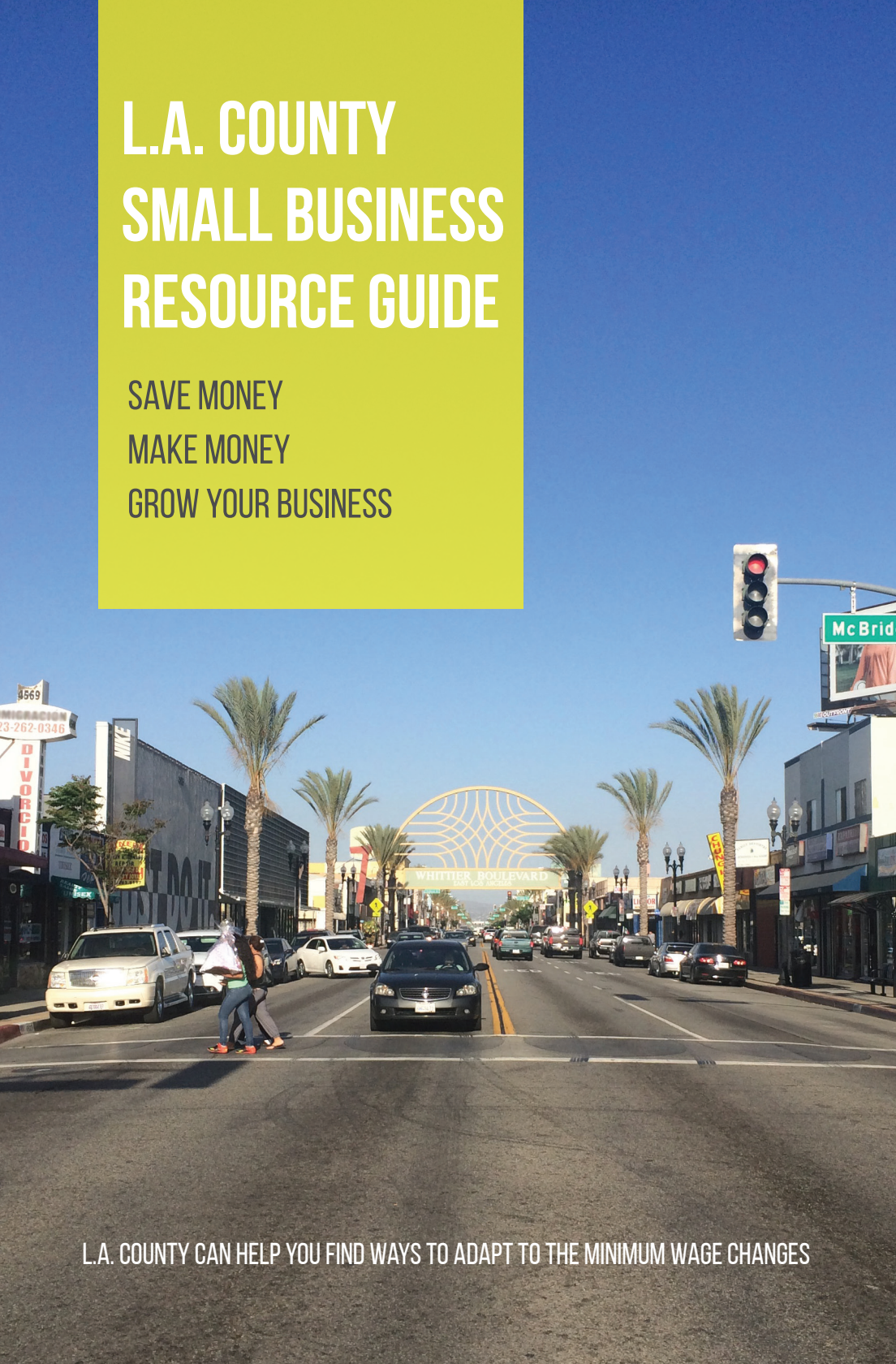
L.A. COUNTY SMALL BUSINESS RESOURCE GUIDE

SAVE MONEY
MAKE MONEY
GROW YOUR BUSINESS



L.A. COUNTY CAN HELP YOU FIND WAYS TO ADAPT TO THE MINIMUM WAGE CHANGES

A TRUSTED PARTNER SINCE 1976

Since 1976, the Department of Consumer and Business Affairs (DCBA) has served consumers and business owners in Los Angeles County.

DCBA's Small Business Services (formerly the L.A. County Office of Small Business) encourages entrepreneurship and helps you turn an idea into a successful business. We can connect your business to valuable contracting opportunities in Los Angeles County and beyond. We are dedicated to helping your business thrive.

