

# CITY OF LOS ANGELES

CALIFORNIA

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ECONOMIC AND WORKFORCE  
DEVELOPMENT DEPARTMENT



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**DATE:** July 20, 2017

**TO:** LA's Workforce Development System

**FROM:** Gerardo Ruvalcaba, Director  
Workforce Development System

Daysi Hernandez, Director  
BusinessSource System

**SUBJECT:** **WDS DIRECTIVE NO. 18-01**  
***(Supersedes WDS Directive No. 12-14)***

**BSS DIRECTIVE NO. 17-01**  
***(Supersedes BSS Directive No. 12-01)***

**CHANGE IN SCOPE OF WORK IN ADMINISTERING BUSINESS  
SERVICES WITHIN THE CITY OF LOS ANGELES WORKFORCE  
DEVELOPMENT AND BUSINESSSOURCE SYSTEMS**

## **EFFECTIVE DATE**

This directive is effective upon date of issue.

## **PURPOSE**

The purpose of the directive is to update the business services program requirements for the City of Los Angeles Workforce Development and BusinessSource Systems. This directive supersedes WDS Directive No. 12-14 and BSS Directive No.12-01.

## **REQUIRED ACTION**

### **Referral Process Requirement**

- 1) The Los Angeles BusinessSource Centers (LABSC) and the WorkSource Centers (WSC) are required to enter into a Memorandum of Understanding (MOU) to refer business clients for the purpose of providing the appropriate business services under each delivery system. An updated LABSC/WSC Business Referral Form is attached.
- 2) Each WSC is required to collaborate with the LABSC in their region. An updated LABSC/WSC Regional Matrix is attached.

The WSCs and the LABSCs shall collect the following information on all business referrals: a) type of services needed and b) confirmation date of receipt of the referral. The LABSC/WSC must make, at a minimum, one follow-up attempt within 90 days of receipt of the referral to identify the status of the referral and note the date of completion of services, if available.

- 3) The contractual goal is a minimum of 10 business referrals for each WSC to an LABSC per program year.
- 4) A Business Needs Assessment (BNA) Form must be completed for each employer customer served. The WSC Business Needs Assessment is attached.

**Planning and Collaboration Meeting Requirements**

- 5) Each LABSC/WSC Business Services Representative is required to attend planning and collaboration meetings bi-monthly or as scheduled by EWDD to coordinate and improve delivery of workforce and economic development programs and services to employers. In addition, during these meetings, program and policy updates, industry sector presentations, training, or technical assistance will be provided and regional collaboration efforts facilitated.
- 6) Upon staff turnover in the LABSC/WSC Business Services unit, EWDD must be notified immediately of the new staff member’s contact information to update the Business Representative Contact Roster.

**Qualifying Business Services and Documentation Requirements**

- 7) The activities which qualify as business services and the documentation requirements for receiving credit for these activities are outlined in the attached LABSC/WSC Qualifying List of Business Services. An updated WSC Qualifying List of Business Services is attached.

**Performance Requirements (WorkSource)**

- 8) The City of Los Angeles’ (City) WorkSource Center System business service delivery performance levels are as follows:

Number of Unduplicated Employer Customers	70
Number of New Employer Customers	20
Number of Referrals to Nearest LABSCs	10
Number of Business Services Provided	90
Number of Sector-Based Employer Customers	20
Number of Industry Sector Councils	1

- a. Full-service WSCs shall serve a minimum of **70** unduplicated employer customers per program year.
- b. Of the minimum 70 unduplicated employer customers served, **20** must be new for the program year.
- c. Of the minimum 70 unduplicated employer customers served, a minimum of **10** of those shall be business referrals to the nearest LABSCs. A maximum of **20** business referrals to the LABSCs will count toward the minimum number of business services delivered.
- d. A minimum number of **90** business services must be provided to all employer customers (whether new or repeat) served by each WSC per program year.

#### **Industry-Sector Employer Customers**

- e. Of the minimum 70 unduplicated employer customers served, a minimum of **15** of those shall be sector-based employer customers focused on the WSC's two identified sectors.
- f. The WSCs are required to participate in at least **one** industry sector council focused on one of the two sectors served by each WSC.

