



CITY OF LOS ANGELES

# E-WORKFORCE RESOURCE GUIDE



**LAEDC**



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Prepared by  
Los Angeles County Economic  
Development Corporation



With support from  
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Economic and Workforce  
Development Department

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# INTRODUCTION

**T**he City of Los Angeles Economic & Workforce Development Department (EWDD) is a unified system of 14 YouthSource center, 15 WorkSource centers, and 9 BusinessSource centers. These centers provide an abundance of resources to assist Angelenos at key stages in life – youth, job seekers and entrepreneurs. The resources are designed to help individuals across Los Angeles succeed in work and life.

The **YouthSource Centers** help young Angelenos who are not in school and not working find the classes they need to graduate, get on the path to receive a high school diploma and higher education, and help them become lifelong earners.

The **WorkSource Centers** provide local residents free access to resources including: job training, job listings, resume assistance, interview preparation and job placement with an emphasis on high growth industries to build and support a qualified workforce in Los Angeles. EWDD's WorkSource Centers are staffed with trained Career Coaches

and partners, such as the Los Angeles Unified School District (LAUSD), to help job seekers gain access to educational programs such as English as a Second Language (ESL) courses so Angelenos can succeed on the job, further their careers and help their families flourish.

The **BusinessSource Centers** help entrepreneurs and businesses of all sizes start and expand operations, access capital, and receive training. The centers are staffed with experts who help first time business owners develop business plans, navigate the bureaucracy of permits and regulations needed to open a business in Los Angeles, determine how much inventory to stock, create marketing plans and even assist with grand openings. EWDD also helps business owners find trained and qualified employees through its partnership with the City's WorkSource Centers, helping local businesses hire locally.

A woman with short dark hair, wearing a white button-down shirt and a light-colored apron, is looking down at a large green Monstera plant. She is holding the plant's stem in a clear glass jar filled with water. Her left hand is resting on a folded brown and white striped cloth on a wooden table. The background is a blurred indoor space with green plants and wooden frames.

# RAPID RESPONSE

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As our highly competitive economy continues to globalize, businesses are hardly ever stable. Companies are constantly growing, shrinking and facing barriers to development. The City of Los Angeles offers many resources that can help your company, regardless of its present stage in the business cycle.



**T**he Economic & Workforce Development Department (EWDD) Rapid Response Team is trained to support you (employers) and your employees affected by industry declines, economic dislocations, and natural disasters by quickly maximizing public and private resources -- minimizing the disruptions on companies, affected workers, and communities that are associated with job loss.

When a layoff is announced, EWDD dispatches its team of Rapid Response Coordinators to make contact with you (the

employer) to assess the closure and scope, such as size and date(s) of the scheduled layoff. EWDD staff then develops a plan for the delivery of reemployment services (such as career counseling, résumé preparation and interviewing skills workshops, job search and job placement assistance and job training), and information on unemployment insurance, and COBRA/HIPAA/ERISA benefits. These services are provided in collaboration with Employment Development Department, WorkSource Centers, Department of Labor (DOL), and other partners.

## RAPID RESPONSE HELPS WITH:

- 1. Career Counseling & Job Search assistance**
- 2. Resume Preparation & Interviewing Skills Workshops**
- 3. Local Labor Market Information**
- 4. Unemployment Insurance**
- 5. Education & Training Opportunities**
- 6. Health Benefits & Pensions**
- 7. Focused Services for Veterans & Adults with Disabilities**
- 8. Access to Computers, Telephones & Fax Machines**
- 9. Financial Planning & Stress Management Workshops**

Services are free of cost to you and your employees and are mandated by the Worker Adjustment and Retraining Notification (WARN) legislation.



# LAYOFF AVERSION

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Layoff Aversion is a strategy under Rapid Response. The intent is to save jobs by offering assistance to businesses before layoffs are the only option.