This handbook is intended to serve as your passport to doing business in and with the County.

This guide is not all-inclusive and the criteria to qualify for some programs or services discussed in it may change after its release. The purpose of this guide is to provide an overview of the programs and services that may be available to qualifying businesses located in the County of Los Angeles. Not all programs may be available to all businesses. The information in this guide is not a substitute for legal counsel. The information in this guide does not override any information provided by the department administering the program or service.

TABLE OF CONTENTS

SMALL BUSINESS INITIATIVE — PAGES 2 - 3

CONTRACTING WITH L.A. COUNTY — PAGES 4 - 7

BECOME L.A. COUNTY CERTIFIED — PAGES 8 - 9

SMALL BUSINESS DEVELOPMENT — PAGES 10 - 17

ACCESS TO CAPITAL — PAGES 18 - 22

EXPEDITED PLAN CHECKS — PAGES 23 - 25

L.A. COUNTY'S MINIMUM WAGE — PAGES 26 - 28

SMALL BUSINESS INITIATIVE

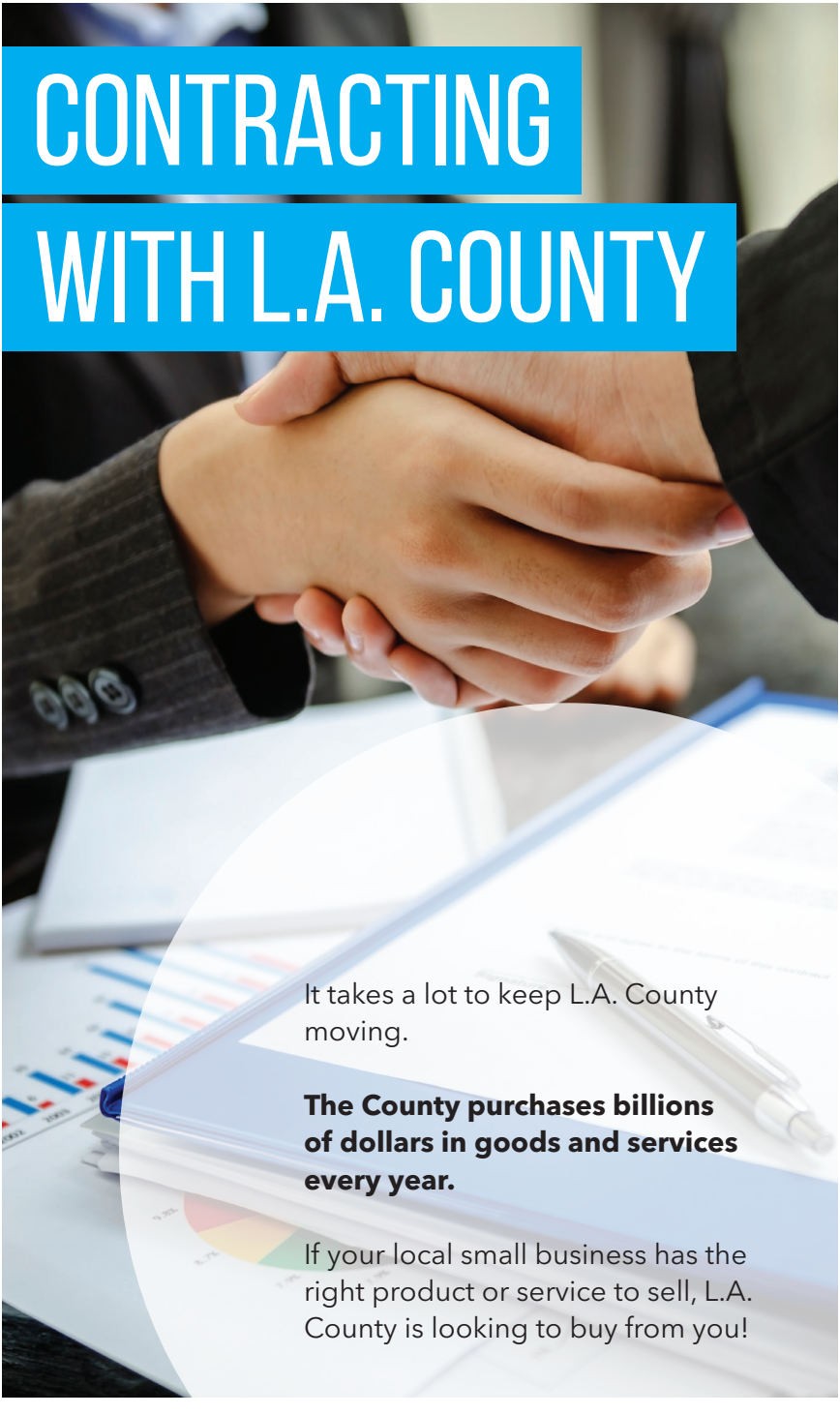
WHAT IS THE SBI ?

