

# EWDD'S WEEKLY UPDATES



## SUCCESS STORIES WEEK OF FEBRUARY 7, 2022





## MID-CITY BSC HELPS DENTISTRY BUSINESS SMILE

The Mid-City [BusinessSource Center \(BSC\)](#) helped long-term client Candice Jacobs, owner of cosmetic dental service [Smile 4 Less](#), obtain access capital to sustain her business and assist its economic recovery during COVID-19. These efforts allowed Smile 4 Less to retain four jobs and create one job. In addition, a Mid-City BSC business counselor uncovered that Candice was targeted by an identity thief, a discovery that remedied the negative impacts to Candice's credit.

Candice Jacobs established Smile 4 Less in March 2019. A friend referred her to the Mid-City BSC, overseen by EWDD partner [PACE](#), for assistance to obtain working capital to launch her business and secure office space.

Afterward, PACE provided Candice with a \$5,000 microloan to start her business.

Due to COVID-19, Candice had to temporarily shut down Smile 4 Less, as it mainly provided cosmetic dentistry services, which was considered a non-essential business. Therefore, Candice had to be creative to restructure her business model in order to sustain her business during the pandemic. She started to offer in-home dental services, in addition to operating at her office in Los Angeles. However, Candice did not have portable dental cleaning equipment and dental chairs to practice her services efficiently. In December 2021, she returned to the Mid-City BSC for a second business loan.

Business Counselor Manager Wai-Ling Chin assisted Candice in preparing her application. Wai-Ling provided Candice business planning guidance, including cash flow management and credit monitoring. During the credit assessment, Wai-Ling noticed that Candice's credit score remained poor even though Candice had been paying the first loan to PACE on time. After reviewing Candice's credit history, Wai-Ling identified that Candice's credit had been affected by an identity thief and helped Candice address the issue.

To purchase the portable dental equipment and increase her payroll budget, Candice applied for an SBA small business microloan. Wai-Ling helped Candice collect her loan documents, reviewed and corrected Candice's loan application, and helped her submit a loan proposal at the end of 2021. The loan was immediately approved and on the same day, Candice was awarded an SBA Microloan of \$12,000 by the PACE Finance Corporation. The loan fund has enabled Candice to purchase the new work equipment, retain four staff, and hire one new employee.

Smile 4 Less is currently growing with business transformation and the additional staff support. Candice said she really appreciates the efficient and helpful assistance that the Mid-City BusinessSource Center has been offering. With the funded loan and great support from Wai-Ling, Candice is able to grow her business and elevate it to the next level.

Smile 4 Less is located in [LA City Council District 9](#).

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## LA:RISE HELPS RETURNING CITIZEN FIND PATH

Ten years into his career as a barber, Anthony found himself in an on-the-job altercation that led him to serve five years in prison. While incarcerated, Anthony reflected on his career and his future. Upon his release from prison, Anthony's brother recommended that he check out [LA:RISE](#) social enterprise partner [Chrysalis](#) for assistance in restarting his career.

At the time, Anthony was working in a warehouse but he found the work to be unfulfilling. He wanted more of a challenge and knew he had to search for better opportunities. With the help of Chrysalis and an employment specialist, Anthony created a resume, prepared for interviews, and polished his soft skills. Anthony said that Chrysalis encouraged him to develop a strong work ethic and taught him how to better communicate with his colleagues. He also learned how to conduct himself professionally in interviews and in the workplace, and even learned how to work virtually, using applications like Zoom.

Eventually, he was hired by [Chrysalis' Roads program](#) and shortly after that, he was referred to LA:RISE.

Anthony views his time in the Roads program as not just a job, but as preparation for the next steps in his career. He learned to be vigilant of his surroundings and to work alongside people from different backgrounds. While working on the highways, Anthony would look at semi-trucks passing by and envision driving them himself.

Once Anthony enrolled in LA:RISE, he worked closely with a career coach to enroll in a truck driving course. Anthony graduated from the course and earned his Class A license. He is now working as a full-time truck driver for West Coast

Sands and Gravel and is extremely grateful for the opportunities and support he received from Chrysalis and the West LA America's Job Center of California. In the future, he hopes to start his own trucking company.

Anthony said that he is proud that he is able to work and provide for himself, especially after being out of prison. His advice for other LA:RISE participants trying to get back on their feet?

"Have faith in your ideas and don't give up."

EWDD is a leadership team partner of the [Los Angeles Regional Initiative for Social Enterprise \(LA:RISE\)](#). This innovative, collaborative partnership unites the City and County of Los Angeles' Workforce Development System (WDS) with non-profit social enterprises and for-profit employers to help individuals with high barriers to employment get good jobs and stay employed.

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#### LINKS to COVID-19 RESOURCES

##### JOB RESOURCES

LA JOBS PORTAL: [jobs.lajobsportal.org](http://jobs.lajobsportal.org)

VIRTUAL ORIENTATIONS: [bit.ly/LAjoblosshelp](http://bit.ly/LAjoblosshelp)

##### BUSINESS RESOURCES

LA REGIONAL COVID FUND: [lacovidfund.org](http://lacovidfund.org)

SMALL BUSINESS PROGRAM: [ewddlacity.com/index.php/small-business-loans](http://ewddlacity.com/index.php/small-business-loans)

BusinessSource Centers: [bit.ly/LABusinessSource](http://bit.ly/LABusinessSource)

WorkSource Centers: [bit.ly/EWDDWorkSource](http://bit.ly/EWDDWorkSource)

YouthSource Centers: [bit.ly/EWDDYouthSource](http://bit.ly/EWDDYouthSource)

# EWDD METRICS



## WorkSource Centers assisted:

- 1,372** Walk-in visits
- 2,201** Phone calls and emails
- 356** Unemployment Insurance



## YouthSource Centers - HIRE LA's Youth:

- 7,303** Applications
- 1,635** Youth in application pool
- 3,204** Youth enrolled



## BusinessSource Centers assisted:

- 160** Microenterprises
- 32** Small Businesses
- 53** Sidewalk Vendors
- 41** Virtual Workshops



The Economic & Workforce Development Department is headquartered in the Garland Building located at 7th street and Garland Ave in downtown Los Angeles.

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213-744-7300  
711 for TRS (TTY)

If TTY/TTD is needed to contact us, please use 711 for Telecommunication Relay Services (TRS)

If you have any questions, comments, or wish to have a contribution considered for inclusion in an upcoming "Updates," please feel free to contact Jamie Francisco at (213) 744-9048 or [Jamie.Francisco@lacity.org](mailto:Jamie.Francisco@lacity.org).

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