#### **Reporting Requirements (WorkSource)**

Monitoring Site Visits and Business File Review	Semi-Annually
Employer Customer List and Business Service Monitoring Tool	Quarterly
Business Outreach Tracking Form (list of events/meetings attended for outreach purposes)	Quarterly
Job Fair and Targeted Recruitments Tracking Form (list of all job fairs, recruitments, and other candidate recruiting events sponsored by the WSC)	Quarterly
Use of Customer Relationship Management (CRM) software, as prescribed by the City, to track employer engagement, job placement, and other employer data	Ongoing

- 9) The standard monitoring requirements for the Employer Services delivery system are semi-annual site visits/business file reviews and quarterly self-reporting of performance via the attached updated Employer Customer List and Business Service Monitoring Tool.
- 10) WSC Business Services are required to submit to the City a quarterly record of events/meetings attended for outreach purposes (i.e., business

workshops/seminars, business resource fairs, networking events, etc.). The Business Outreach Tracking Form is attached.

- 11) WSC Business Services are required to compile and maintain a list of job fairs, targeted recruitment, and other candidate recruiting events sponsored by the WSC. The Job Fair and Targeted Recruitment Tracking Form is attached.
- 12) WSC Business Services are required to use Customer Relationship Management (CRM) software to track employer engagement, services provided, and other data associated with Employer Services.

Pending full implementation of a CRM tool as prescribed by the City, WSCs are required to use the CRM component of CalJobs<sup>SM</sup> to track all business services provided.

- 13) WorkSource Business Services are required to maintain individual files for each employer customer. Each file should include, at a minimum, the completed BNA, a communication log listing the service requested and its completion status and the support documentation as outlined in the revised WSC Qualifying List of Business Services.
- 14) The State of California may be implementing two additional reporting metrics affecting Employer Services. In order to prepare for this eventuality, we are requiring WSCs to:
  - a. Follow up on employee retention with the same employer at the end of both the 2nd and 4th quarters of the program year and report those numbers to the EWDD via the Employer Services Unit;
  - b. Report the number of repeat employer customers served per year. Please note: Qualifying business services to repeat employer customers will count toward the 90 business services metrics listed in No. 8c under "Performance Requirements" above.

## **BACKGROUND**

The Workforce Innovation and Opportunity Act (WIOA) contains new requirements for the dual-customer model wherein EWDD provides services to both job seekers and employers. The Workforce Development System will continue to work in conjunction with the BusinessSource System to coordinate workforce and economic development programs to improve the quality and the delivery of services to employers. Effective Program Year 2015-16, the City's redesigned Workforce Development System will focus on career pathways and industry sector strategies to better meet the needs of the regional economy and labor force. In order to increase employer engagement, EWDD added an Employer Services Unit (ESU) to its Adult Workforce Development Division.

This directive updates the LABSC/WSC referral process and establishes LABSC/WSC planning and collaboration meeting requirements. The directive modifies the types of Business Services that will be counted toward the WSC's yearly goals, as well as modifies the types of documentation required to support the business services reported. The directive establishes the requirement for each WSC to participate in an industry-sector council focused on the WSC's two identified sectors and establishes a minimum number of sector-focused employer customers to be served.

All other changes made by WDS Directive No. 12-14 and BSS Directive No.12-01 that were not addressed in the above paragraphs remain in full force and effect.

**WDS/BSS CONTACT**

Questions or requests for additional information should be addressed to your assigned program monitor.

GR:DG:EM

- Attachments:
1. LABSC/WSC Business Referral Form
  2. LABSC/WSC Regional Matrix
  3. LABSC/WSC Business Needs Assessment
  4. LABSC/WSC Qualifying Lists of Business Services
  5. WSC Business Service Monitoring Tools
    - WSC Employer Customer List
    - WSC Business Outreach Tracking Form
    - WSC Job Fair and Targeted Recruitment Tracking Form



# BUSINESS NEEDS ASSESSMENT

How did you hear about WorkSource?