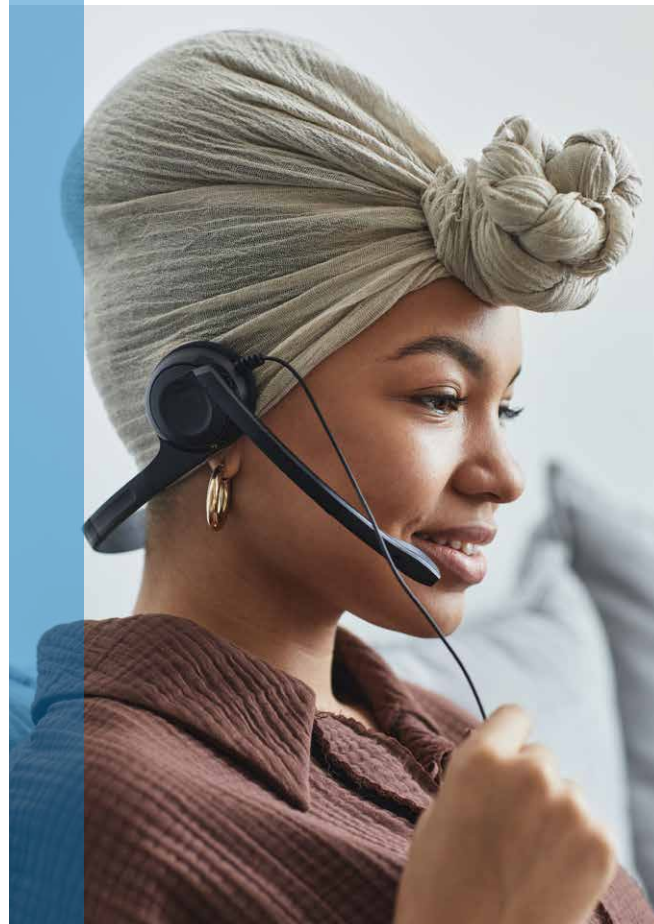


## TO SAVE JOBS, A RAPID RESPONSE/LAYOFF AVERSION TEAM MUST BE ABLE TO:

- ▶ **IDENTIFY** “at risk” businesses that exhibit stress factors such as low credit rating, bankruptcy declaration, history of making late payments, and/or any other factor(s) that indicate that the business is at risk;
- ▶ **PROVIDE** individualized services based on need;
- ▶ **HOST** regional meetings to create “early warning systems” alerting partners about problem areas/industries;
- ▶ **CREATE** action plans and refer at-risk businesses to appropriate resources/workshops

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The State (EDD) has established that layoff aversion also occurs when services that lead to a short-term unemployment of less than 45 days from the layoff date are provided to a dislocated worker. To this end, employers with immediate hiring needs are identified and a list maintained to match them accordingly.





# LA:RISE

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LA:RISE is an innovative, collaborative partnership that unites the City and County of Los Angeles' Workforce Development System with non-profit social enterprises and for-profit employers to help individuals with high barriers to employment get good jobs and stay employed.





**L**A:RISE is building a pathway from unemployment to transitional employment, to permanent work for youth or individuals who have been previously homeless or incarcerated.

## HOW IT WORKS

After working in a transitional job and leveraging training and services from the WorkSource Center, LA:RISE participants are placed in permanent jobs. Upon placement, they work with a retention partner for up to one year, who acts as a safety net against potential barriers that can come up on their path to self-sufficiency.

## EMPLOYER BENEFITS: FUNDING FOR TRAINING & TAX CREDITS

- ▶ **Up to \$2,000** on-the-job training reimbursement for each employee hired through the LA:RISE program.
- ▶ **Up to \$9,600** Work Opportunity Tax Credit (WOTC) for each employee hired that is overcoming barriers to employment.
- ▶ **Up to \$5,000** in fidelity bond coverage for a jobseeker's first 6 months on the job, free of charge through the U.S. Department of Labor's Federal Bonding Program.





