



ROUGH DRAFT

LOS ANGELES COUNTY

Workforce Development Division DIRECTIVE – REVISED

NUMBER: D-DWA-00-0⁵6 SUBJECT: REVISED BUSINESS SERVICES
MODEL AND PERFORMANCE MEASURES

DATE: 10/27/05

EFFECTIVE DATE: IMMEDIATELY

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****FOR YOUR IMMEDIATE ATTENTION****

TO: ALL WORKSOURCE CENTERS

This directive supercedes directive number D-DWA-03-008. Effective immediately, all WorkSource Centers (WSCs) receiving funding from the County of Los Angeles, Community and Senior Services (CSS) shall incorporate the revised WorkSource California Business Services Model, which was recently adopted by the Los Angeles County Workforce Investment Board (WIB) on September 29, 2005. This directive is also being revised to include new information to be reported to CSS by Los Angeles County funded WSCs, at the direction of the WIB. Each WSC is expected to:

- 1) Visit ten (10) new businesses each month;
- 2) In addition to item #1, make at least ten (10) referrals to business assistance providers (i.e. Economic Development Corporations, Small Business Development Centers, Chambers of Commerce, etc.) per month. These referrals can include new, past or existing businesses receiving services. Maintain record on such referrals by completing the Business Needs Assessment form, which will be reviewed periodically by CSS staff and during re-certification;
- 3) WorkSource Centers are to document the number of job seeker referrals made in response to a business posting job listings with your Center, and of those referrals, the number of individuals that were hired;
- 4) Adhere to the revised WorkSource California Business Services Model (BSM) and Protocols, approved by the WIB on September 29, 2005. This BSM supercedes the version issued on August 27, 2002. This revised BSM was modified in to more successfully incorporate one of the Workforce Investment Act's mandated partners, the Department of Public Social Services (DPSS). The model continues to emphasize that each WSC shall have at least one dedicated, full time Business Services Representative (BSR). A dedicated BSR does not

Revised Business Services Model and Performance Measures

carry a jobseeker client caseload, since they are to focus on the business customers. DPSS GAIN regions will now receive job leads at the same time the WSCs do, and will handle the job leads in the same manner as a WSC; and

5) If a WSC is unable to fill a job order internally within 48 hours or less, then it shall be referred to the WorkSource California system. Unfilled job orders shall be e-mailed to the WorkSource California jobs inbox at WSCJobs@css.co.la.ca.us for distribution to the entire system. The forms developed for the WorkSource California system have been revised slightly and shall be used (see attached WorkSource California Business Services Model and Protocols and forms, which include Job Order, Candidate Referral and Business Needs Assessment).

A record of the businesses visited, referrals made and job seekers referred and hired must be submitted no later than the **fifth day** of the month for services performed in the preceding month, via the attached form; additional sheets may be used, however, modified forms will not be accepted. Staff will periodically monitor the implementation of the Business Services Model, including the Business Services Monthly report and monthly activity will be reported to the Business Services/Marketing Committee of the WIB. Failure to comply with this directive may result in suspension or revocation of funding.

Submit the revised Business Services Performance Measures Monthly Report, with an original signature, by mail, by fax or PDF file to:

L. A. County Community and Senior Services
WorkSource California Operations Division
Geraldo Rodriguez, Program Manager
3175 W. 6th Street. Box # 6
Los Angeles, CA 90020

Fax number: (213) 368-6003

If you have any questions regarding this directive, please contact the WorkSource California Operations Division Program Manager, Geraldo Rodriguez, at (213) 738-2656.

JOSIE MARQUEZ, Director
Workforce Development

- Attachment:
- 1) Revised WorkSource California Business Services Model and Protocols (includes Appendix of forms)
 - 2) Revised Business Services Monthly Report form