

# EMPLOYMENT AGENCIES

Rank Prev. Rank	Company •Address	Headquarters •Website •Email	OC revenue for 12 months ended Dec. 31, 2016 (millions) •yearly % change	No. of temporary workers placed by OC office(s) for 12 months ended Dec. 31, 2016 •yearly % change	No. of permanent workers placed by OC office(s) for 12 months ended Dec. 31, 2016 •yearly % change	Companywide revenue for 12 months ended Dec. 31, 2016 (millions) •yearly % change	OC offices OC employees •yearly % change	Breakdown of business						Top local official(s) •Title •Phone/fax
								•Accounting/ legal	•Clerical	•Light industrial	•Medical	•Technical	•Other	
<b>1</b> (1)	<b>Select Staffing</b> 16525 Von Karman Ave., Ste. D Irvine 92606-4943	Atlanta select.com gunnar@select.com	\$110.8 -5%	11,963 -13%	wnd	\$2,991.1 -2%	7 57 4%	10%	20%	65%	2%	3%	0%	Gunnar Gooding regional president (949) 475-2295/(949) 851-6010
<b>2</b> (2)	<b>Roth Staffing Cos.</b> 450 N. State College Blvd. Orange 92868-1708	Orange rothstaffing.com broth@rothstaffing.com	\$92.7 19%	wnd	wnd	\$396 10%	14 158 22%	wnd	wnd	wnd	wnd	wnd	wnd	Adam Roth CEO (714) 939-8600/(714) 939-8688
<b>3</b> (3)	<b>Aeroteck Inc.</b> 2020 E. First St., Ste. 120 Santa Ana 92705-4029	Hanover, Md. aeroteck.com	\$68.5 <sup>(1)</sup> NA	wnd	wnd	\$5,400 <sup>(1)</sup> NA	1 74 <sup>(1)</sup> NA	wnd	wnd	wnd	wnd	wnd	wnd	Beau Pack director of business operations (714) 347-1200/(714) 347-1290
<b>4</b> (6)	<b>Kelly Services Inc.</b> 790 The City Drive S., Ste. 105 Orange 92868-4941	Troy, Mich. kellyservices.com publicrelations@ kellyservices.com	\$67.4 NA	wnd	wnd	\$5,300 -4%	6 <sup>(1)</sup> 105 <sup>(1)</sup> NA	wnd	wnd	wnd	wnd	wnd	wnd	Genine Wilson territory VP, Southern California (714) 748-1418/(714) 748-7719
<b>5</b> (4)	<b>Volt Workforce Solutions</b> 2401 N. Glassell St. Orange 92865-2705	New York volt.com vws_financial_report@ volt.com	\$60.3 5%	4,384 -5%	61 5%	\$1,496.9 5%	3 36 -23%	3%	21%	53%	0%	23%	0%	Jorge Perez president, Volt Workforce Solutions (714) 921-8800/(714) 921-5410
<b>6</b> (5)	<b>Kimco Staffing Services Inc.</b> 17872 Cowan Ave. Irvine 92614-6010	Irvine kimco.com	\$52.5 -2%	3,988 -7%	wnd	\$126.9 -18%	7 98 -10%	7%	8%	73%	6%	6%	0%	Kim Magonigal/Lisa Pierson CEO/president (949) 752-6996/(949) 756-5020
<b>7</b> (7)	<b>Manpower Inc.</b> 2967 Michelson Drive, Ste. Q Irvine 92612-0657	Milwaukee manpower.com carol.schenk@manpower.com	\$45.7 <sup>(1)</sup> NA	3,420 <sup>(1)</sup> NA	wnd	\$19,654.1 2%	2 <sup>(1)</sup> 21 <sup>(1)</sup> NA	wnd	wnd	wnd	wnd	wnd	wnd	Carol Schenk regional director (949) 756-2111/(949) 756-8295
<b>8</b> (8)	<b>PriorityWorkforce</b> 2170 Towne Centre Place, Ste. 350 Anaheim 92806-6148	Anaheim priorityworkforce.com	\$42.1 5%	wnd	wnd	\$228 -1%	2 45 <sup>(1)</sup> NA	wnd	wnd	wnd	wnd	wnd	wnd	RoseMary Polenski COO (949) 777-1119/(949) 222-2827