Contact Name: \_\_\_\_\_ Title \_\_\_\_\_  
 Business Name: \_\_\_\_\_  
 Business Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_  
 Phone # (\_\_\_\_) \_\_\_\_\_ Ext.: \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_  
 E-mail: \_\_\_\_\_ Web site: \_\_\_\_\_  
 Federal Tax ID #: \_\_\_\_\_ Standard Industry Code (SIC NAICS): \_\_\_\_\_

Company's product or service: \_\_\_\_\_

Years in business: \_\_\_\_\_  Corporate/headquarters  Branch # of Employees at this location \_\_\_\_\_

What is the most significant factor affecting your business? \_\_\_\_\_

**Current BUSINESS ASSISTANCE needed** (that could be provided through our partners or collaborators):

- Marketing/Marketing Assessment       Financing/Access to Capital       Labor Market Information
- Business Plan/Cash Flow Management       Permits/Licenses/Certification       Legal/Tax Consulting
- Other \_\_\_\_\_

What changes do you foresee in the next year? \_\_\_\_\_

What changes do you foresee in the next five years? \_\_\_\_\_

Do you have any particular hiring needs at this time?  Yes  No    If YES, may we contact you to get details?  Yes  No

**How can we help with your staffing needs today?** \_\_\_\_\_

If no hiring needs, do you anticipate any over the next 6 months?  Yes  No # of Positions: \_\_\_\_\_

Full Time? \_\_\_\_\_ Part Time? \_\_\_\_\_ Do you do the hiring? \_\_\_\_\_ If no who is responsible? \_\_\_\_\_

How many openings currently? \_\_\_\_\_

What are the main issues when considering hiring? \_\_\_\_\_

Do you have any difficulty finding qualified employees?  Yes  No Please describe: \_\_\_\_\_

Any difficulty retaining qualified employees?  Yes  No

Why: \_\_\_\_\_ Do you hire ex-felons?  Yes  No (If yes, how extensive?) \_\_\_\_\_

Do you provide benefits?  Yes  No (If YES what): \_\_\_\_\_

What type of training do you provide your employees? \_\_\_\_\_

**Current STAFFING, TRAINING and HUMAN RESOURCES assistance needed** (provided by WorkSource):

- Lay off/Downsizing services       Job applicants       Retention assistance       Interview/Conference room
- New hire training: \_\_\_\_\_
- Current employee training (topics): \_\_\_\_\_

**OFFICE USE ONLY** (Steps recommended, referral and follow up):

## Qualifying List of Business Services

### RECRUITMENT SERVICES & NEW HIRES

SERVICE	DEFINITION	DOCUMENTATION REQUIRED
Develop Job Description	Assist with development of a comprehensive job description	Copy of all job descriptions developed for the business
Filling Job Order via Candidate Screening and Resume Referrals	Assisting to fill a job order by screening candidates and providing resumes to the employer	All of the following: <ul style="list-style-type: none"> <li>• Candidate screening tool developed for employer (e.g. name, date interviewed, drug and alcohol screening date, date passed background check, position offered, start date, etc.) <u>AND</u></li> <li>• Copy of the resumes sent to the employer</li> </ul>
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"> <li>• Coordinating a system-wide recruitment</li> <li>• Coordinating a recruitment exclusively for an employer contact or an employer group by industry</li> </ul>	All of the following: <ul style="list-style-type: none"> <li>• Copy of the event flyer with date of the event and the list of participating employers <u>AND</u></li> <li>• List of participants/attendance sign-in sheet <u>AND</u></li> <li>• Copy of employer sign-in sheet (when multiple employers participate in the event)</li> </ul>
Placement/Hire	An actual hire occurred that can be verified when surveying the business	One of the following: <ul style="list-style-type: none"> <li>• Original Employment Verification Letter on business letterhead (with employer signature)</li> <li>• Copy (fax, email, etc.) of employment verification from business (with employer signature) that also includes business card</li> <li>• Employment Development Dept. (EDD) base wage file</li> </ul> OR from employee, one of the following: <ul style="list-style-type: none"> <li>• Copy of pay check stub</li> <li>• Copy of W-2</li> <li>• Copy of IRS 1040</li> </ul>
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	Copy of the signed OJT agreement