The Small Business Initiative (SBI) was designed by the County of Los Angeles Board of Supervisors to help small businesses located in unincorporated areas of the County with 25 or fewer employees transition to paying the new minimum wage. The L.A. County Department of Consumer and Business Affairs (DCBA) administers this five-year program which continues until July 1, 2021 when the minimum wage will reach $15 per hour.

The Small Business Initiative is a collaboration of County resources to **help you save money, make money, and grow your business** during the yearly minimum wage increases. DCBA is your one-stop shop to connect you to these resources.

If you are located in Los Angeles County, you are eligible for the Small Business Initiative.

CONTRACTING WITH L.A. COUNTY



It takes a lot to keep L.A. County moving.

The County purchases billions of dollars in goods and services every year.

If your local small business has the right product or service to sell, L.A. County is looking to buy from you!

WHAT DOES L.A. COUNTY BUY?

EVERYTHING!

- Automobiles and supplies
- Construction-related products and services
- Hospital equipment and supplies
- Food
- Computer equipment and supplies
- Consulting services
- Information Technology services
- Custodial services
- Office products
- Correctional facility equipment and supplies
- Landscaping material and services
- Furniture

TOP 5 SERVICES/GOODS PURCHASED FROM SMALL BUSINESS BY L.A. COUNTY

- Consultant services
- Environmental services
- Building construction services
- Building maintenance
- Office furniture

OUR GOAL: MAKE SMALL BUSINESSES BIG!

The County of Los Angeles Board of Supervisors is dedicated to helping small businesses grow. The Board has given County departments and agencies a new Small Business Utilization goal for contracting and procurement.

The County's goal:

- 25% of eligible contracts to go to certified local small businesses
- 3% go to disabled veteran-owned businesses.

Getting registered with L.A. County and bidding on County contracts could mean BIG things for your small business!

COUNTY SMALL BUSINESS ADVOCATES

Each department in L.A. County has designated a Small Business Advocate to provide information on the latest bid opportunities to small business owners. Contact the L.A. County Department of Consumer and Business Affairs (DCBA) and we will connect you to any of the Small Business Advocates to help you find the contract that's right for your small business.

PREFERENCES AND BENEFITS

What are some of the benefits of registering your local small business with L.A. County and preferences when applying for contracts?

- Receive a **15-percent* price preference** when bidding on applicable County solicitations and contracts.
- Exposure! Your business will be listed on an interdepartmental County database for certified small businesses.
- Prompt pay! Certified businesses get paid within 15 days after services have been rendered or goods have been delivered to the County.
- Option for direct deposit! Businesses get paid quickly with direct deposit; no more waiting for a check in the mail.
- Attend workshops on how to contract with the General Services Administration (GSA), which purchases over $40 billion annually for the federal government.

*Pending Board of Supervisors' approval.

BECOME L.A. COUNTY CERTIFIED

Contract with the County!
Your first step toward qualifying to compete for up to $3.9 billion in available contracting opportunities is to certify with the County.

REGISTER ONLINE!

Follow these steps to become a certified Local Small Business Enterprise (LSBE) with the County of Los Angeles:

STEP 1 Certify with the State of California Department of General Services (DGS.ca.gov)

- Become certified as a Small Business Enterprise by going to:

  https://caleprocure.ca.gov/pages/sbdvbe-index.aspx

  and clicking on the **GET CERTIFIED** button on the left side of the page.

STEP 2 Certify with the County of Los Angeles

- Go to **http://camisvr.co.la.ca.us/webven**, and click **NEW REGISTRATION**, or if you have previously registered as a vendor, login to your County WEBVEN profile.

NEED HELP CERTIFYING? CALL (323) 881-3964

ATTEND A MATCHMAKING EVENT

DCBA hosts several events yearly where you can learn how to apply for government contracts and connect with representatives from prime contractors, and federal, state, and local government agencies.

SMALL BUSINESS DEVELOPMENT

DCBA SMALL BUSINESS SERVICES

DCBA SMALL BUSINESS SERVICES CAN HELP YOU FIND THE RESOURCES YOU NEED

Small Business Concierge

Small Business Concierge is a one-stop shop for prospective business owners in unincorporated areas of L.A. County. DCBA can direct you to the right departments to obtain necessary permits, help you locate funding for starting your business, provide business counseling and more.

