

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

Local Workforce Development Board

Riverside County Workforce Development Board

Local Workforce Development Area

Riverside County

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

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

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

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

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

Riverside County Workforce Development Board

Name of Local Board

1325 Spruce St. Suite 110

Mailing Address

Riverside, CA 92507

City, State Zip

Heidi Marshall

Contact Person

(951) 955-3100

Contact Person's Phone Number

01/27/17

Date of Submission

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

Local Chief Elected Official Statement

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

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

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

Performance

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

Staff

EDA/WDD has the service delivery capacity and personnel comprised of 43 staff providing Career Services. EDA/WDD 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. Several staff has more than 15 years' experience providing Career Services to our customers.

Established Relationships

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

- *WIOA Partners include: EDD, Riverside County Economic Development, Riverside County Housing Authority, State of California Department of Rehabilitation, Community Colleges, Adult Secondary Education (Adult Basic Education, English as a Second Language) Indian Manpower Consortium Inc., Youth Opportunity Centers and Vocational Education Providers.*
- *Other Partners include: College & Career Readiness, Career Technical Training for ages 14 – 24, High School Diploma programs and Tribal TANF.*

- *Business Partners include: Healthcare, Manufacturing, Logistics, Utilities and Renewable Energy and Construction.*

Integration

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

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

Continuance of Service

EDA/WDD's experienced staff will facilitate the continuance of uninterrupted services to Adult and Dislocated Workers by helping the customer navigate and access workforce services best suited for each individual. EDA/WDD has long standing partnerships throughout each unique community in Riverside County and those linkages benefit and best serve our customers in accessing the wide-array of workforce services. In addition, EDA/WDD has always been a leader and on the forefront of workforce activities, implementing improvements in service delivery and becoming a model agency for other workforce areas to follow. EDA/WDD's continuance of service delivery, training, staffing, and continuous quality improvement continues to benefit our customers, partners and staff.

Surveys to Improve Service Delivery/Continuous Quality Improvement

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

partner, EDD in providing comprehensive services and through the full complement of our Memorandum of Understanding partners.

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

Factors that would impact our customers negatively include a potential disruption in seamless workforce activities as one agency transitions to another to provide Adult and Dislocated Worker Career Services. Additionally, performance of the new Career Services Provider could negatively impact the Local Workforce Areas performance.

Established Local Area Offices

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

Mobile Career Services

EDA/WDD also employs the use of a Mobile One-Stop/AJCC to reach remote areas in Riverside County to provide career services to jobseekers and employers.

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

Basic Career Services

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

Individualized Career Services

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

Customer Selection Specifically for Training Services

EDA/WDD provides the following assistance to customers seeking to obtain training services.

The customer may benefit from a documented, completed in-depth assessment, or;

An IEP documenting the following:

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

Past Experience Providing Basic and Individualized Career Services

Riverside County Economic Development Agency/Workforce Development Division (EDA/WDD), as the administrative body for workforce services and in conjunction with the fully-integrated Employment Development Department has successfully provided career and business services to Adult and Dislocated job seekers and businesses over a number of years and through the various workforce systems; Workforce Investment Act (WIA), (1998-2014) and Workforce Innovation and Opportunity Act (WIOA) 2014 to present. EDA/WDD has an established fiscal infrastructure, a high performance board and has been a demonstration model for integration, in addition to being a partner in several regional workforce initiatives.

Training with Individual Career Services

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

Follow-up Services

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

4. Provide the Local Area's performance outcomes and cost per participant for each of the last three Program Years (PY 2013-14, 2014-15, 2015-16) and describe how these outcomes compare to other Local Areas in the state.

Performance Outcomes

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

Cost per Participant

EDA/WDD's cost per participant over the past three years is divided based upon Individual Training Accounts (ITA) and On-the-Job Training (OJT), with a further breakdown by Adult and Dislocated Worker categories for cost by Intensive Only, ITA with Intensive Training and OJT with Intensive Training.

AD/DW Share Total Personnel and Operating Expenses (Direct & Indirect)	Average Training Cost per Participant				Average Cost per Career Services including Staff Personnel/Operating Expenses/Training						
					ITA		OJT		ITA		OJT
	Intensive Only		Intensive w/ Training		Intensive w/ Training		Intensive Only		Intensive w/ Training		
	AD	DW	AD	DW	AD	AD	AD	DW	DW	DW	
TOTAL AD/DW											
FY 13/14	7,748,688.78	\$ 3,130	\$ 3,325	\$ 3,798	\$ 3,860	2,138	5,268	5,936	2,995	6,320	6,855
FY 14/15	8,185,694.05	\$ 2,546	\$ 2,289	\$ 4,061	\$ 3,420	2,674	5,220	6,735	2,564	4,853	5,984
FY 15/16	7,985,215.28	\$ 2,219	\$ 1,563	\$ 3,387	\$ 3,398	3,995	6,214	7,382	3,486	5,049	6,884

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

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

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

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

Attachment 3: Performance Outcomes;

Attachment 4: Testimonials from Businesses;

Attachment 5: Testimonials from Job Seekers;

Attachment 6: Business Customer Satisfaction Survey Executive Summary 2016;

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

Attachment 8: Customer Service Survey 2016;
Attachment 9: Average Cost per Participant

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

(Attachments 1-9) with the requested items commence after the signature page.

Signature Page

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

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

Local Workforce Development Board Chair

Local Chief Elected Official

Signature

Signature

Jamil Dada
Name

John Tavaglione
Name

Chairperson
Title

Chairman of the Board of Supervisors
Title

12/21/16
Date

01/10/17
Date

Attachment 1

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

Attachment 2

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

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

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

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

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

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

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

Attachment 9
Riverside County Economic Development Agency/Workforce Development Division
Average Cost Per Participant