# TRAINING SERVICES

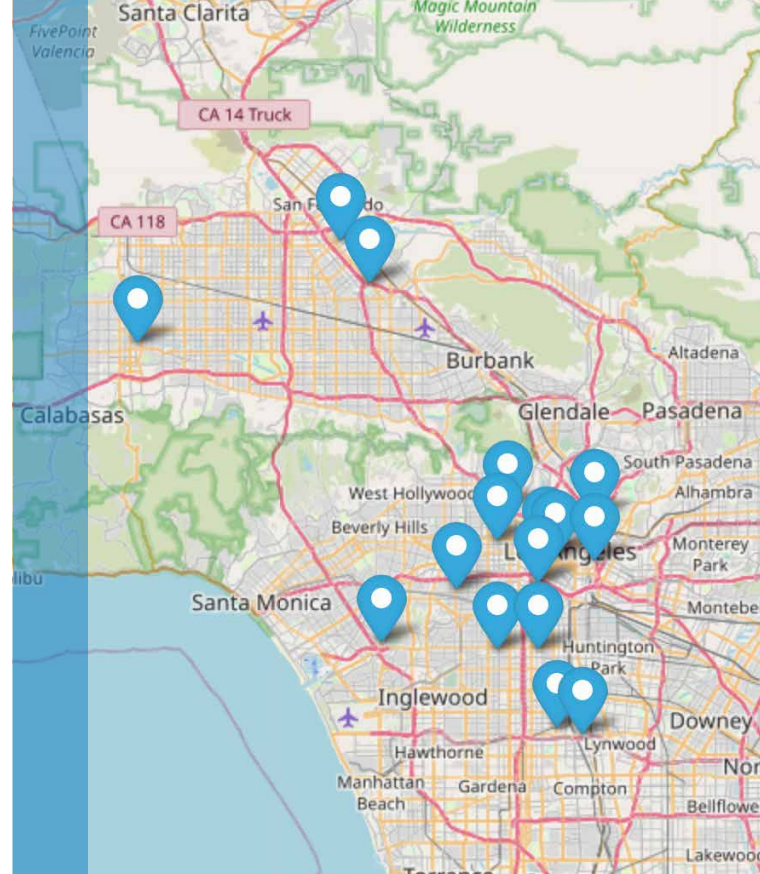
EWDD currently operates 15 WorkSource Centers and 3 portal offices located throughout Los Angeles. These centers act as your personal employment agency and our services are always free. We serve adults, dislocated workers, veterans, the homeless and the re-entry population, and offer broad support to business owners and entrepreneurs.





## EMPLOYMENT SUPPORT

- ▶ Job Training, Resume Building and Interview Skills
- ▶ Access to vocational training for in-demand industries
- ▶ Phone and Computer Access, Skills Workshops
- ▶ Employment Referrals
- ▶ Customized Job Matching via [CalJOBS<sup>SM</sup>](#)
- ▶ Career Guidance and Placement Assistance



**FIND YOUR CLOSEST  
WORKSOURCE CENTER  
BY CLICKING [HERE](#).**

## ON THE JOB TRAINING

OJT is a type of training that is provided by an employer to a participant (job seeker). During the training, the participant is engaged in productive work in a job for which the participant is paid and the training provides the knowledge or skills essential to the full and adequate performance of the job.

Interested employers must enter into an agreement with OJT. Prior to entering into that agreement, a pre-screening is conducted to ensure that the employer meets the minimum standards and can provide both training and employment to an OJT participant. If additional training is needed, the Service Provider will make sure that a third-party training provider is included in the agreement.







### **On-The-Job (OJT) Training Program**

is a “hire first” program where employers hire, train, and retain individuals. OJT provides Los Angeles City employers with a way to fill open positions while training new employees on specific skills and employment competencies through supervised experience.

## HOW IT WORKS...

### ► You hire.

We match qualified applicants with approved job openings.

Applicants are either pre-qualified by our office and referred to you, or you send us applicants for pre-screening.

### ► You train.

We work with you to design a training plan specific to your company’s needs.

The training period is determined by the need of the participant but not to exceed 26 weeks (1,040 hours maximum).

### ► You get paid.

Upon successful completion of the training program, the City of Los Angeles EWDD will reimburse you up to 50% of the new employee’s wages.