Small Business Saturdays

At these workshops, you can learn how to successfully open a business in L.A. County.

Small Business Certifications

DCBA can help you register with L.A. County and become certified as a local small business, community business enterprise, disabled veteran-owned business and more.

Procurement Technical Assistance

DCBA provides counseling services, workshops, and training to small businesses on selling goods and services as well as certifying your business with County, state, and federal governments.

LOS ANGELES COUNTY
CONSUMER & BUSINESS AFFAIRS

dcba.lacounty.gov
(323) 881-3964

BUSINESS INCUBATORS

NEED GUIDANCE FOR YOUR START-UP TECH FIRM?

The Business Technical Center (BTC) is here to help you succeed. The BTC, located in Altadena, is dedicated to the development of high-technology firms through:

- Business management assistance;
- Technical assistance; and
- Coordination of available financial resources.

All interested companies must apply for admission to the BTC by submitting an application and a business plan. For more information, visit btc.lacdc.org.

btc.lacdc.org
(626) 296-6300

WORKPLACE SERVICES

The Los Angeles County Department of Community and Senior Services (CSS) and their America's Job Centers of California (AJCC) deliver no-cost workforce and economic development services to businesses. They offer business solutions and tools to help you stay in business and transition through various changes of the business cycle. The goal of Business Services is to ensure your business remains competitive in today's global and local economy.

FINANCIAL INCENTIVES & TAX BENEFITS

DO YOU KNOW ABOUT THE ADVANCE EARNED INCOME TAX CREDIT?

Or the Work Opportunity Tax Credit? When businesses hire individuals from targeted groups (such as those having high unemployment or having special employment needs), they can receive thousands of dollars in tax credits. Additionally, businesses located in Enterprise Zones may be eligible for other major tax incentives. Contact the phone number below for more information.

COMMUNITY & SENIOR SERVICES
LOS ANGELES COUNTY

lacoworkforce.css.lacounty.gov
(888) 226-6300

BUSINESS RETENTION & LAYOFF AVERSION

THROUGH THE LAY OFF AVERSION AND RAPID

Response programs, CSS can assess your situation and create a customized and confidential plan to help your business find alternatives to layoffs and stay afloat should you need to downsize. CSS can also help your impacted workers find other employment opportunities and resources that can help mitigate the impact of the transition.

REDIRECT TOWARD STABILITY

Keeping your competitive edge and maintaining productivity is critical. Through confidential consulting through the Lay Off Aversion program the team can help develop a strategic plan to help retain jobs and help your business thrive. The Rapid Response team can explain relevant state and federal regulations and can work with you to prevent future layoffs or lessen their impacts. Rapid Response also offers access to unemployment insurance for your employees.

PROMOTE YOUR COMMITMENT TO YOUR COMMUNITY

Layoffs and business closures can be hard on a community. The Lay Off Aversion and Rapid Response teams will help you demonstrate your dedication to the growth and prosperity of your community by positioning your workers for successful futures. Impacted workers will be provided with information on how to connect with their local America's Job Centers, gain access to employment, training opportunities and other resources available to them.

ADD POWER TO YOUR PERFORMANCE

The Rapid Response team brings together your management team, union leaders (if applicable), America's Job Center and the California Employment Development Department representatives to ease the pain that downsizing and closures have on your business and employees. This leaves you with more time and energy to devote to your business.

WE PROVIDE A FAST SOLUTION

Dedicated experts from across the county mobilize immediately on your behalf, helping you navigate government regulations, take advantage of workforce resources, and manage employee expectations.

RESOURCES FOR YOUR BUSINESS

- Labor market information
- Unemployment insurance help
- Trade or Transitional Adjustment program access
- Outplacement services
- Skills training

RESOURCES FOR YOUR EMPLOYEES

Skilled professionals can conduct a series of workshops to help your workers quickly obtain new employment. Workshop topics may include:

- Career Transition: Adjusting to employment, assessing skills and abilities, and accessing America's Job Center services.
- Job Search: How to begin, where to look, and where to find job placement assistance.
- Resume Writing: Basic resume formats, relevant information, and effective presentation techniques
- Interviewing Skills: Interview preparation, guidelines for a successful interview, and interviewing do's and don'ts.

WORKFORCE PLANNING

IF YOU'RE HIRING, we can provide pre-screened qualified candidates and a high-traffic place to list job openings. Our team of business service representatives, with in-depth understanding of your unique needs and industry demands, does the time-consuming search and discovery work and your business profits from it.