<b>9</b> (NR)	<b>Randstad Technologies</b> 18500 Von Karman Ave., Ste. 250 Irvine 92612-0545	Woburn, Mass. randstadusa.com/technologies	\$39.6 NA	wnd	wnd	wnd	1 33 27%	wnd	wnd	wnd	wnd	wnd	wnd	Dan Cordero VP, West Region (949) 253-3050
<b>10</b> (9)	<b>AppleOne</b> 3937 Birch St. Newport Beach 92660-2201	Glendale appleone.com newportbeach@appleone.com	\$39 <sup>(1)</sup> NA	wnd	wnd	\$940.9 <sup>(1)</sup> NA	16 <sup>(1)</sup> 107 <sup>(1)</sup> NA	wnd	wnd	wnd	wnd	wnd	wnd	Bill Lindsay division VP (949) 852-8233
<b>11</b> (11)	<b>Solugenix Corp.</b> 601 Valencia Ave., Ste. 260 Brea 92823-6358	Brea solugenix.com info@solugenix.com	\$35 28%	0	152 4%	\$37.6 5%	1 153 -28%	21%	0%	0%	0%	79%	0%	Damola Akinola/Jemma David/ Suneetha Menon VP, consulting services/VP, enterprise support services/VP, professional services (866) 749-7658/(714) 223-5704
<b>12</b> (NR)	<b>Workforce Solutions Group/ HealthCare Talent</b> 26090 Towne Centre Drive Lake Forest 92610-3441	Lake Forest workforcesolutionsgroup.com; healthcaretalent.net sburt@wsgcorp.com	\$32.3 6%	wnd	wnd	\$32.3 6%	1 53 0%	wnd	wnd	wnd	wnd	wnd	wnd	Pamela Jung/Stacy Burt founder, CEO/COO (949) 709-1883/(949) 588-6737
<b>13</b> (10)	<b>PTS Staffing Solutions</b> 9960 Research Drive, Ste. 200 Irvine 92618-3718	Irvine ptsstaffing.com info@ptsstaffing.com	\$28.8 -7%	423 -7%	wnd	\$28.8 -7%	1 17 -6%	0%	0%	0%	0%	100%	0%	June Stein president (949) 268-4000/(949) 268-4040
<b>14</b> (12)	<b>Mattson Resources LLC</b> 959 South Coast Drive, Ste. 300 Costa Mesa 92626-7855	Costa Mesa mattsonresources.com gspencer@ mattsonresources.com	\$26.9 14%	wnd	wnd	\$26.9 14%	1 41 5%	20%	25%	5%	0%	45%	5%	Linda Spencer president (714) 881-1850/(714) 557-1349
<b>15</b> (13)	<b>Staffmark</b> 5 Hutton Centre Drive, Ste. 100 Santa Ana 92707-8714	Cincinnati staffmark.com	\$18.5 0%	2,687 -30%	19 -5%	wnd	3 10 -41%	wnd	wnd	wnd	wnd	wnd	wnd	Stacey Lane senior VP, West business unit (714) 368-1777/(714) 662-3097
<b>16</b> (15)	<b>TeamQuest Staffing Services Inc.</b> 2901 W. MacArthur Blvd., Ste. 203 Santa Ana 92704-6972	Santa Ana teamqueststaffing.com teamquestinfo@yahoo.com	\$16 33%	2,350 21%	13 44%	\$17.7 16%	3 13 44%	wnd	wnd	wnd	wnd	wnd	wnd	Oscar Navarro/Walter Reece co-founders (714) 505-8100/(714) 505-8318
<b>17</b> (14)	<b>Structure Networks Inc.</b> 17542 17th St., Ste. 105 Tustin 92780-1959	Tustin structurenetworks.com	\$14 <sup>(1)</sup> NA	wnd	wnd	\$14 <sup>(1)</sup> NA	1 85 <sup>(1)</sup> NA	wnd	wnd	wnd	wnd	wnd	wnd	Alex Salottolo founder/president (714) 505-0303/(714) 508-1528
<b>18</b> (NR)	<b>Express Employment Professionals</b> 13700 Alton Parkway, Ste. 156 Irvine 92618-1618	Oklahoma City expresspros.com irvineca@expresspros.com	\$12.4 19%	1,780 18%	1,069 18%	\$3,200 7%	4 24 20%	0%	25%	75%	0%	0%	0%	William Dunn franchise developer (949) 583-7400/(949) 334-2764



