

CITY OF LOS ANGELES
CALIFORNIA



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1200 WEST SEVENTH STREET
LOS ANGELES, CA 90017

DATE: October 10, 2006

TO: Los Angeles Workforce Development System
Business Service Representatives

FROM: Manny Chavez, Director
Workforce Development Division

SUBJECT: **DIRECTIVE NO: 07-04**
**BUSINESS SERVICES MINIMUM STANDARDS FOR CITY
OF LOS ANGELES WORKSOURCE CENTERS**

EFFECTIVE DATE

This Directive is effective immediately upon issue.

PURPOSE

The intent of this Directive will formalize the minimum standards agreed upon by our Executive and Program Directors, and Business Services Representatives and other WorkSource professional staff at the Business Services Strategic Planning meeting held September 12, 2006. This directive:

1. Uniformly establishes a minimum menu of services available that a business customer should expect when seeking assistance within any City of Los Angeles WorkSource Center System.
2. Uniformly establish an expectation of business facilities to be found within any City of Los Angeles WorkSource Center.

Shortly, each WorkSource Center will receive two signs (placards) delineating service standards and facilities to be posted in a conspicuous location within your WorkSource Center.

The standards are as follows:

Top Quality Services:

- Employee Screening and Recruitment
- Labor Market Information
- Qualified Labor Pool
- Marketing Assistance

- Human Resources Assistance
- Rapid Response/Layoff Aversion
- Customized Training
- Business Services Assistance and Trainings
- Tax Credit Information
- Referrals/Connections to:
 - Access to Capital
 - Business Workshops
 - Entrepreneurial Training
 - Business Consulting
 - City and Other Governmental Resources

Quality Business Resource Facilities:

- Reference Library
- Comfortable Meeting Room(s)
- Computer/Internet Access
- Up-to-Date Business Application Software
- Communications Equipment
 - Telephone – Teleconference Equipment
 - Fax Machine
 - Copier(s)
 - Non-Disruptive, Comfortable Environment

Please note that this directive does not modify or replace Directive 06-18 outlining the 25 business services and the methodology of documenting business performance. The Skillsmatch system remains the vehicle for tracking such activity until further notice.

If you have any questions regarding this Directive, please contact Linda Mims at (213) 744-7175 or e-mail, Linda.Mims@lacity.org.

MC:GB:LCM