## BUSINESSES PARTICIPATING IN THE OJT PROGRAM COMMIT TO:

- Hiring Program Eligible Candidates
- Offering full-time employment positions (32+ hours a week)





# EMPLOYMENT SERVICES FOR BUSINESSES

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There are 9 BusinessSource Centers located throughout Los Angeles with trained Business Service Representatives ready to customize resources, offered in a variety of languages, specifically for your needs.



Most locations also offer technical resources such as phones, fax machines, copy machines, and computers with internet access. Large and small businesses can benefit from WorkSource and BusinessSource support.

## **BUSINESSSOURCE CENTERS**

**B**usinessSource Centers provide startup ventures and current small business owners with various cost-effective tools to make their business a success.

Through these tools, small businesses can grow and remain competitive within the City of Los Angeles. Services are provided at NO COST to LA City business owners and resident entrepreneurs.

The BusinessSource Centers also provide free assistance for the [City of Los Angeles Sidewalk and Park Vendor Permit Program](#). Bilingual advisors are available to help complete the required documentation to secure the City of LA, State of California and County of Los Angeles Permits.



### **SERVICES & PROGRAMS:**

- ▶ **One on One Consulting:** dedicated coaches and consultants to assist with specific business needs
- ▶ **Entrepreneur Training Program:** strategic and comprehensive business training for start-ups
- ▶ **Access to Capital:** financial sources for expanding operations and overall business stability
- ▶ **Business Education, Training and Workshops:** educational courses for developing, managing and growing a business
- ▶ **Employee Hiring/Work Force Development:** assisting employers with job retention and training, as well as job creation
- ▶ **Economic Incentive and Development Programs:** programs to support local businesses and revitalize distressed urban communities



## EMPLOYERS & THE HIRELA'S YOUTH PROGRAM

**T**here are thousands of motivated young job seekers in the City of Los Angeles who are hoping for a chance to work. Your business can make an impact on the future of LA's economy and benefit from a young employee who has received workforce readiness training and is eager to be a member of your workforce.

The Hire LA's Youth program helps our young adults make the transition to their first or second job and sets them on a career path that benefits local businesses and LA's economy.

### THE PROGRAM

- ▶ Prepares young adults for the modern workplace
- ▶ Engages youth in positive activities during summer
- ▶ Partners with the City's business community
- ▶ Develops long-term employment opportunities for LA's emerging workforce

If you are a local business seeking to give back, the Hire LA's Youth program is the perfect resource. As an employer, there are three ways to participate:

1. Directly hire a youth
2. Offer supervised work through a subsidized internship
3. Sponsor a youth with a \$2,500 pledge