We'll help you navigate government regulations, with information about tax credits and incentives for hiring eligible employees.

America's Job Centers offer the most up-to-date information on the region's labor market and local economic conditions. You can also gain access to business assistance resources such as loans, marketing, and financial planning information.

TALENT MANAGEMENT

The Business Services Team can pre-screen qualified candidates and conduct background checks to find the person or persons that best fit your business needs. In addition, they can also assist in locating tax credits and incentives you may qualify for when you hire eligible employees. You may be eligible to receive subsidized employment, where we pay a portion of an employee's wages, while they are employed by you.

CUSTOMIZED TRAININGS FOR YOU & YOUR STAFF

America's Job Centers of California can offer customized trainings, skill assessments and technology lessons for you and your staff at little or no cost, on many topics. Some topics include: Shrinkage Management, Workforce Planning, Hiring Laws and Regulations and Entrepreneurial Training.

COMPLIANCE TRAINING

Through the America's Job Centers of California, workshops are held to help businesses understand new laws that may affect them at the national, state, and local level. Some topics include workers compensation, wage violations and minimum wage laws, and understanding unemployment insurance.

COMMUNITY & SENIOR SERVICES
LOS ANGELES COUNTY

America's JobCenter of California℠

lacoworkforce.css.lacounty.gov
(888) 226-6300

ACCESS TO CAPITAL

COUNTY LOAN PROGRAMS

The Community Development Commission of the County of Los Angeles (CDC) offers incentives and programs to help you stay in business in L.A. County.

COUNTY FLOAT LOAN PROGRAM (CFLP)

CFLP provides short-term, interim, interest only financing for businesses and public agencies.

Use of funds: Loan proceeds may be used for land acquisition, construction, equipment, and working capital.
Loan amount: $1 million-$3 million.
Interest rate: Interest rates vary and may change without notice. The current rate is fixed at 3.50%.
Term: Short term, repayable in 2.5 years.
Expenses: All third party costs to be paid by borrower.
Collateral: AA rated, direct pay, irrevocable, callable on demand, letter of credit.
Eligibility: Loans are available to businesses, real estate development firms and jurisdictions to stimulate economic growth and development in Los Angeles County. The assistance provided will create necessary and appropriate public benefit, including job creation or retention, elimination of blight or provision of needed services.

www.lacdc.org
(626) 586-1811

COUNTY ECONOMIC DEVELOPMENT LOAN PROGRAM (CEDLP)

CEDLP provides financial assistance to small and medium-sized businesses located in Los Angeles County.

Use of funds: Loan proceeds may be used for property acquisition, equipment/machinery purchases, working capital, and job creation and retention. Proceeds are not available to refinance existing debts.
Loan amounts: $50,000-$1.5 million.
Interest rate: The current rate is fixed at 5.50%.
Term: Repayment terms will generally be based on the useful life of the assets being financed and the borrower's ability to repay. The useful lives are generally:

- 5 - 7 years for working capital;
- 7 - 10 years for equipment/machinery purchases; &
- 20 years for property acquisition.

Loan fee: 2% of loan amount plus any third party costs.
Collateral: Applicant must be willing to pledge collateral owned by the business or its principals to secure loan proceeds.
Eligibility: Loan assistance is available to existing small and medium-sized firms within Los Angeles County.

Companies and principals must exhibit good credit and show evidence of repayment ability. Applicants must demonstrate a financial need for a CEDLP loan and confirm that the project offers a public benefit.

www.lacdc.org
(626) 586-1820

SECTION 108 LOAN GUARANTEE PROGRAM

Financing available to borrowers for projects located within the Los Angeles Urban County Community Development Block Grant (CDBG) jurisdiction.

Use of funds: Eligible projects may include activities that will create or retain jobs, of which at least 51% of the jobs created/retained will be held by low- and moderate-income persons. The eligible project is also to provide a minimum level of public benefit, such as the creation or retention of one full-time equivalent, permanent job per $35,000 of Section 108 loan funds. The eligibility requirements will be reviewed with the borrower. Eligible projects are also subject to CDBG Program requirements.

Loan amounts: The minimum loan amount is $1 million.