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Abbreviations: NA: not applicable; NR: not ranked; wnd: would not disclose  
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<sup>(1)</sup> Business Journal estimate

Researched by Dana Truong

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<b>19</b> (17)	<b>B2B Staffing Services Inc.</b> 10073 Valley View St., Ste. 280 Cypress 90630-4601	Cypress b2bstaffingservices.com brian@b2bstaffingservices.com	\$11.7 60%	425 -27%	11 83%	\$11.7 60%	2 14 27%	10%	10%	0%	30%	10%	40%	Brian Wigdor/Bruce Underwood president/VP, CFO (714) 243-4104/(800) 861-3799
<b>20</b> (NR)	<b>Vaco Orange County LLC</b> 19800 MacArthur Blvd., Ste. 450 Irvine 92612-2472	Irvine vaco.com/orange-county.html info.orangecounty@vaco.com	\$11 67%	381 31%	142 8%	\$11 67%	1 20 11%	50%	30%	0%	0%	20%	0%	Jennifer McCasland managing partner (949) 752-9900/(949) 748-7220
<b>21</b> (16)	<b>AnDek Staffing Services Inc.</b> 1740 W. Katella Ave., Ste. E Orange 92867-3434	Orange andekstaffing.com kdanielson@andekstaffing.com	\$9.4 9%	1,400 12%	25 213%	\$9.4 9%	2 11 <sup>(1)</sup> NA	3%	40%	57%	0%	0%	0%	Karen Danielson CEO (714) 771-6100/(714) 771-6106
<b>22</b> (NR)	<b>Marquee Staffing</b> 2 Venture, Ste. 140 Irvine 92618-7390	Irvine marqueestaffing.com orangecounty@ marqueestaffing.com	\$8.7 -2%	542 -22%	11 -35%	\$17.7 -7%	1 8 14%	2%	70%	26%	0%	2%	0%	Tom Porter/Claudia Perez CEO, president/senior VP, operations (949) 222-6430/(949) 419-0915
<b>23</b> (19)	<b>Alliance Resource Group</b> 2525 Main St., Ste. 440 Irvine 92614-6682	Irvine allianceresourcegroup.com info@allianceresourcegroup.com	\$6.7 59%	91 160%	138 64%	\$6.7 59%	1 22 -24%	70%	0%	0%	0%	0%	30%	Jennifer Hannigan CEO (949) 250-1600/(949) 250-1180
<b>24</b> (NR)	<b>Loan Administration Network Inc. (LANI)</b> 18952 MacArthur Blvd., Ste. 315 Irvine 92612-1401	Irvine lani.com charlene_nichols@lani.com	\$6 0%	214 0%	37 28%	\$6 0%	1 11 0%	0%	0%	0%	0%	0%	100%	Charlene Nichols president (888) 588-5264/(949) 752-5329
<b>25</b> (NR)	<b>StaffRehab</b> 5000 Birch St., Ste. 3000 Newport Beach 92660-2140	Newport Beach staffrehab.com spalmer@staffrehab.com	\$5.8 57%	wnd	wnd	wnd	1 11 38%	0%	0%	0%	100%	0%	0%	Sara Palmer founder/CEO (888) 835-0894/(949) 258-5296
<b>26</b> (18)	<b>RETS Associates (Real Estate Talent Solutions)</b> 1420 Bristol St. N., Ste. 200 Newport Beach 92660-2914	Newport Beach retsusa.com kent@retsusa.com	\$4.8 9%	wnd	wnd	wnd	1 11 0%	0%	0%	0%	0%	0%	100%	Kent Elliott principal (949) 724-0800
<b>27</b> (20)	<b>Dawson &amp; Dawson Staffing Inc.</b> 26522 La Alameda St., Ste. 110 Mission Viejo 92691-8579	Mission Viejo dawsondawsoninc.com kathy.dawson@ dawsondawsoninc.com	\$2.3 -34%	325 110%	145 71%	\$4 -7%	1 12 -14%	15%	25%	0%	10%	10%	40%	Kathy Dawson/Larry Dawson owner, CEO/CFO (949) 421-3966/(949) 421-5155

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<sup>(1)</sup> Business Journal estimate

Researched by Dana Truong

# Employment Agency Numbers Reflect Hot Job Market

## Temp Down, Direct-Hire Up, For Firms That Tell

■ By PAUL HUGHES

Orange County's job market produced some apparent anomalies in the placement of temporary and permanent workers last year.

