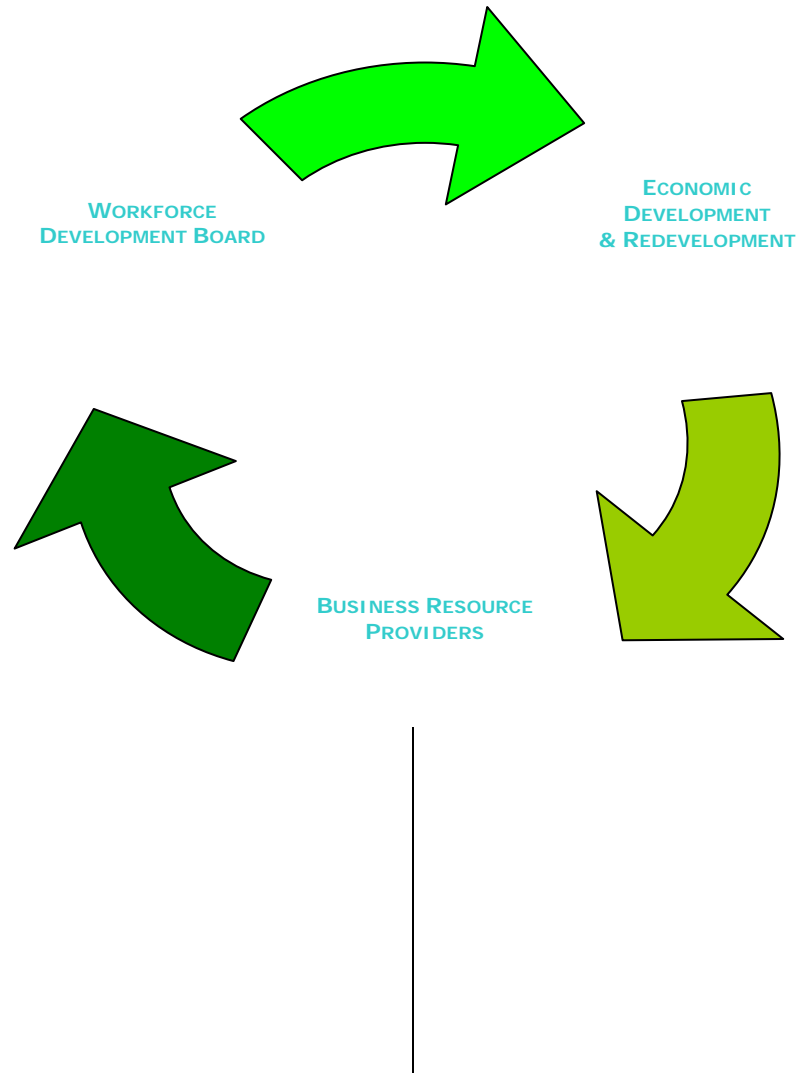


# BUSINESS ENHANCEMENT SUPPORT TEAM



## Bay Area Green Business Program

[www.greenbiz.ca.gov](http://www.greenbiz.ca.gov)

Why be certified as a Green Business?

- Respond to a growing customer interest
- Improve employee morale
- Save money by conserving both material waste, water, & energy
- Reduce greenhouse emissions

### Program Description

We have certified almost 300 businesses of all types in Contra Costa who have met our standards for conserving energy, water, and other materials, and preventing pollution. These businesses are listed on our website; recognized before the County Board of Supervisors; and given a plaque, a window decal, and other assistance to help promote themselves as Green Businesses.

Robin Bedell-Waite (925) 646-2286  
[rbwaite@hsd.cccounty.us](mailto:rbwaite@hsd.cccounty.us)

## Contra Costa County Contracting Programs

[www.co.contra-costa.ca.us](http://www.co.contra-costa.ca.us)

Outreach program: small business enterprise contracting programs, purchasing

Kevin Barenson (925) 313-7300  
[kbarenson@gsd.cccounty.us](mailto:kbarenson@gsd.cccounty.us)

Emma Kuevor (925) 335-1045  
[ekuev@cao.cccounty.us](mailto:ekuev@cao.cccounty.us)

## Contra Costa Library

[www.ccclib.org](http://www.ccclib.org)

### Specialized Databases for Business

- Business & Company Resource Center
- Directory Library
  - Encyclopedia of Associations
  - National Directory of Nonprofit Organizations
- ReferenceUSA
  - U.S. Businesses
  - U.S. New Businesses
  - U.S. Residential
  - International Businesses
- Small Business Resource Center
  - sample business plans

### E-Books – Audio books and more

- Downloadable Media Collection
- Safari technical books

All available 24/7 at [ccclib.org](http://ccclib.org)  
Apply for an e-Card for easy access 24/7

Valerie Zito  
(925) 927-3233  
[vzito@ccclib.org](mailto:vzito@ccclib.org)

## Contra Costa County Redevelopment Department (CDBG)

[www.ccreach.org](http://www.ccreach.org)

### Micro Business Loans

The MicroLoan Program provides very small loans to start-up, newly established, or growing small business concerns. Under this program, SBA makes funds available to nonprofit community based lenders (intermediaries) which, in turn, make loans to eligible borrowers in amounts up to a maximum of \$35,000. The average Loan size is about \$10,500. Applications are submitted to the local intermediary and all credit decisions are made on the local level.

