

LIST OF SERVICES PROVIDED BY BUSINESSSOURCE CENTERS

| GENERAL BUSINESS SERVICES | |
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| 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. |

BSC LIST OF BUSINESS SERVICES

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| Projections Preparation | Forecast future revenue and expenses to help clients pitch to potential investors or for other funding opportunities. |
| 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 |
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| 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 |
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| 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 |
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| 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 13168 Van Nuys Blvd., CA 91331 | northvalleybsc@iconcdc.org |
| West Valley BusinessSource Center 6800 Owensmouth Ave, Suite 150, Canoga Park, CA 91303 | westvalleybsc@mcslosangeles.com |
| South Valley BusinessSource Center 5805 Sepulveda Blvd., Suite 801 Van Nuys, CA 91411 | southvalleybsc@iconcdc.org |
| Watts BusinessSource Center 1513 East 103rd St Los Angeles, CA 90002 | wattsbsc@mcslosangeles.com |
| Hollywood BusinessSource Center 1370 N St. Andrews Pl, Suite 215 Los Angeles, CA 90028 | hollywoodlabsc@pacela.org |

BSC LIST OF BUSINESS SERVICES

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| Pico-Union/Westlake BusinessSource Center 1055 Wilshire Blvd., Suite 900-B Los Angeles, CA 90017 | PicoUnionLABSC@pacela.org |
| East Los Angeles BusinessSource Center 1780 East 1st Street Los Angeles, CA 90033 | ELABSC@neworg.us |
| South Los Angeles BusinessSource Center 5444 Crenshaw Blvd, Suite #100 Los Angeles, CA 90043 | southlabsc@coalitionrcd.org |
| Southeast Los Angeles BusinessSource Center 3761 S Hill Street, Unit 1, Los Angeles, CA 90007 | SoutheastLABSC@coalitionrcd.org |
| Harbor BusinessSource Center 390 W 7th Street, San Pedro, CA 90731 | harborbsc@mcslosangeles.com |

LIST OF SERVICES PROVIDED BY WORKSOURCE CENTERS

| WORKFORCE RECRUITMENT ASSISTANCE | |
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| 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 not 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 | Provide business with specific labor market information that they requested regarding wages, |

WSC LIST OF BUSINESS SERVICES

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| (LMI) | 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. |
| 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 |
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| 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 |
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| 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 |
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| Boyle Heights/East Los Angeles WorkSource Center 1505 E. 1st St. Los Angeles, CA 90033 | Jessica Espinoza jespinoza@mcscareergroup.com |
| Downtown/Pico Union WorkSource Center & AJCC 1055 Wilshire Blvd. Suite 900 Los Angeles, CA 90017 | Marcella Wong mwong@pacela.org Joy Hill JHill@pacela.org |
| Harbor Gateway WorkSource Center & AJCC 1111 Figueroa Place Wilmington CA 90744 | Jessica Espinoza jespinoza@mcscareergroup.com Ingrid Navarro inavarro@mcscareergroup.com |
| The Hollywood WorkSource Center & AJCC 4311 Melrose Ave. Los Angeles, CA 90029 | Dion Wiltshire dwiltshire@mcscareergroup.com |
| Northeast Los Angeles WorkSource Center & AJCC 342 N. San Fernando Rd. Los Angeles, CA 90031 | James Marsh jmarsh@goodwillsocal.org Marcela DeLopez mdelopez@goodwillsocal.org |
| Northeast San Fernando Valley & AJCC 13356 Eldridge Avenue Sylmar CA 91342 | Maria Salazar msalazar@goodwillsocal.org Catalina Rodriguez Catalina.rodriguez@goodwillsocal.org |

WSC LIST OF BUSINESS SERVICES

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| <p>South Los Angeles WorkSource Center & AJCC 1512 W. Slauson Ave. Los Angeles, CA 90047</p> | <p>Arthur Guerrero aguerrero@letc.com John Alvarez jalvarez.letc@gmail.com</p> |
| <p>South Valley WorkSource Center & AJCC 20920 Warner Center Lane, Suite C Woodland Hills, CA 91367</p> | <p>Marcos Serpas maserpas@equusworks.com Michelle Jordan Michelle.D.Jordan@equusworks.com</p> |
| <p>Southeast Los Angeles WorkSource Center & AJCC 10950 S. Central Ave. Los Angeles, CA 90059</p> | <p>Alphonso Reed areed@wlcac.org</p> |
| <p>El Proyecto WorkSource-One Stop Sun Valley 9024 Laurel Canyon Sun Valley, CA 91352</p> | <p>Ruth Aguilera raguilera@wscalnetwork.org</p> |
| <p>Vernon-Central/LATTC WorkSource Center & AJCC 400 W. Washington Blvd., Los Angeles, CA 90015</p> | <p>Jerry Walker jwalker@coalitionrcd.org</p> |
| <p>Watts/Los Angeles WorkSource Center & AJCC 2220 E. 114th St. Los Angeles, CA 90059</p> | <p>Natasha Tave Natasha.Tave@hacla.org</p> |
| <p>West Adams WorkSource Center & AJCC 2900 S. Crenshaw Blvd. Los Angeles, CA 90016</p> | <p>Rahimah Shah rfiddmont@aadapinc.org Dyranesia Cooper dcooper@aadapinc.org</p> |
| <p>West Los Angeles WorkSource Center & AJCC 5446 Sepulveda Blvd. Culver City, CA 90230</p> | <p>Robert Bradley Robert.Bradley@jvs-socal.org</p> |