Eligibility:

- Borrowers must complete and submit a loan application to the CDC with all required materials (i.e. 3 years of reviewed/audited financial statements, project proforma, site/floor plans, etc.)
- Borrowers should consider a minimum of 10% borrower equity but may be higher based on collateral value and guarantor credit.
- Requires approval from the CDC's Credit Committee, the Los Angeles County Board of Supervisors, and the U.S. Department of Housing and Urban Development (HUD). As part of the approval process, a 30-day public notice will be published by the CDC discussing the proposed project, and a public hearing will be held prior to loan approval by the Los Angeles County Board of Supervisors and HUD.
- The borrower is to obtain and submit approval from its governing board along with its Section 108 loan application.

RENOVATE PROGRAM

Do you wish you could improve your property, beautify your storefront, or make the area around your business safer? Then the RENOVATE Program is for you!

The RENOVATE PROGRAM was created to:

- Bring additional goods and services to the low- and moderate-income neighborhoods of the unincorporated areas of L.A. County.
- Encourage business and property owners to reinvest in the commercial corridors of the unincorporated areas of the County.
- Enhance and improve the appearance of commercial corridor façades
- Address any existing American Disabilities Act (ADA) compliance issues.
- Reduce or eliminate lead and asbestos in structures in the commercial corridor.

Examples of eligible improvements (made to the exterior of the building) include paint, signage, windows, awnings, and lighting. Most businesses in commercial buildings located in the unincorporated County are eligible to participate in the RENOVATE Program.

How does it work?

The CDC provides a grant that covers all costs associated with façade improvement work, including design and engineering services. RENOVATE Program participants will not incur any cost for façade improvements.

www.lacdc.org
(626) 586-1811

EXPEDITED PLAN CHECKS

FOR RESTAURANTS

EXPEDITED PLAN CHECK GUIDE

If you own a restaurant and plan to remodel or modify it, you must submit a plan for review through the L.A. County Department of Public Health, Plan Check Program.

The plan review usually takes 20 working days. However, for an additional fee you may request an expedited plan review which would take approximately 10 working days.

To contact the Plan Check Program:

Call (626) 430-5560

or

Visit their website

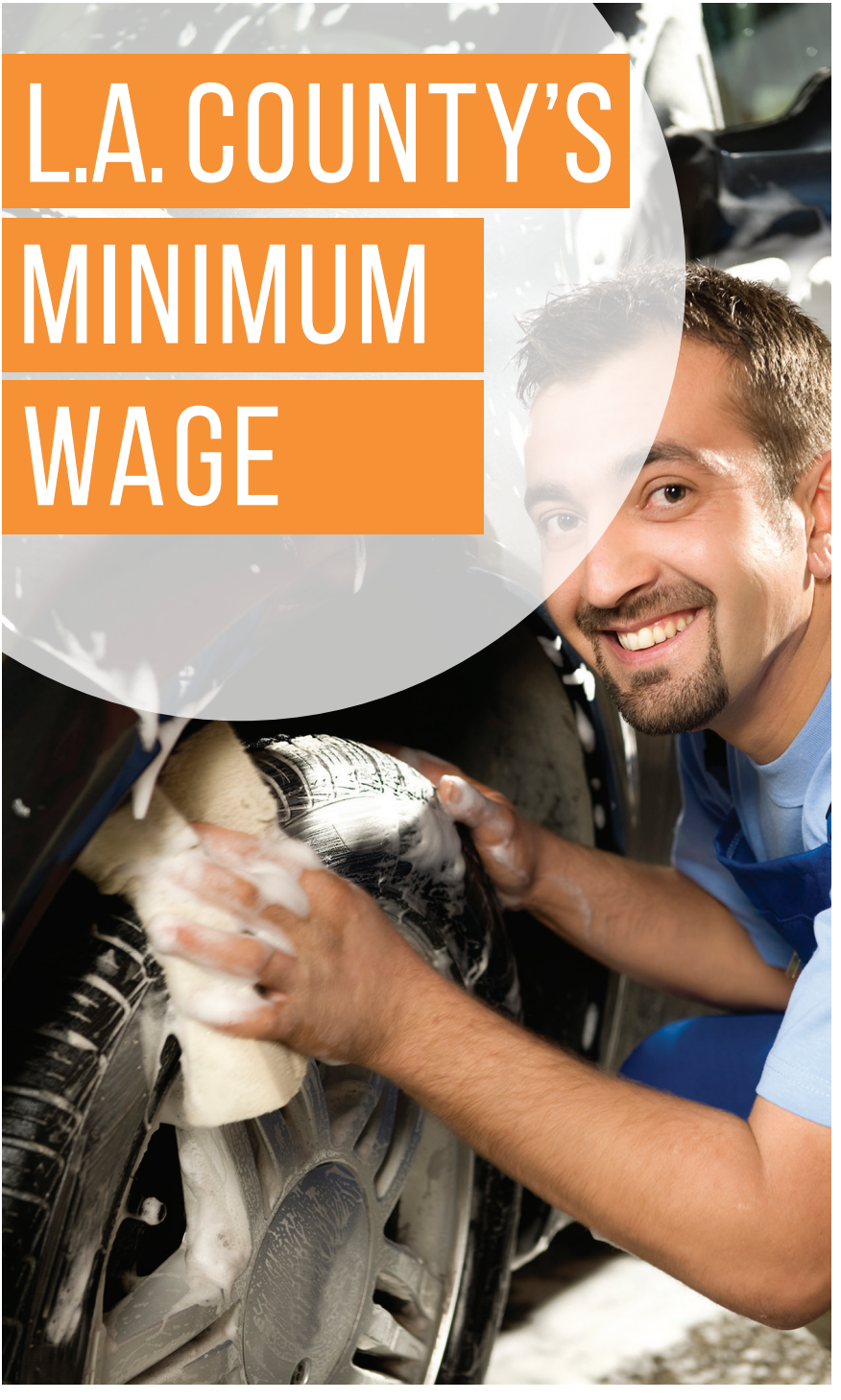
publichealth.lacounty.gov/eh/SSE/Plan_Check/desplan.htm

