

LIST OF SERVICES PROVIDED BY WORKSOURCE CENTERS

| WORKFORCE RECRUITMENT ASSISTANCE | |
|--|--|
| SERVICE | DEFINITION |
| Develop Job Description | Assist with development of a comprehensive job description |
| Filling Job Order via Candidate Screening and Resume Referrals | Assisting to fill a job order by screening candidates and providing resumes to the employer |
| Filling a Job Order via Customized Recruitment | Work with the business to identify their needs and develop a plan for recruiting candidates May include: <ul style="list-style-type: none"> • Coordinating a system-wide recruitment • Coordinating a recruitment exclusively for an employer contact or an employer group by industry |
| Placement/Hire | An actual hire occurred that can be verified when surveying the business |
| Job Fairs | Organizing, conducting, and/or participating in job fairs. |
| Resource Center Use | Business uses the Center for training classes, interviews, research, planning meetings, conferences, computer or other office needs. |
| Employment Analysis | Providing employers with job task analysis services and absenteeism analysis. |
| New Employee Retention Workshop | Coordinate and implement employee retention training workshops for a business' new hires (e.g., Work Etiquette or Soft Skills Workshop) |
| ENGAGED IN STRATEGIC PLANNING/ECONOMIC DEVELOPMENT | |
| SERVICE | DEFINITION |
| Industry Focus Group | Design and implement a focus group to study a business issue as requested by one or more business customers |
| Research | Conduct research in areas such as, but not limited to, Economic Issues, Business Trends, and Labor Issues, OR referral to another organization that can assist them with their needs |
| Speaker Services | Provide speaker(s) at a function or training event for the business or their staff. Note: Marketing of the WorkSource Center or the WorkSource System is <u>not</u> considered a speaker service. |
| Employer Forum | Securing information on industry trends, providing information for the purpose of economic development planning |
| Planning | Participate in community-based strategic planning and/or partnering in collaborative efforts to identify workforce challenges and developing strategies to address challenges |
| PLANNING LAYOFF RESPONSE | |
| SERVICE | DEFINITION |
| Layoff Aversion | Assist the business with developing strategies to avoid lay-offs or referral to another organization that can assist them with these needs |
| RAPID RESPONSE/BUSINESS DOWNSIZING SERVICES | |
| SERVICE | DEFINITION |
| Rapid Response | Work with the City of LA Rapid Response Unit and the business to design a Rapid Response plan for employees Note: WSC must have an established relationship with the employer prior to layoff announcement. |
| TRAINING SERVICES | |
| SERVICE | DEFINITION |
| On-the-Job Training (OJT) | Assist an employer with an OJT opportunity filling a skill gap between the candidate's skills and requirements of new position or to initiate an industry career ladder |
| EMPLOYER INFORMATION AND SUPPORT SERVICES | |
| SERVICE | DEFINITION |
| Industry Career Ladder | Assist business in developing policies or plans to create/define formal career ladders. Career ladders should be defined by utilizing established occupations defined by Federal agencies or other nationally recognized source. |
| Labor Market Information (LMI) | Provide business with specific labor market information that they requested regarding wages, occupational skills, and the economy. |
| Industry Sector Workshop | Hosting an industry sector focused event, seminar, or workshop. Event may be to identify issues and breakthroughs within a specific industry, to provide technical assistance, or to support regional/sector employer collaboration. |