This week's Business Journal list of employment agencies with a local presence shows temporary placements fell as permanent placements—also called “direct hires” in the industry—rose, at least for companies that reported 2016 numbers in the two categories.

Temporary placements were down 7%, and permanent hires were up more than 21%—though about a third of the 27 ranked companies didn't provide complete data.

Annual revenue in OC—the criterion that produces our rankings—increased 5%; we get numbers from firms, public sources, and Business Journal analysis, and all ranked agencies are accounted for.

The three largest agencies with a local presence retained their top slots from last year's list:

■ No. 1, **Select Staffing**, based in Atlanta and with local offices in Irvine, had about \$111 million in annual revenue, down about 5%.

■ No. 2, **Roth Staffing Cos.**, based in

Orange, had about \$93 million in annual revenue, up about 19%.

■ No. 3, **Aerotek Inc.**, based in Hanover, Md., and with local offices in Santa Ana, had roughly \$69 million in annual revenue, a Business Journal estimate that we didn't like this year.

OC employment agency data and local employment numbers made for an interesting year.

### Wage Issues

Therein lies the tale.

A strong job market suggests numbers would rise across the board—revenue, temporary placement and direct hire—as companies fill more roles at higher wages, producing more revenue for the companies that help them do it.

OC unadjusted employment stands at 3.7%, down from 4.2% a year ago.

Select Staffing hasn't seen a corresponding boost in revenue, despite an improving local job market, said Regional President **Gunnar Gooding** in an email, because companies that used employment agencies last year resisted the pull of higher wages.

Amid “increasing pressure on companies to raise wages for entry-level workers,” some of Gooding's clients have “steadfastly refused to keep pace with the market,” he said.

“We're having a harder time filling their



**Gooding: agency he leads still No. 1 with \$111 million in annual OC revenue**



**Navarro: charts the three Rs 'recruitment, retention, and risk management'**

orders,” and some clients have gone to competitors, he said.

He said some of the difference also comes in Select's use of E-Verify, an electronic employment verification system run by U.S. Citizenship and Immigration Services, that means a more rigorous selection process—one that can cut out some applicants, meaning Select can't fill all of a client's open positions.

Gooding said his industry's trade group, **American Staffing Association** in Alexandria, Va., considers it likely that E-Verify “will soon become mandatory under the Trump administration, and that would put a great deal of pressure on companies that do not currently use [it].”

### Low Unemployment

Other companies on the list say the decline in temp placements shown on the list is the anomaly by itself, and that all areas are looking up for their industry.

“We're seeing local increases in temp and direct-hire,” said **Oscar Navarro**, co-founder and co-owner with **Walter Reece** of **TeamQuest Staffing Service Inc.** in Santa Ana. “When unemployment is down, you see strength in both.”

TeamQuest is No. 16 with about \$16 million in 2016 annual OC revenue, up one-third year-over-year.

The partners have a second office in Corona and in January opened a Chino location.

It's far smaller than the top three firms on the list—which combine for 30% of all 27 firms' OC dollars—and that quirk is a powerful benefit to TeamQuest, Navarro said.

“Locally-owned staffing companies emphasize customer service” compared to larger firms, he said. “We can do that better.”

Navarro said TeamQuest works from “the three Rs”—which for employment agencies are “recruitment, retention, and risk management.”

He said it “goes out into the neighborhood” to recruit workers from nonprofit groups that include **Goodwill of Orange County** and **Catholic Charities**, both in Santa Ana, whose clientele include job seekers.

Retention comes from “taking care of our people,” and risk management is largely about worker compensation rates, he said.

### XMod

A better reputation with insurance companies means lower worker comp costs for employment agencies. Insurers rate an agency via an “experience modification” or “XMod.”

“It's a multiplier,” Navarro said, and similar to a credit score. “You start with ‘1,’ and lower numbers are better.”

Insurers cut an agency's XMod for having fewer worker comp claims; Navarro said TeamQuest's XMod is 0.82.

Temp workers are employees of the agency, so even if other factors contribute to a claim, the agency gets dinged.

“OSHA doesn't care who the person works for,” Navarro said. “Workers compensation does.” ■

