCC Operators and Career Services Providers (May 1, 2023)
- Workforce Services Directive (WSD) [WSD22-02](#): Standards for Oversight and Instruction for Substate Monitoring (July 27, 2022)
- Workforce Services Directive (WSD) [WSD21-03](#): Eligible Training Provider List (ETPL) Policy and Procedures (November 10, 2021)
- Workforce Services Directive (WSD) [WSD18-16](#): Guidance of Regional Awards (June 21, 2019)
- Workforce Services Directive (WSD) [WSD17-08](#): Procurement of Equipment and Related Services (March 14, 2018)

- Workforce Services Directive (WSD) [WSD17-05](#): Oversight and Monitoring of Nondiscrimination and EO Procedures (August 29, 2017)
- Workforce Services Directive (WSD) [WSD17-01](#): Nondiscrimination and Equal Opportunity Procedures (August 1, 2017)
- Workforce Services Information Notice (WSIN) [WSIN 20-27](#): CA ETPL Subsequent Eligibility Review 2020 (November 20, 2020)
- WDB Procurement Standards Policy [#18-01](#)

LOCALLY IMPOSED REQUIREMENTS:

Bold, italicized

BACKGROUND:

HWS/WDD 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 (Uniform Guidance Section 200.318[c][1]).

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 (Title 20 CFR 678.625).

Administrative Entity – A unit of local government, corporation, or agency designated by a Chief Elected Official (CEO) to oversee and administer WIOA in the Local Area.

Internal Control – A process designed to provide reasonable assurance regarding the achievement of objectives in the following categories: (a) Effectiveness of operation, (b) Reliability of reporting for internal and external use, (c) Compliance and applicable laws and regulations (Uniform Guidance Section 200.303).

POLICY & PROCEDURES:

The HWS/WDD, 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 HWS/WDD.

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 ***HWS/WDD has established a local area preference to conduct competitive procurement once every three years to select a AJCC One-Stop Operator.***

The HWS/WDD 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.
4. Coordinates the service delivery of required AJCC partners and service providers.
5. Ensures the implementation of partner responsibilities and contributions agreed upon in the AJCC partners' Memorandum of Understanding (MOU).
6. Adhere to any applicable firewalls or internal controls.

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.

HWS/WDD, as the designated Title I Adult and Dislocated Worker Services Provider responsibilities include:

1. Provide basic career 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.
6. Adhere to all applicable federal, state and local guidance.

III. Title I Youth Service Providers

HWS/WDD 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. Section 129 (c)(1) of the WIOA states that funds allocated to youth service providers shall be used for the program design.

Title I Youth Service Providers responsibilities include:

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 HWS/WDD 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.
 - 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.
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

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

1. Review and process all WIOA related invoices and payroll.
2. Processing accounts receivable payments (including debt collection) and responsible for drawing down funds from the State of California.
3. Provide monthly and quarterly expenditure and accrual reporting to local and state entities per WIOA regulations to ensure HWS/WDD is meeting the thirty percent (30%) WIOA training expenditure requirement.
4. Maintain HWS/WDD's Property Management Log, Capital Asset List and Record Retention Schedule.
5. Maintain proper accounting records and adequate documentation.
6. Respond to financial audits and fiscal and procurement compliance requests by local, state, and federal entities.
7. Provide technical assistance to subrecipients regarding fiscal issues.
8. Adhere to all federal, state and county regulations and policies.

V. Administrative Unit

The HWS/WDD administrative unit duties include, but are not limited to, the following:

1. Conduct procurement for WIOA services and equipment in coordination with the County's Purchasing Department (including requesting State approvals) if applicable, while adhering to conflict of interest policy.

2. Negotiate and write 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. Process amendments to contracts and agreements in coordination with the County's Purchasing Department when needed.
4. Provide technical assistance and monitor all subrecipients, 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. Assist with local, state, and federal monitoring requests and responds to monitoring reports as needed.
6. Process the WIOA Subgrant Agreement and modifications between the State of California and the HWS/WDD.
7. Leads policy and procedure development and oversight in alignment with WIOA, federal, 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. Provide 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 who 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.
 - f. Ensures supporting documentation and records (personally identifiable information) are safeguarded per local, state, and federal requirements.
 - g. Responsible for issuing and terminating AJCC CalJOBS user identifications.

VI. HWS/WDD-WDB Coordinator

The WDB coordinator is responsible for the communication and scheduling between HWS/WDD and the WDB and the following:

1. Acts as liaison between the WDB and HWS/WDD.
2. Organizes and attends all WDB board meetings; develops agendas, writes meeting minutes and reports, and posts to rivcworkforce.org.
3. Coordinates efforts between education, industry, economic development, labor unions and community-based organizations.
4. Assist and support WDB and staff as liaison for any necessary document related to grant applications, state reports, and local and regional plans, as required by the California Workforce Development Board.
5. Ensures that all necessary local policies are circulated to the WDB.
6. Assist in policy development as needed.

VII. Firewall Guidelines

1. The appropriate role of the HWS/WDD 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. HWS/WDD'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 HWS/WDD Administration Unit and the Title I Dislocated and Adult Services provider (HWS/WDD Career 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. HWS/WDD staff functions/roles are shared only where explicitly defined in WIOA law, regulations or operating guidance.
4. HWS/WDD Career Service staff as the provider of Title I, Dislocated Worker and Adult Services shall maintain a virtual and/or physical firewall with the HWS/WDD 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 HWS/WDD Administration staff. Supervisors and/or regional managers may also request technical assistance from the HWS/WDD 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 HWS/WDD 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 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 and HWS/WDD Policies:

- a. Standards of Ethical Conduct to Address Fraud, Waste and Abuse [C-35](#);
- b. Ethics Training for Local Officials [A-60](#);
- c. HWS/WDD Code of Conduct, Conflict of Interest and Nepotism Policy [#19-22](#).

REVISION HISTORY:

Revision Dates: 11/04/2024
Original Policy Date: 04/13/2020


Stephanie Adams, Deputy Director

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