

CITY OF LOS ANGELES

CALIFORNIA

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DATE: DEC 06 2004

TO: All WorkSource Center Program Managers and Disability Coordinators

FROM: Manny Chavez, Acting Director
Workforce Development Division

Subject: **WIA INFORMATION BULLETIN NO. 05-20
NEW GUIDELINES FOR ACCESSING TECHNICAL ASSISTANCE
THROUGH THE EmployABILITY PROGRAM**

For the past four years, the City of Los Angeles has funded a staff capacity building program, *EmployABILITY*, that has successfully provided services to WorkSource Center staff, persons with disabilities, and the employers who hire them. Assistance has been available in a variety of formats including: the *EmployABILITY* website, online resource manual, *EmployABILITY* hotline, LEGACY Diversity Training, *EmployABILITY* Partnership, various *EmployABILITY* publications/materials, and technical assistance provided by the Empowerment Team, a team of disability specialists.

During this fiscal year, 2004-2005, services through *EmployABILITY*, despite budget cuts, will continue to be available. The provision of technical assistance will also be offered, but the service flow has changed to fit within the currently available budget. Center staff may continue to meet their technical assistance needs via the *EmployABILITY* hotline. All technical assistance needs that go beyond a basic telephone consultation will be referred directly to *QUEST* Diversity Training and Consulting. *QUEST* has been a subcontractor on the *EmployABILITY* Program for the past three years.

To request technical assistance, please follow the guidelines outlined below:

Customers, employers and other service providers (non-City WorkSource Centers) can call the *EmployABILITY* Hotline at: 888-521-7807

City WorkSource Center staff can call the hotline or contact *QUEST* directly at:

alisajordan@diversityquest.org or jmichaelpearson@diversityquest.org
(714) 826-7886 (818) 884-6793

If you have any questions regarding these changes, please contact Susan Quigley, Management Analyst II, at (213) 473-0371 or squigley@cdd.lacity.org.