County of Los Angeles
Public Health

WHEN DOES A RESTAURANT NEED TO SUBMIT A PLAN TO THE PLAN CHECK PROGRAM?

- **A** Prior to a food facility being constructed.
- **B** Prior to a permitted food facility being remodeled.
- **C** Prior to a food facility changing its operation, e.g. changing from a limited menu to a full service operation.
- **D** If the food facility has been closed for business for more than 90 days.
- **E** If the site evaluation conducted by the Plan Check Program staff has determined that plans are required.
- **F** If there is a change of ownership or an existing owner of a food facility plans to modify the facility, change/add or relocate equipment.
- **G** When a building permit is required (structural, plumbing, electrical, mechanical).

L.A. COUNTY'S MINIMUM WAGE



The minimum wage for workers in the unincorporated areas of Los Angeles County will increase annually starting July 1, 2016. All employers in the unincorporated areas of L.A. County must pay the increased minimum wage, with few exceptions.

DCBA enforces the new minimum wage in unincorporated L.A. County and educates businesses and workers regarding their rights and how to be in compliance with the County's minimum wage law.

Employers must pay their employees no less than the following hourly rates on the following effective dates.

LARGE BUSINESSES* (26 employees or more)	
$10.50	JULY 1, 2016
$12.00	JULY 1, 2017
$13.25	JULY 1, 2018
$14.25	JULY 1, 2019
$15.00	JULY 1, 2020

SMALL BUSINESSES* (25 employees or less)	
$10.50	JULY 1, 2017
$12.00	JULY 1, 2018
$13.25	JULY 1, 2019
$14.25	JULY 1, 2020
$15.00	JULY 1, 2021

IS YOUR WORKPLACE IN AN UNINCORPORATED AREA?

Businesses and workers can find out through these easy steps.

1

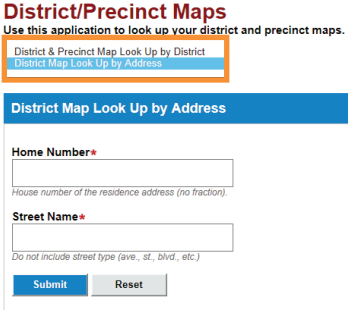
Visit the L.A. County Registrar-Recorder/County Clerk website: **LAVOTE.NET**

Scroll down the page and click on "Find Your District/ Precinct Map Books"

2

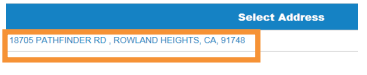
Click on the drop-down list and select "District Map – Look Up by Address."

Fill in the "Home Number" and "Street Name" cells then click the "Submit" button.



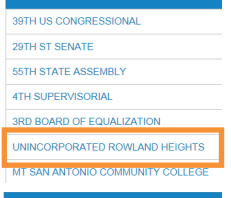
3

If more than one address populates, click on the appropriate address.

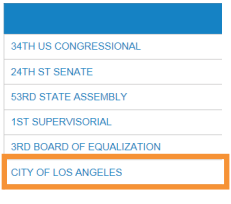


4

Search the list for the "Unincorporated" option to confirm that your workplace falls within an unincorporated area. If it does not, the city's name will appear.