WSC LIST OF BUSINESS SERVICES

| HR Referrals | Assist the business with HR challenges which go beyond the standard (e.g., hiring, recruiting, etc.), such as finding. information on: <ul style="list-style-type: none"> • Specific labor laws • Legal equal opportunity requirements • Sexual harassment policy OR Referral of the business to outside organizations specializing in HR needs |
|--|---|
| Referrals to Community Resources | Proactive linkage and referral of establishments to community resources that support their workforce needs |
| ACCESSING UNTAPPED LABOR POOL | |
| SERVICE | DEFINITION |
| Assistance on Hiring people with Disabilities | Assist the business in developing policies or plans for recruitments targeting people with disabilities or referral to organization specializing in assisting the disabled (e.g., Goodwill). Help business obtain and install assistive technologies. |
| Assistance on Hiring Veterans | Assist the business in developing policies or plans for recruitments of veterans or referral to organizations specializing in assisting veterans (e.g., VA). |
| Assistance on Hiring Ex-Offenders | Assist the business in developing policies or plans for recruitments targeting ex-offenders or referral to organizations specializing in assisting ex-offenders |
| Joint Venture with Academic Institutions | Partnership with H.S., community colleges, or other education programs to improve skill levels, and programs to address limited English proficiency and vocational training |
| INCUMBENT WORKER TRAINING SERVICES | |
| SERVICE | DEFINITION |
| Implement Customized Incumbent Worker Training Project | Coordinate and implement specialized training for a business' existing employees; must include skills upgrade plan. |

CONTACT LIST

| Worksource Center | Email |
|--|--|
| Pacoima-North Valley WorkSource Center 12502 Van Nuys Blvd. Pacoima, CA 91331 | Roxana Mayorga rmayorga@goodwillsocal.org |
| Sun Valley WorkSource Center 9024 Laurel Canyon Blvd. Sun Valley, CA 91352 | Magdalena Duran mduran@wscalnetwork.org |
| West Valley WorkSource Center 9207 Eton Ave. Chatsworth, CA 91311 | Ruth Aguilera raguilera@buildonestop.com |
| Canoga Park-South Valley WorkSource Center 21010 Vanowen St. Canoga Park, CA 91303 | Rosa Gonzalez rosagonzalez@equusworks.com |
| West Adams WorkSource Center 2900 Crenshaw Blvd. Los Angeles, CA 90016 | Joel Jacinto jjacinto@aadapinc.org |
| Hollywood WorkSource Center 4311 Melrose Ave. Los Angeles, CA 90029 | Dion Witshire dwitshire@mcs-careergroup.com |
| Wilshire Metro WorkSource Center 3550 Wilshire Blvd., Suite 500 Los Angeles, CA 90010 | Carlene Gepner CGepner@communitycareer.org |
| Downtown-Pico Union WorkSource Center 1055 Wilshire Blvd., Suite 900-A Los Angeles, CA 90017 | Edmund Soohoo esoohoo@pacela.org |
| West Los Angeles WorkSource Center 5446 Sepulveda Blvd. Culver City, CA 90230 | Grant Smith gsmith@jvs-socal.org |
| Boyle Heights/East Los Angeles WorkSource Center 1505 E. 1st St. Los Angeles, CA 90033 | Jessica Espinoza jespinoza@mcs-careergroup.com |
| Northeast Los Angeles WorkSource Center 342 N. San Fernando Rd. Los Angeles, CA 90031 | James Marsh jmarsh@goodwillsocal.org |
| Vernon Central/LATTC WorkSource Center 400 W. Washington Blvd. Los Angeles, CA 90015 | Jose Loera jloera@coalitionrcd.org |
| South Los Angeles WorkSource Center 1512 W. Slauson Ave. Los Angeles, CA 90047 | Tamara Jackson tjackson@letc.com |

WSC LIST OF BUSINESS SERVICES

| | |
|---|---|
| Watts-Los Angeles WorkSource Center 2220 E. 114th St. Los Angeles, 90059 | Natasha Tave natasha.tave@hacla.org |
| Southeast Los Angeles WorkSource Center 10950 S. Central Ave. Los Angeles, 90059 | Alphonzo Reed areed@wlcac.org |
| Harbor Gateway WorkSource Center 222 W. 6th Street, Suite 410 San Pedro, CA 90731 | Lucius Martin Lucius.Martin@pacific-gateway.org |