### CDBG Small Business/Microenterprise Loan Program

Contra Costa County's Small Business/Microenterprise Loan Program helps owner-operated small businesses that need financial assistance. The program focuses on start-up businesses and expansion of existing businesses in the Urban County with five or fewer employees (including the owner).

Bob Clayton (925) 952-9158  
[r.clayton@sbcglobal.net](mailto:r.clayton@sbcglobal.net)

## Contra Costa Small Business Development Center (SBDC)

[www.contracostameansbusiness.com](http://www.contracostameansbusiness.com)

The Contra Costa Small Business Development Center (SBDC) offers professional business management consulting, training and business information to new and existing business owners throughout Contra Costa County. Most of the services are at no cost to the business owner. Professional business management consulting includes a team of consultants with various expertises, for example, specialists in business analysis, business planning, marketing strategies, sales techniques, financial management, financing, technology, and selling to the government. The 1:1 consulting is free. Business management training includes the SBDC's 12-week entrepreneurial training class, *New Venture Training*. There is a modest fee for this class. Various short-term training sessions are co-sponsored with the County Library, these classes are free. The Contra Costa SBDC hosts a comprehensive web portal: [www.contracostameansbusiness.com](http://www.contracostameansbusiness.com). The SBDC can be reached at (925) 646-5377 or online at [www.ContraCostaSBDC.com](http://www.ContraCostaSBDC.com).

Beverly Hamile (925) 646-5377  
[bhamile@ehsd.cccounty.us](mailto:bhamile@ehsd.cccounty.us)

### OBDC SMALL BUSINESS FINANCE

[www.obdc.com](http://www.obdc.com)

OBDC Small Business Finance is a 30 year-old alternative lender that provides loans to small businesses in the San Francisco Bay Area. Our organization provides term loans to startup and existing businesses who do not qualify for conventional financing. OBDC Finance continues to promote entrepreneurship and economic development in local Bay Area communities with a focus on Alameda, Contra Costa, San Francisco, and Solano Counties.

Alton W. Do (510) 763-4297 Ext. 108  
alton@obdc.com

### **EASTBAY Works Career Centers**

[www.eastbayworks.org](http://www.eastbayworks.org)

EASTBAY *Works* One Stop Career Centers offer services to employers in 14 locations throughout Contra Costa and Alameda Counties. Employers can post job orders and connect with qualified employees through customized on-site recruitments. Information is also available on regional and specialized job fairs, tax credits and other hiring incentives, as well as on-the-job training opportunities.

Services are at no cost to the employer or employees.

Stephen Baiter (925) 671-4513  
[sbaiter@ehsd.cccounty.us](mailto:sbaiter@ehsd.cccounty.us)

### **Employment Development Department (EDD)**

[www.edd.ca.gov](http://www.edd.ca.gov)

#### **ON-LINE INFORMATION OF PROGRAMS AND SERVICES**

**CalJOBS:** [www.CalJOBS.ca.gov](http://www.CalJOBS.ca.gov)

**Overview:** An Internet service where EDD can list your job openings or you can place those orders directly anytime, day or night.

**Benefits:** Employers can review resumes and locate qualified applicants. No fees to use CalJOBS and list more information than you normally would in a standard classified advertisement.

### **Employer Tax Credits: Welfare-to-Work (WtW) and Work Opportunity Tax Credits (WOTC)**

**Overview:** Two Employer-friendly tax credits for hiring Job Seekers most in need of employment. Hire from among the list of nine groups of Job Seekers to qualify. Employers make the hiring decision. There is no limit on the number of new hires who can qualify an employer for the tax savings. Minimal paperwork is needed to claim the tax credits.

**Benefits:** The Welfare-to-Work Tax Credit for hiring long-term welfare recipients is as much as \$8,500 per new hire. The Work Opportunity Tax Credit for hiring all WOTC target groups is up to \$2,400 for each new hire.

#### **Tax Branch:**

**Overview:** Administers California's payroll tax programs, including: Unemployment Insurance, Employment Training Tax, State Disability Insurance and Personal Income Tax Withholding. The EDD's Tax Branch works with employers to ensure that necessary payroll taxes and information are reported promptly and accurately. It also verifies the reporting of wages and enforces the timely payment of taxes, offers Electronic Funds Program, and the Tax Telefile Program (telephone filing for employers with six or less employees).