FAMILYSOURCE CENTERS

FamilySource Centers (FSC) are one-stop shops in the City of Los Angeles for social, educational, employment, and family support services. With 19 locations established in the City of Los Angeles, we can help you find the resources to increase your family income, establish financial security, and build academic success.

Contact List

| FamilySource Center | Phone Number |
|--|-------------------------|
| Southeast Los Angeles FamilySource Center 822 E 20th St. Los Angeles, CA 90011 | (213) 747-6357 |
| Southeast Los Angeles FamilySource Center 5860 Avalon Blvd. Los Angeles, CA 90011 | (323) 923-1479 |
| South Los Angeles FamilySource Center 2069 W. Slauson Ave. Los Angeles, CA 90047 | (323) 998-0093 |
| South Los Angeles FamilySource Center 4305 Degnan Blvd., Suite 105 Los Angeles, CA 90008 | (323) 991-5850 |
| South Los Angeles FamilySource Center 915 W. Manchester Ave. Los Angeles, CA 90044 | (323) 789-4717 |
| Watts FamilySource Center 1212 E. 108th St. Los Angeles, CA 90059 | (323) 357-6262 |
| Wilmington/San Pedro FamilySource Center 131 N Grand Ave. San Pedro, CA 90731 | (310) 832-1145 ext. 106 |
| Hollywood FamilySource Center 184 Bimini Pl. Los Angeles, CA 90004 | (213) 387-2822 |
| Westlake FamilySource Center 501 S Bixel St. Los Angeles, CA 90017 | (213) 482-8618 |
| Koreatown FamilySource Center 3731 Wilshire Blvd., Ste. 460 Los Angeles, CA 90010 | (213) 518-5284 |
| Wilshire FamilySource Center 1230 Menlo Ave., Suite 100 Los Angeles, CA 90006 | (213) 365-7400 |
| Echo Park FamilySource Center 1824 Sunset Blvd. Los Angeles, CA 90026 | (213) 483-6335 |
| Boyle Heights FamilySource Center 2130 1st St., Suite 110 Los Angeles, CA 90033 | (323) 526-9301 |
| Northeast Los Angeles FamilySource Center 4927 Huntington Dr N #200 Los Angeles, CA 90032 | (323) 221-0779 |
| Panorama City FamilySource Center 14500 Roscoe Blvd., Floor 4 Panorama City, CA 91402 | (818) 441-7127 |
| North Hollywood/Sun Valley FamilySource Center 6736 Laurel Canyon Blvd. #360 Los Angeles, CA 91606 | (424) 293-8297 |
| Pacoima FamilySource Center 11243 Glenoaks Blvd. Pacoima, CA 91331 | (818) 896-7776 |
| Canoga Park FamilySource Center 21400 Saticoy St. Canoga Park, CA 91304 | (818) 887-3872 |
| Van Nuys FamilySource Center 6946 Van Nuys Blvd. #220 Van Nuys, CA 91405 | (818) 786-4098 |

LIST OF SERVICES PROVIDED BY EWDD PARTNERS

| BRAID THEORY | |
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| SERVICE | DEFINITION |
| CELSIUS Ocean Pre-Accelerator (12 weeks) | 90-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. |
| https://www.braidtheory.com/programs or email courtney@braidtheory.com | |
| 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. |
| https://www.goodfoodla.org/hmla or email info@goodfoodla.org | |
| EWDD LOAN PROGRAMS | |
| SERVICE | DEFINITION |
| 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. |
| Contact: Alex Lakshantov, EWDD, at 213-744-9368 or Alex.Lakshantov@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 | |

EWDD PARTNERS LIST OF BUSINESS SERVICES

SMALL BUSINESS LEGAL ASSISTANCE PROGRAM / BET TZEDEK

| SERVICE | DEFINITION |
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| 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. |

For assistance, please complete the [Online Intake Form](#) on the LALegalHelp.org website. If you need help filling out the form or require assistance in another language, please contact the LA Regional COVID-19 Small Business Owners Legal Aid Program at 866-375-9511.