### RETENTION SERVICES

SERVICE	DEFINITION	DOCUMENTATION REQUIRED
New Employee Retention Workshop	Coordinate and implement employee retention training workshops for a business' new hires (e.g., Work Etiquette or Soft Skills Workshop)	All of the following: <ul style="list-style-type: none"> <li>• Written request from the employer <u>AND</u></li> <li>• Copy of training agenda and/or curriculum <u>AND</u></li> <li>• List of participants/attendance sign-in sheet</li> </ul>

### LAYOFF/DOWNSIZING SERVICES

SERVICE	DEFINITION	DOCUMENTATION REQUIRED
Layoff Aversion	Assist the business with developing strategies to avoid lay-offs or referral to another organization that can assist them with these needs	<ul style="list-style-type: none"> <li>• Documentation of specific type of lay-off aversion assistance OR</li> <li>• Copy of City of LA Rapid Response Verification of Employer Services Form</li> </ul>
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.	<ul style="list-style-type: none"> <li>• Copy of City of LA Rapid Response Verification of Employer Services Form</li> </ul>

### REFERRAL

SERVICE	DEFINITION	DOCUMENTATION REQUIRED
Referral	Completed a referral to the nearest Business Source Center (BSC)	Copy of the completed referral form and the type of BSC services requested

## Qualifying List of Business Services

### TRAINING & TECHNICAL ASSISTANCE

SERVICE	DEFINITION	DOCUMENTATION REQUIRED
Implement Customized Incumbent Worker Training Project	Coordinate and implement specialized training for a business' existing employees; must include skills upgrade plan.	All of the following: <ul style="list-style-type: none"> <li>• Copy of training curriculum <u>AND</u></li> <li>• List of participants/attendance sign-in sheet <u>AND</u></li> <li>• Documentation of outcomes (completion rate)</li> </ul>
Resource Center Use	Business uses the Center for training classes, interviews, research, planning meetings, conferences, computer or other office needs.	Copy of an Employer Visitors Log (documenting the services provided including date and time of activity, individuals involved, and employer signature)
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.	One of the following: <ul style="list-style-type: none"> <li>• Copy of policies or plans for recruitments targeting people with disabilities</li> <li>• Documentation of services provided including specific activities to serve people with disabilities</li> <li>• Completed referral form</li> </ul>
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"> <li>• Specific labor laws</li> <li>• Legal equal opportunity requirements</li> <li>• Sexual harassment policy</li> </ul> OR Referral of the business to outside organizations specializing in HR needs	<ul style="list-style-type: none"> <li>• Copy of any information provided to business <u>AND/OR</u></li> <li>• Completed referral form and type of HR services provided</li> </ul>
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	One of the following: <ul style="list-style-type: none"> <li>• Documentation of specific type of research provided</li> <li>• Copy of research information provided</li> <li>• Completed referral form and type of research provided</li> </ul>
Labor Market Information (LMI)	Provide business with specific labor market information that they requested regarding wages, occupational skills, and the economy	Copy of LMI Information
Industry Focus Group	Design and implement a focus group to study a business issue as requested by one or more business customers	All of the following: <ul style="list-style-type: none"> <li>• Copy of the agenda <u>AND</u></li> <li>• List of participants and attendance sheets <u>AND</u></li> <li>• Documentation of outcome/focus group recommendations</li> </ul>
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.	All of the following: <ul style="list-style-type: none"> <li>• Copy of the agenda <u>AND</u></li> <li>• List of participants and attendance sheets <u>AND</u></li> <li>• Documentation of outcome/findings</li> </ul>
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	Copy of career ladder policy or plan specifying career ladders and job descriptions
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.	All of the following: <ul style="list-style-type: none"> <li>• Copy of training notice or flyer that includes name of speaker and presentation topic <u>AND</u></li> <li>• Copy of attendance sheets <u>AND</u></li> <li>• Copy of invoice for speaker (if applicable)</li> </ul>
OTHER*		
SERVICE	DEFINITION	DOCUMENTATION REQUIRED
Other*	Any service that is not otherwise specified on this list but the Center considers is a business service. Note: The service being reported and associated documentation <b><u>MUST BE PRE-APPROVED</u></b> by EWDD to receive credit.	Documentation of services provided including specific type of service and outcome. Note: Any additional documentation required is contingent on the particular service being provided. Consult your City of LA monitor to establish documentation required to receive credit.