**Benefits:** Helps California employers stay competitive by ensuring that all employers participate in the payroll tax system. It provides services to educate and assist employers in meeting their payroll tax obligations (such as One-on-One payroll tax services through the Employment Tax Offices conveniently located throughout California, on-line access to payroll tax information, forms and publications, no cost tax workshops and seminars, the Employment Tax Call Center toll-free # 888-745-3886 and the Small Business Employer Advisory Committee.

#### **EDD Bonding Program:**

**Overview:** Many employers carry insurance to protect themselves against employee theft or dishonesty. Employees who handle money, valuable tools, or goods are usually covered. The EDD Job Service Offices throughout California may secure fidelity bonding for employees who are denied coverage by regular commercial carriers. Coverage is available at no cost to the employer or the employee. The EDD Bonding Program bonds are \$5,000 each (no more and no less) and are issued for only on six-month period (not renewable nor extendable).

**Benefits:** When the EDD bond coverage has expired, the McLaughlin Company may make the bond available for the employer to purchase through the Travelers Property Casualty Company at a regular commercial rate if no claim has been made during the six-month EDD bonded period.

#### **Work Sharing Program:**

**Overview:** This program allows for the payment of Work Sharing Unemployment Insurance benefits to individuals whose wages and hours have been reduced. A minimum of two employees comprising at least 10 percent of the employer's regular work force or a unit of the work force must be affected by a reduction in wages and hours worked. The reduction in wages and hours worked also must be at least 10 percent. The program is considered a temporary and practical alternative to layoffs.

**Benefits:** The employer retains all trained staff and when business improves, the employees resume their regular work schedule. To help employers and employees avoid some of the burdens that accompany a layoff situation. Employers are spared the expense of recruiting, hiring and training new

employees and employees are spared the hardship of total unemployment.

#### **Employer Advisory Councils:**

**Overview:** Employer Advisory Councils (EACs) are formed in local Job Service Offices to develop stronger partnerships between the EDD and the business community. EAC members are a cross section of local employer volunteers who join EDD to assist the employer community to do business more effectively and efficiently.

**Benefits:** The EACs help educate employers about relevant employment issues and laws, increase employer knowledge of EDD programs and services, increase cooperation and communication between EDD and the private sector, and identify ways to improve EDD services. EAC members receive assistance on a wide variety of employer-employee relationship topics through access to a management hotline.

#### **Experience Unlimited A Professional Job Club**

**Overview:** Experienced Unlimited (EU) is an EDD sponsored job club for professionals. EU is a self-directed organization managed and operated by job seekers from the professional, managerial, technical business communities.

**Benefits:** EU can provide job-ready professionals from many fields. It meets the employer's requirement to have people who are motivated, energetic and highly qualified to improve their competitive edge. No fee to employers or job seekers, no time consuming paperwork, and no need to spend money on advertising.

#### **Rapid Response:**

This section describes the elements of Rapid Response (RR) activities provided to individuals facing job layoffs or dislocation.

Rapid Response encompasses the activities necessary to plan and deliver services to enable dislocated workers to transition to new employment as quickly as possible, following either a permanent plant closure or mass layoff, or a natural or other disaster resulting in a mass job dislocation. Rapid Response activities are carried out through the collaboration of the State, Local Workforce Investment Boards, One-Stop partners, other applicable entities, and teams comprising Local Workforce Investment Areas (LWIA) and JS staff.

### Trade Adjustment Assistance:

Trade Adjustment Assistance was established under the Trade Act of 1974 to help American workers who have lost work as a result of increased imports. It is a federal program administered by the U. S. Department of Labor and cooperating state employment security agencies.

Eligible workers receive Trade Readjustment Allowances (TRA) during periods of unemployment. The program also assists workers to regain satisfactory employment through the use of a full range of employment services and, if needed, provides classroom and/or on-the-job training, job search assistance, and relocation.

Carol August (925) 602-5023  
[Carol.August@EDD.ca.gov](mailto:Carol.August@EDD.ca.gov)

### Contra Costa College - Contract Education Division [www.contracosta.edu](http://www.contracosta.edu)

The Contract Education Division will partner with your business or organization to custom design educational and training classes, seminars, and workshops to address training and developmental goals for personnel at all levels. We utilize

flexibility in the manner in which we develop and deliver education and training and we are willing to work at your job site or off-site locations convenient to you during or after work hours.

We have recently developed 4 one hour modules in Microsoft Access, Excel, PowerPoint, and Word. These classes were designed for participants to review needed applications for day-to-day uses. Classes can be lengthened depending on results of pre-class needs assessments.

