**QUALIFYING LIST OF BUSINESS SERVICES**

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| **WORKFORCE RECRUITMENT ASSISTANCE** |
| **SERVICE** | **DEFINITION** | **DOCUMENTATION REQUIRED** |
| Develop Job Description | Assist with development of a comprehensive job description | Copy of all job descriptions developed for the business |
| Filling Job Order via Candidate Screening and Resume Referrals | Assisting to fill a job order by screening candidates and providing resumes to the employer | All of the following:* Candidate screening tool developed for employer (e.g. name, date interviewed, drug and alcohol screening date, date passed background check, position offered, start date, etc.) AND
* Copy of the resumes sent to the employer
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| Filling a Job Order via Customized Recruitment  | Work with the business to identify their needs and develop a plan for recruiting candidates May include:* Coordinating a system-wide recruitment
* Coordinating a recruitment exclusively for an employer contact or an employer group by industry
 | All of the following:* Copy of the event flyer with date of the event and the list of participating employers AND
* List of participants/attendance sign-in sheet AND
* Copy of employer sign-in sheet (when multiple employers participate in the event)
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| Placement/Hire  | An actual hire occurred that can be verified when surveying the business | One of the following:* Original Employment Verification Letter on business letterhead (with employer signature)
* Copy (fax, email, etc.) of employment verification from business (with employer signature) that also includes business card
* Employment Development Dept. (EDD) base wage file

OR from employee, one of the following:* Copy of paycheck stub
* Copy of W-2
* Copy of IRS 1040
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| Job Fairs | Organizing, conducting, and/or participating in job fairs. | One of the following:* Copy of event flyer or screenshot of event page
* Copy of attendance or RSVP roster
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| Resource Center Use | Business uses the Center for training classes, interviews, research, planning meetings, conferences, computer or other office needs. | Copy of an Employer Visitors Log (documenting the services provided including date and time of activity, individuals involved, and employer signature) |
| Employment Analysis | Providing employers with job task analysis services and absenteeism analysis. | Copy of analysis (either Word or Excel report or both) |
| New Employee Retention Workshop | Coordinate and implement employee retention training workshops for a business’ new hires(e.g., Work Etiquette or Soft Skills Workshop) | All of the following:* Written request from the employer AND
* Copy of training agenda and/or curriculum AND
* List of participants/attendance sign-in sheet
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| **ENGAGED IN STRATEGIC PLANNING/ECONOMIC DEVELOPMENT** |
| **SERVICE** | **DEFINITION** | **DOCUMENTATION REQUIRED** |
| Industry Focus Group  | Design and implement a focus group to study a business issue as requested by one or more business customers | All of the following:* Copy of the agenda AND
* List of participants and attendance sheets AND
* Documentation of outcome/focus group recommendations
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| 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 | One of the following:* Documentation of specific type of research provided
* Copy of research information provided
* Completed referral form and type of research provided
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| 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. | All of the following:* Copy of training notice or flyer that includes name of speaker and presentation topic AND
* Copy of attendance sheets AND
* Copy of invoice for speaker (if applicable)
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| Employer Forum | Securing information on industry trends, providing information for the purpose of economic development planning | All of the following:* Copy of the agenda AND
* List of participants and attendance sheets AND
* Documentation of outcome
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| Planning | Participate in community-based strategic planning and/or partnering in collaborative efforts to identify workforce challenges and developing strategies to address challenges | All of the following:* Copy of the agenda AND
* List of participants and attendance sheets AND
* Documentation of outcome
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| **PLANNNG LAYOFF RESPONSE**  |
| **SERVICE** | **DEFINITION** | **DOCUMENTATION REQUIRED** |
| Layoff Aversion  | Assist the business with developing strategies to avoid lay-offs or referral to another organization that can assist them with these needs | One of the following:* Documentation of specific type of lay-off aversion assistance
* Copy of City of LA Rapid Response Verification of Employer Services Form
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| **RAPID RESPONSE/BUSINESS DOWNSIZING SERVICES** |
| **SERVICE** | **DEFINITION**  | **DOCUMENTATION REQUIRED** |
| Rapid Response  | Work with the City of LA Rapid Response Unit and the business to design a Rapid Response plan for employeesNote: WSC must have an established relationship with the employer prior to layoff announcement. | Copy of City of LA Rapid Response Verification of Employer Services Form  |
| **TRAINING SERVICES** |
| **SERVICE** | **DEFINITION**  | **DOCUMENTATION REQUIRED** |
| 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 | Copy of the signed OJT agreement |
|  **EMPLOYER INFORMATION AND SUPPORT SERVICES** |
| **SERVICE** | **DEFINITION** | **DOCUMENTATION REQUIRED** |
| 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. | Copy of career ladder policy or plan specifying career ladders and job descriptions |
| Labor Market Information (LMI) | Provide business with specific labor market information that they requested regarding wages, occupational skills, and the economy. | Copy of LMI Information  |
| 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. | All of the following:* Copy of the agenda AND
* List of participants and attendance sheets AND
* Documentation of outcome/findings
 |
| HR Referrals | Assist the business with HR challenges which go beyond the standard (e.g., hiring, recruiting, etc.), such as finding.information on:* Specific labor laws
* Legal equal opportunity requirements
* Sexual harassment policy

OR Referral of the business to outside organizations specializing in HR needs | One of the following: * Copy of any information provided to business
* Completed referral form and type of HR services provided
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| Referrals to Community Resources | Proactive linkage and referral of establishments to community resources that support their workforce needs | Copy of the completed referral form or emails and the type of services requested. |
| **ACCESSING UNTAPPED LABOR POOL** |
| **SERVICE** | **DEFINITION** | **DOCUMENTATION REQUIRED** |
| 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. | One of the following:* Copy of policies or plans for recruitments targeting people with disabilities
* Documentation of services provided including specific activities to serve people with disabilities

Completed referral form  |
| 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).  | One of the following:* Copy of policies or plans for recruitments targeting veterans
* Documentation of services provided including specific activities to serve veterans
* Completed referral form
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| 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 | One of the following:* Copy of policies or plans for recruitments targeting ex-offenders
* Documentation of services provided including specific activities to serve ex-offenders
* Completed referral form
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| 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 | One of the following:* MOU
* Operational Agreement
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| **INCUMBENT WORKER TRAINING SERVICES** |
| **SERVICE** | **DEFINITION** | **DOCUMENTATION REQUIRED** |
| Implement Customized Incumbent Worker Training Project | Coordinate and implement specialized training for a business’ existing employees; must include skills upgrade plan. | All of the following:* Copy of training curriculum AND
* List of participants/attendance sign-in sheet AND
* Documentation of outcomes (completion rate)
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| **OTHER\*** |
| **SERVICE** | **DEFINITION** | **DOCUMENTATION REQUIRED** |
| Other\* | Any service that is not otherwise specified on this list, but the Center considers is a business service. Note: The services being reported and associated documentation **MUST BE PRE-APPROVED** by EWDD to receive credit. | Documentation of services provided including specific type of service and outcome. Note: Any additional documentation required is contingent on the particular service being provided. Consult your program monitor to establish documentation required to receive credit. |

***\*REQUIRES PRE-APPROVAL***