LIST OF SERVICES PROVIDED BY BUSINESSSOURCE CENTERS

| GENERAL BUSINESS SERVICES | |
|----------------------------------|---|
| SERVICE | DEFINITION |
| Business Needs Assessment | Assessment to identify services and interventions appropriate for the stage and needs of that specific business. Services will be tailored to the needs of the business to achieve optimum outcomes. |
| SWOT Analysis | Teach the strategic planning method structured on four elements of concern - strengths, weaknesses, opportunities, and threats. |
| Business Plan/Executive Summary | Assistance in preparing or updating a business plan that identifies and analyzes economic, technical, and financial feasibility. |
| Business Planning | Discuss the legal and tax benefits as well as drawbacks to different legal structures. Assist start-ups with basics such as market identification, market entry, breakeven budget, and market pricing data. |
| Business Compliance Requirements | Assistance with compliance with business regulatory requirements. Provide technical assistance to comply with new regulations necessary for the continuation of the business. |
| Marketing/Social Media | Support with building business brand and providing social media tools to market and promote the business. Introduction to social media platforms customers use every day like Facebook and Instagram and selling products on online marketplaces like Amazon, Facebook and Instagram Market and eBay. |
| Market assessment | Assist with creating a comprehensive analysis of environment forces, market trends, entry barriers, competition, risks, opportunities and the company's resources and constraints using tools such as Census Business Builder. |
| Marketing Plan Development | Help develop a well-crafted, strategic marketing plan by setting marketing goals, conduct a marketing audit, conduct market research, analyze the research, identify a target audience, determine a budget, develop specific marketing strategies, develop an implementation schedule for the strategies, and create an evaluation process. |
| Permits/Licenses | Assistance to ensure that proper local, state, and federal business registration processes, permits, licenses, Fictitious Business Name, and certifications are obtained to operate a business legally in the City. |
| Mentorship/Collab Set-up | Help build collaborations between clients. One approach is for seasoned clients to mentor other clients whenever possible. |
| Business Tax Preparation Support | Help business owners prepare for their federal, state, and local taxes such as gathering all the required documentation and reviewing. |
| Tax Consulting | Help business owners understand their federal, state, and local tax requirements. Identify tax incentives and rebates for the client's business |
| Disaster Resiliency | Building the capacity of businesses — both to prepare for and recover from emergency, events, and build long-term financial security. Including earthquake and fire preparedness plans, appropriate and adequate insurance, etc. |
| Legal considerations | Share information on free legal workshops and pro bono clinics. |
| Lease negotiation assistance | Assistance with Commercial Office and Retail Lease Negotiation, Commercial Lease Counseling, or other lease related services. |
| Site-finding assistance | Help start-ups or home businesses find a location or assist existing businesses look for new locations to expand or move including developing a cost analysis based on the targeted leases and determine the best opportunity. |
| Certification | Go over the benefits of certification and which certificates the client qualifies for. Assist with gathering all the required documents and help with the various. |
| Procurement | Provide training on the procurement process for contractual opportunities with the City and other government entities including navigation and enrollment on the Los Angeles Business Virtual Network (LABAVN) system. |
| Franchise Development Planning | Help develop a franchise strategy and business plan, guide the client with any necessary market research, competitive benchmarking, gap analysis or financial modeling. |
| Succession Planning | Assist with an evaluation of the business, identification of key positions in the organization and potential successors as well as any necessary training and support planning. In addition, help the client plan and develop talent pipelines for the future. |
| FINANCIAL SERVICES | |
| SERVICE | DEFINITION |
| Financial Analysis | Assist Clients with an assessment of the viability, stability, and profitability of a business to ensure increased profitability. |
| Projections Preparation | Forecast future revenue and expenses to help clients pitch to potential investors or for other funding opportunities. |