**\*REQUIRES PRE-APPROVAL**



## Qualifying List of Business Services



Category	Service
Business Services	Business Plan/Executive Summary Cash Flow Management Certification Lease Negotiation Assistance Legal Considerations Market Assessment Needs Assessment One-on-one Consulting Permits/Licenses Procurement Referral to Other Partners Referral to SCORE Site-Finding Assistance Tax Consulting
Business Courses	Cash Flow Management E-Commerce Employee Training Entrepreneurial Workshops Fiscal Management Green/Clean Tech Transitions Marketing/Social Media SWOT Analysis Technical Training
Access to Capital	Business Credit Building/Correction Business Credit Report Review Financial Analysis Lease Evaluation/Negotiations Marketing Plan Development/Analysis Personal Credit Building/Correction Personal Credit Report Review Projections Preparation/Modification
Lending	Loan Packaging/Approval/Funding
Referrals	Referrals to WorkSource Centers, SCORE, and Other Partners



# BUSINESS REFERRAL FORM

## Referral Information

Agency Providing Referral: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Agency Representative: \_\_\_\_\_

WorkSource Center—Referred to: \_\_\_\_\_

BusinessSource Center—Referred to: \_\_\_\_\_

Confirmation Date of Receipt:  Received By:

## Business Information

Business Name: \_\_\_\_\_ Owner: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Fax: \_\_\_\_\_

Email Address: \_\_\_\_\_ Website: \_\_\_\_\_

Industry: \_\_\_\_\_ Business Entity: \_\_\_\_\_

### WIOA WORKSOURCE CENTER BUSINESS SERVICES NEEDED

RECRUITMENT SERVICES & NEW HIRES	LAYOFF/DOWNSIZING SERVICES	TRAINING & TECHNICAL ASSISTANCE (cont'd)
Develop Job Description	Lay-off Aversion	Assistance in Hiring People with Disabilities
Filling Job Order via Candidate Screening and Resume Referrals	Rapid Response	HR Referrals
Filling Job Order via Customized Recruitment	OTHER SERVICES	Research
Placement/Hire	Other services with pre-approval	Labor Market Information
On-the-Job Training	TRAINING & TECHNICAL ASSISTANCE	Industry Focus Group
New Employee Retention Workshop	Incumbent Worker Customized Training	Industry Sector Workshop
REFERRAL	Resource Center Use	Identifying Career Ladders
Referral to BusinessSource	Speaker Services	

### BUSINESS SOURCE SERVICES NEEDED

Business Plan/Executive Summary	One-on-one Consulting	Permits/Licenses/Certification
Business Courses	Marketing/Market Assessment	Site Finding/Lease Negotiation Assistance
Business Needs Assessment	Cash Flow Management	Legal/Tax Consulting
Financing /Access to Capital	Procurement Assistance	Other