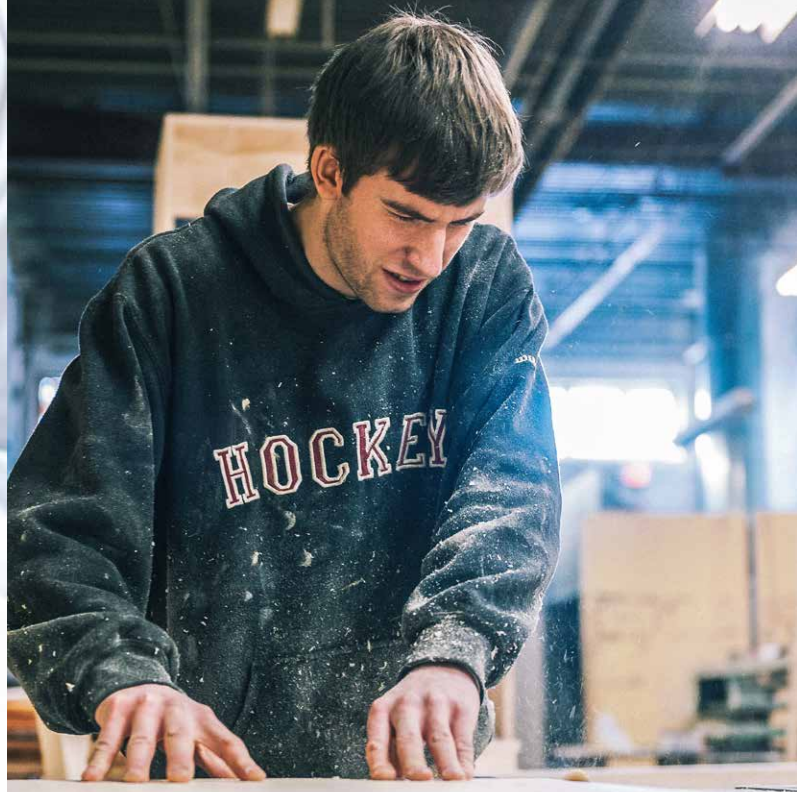
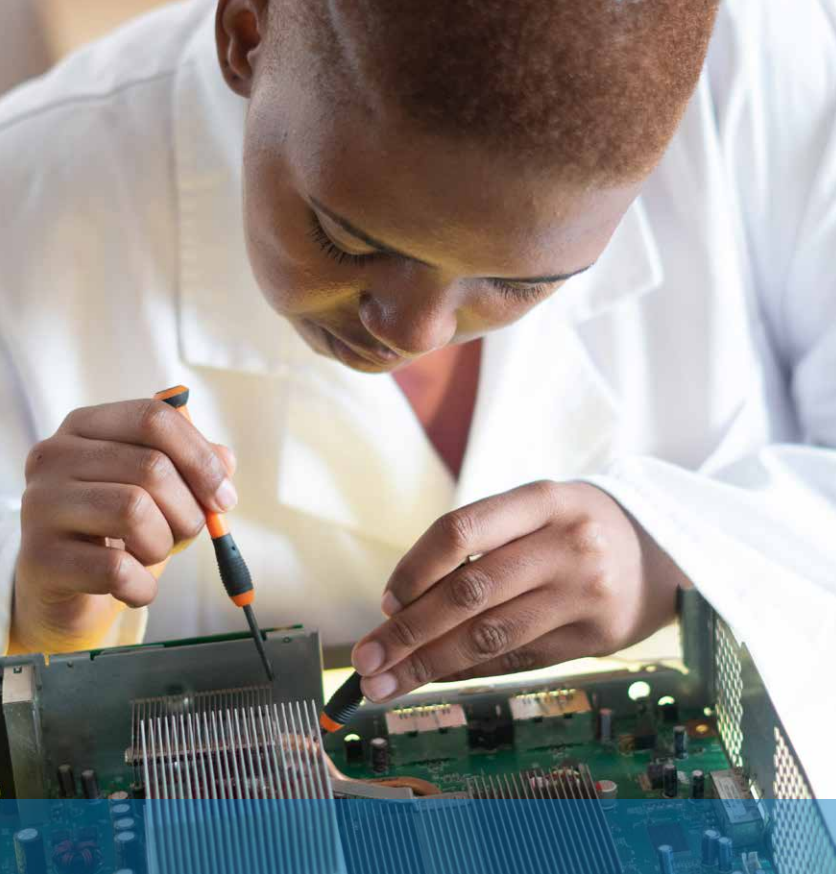
Complete a [Worksite Request Form](#) to meet with a Youth Provider and complete the next steps. Please refer to the [Worksite Request Application Guide](#) for more detailed instructions. You can also contact Mark Franco at [Mark.a.Franco@lacity.org](mailto:Mark.a.Franco@lacity.org) or 213-364-0262 for any questions about the Hire LA's Youth platform.