BSC LIST OF BUSINESS SERVICES

| Credit Report Review | Provide training on how to read personal and business credit reports. Review payment history with the client to investigate low scores. |
|------------------------------------|---|
| Business Accounting/Budgeting | Analyze the client's business accounting procedures and financial condition for areas of improvement. Suggest optimal bookkeeping procedures and standards that ensure proper financial management and legal compliance for the client's business. |
| ACCESS TO CAPITAL | |
| SERVICE | DEFINITION |
| Loan Prep Assistance | Provide free loan packaging services including reviewing the project feasibility to obtain funding to start, expand, or purchase a business. Discussing potential local/state/federal programs available to fund the business including eligibility requirements. Preparing loan applications tailored to meet specific program requirements from the information provided by the client. Connecting the client to Lenders and help answer questions about the process. |
| Cash Flow Management | Track and analyze a business's cash flow to determine the liquidity and solvency of the business: cash flow from operating activities, cash flow from investing activities and cash flow from financing activities. Providers should also have the skills to conduct liquidity and profitability ratio analysis, assess the impact that changes in costs have on financial statements, and understand how these relate to a company's financial targets. |
| TECHNOLOGY | |
| SERVICE | DEFINITION |
| Cybersecurity | Show common practice prevention methods against Cyber Security threats such as hacking, malware, and phishing. |
| Website Optimization | Use tools and software like Google Analytics, advanced strategies, and experiments to improve the performance of clients' websites, to further drive more traffic, increase conversions, and grow revenue. One of the most critical aspects of website optimization is search engine optimization (SEO) to improve the quality and quantity of website traffic to their website from search engines. |
| Website Development and Management | Work with partners for website development and creation for businesses without an online presence. Conduct e-commerce audits of existing websites to identify opportunities for improvement. Improve business websites by connecting small businesses to create and design services including photographers, web designers, among others. |
| SIDEWALK VENDING | |
| SERVICE | DEFINITION |
| Sidewalk Vending services | Assist Sidewalk Vendors through the vending permitting process, including but not limited to Business registration through the City's Office of Finance, obtaining applicable County of Los Angeles Department of Public Health permit, including coordination of food cart plan check services, and cart inspections, and obtaining California Seller's Permit from the State Tax and Fee Administration. Provide services and training including but not limited to access to capital, including referrals to the City's Microloan Program, to purchase adequate equipment, such as stationary or mobile food carts, small business development, planning and management, marketing, banking / Financial literacy, procurement of proper liability insurance, taxes, cash management, electronic payment acceptance, and other business services, including business planning, access/referral to legal services, and expungement services. |

CONTACT LIST

| BusinessSource Center | Email |
|--|---------------------------------|
| North Valley BusinessSource Center 13269 Van Nuys Blvd Pacoima, CA 91331 | northvalleybsc@iconcdc.org |
| West Valley BusinessSource Center 18645 Sherman Way #114 Reseda, CA 91335 | westvalleybsc@mcslosangeles.com |
| South Valley BusinessSource Center 14553 Delano St, Suite 212 Van Nuys, CA 91411 | southvalleybsc@iconcdc.org |
| Watts BusinessSource Center 1513 East 103rd St Los Angeles, CA 90002 | wattsbsc@vsedc.org |
| Hollywood BusinessSource Center 1370 N St. Andrews Pl, Suite 215 Los Angeles, CA 90028 | hollywoodlabsc@pacela.org |
| Pico-Union/Westlake BusinessSource Center 1055 Wilshire Blvd., Suite 900-B Los Angeles, CA 90017 | PicoUnionLABSC@pacela.org |

BSC LIST OF BUSINESS SERVICES

| | |
|---|---------------------------------|
| East Los Angeles BusinessSource Center 1780 East 1st Street Los Angeles, CA 90033 | ELABSC@neworg.us |
| South Los Angeles BusinessSource Center 1130 West Slauson Ave, Los Angeles, C A 90044 | hq@vsedc.org |
| Southeast Los Angeles BusinessSource Center 2415 South Central Ave. Los Angeles, CA 90011 | SoutheastLABSC@coalitionrcd.org |
| Harbor BusinessSource Center 222 W. 6th St. #320 San Pedro, CA 90731 | harborbsc@mcslosangeles.com |