Address Located in an Unincorporated Area



Address Located in an Incorporated City

FINISH

A full-sized version of this poster must be displayed in a conspicuous and accessible place at job sites, in English, Spanish, and the primary language used by your employees. Contact DCBA if you need a full-size poster.

L.A. COUNTY'S MINIMUM WAGE

THIS ORDINANCE COVERS EMPLOYEES WORKING IN UNINCORPORATED LOS ANGELES COUNTY, REGARDLESS OF IMMIGRATION OR WORK STATUS.

County of Los Angeles Minimum Wage Ordinance

This ordinance takes effect July 1, 2016.

This ordinance applies to employees who perform at least two hours of work in a particular week within unincorporated areas of Los Angeles County. Employers are required to pay the minimum wage set forth below for all hours worked.

This poster must be displayed in a conspicuous and accessible place at job sites, in English, Spanish, and the primary language used by the employer to communicate with employees regarding employees' work functions, if other than English or Spanish.

Los Angeles County Code Chapter 8.100

Minimum Wage

Large Employers (26 or more employees)

$10.50 PER HOUR — July 1, 2016

$12.00 PER HOUR — July 1, 2017

$13.25 PER HOUR — July 1, 2018

$14.25 PER HOUR — July 1, 2019

$15.00 PER HOUR — July 1, 2020

Small Employers (25 or less employees)

$10.50 PER HOUR — July 1, 2017

$12.00 PER HOUR — July 1, 2018

$13.25 PER HOUR — July 1, 2019

$14.25 PER HOUR — July 1, 2020

$15.00 PER HOUR — July 1, 2021

* Beginning January 1, 2022, County's Chief Executive Officer (CEO) will determine the adjusted rates of the minimum wage based on the Consumer Price Index, which will become effective on July 1, 2022.

Los Angeles County Code Chapter 8.101

Notice to Employees

Employers must give employees written information about their job and pay.

Initial Compensation Disclosure Statement:

At the time of hire, your employer must give you a written statement disclosing the following:

- The employer's name, business name, physical and mailing address of the main office, email address and the employer's phone number
- Your rate(s) of pay and pay day
- If applicable, your employer's tip policy
- Your pay basis (hourly, weekly, commission)
- The formula by which the rate of pay can be determined
- Deductions taken from your pay check each pay period
- Any additional information required by law

Pay Statement:

Each pay day, your employer must provide you with information required by California Labor Code 226(a):

- Gross and net wages earned
- Deductions taken
- Total hours worked by the employee
- Number of piece-rate units earned (for piece-rate workers)
- Pay basis (hour, shift, day, week, commission)
- Inclusive date of the period for which the employee is paid
- Applicable hourly rates in effect during the pay period and corresponding number of hours worked at each hourly rate
- Name and address of the employer
- Name of the employee; and either the last four digits of the employees SSN or the employee ID number

Los Angeles County Code Chapter 8.101

Your Rights Are Protected

You may be entitled to compensation for any violation of this law by your employer.

You Have a Right to File a Complaint:

You may file a complaint with the Department of Consumer and Business Affairs' Wage Enforcement Program for alleged violations of the Minimum Wage Ordinance. Complaints must be filed within three years after the occurrence of the alleged violation.

You Have a Right to Sue:

Any employee, entity, or any other person acting on behalf of the public and whose rights under this law have been violated may bring a civil action in a court of law against an employer who violates the Minimum Wage Ordinance.

Los Angeles County Code Chapter 8.100 & 8.101

Retaliation is Illegal

It is illegal for an employer to retaliate against you for exercising your rights.

You have the protected right to:

- File a complaint
- Inform any person of their potential rights
- Assert your rights under this law

These actions are prohibited if done to retaliate against you for exercising your rights:

- Fire you
- Reduce your pay
- Discriminate against you
- Threaten you or any of your immediate family members

Note: Your employer may take disciplinary actions against you if there is cause to do so; however, there is a presumption of retaliation if your employer is unable to show cause.

LOS ANGELES COUNTY CONSUMER & BUSINESS AFFAIRS
500 W. Temple St., Room B-96,
Los Angeles, CA 90012

Confidential & Free Services

- Complaint investigation
- Education to workers and employers
- Resources and referrals
- Materials available in various languages

800-593-8222
wagehelp@dcba.lacounty.gov
www.dcba.lacounty.gov

06/14/16

County of Los Angeles
Board of Supervisors
Hilda L. Solis, First District
Mark Ridley-Thomas, Second District
Sheila Kuehl, Third District
Don Knabe, Fourth District
Michael D. Antonovich, Fifth District

County of Los Angeles
Department of Consumer and Business Affairs
Brian J. Stiger, Director

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