## OTHER BUSINESS SERVICES

- ▶ [Day Labor Program](#)
- ▶ [Financing Programs](#)
- ▶ [Development and Incentive Programs](#)
- ▶ [Business Development and Planning](#)
- ▶ [LA Cyber Lab](#)
- ▶ [CalJOBS<sup>SM</sup>](#)





# WorkSource Center Locations

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## SAN FERNANDO VALLEY

### Canoga Park / South Valley WorkSource Center

ResCare Workforce Services  
21010 Vanowen St., Canoga Park, CA 91303  
TEL: (818) 596-4448 TTY: 711

### LA Valley College Sector Strategy Center Portal

(located within the Administration and  
Career Advancement Building)  
Community Career Development, Inc.  
(CCD) 5800 Fulton Avenue, Valley Glen, CA  
91401 TEL: (818) 947-2941 TTY: 711

### Northeast San Fernando Valley WorkSource Center

Goodwill Industries of Southern California  
12502 Van Nuys Blvd., Pacoima, CA 91331  
TEL: (818) 482-1754 TTY: 711

### Sun Valley WorkSource Center

El Proyecto Del Barrio, Inc.  
9024 Laurel Canyon Blvd., Sun Valley, CA  
91352 TEL: (818) 504-0334 TTY: 711

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## CENTRAL & EAST LOS ANGELES

### Boyle Heights / East Los Angeles WorkSource Center

Managed Career Solutions, Inc.  
1505 E. 1st Street, Los Angeles, CA 90033  
TEL: (323) 267-5930 TTY: 711

**Downtown / Pico Union****WorkSource Center**

Pacific Asian Consortium in Employment  
1055 Wilshire Blvd. #900 A,  
Los Angeles, CA 90017  
TEL: (213) 353-1677 TTY: 711

**Hollywood WorkSource Center**

Managed Career Solutions, Inc.  
4311 Melrose Ave., Los Angeles, CA 90029  
TEL: (323) 454-6100 TTY: 711

**Northeast Los Angeles****WorkSource Center**

Goodwill Industries of Southern California  
342 N. San Fernando Rd., Los Angeles, CA  
90031 TEL: (323) 539-2000 TTY: 711

**Wilshire Metro WorkSource Center**

Community Career Development, Inc.  
3550 Wilshire Blvd., #500,  
Los Angeles, CA 90010  
TEL: (213) 365-9829 TTY: 711

**Los Angeles Public Library Portal**

(Located within the Business & Economics  
Department) Pacific Asian Consortium  
in Employment  
630W 5thStreet, LowerLevel 1  
Los Angeles, CA 90071  
TEL: (213) 228-7113 TTY: 711

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**SOUTH LOS ANGELES****South Los Angeles WorkSource Center**

UAW – Labor Employment and Training  
Corporation 1512 W. Slauson Ave., Los  
Angeles, CA 90047  
TEL: (323) 730-7900 TTY: 711

**South Los Angeles Portal**

UAW – Labor Employment and Training  
Corporation 5849 Crocker St., Unit X, Los  
Angeles, CA 90003  
TEL: (323) 432-4399 TTY: 711

**Southeast Los Angeles****WorkSource Center**

Watts Labor Community Action Committee  
10950 S. Central Ave., Los Angeles, CA  
90059 TEL: (323) 563-4702 TTY: 711

**Vernon Central / LATTC****WorkSource Center**

(At LA Trade-Tech College)  
Coalition for Responsible Community  
Development 400 W. Washington Blvd.,  
Los Angeles, CA 90015  
TEL: (323) 691-2726 TTY: 711

**Watts / Los Angeles WorkSource Center**

Housing Authority of the City of  
Los Angeles Imperial Courts  
2220 E. 114th St., Los Angeles, CA 90059 TEL:  
(323) 249-7751 TTY: 711

**West Adams WorkSource Center**

Asian American Drug Abuse Program, Inc.  
2900 S. Crenshaw Blvd., Los Angeles, CA  
90016 TEL: (323) 293-6284 TTY: 711

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**WEST LOS ANGELES &  
HARBOR****West Los Angeles WorkSource Center**

Jewish Vocational Services  
5446 Sepulveda Blvd., Culver City, CA 90230  
TEL: (310) 309-6000 TTY: 711

**Harbor Gateway WorkSource Center**

Pacific Gateway WorkSource Investment  
Network 222 W. 6th Street, Suite 410, San  
Pedro, CA 90731 TEL: (310) 732-5700 TTY: 711





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