LIST OF SERVICES PROVIDED BY EWDD PARTNERS

| LOS ANGELES CLEANTECH INCUBATOR (LACI) | |
|---|---|
| SERVICE | DEFINITION |
| LACI Incubator Program (2 years) | Hands-on incubation services to support cleantech startups for market and investor readiness and eventually Product development and operational growth. Startups must have a cleantech solution that addresses one of our priority areas: Clean Energy, Zero Emissions Transportation and Smart & Sustainable Cities: Circular Economy. |
| Founders Business Accelerator (10 weeks) | Founders Business Accelerator (FBA) is an impact acceleration program aimed at increasing the economic, community, and environmental impact of small businesses and micro-enterprises in the City of LA. In this 6-month virtual program, small business owners learn how to increase their resilience and develop their strategy in today's rapidly changing business landscape. |
| Market Access Program (1-2 years) | The program is centered around a specific pilot opportunity, during which the startup will access a full menu of advanced incubation services LACI is looking for Series A+ startups, with less than \$25M raised, who request funding assistance for pilot participation. They provide project scoping, implementation management, and evaluation advice throughout the pilot term, In-depth pilot measurement, analysis, and reporting including quarterly and final report, and Access to Market Transformation Pilot Partners specific to the pilot. |
| GRID110 | |
| SERVICE | DEFINITION |
| Residency Program (12 weeks) | Grid110's Residency program is a three-month program designed to help entrepreneurs at the earliest stages of their ventures focus on the fundamental parts of building a successful, sustainable business. We're looking for entrepreneurs that have moved past the initial idea stage and identify in (or in-between) one of the following stages: Proof of concept, prototype or minimum viable product (MVP) with some early validation and Post-launch product or service with evidence of traction (customers, revenue and/or funding) looking to accelerate to the next stage of growth. |
| PledgeLA Founders Fund (12 weeks) | South LA Residency Program is a three-month program focusing on Black and Latinx-led businesses with a clear connection to South Los Angeles and neighboring communities and help take their businesses to the next level by providing: Three months of tailored training & support, Mentorship from other LA founders and investors, and \$25,000 in non-dilutive funding. |
| Friends & Family Program (12 weeks) | The program is geared towards helping early-stage entrepreneurs strengthen their businesses, attract capital investment and receive mentorship. Entrepreneurs selected for Friends & Family will receive a \$20,000 cash grant with an opportunity to be awarded more during the program, and receive entrepreneurial management and personal coaching. |
| SUSTAINABLE ECONOMIC ENTERPRISES OF LOS ANGELES (SEE-LA) | |
| SERVICE | DEFINITION |
| Seasoned Accelerator | Assists food entrepreneurs wishing to sustain and become profitable within farmers' markets, grow from street vending to farmers' markets, and/or expand from farmers' markets to other models. |
| BRAID THEORY | |
| SERVICE | DEFINITION |
| CELSIUS Ocean Pre-Accelerator (8 weeks) | 60-day Pre-Accelerator for synthetic biology entrepreneurs tackling new materials; the food supply; healthcare; and bioenergy. |
| LA BLUE Ocean Pre-Accelerator (8 weeks) | 60-day Pre-Accelerator for startups working on key scientific research and application around shipping, logistics, and transportation; ocean sustainability, the energy-water nexus; and ocean observation. |
| BLUE+ Ocean Accelerator (12 weeks) | 90-day Accelerator for full-time founders and solutions with strong technology and market readiness addressing shipping bottlenecks; aquaculture; ocean-related data; and ocean energy. |
| LOS ANGELES FOOD POLICY COUNCIL | |
| SERVICE | DEFINITION |
| Healthy Neighborhood Market Network (3-12 months) | Assists corner stores and liquor stores by providing training, guidance and upgrades to their stores, transforming them into healthy markets. Provides light TA and medium TA and successful stores move on to receive transformational and post-transformational services. |
| EWDD LOAN PROGRAMS | |
| SERVICE | DEFINITION |
| Micro-loan Program | EWDD designed the Microloan Program in order to provide financing to viable Microenterprises and Small businesses that private lenders are not able to accommodate. |