Follow-up Date:  Status of Referral:  Complete  Pending

Note/Outcome: \_\_\_\_\_

**LOS ANGELES BUSINESS SOURCE & WORKSOURCE CENTER REGIONAL MATRIX (2017)**

<b>REGION</b>	<b>CD</b>	<b>BUSINESS SOURCE CENTER</b>	<b>BUSINESS SOURCE ADDRESS</b>	<b>WORKSOURCE CENTER</b>	<b>WORKSOURCE CENTER ADDRESS</b>
<b>North Valley</b>	6	<b>North San Fernando Valley Business Source Center</b> operated by Valley Economic Development Center 818-834-0577	13420 Van Nuys Blvd., Suite 121 Pacoima, CA 91331	<b>Pacoima-North Valley WorkSource Center</b> operated by Youth Policy Institute 818-492-4065	11623 Glenoaks Blvd. Pacoima, CA 91331
	7				
<b>West Valley</b>	3	<b>West San Fernando Valley Business Source Center</b> operated by Valley Economic Development Center 818-705-9977	18645 Sherman Way, Suite 114 Reseda, CA 91335	<b>West Valley WorkSource Center</b> operated by Build Rehab Industries 818-701-9800	9207 Eton Ave. Chatsworth, CA 91311
	12				
<b>South Valley</b>	3	<b>South San Fernando Valley Business Source Center</b> operated by ICON CDC 818-894-8800	8248 Van Nuys Blvd. Panorama City, CA 91402	<b>Canoga Park-South Valley WorkSource Center</b> operated by Rescare Workforce Services 818-596-4448	21010 Vanowen St. Canoga Park, CA 91303
	6				
<b>Mid City</b>	10	<b>Mid-City Los Angeles Business Source Center</b> operated by Pacific Asian Consortium in Employment 323-293-6284	2900 Crenshaw Blvd. Los Angeles, CA 90016	<b>West Adams WorkSource Center</b> operated by Asian American Drug Abuse Program, Inc. (AADAP) 323-293-6284	2900 Crenshaw Blvd. Los Angeles, CA 90016
	13				
<b>Hollywood</b>	10	<b>Hollywood Business Source Center</b> operated by Managed Career Solutions, Inc. 323-454-6115	4311 Melrose Ave. Los Angeles, CA 90029	<b>Hollywood WorkSource Center</b> operated by Managed Career Solutions, Inc. 323-454-6100	4311 Melrose Ave. Los Angeles, CA 90029
	13				
<b>Central West</b>	1	<b>Central West Los Angeles Business Source Center</b> operated by Pacific Asian Consortium in Employment 213-353-9400	1055 Wilshire Blvd., Suite 900-B Los Angeles, CA 90017	<b>Downtown-Pico Union WorkSource Center</b> operated by Pacific Asian Consortium in Employment 213-353-1677	1055 Wilshire Blvd., Suite 900-A Los Angeles, CA 90017
	11				
				<b>West Los Angeles WorkSource Center</b> operated by Jewish Vocation Service 310-309-6000	13160 Mindanao Way, Suite 240 Marina Del Rey, CA 90292

**LOS ANGELES BUSINESS SOURCE & WORKSOURCE CENTER REGIONAL MATRIX (2017)**

<b>REGION</b>	<b>CD</b>	<b>BUSINESS SOURCE CENTER</b>	<b>BUSINESS SOURCE ADDRESS</b>	<b>WORKSOURCE CENTER</b>	<b>WORKSOURCE CENTER ADDRESS</b>
<b>East</b>	1 14	<b>East Los Angeles Business Source Center</b> operated by Barrio Planners, Inc. 323-264-9020	3530 E. 3 <sup>rd</sup> Pl. Los Angeles, CA 90063	<b>Boyle Heights/East Los Angeles WorkSource Center</b> operated by Rescare Workforce Services 323-267-5930	1505 E. 1st St. Los Angeles, CA 90033
				<b>Northeast Los Angeles WorkSource Center</b> operated by Goodwill Industries of Southern California 323-259-2000	342 N. San Fernando Rd. Los Angeles, CA 90031
<b>South</b>	8 9 15	<b>South Los Angeles Business Source Center</b> operated by Vermont Slauson Local Development Corporation 323-753-2335	6109 S. Western Ave. Los Angeles, CA 90047	<b>Vernon Central/LATTC WorkSource Center</b> operated by Coalition for Responsible Community Development (CRCDD) 323-763-5951	400 W. Washington Blvd. Los Angeles, CA 90015
				<b>Crenshaw WorkSource Center</b> operated by UAW-LETG 323-730-7900	5401 Crenshaw Blvd. Los Angeles, CA 90043
				<b>Watts-Los Angeles WorkSource Center</b> operated by Housing Authority of the City of Los Angeles 323-249-7751	2220 E. 114th St. Los Angeles, 90059
<b>Harbor</b>	15	<b>Harbor Business Source Center</b> operated by Managed Career Solutions, Inc. 310-221-0644	455 W. 6 <sup>th</sup> St. San Pedro, CA 90731	<b>Southeast Los Angeles WorkSource Center</b> operated by Watts Labor Community Action Committee 323-563-4702	10950 S. Central Ave. Los Angeles, 90059
				<b>Harbor WorkSource Center</b> operated by Pacific Gateway Workforce Investment Network 310-732-5700	1851 N. Gaffey St., #F San Pedro, 90731