We are certified to teach over 100 employee and management courses developed by Achieve Global (Zenger-Miller), Inc. Organizations have identified the importance of people skills and the impact they have on operational performance and profitability. Contra Costa College is equipped to meet these demands and will meet with you to assemble individual or bundled course offerings to meet your needs. Most of these courses offerings last 4 hours.

We are also certified by the California Community College District to teach a series of ten Customer Service Academy courses designed to improve skills in:

- Overall Customer Service
- Communicating with Peers and Supervisors
- Team Building
- Attitude in the Workplace
- Values and Ethics
- Stress Management
- Time Management
- Conflict Management
- Decision Making and Problem Solving
- Managing Organizational Change

These course offerings can be designed to last from 4 to 8 hours depending on pre-class needs assessments and can also be offered individually or bundled to your preference.

Fred Jackson (510) 235-7800

### **U.S. Department of Labor**

[www.doleta.gov/atels\\_bat](http://www.doleta.gov/atels_bat)

Registered Apprenticeship is a proven strategy that combines on-the-job learning with classroom instruction. It is an excellent training model for quickly getting new employees up to speed and maximizing the skills of your current workforce.

More than 31,000 sponsors have implemented apprenticeship programs to meet their specific training needs. They employ some 40,000 apprentices committed to advancing the ideals and goals of their employers.

Sponsors include employers, associations, labor organizations and labor-management organizations. Programs serve a diverse population that includes minorities, women, youth, persons with disabilities, and people who have been laid off from their jobs. (U.S. Dept of Labor, Employment and Training Administration, Office of Apprenticeship Training, Employer & Labor Services, Registered Apprenticeship brochure)

Michael Longeuay (415) 625-2231  
[longeuay.michael@dol.gov](mailto:longeuay.michael@dol.gov)

### **U.S. Small Business Administration (SBA)**

[www.sba.gov](http://www.sba.gov)

The U.S. Small Business Administration (SBA) offers a variety of programs in finance, business counseling and training, and federal government contracting to assist small business owners. Our programs are designed to help small businesses succeed. Through our loan guaranty and equity-investment programs, entrepreneurs can obtain money to start or expand their businesses. At the same time, they can take advantage of SBA's business counseling and training programs to manage their growing businesses. In the event of natural disasters, SBA assists small businesses and homeowners with special disaster loans.

Cynthia Marymee (415) 744-6807  
[cynthia.marymee@sba.gov](mailto:cynthia.marymee@sba.gov)

Michele DeVito (415) 744-7810  
[michele.devito@sba.gov](mailto:michele.devito@sba.gov)

### **Contra Costa Adult Schools**

#### **Acalanes Adult Center**

[www.acalanes.k12.ca.us/adulted](http://www.acalanes.k12.ca.us/adulted)

(925) 280-3980

#### **Antioch Adult School**

[www.antioch.k12.ca.us](http://www.antioch.k12.ca.us)

(925) 706-5310

#### **Liberty Adult Education**

[www.libertyadulthood.org](http://www.libertyadulthood.org)

(925) 634-2565

**Martinez Adult Education**

[www.martinez-ed.org](http://www.martinez-ed.org)

(925) 228-3276

**Mt. Diablo Adult Education**

[www.mdusd.k12.ca.us/adulted](http://www.mdusd.k12.ca.us/adulted)

(925) 685-7340

**Pittsburg Adult Education**

[www.pittsburg.k12.ca.us/paec](http://www.pittsburg.k12.ca.us/paec)

(925) 473-4460

**West Contra Costa Adult Education**

[www.wccae.info](http://www.wccae.info)

(510) 215-4666

Each Adult Education program provides an array of basic education and career training programs in response to local workforce development needs. Offerings include all levels of English as a Second Language, Basic Math, Basic English, Computer Software Applications, and a range of other Career Technical Education programs.

Classes are held during the business day, evenings and Saturdays. Specific course offerings are provided on each Adult School's website and published catalog (call for a copy.)

Training can also be provided on a contract basis with businesses and other organizations to address specific employee professional development needs, such as computer operation and software applications, business office practices,

CPR, green office practices, customer service, English language training, and more.

Your neighborhood Adult School also provides a range of courses in parent education, anger management, lifelong education, specialized programs for adults with various disabilities, citizenship, and other special interest areas.

*Come learn with us!*

**Workforce Development Board of Contra Costa County**

[www.wdbccc.com](http://www.wdbccc.com)

The Workforce Development Board supports the growth of the local economy. Utilizing a variety of strategies, the Board helps "grow" small businesses, supports larger, existing businesses in increasing productivity and improving their bottom line, and assists economic development in attracting new businesses to the county. The Board hosts and supports the Contra Costa Small Business Development Center (SBDC); brokers resources for business; and engages economic development through the BESTeam.

George Carter

(925) 646-5559

[gcarter@ehsd.cccounty.us](mailto:gcarter@ehsd.cccounty.us)