EWDD PARTNERS LIST OF BUSINESS SERVICES

| | Loan limits are \$5,000 to \$50,000. Terms are 1-5 years. Interest Rate is 7-9%. |
|--|--|
| Small Business Loan Program | EWDD designed the Small Business Loan Program in order to provide financing to viable small businesses that private lenders cannot accommodate. Loan limits are \$50,000 to \$500,000. Terms are 3-10 years. Interest Rate is 5.5%, fixed for 12 months then adjusts to 2.5% +10yr US t-note rate. |
| https://cloud.bmisw.com/CityOfLA/ | Contact: Alex Lakshatanov, EWDD, at 213-744-9368 or Alex.Lakshatanov@lacity.org |
| MONEY MANAGEMENT INTERNATIONAL (MMI) | |
| SERVICE | DEFINITION |
| Credit Counseling | Also known as debt and budget counseling, credit counseling is MMI's core service offering. Credit counseling is ideal for any consumer struggling with credit card debt, insufficient income, or overspending. Credit counseling is always free and is available 24 hours a day, seven days a week. |
| Debt Management Plan (Monthly Fee) | A debt management plan (or DMP) is a structured repayment plan ideal for consumers with more credit card debt than they can comfortably handle. We work with your creditors to seek reduced monthly payments and interest rates. Debts are paid in full, usually within less than five years. NOTE, DMPs include an initial set-up fee, as well as a monthly fee, the amount of which is based on the size of your debt payments. However, you may be eligible for reduced or waived fees. |
| Credit Report Review | Your credit is something you should never leave up to chance. If you have questions or concerns about your credit report or credit score, we have answers. Our trained experts can help you understand what's on your credit report and what you can do to improve your credit health. |
| Homebuyer/Foreclosure/Reverse Mortgage Counseling | To make sure you start off on the right foot, we offer homebuyer counseling to any consumer at any stage of their home buying journey. We'll teach you everything you need to know about buying, maintaining, and successfully staying in your dream home. For consumers facing foreclosure or simply concerned about their ability to continue making their current mortgage payments, we offer one on one foreclosure counseling. Consumers discover what options are available and are connected with their lenders to begin the process of rehabilitation if needed. A Home Equity Conversion Mortgage, otherwise known as a HECM or reverse mortgage, turns your home's equity into income. This can be a blessing for a retiree with limited funds, but there are risks involved. Our reverse mortgage counseling will educate you on all the pros and cons of this product. |
| Student Loan Counseling | Student loan counseling is an incredibly helpful tool for student loan borrowers who have run out of deferment options, fallen behind on their payments, or simply want to know their options. |
| Bankruptcy Counseling and Education | If you are considering bankruptcy or have already begun the process, MMI offers the pre-bankruptcy counseling and pre-discharge education services required to complete your filing. |
| | https://ewddlacity.com/index.php/bsc-credit or call 888-645-2227 |
| LA OPTIMIZED | |
| SERVICE | DEFINITION |
| Website creation/optimization | LA Optimized will help small businesses optimize their businesses for online sales and marketing by: Creating or optimizing online business listings, Performing e-commerce audits, Creating or optimizing business websites, and Connecting small businesses to creative and design services |
| | https://www.lacityoptimized.org/application-for-la-city-businesses |
| LA REPRESENTS | |
| SERVICE | DEFINITION |
| Legal Services | Bet Tzedek provides free, expert legal advice and representation to low-income residents of Los Angeles County. Priority will be given to businesses in under-served communities. |
| Application to request services can be accessed at https://www.bettzedek.org/our-services/justiceforworkers/smallbusiness/ . If your small business has an urgent legal need that is unrelated to the current COVID-19 pandemic, email Bria Stephens at bstephens@bettzedek.org for assistance. | |
| Questions about LA Represents? Just email law.larepresents@gmail.com | |