

Customer Handbook

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(323) 539-2057 (TTY)

Our Mission

- The Metro North Work**Source** Center provides individuals and local business with avenues toward economic self-sufficiency and independence through employment and business services.



Information in this handbook is available in alternative formats.

Vision Statement

Metro North is recognized as the premier WorkSource Center in Los Angeles County having tripled its economic impact through quality and fully accessible Workforce development services to businesses and unemployed / underemployed persons.

Organizational Values

R.I.S.E

- + Respect – We treat everyone with respect, understanding and inclusion; recognizing their contributions and diversity.
- + Integrity – We conduct our business with integrity and accountability.
- + Service – We Serve, empower and advocate for our clients, communities and each other.
- + Excellence – We share a vision of excellence and continuous improvement to better the lives of those we serve.

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Welcome

The Metro North WorkSource Center leads the way to improve all the services you need in order to find a job or find a better job. On behalf of our partners and donors, we welcome you to our Career Center.

The Center's focus is to provide workforce development services to our local community. At our Center, we have something for everybody.

Our goal is to provide many services "under one roof" for your convenience. These services include:

- Career exploration & Career transition
- Job search strategies
- Interviewing skills
- Basic Skills Training & Classroom Training
- Financial and stress management
- Career counseling
- Workshops and Seminars on resume and application preparation
- Limited Work Experience
- A fully equipped career resource center
- Business Services
- Transportation Assistance

We hope you notice how easily it is to move around in the Center. Our barrier-free design provides a safe environment for everyone. In addition, to assist people with disabilities we offer various adaptive equipment and the Center for Assistive Technology located in Goodwill Southern California provides services to Career Centers using the latest technologies.

Some of our partners include:

- Department of Labor
- Dept. of Rehabilitation
- Department of Public Social Services
- Goodwill Industries
- Los Angeles County Office of Education
- Employment Development Department
- United American Indian Involvement
- Department of Aging
- HeartPrints
- City of Los Angeles
- Community Development Dept.
- Los Angeles City College
- University of La Verne

We expect to provide you with excellent customer service. Professional, friendly, and courteous staff is here to help you.

We look forward to developing a positive working relationship with you. If at any point in time you would like to give feedback on how we can better serve you, please feel free to contact Darla Kim at (323) 539-2083/
dkim@goodwillsocal.org.

Sincerely,

Darla Kim
WorkSource Center Director
&
Staff

General Information

Here is some general information about The Metro North WorkSource Center

The Center Hours:

**Monday & Friday – 8 am – 5 pm / Tuesday –
Thursday – 8 am – 9 pm / Saturday – 9 am – 1 pm
Sunday—Closed**



Cafeteria Hours:

Monday - Friday—7 am – 1:30 pm Full Service

**Smoking is permitted in the Cafeteria patio area only!
You may park in the parking lot across the street or on San
Fernando Road.
Please do not park in the Goodwill store parking lot.
Please, no eating or drinking in the Center.**

Thank you

People to know (please contact if you need assistance)

**Quality Assurance Coordinator—Jamie Beverly
(323) 223.1211x2336**

EO Officer - Natalis Ng (323) 539.2113

**Limited English Proficiency Coordinator - Nelson Aguirre
(323) 539.2085**

Disability Coordinator—Anna Zakarian (323) 539.2153

Please see monthly calendar for Workshop and Partner hours.

Child Watch Area

We offer free supervised care, fun, and games for your children so you can focus on your job search activities! Up to 3 hours a day while parents access services of the MNWSC.

Hours Available:

- . Monday & Friday
8 am to 5 pm**
- . Tuesday, Wednesday, Thursday
8 am to 9 pm**
- . Saturday
9 am to 1 pm**

The Child Watch Area is located within the WorkSource Center on the ground floor of Goodwill Southern California

Please see Child Watch Supervisor for guidelines and policies.



Program Description

Funded by a grant from the Department of Labor through the Workforce Investment Act, The Metro North WorkSource Center is a part of the Workforce Investment System. The Workforce Investment Act implemented this system to increase the employment, retention, and earnings of customers, and increase occupational skills attainment by customers, and as a result, improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the Nation.



We assist in reaching this goal by providing a seamless system of information, resources, and services. We have partnered with organizations such as the Dept. of Labor, the Employment Development Dept., the Dept. of Aging, HeartPrints, United American Indian Involvement, Genex, Dept. of Social Services, the Community Development Dept., Goodwill Industries, the Dept. of Rehabilitation, and Los Angeles City College to give our customers free access to the tools they need to become self-sufficient and reach their employment and business goals.

Who We Serve

INDIVIDUALS AND BUSINESSES

Our services are designed to assist individuals who are looking to improve their lives. We provide resources and information to help individuals reach their employment goals.

Our Business services are designed to help connect employers with potential staff, customers, and other companies that will assist them in reaching their mission and organizational goals.





SOME JOB SEEKER SERVICES INCLUDE:

Job Search & Career
Exploration Assistance



Labor Market Information
& Staff Assisted Job
Development



Case Management &
Support Services



Access to Job Leads,
Computers, Fax & Copy
Machines, the Internet,
Workshops and MUCH
MORE!

SOME SERVICES FOR EMPLOYERS

Job Postings	Recruitments
Customized Training for New Hires	Background Checks
Rooms for One-On-One & Group Interviews	Skills Assessments
Business-to-Business Referrals	Labor Market Trends
Job Fairs	Consultation on Americans with Disability Act
Assessments for Persons with a Disability	Adaptive Equipment
Consultation on Ergonomics	Job Analysis

Services & Resources

Metro North WorkSource Center

Main programs and services: WIA Legislation drives the services provided by Metro North WorkSource Center however, through careful gap-analysis we have identified additional areas where services are needed and provide or partner with an organization that can provide these services.

Level I: Core Services A & B

A – Self Directed

Anyone looking for employment may use the MNWSC Career Resource Center and the technology, equipment and resources available on a self-serve basis. Computer internet access, employment Kiosk and clear signage directs customers to their job search needs.

B – Access to Supportive Services

- Intake and orientation to One-Stop
- Eligibility determination
- Initial assessment of skill and abilities using Choices assessment software
- Access to job vacancy listings
- Job search and placement assistance

Services & Resources



- Access to information on job skills requirements
- Information on providers of vocational rehabilitation activities
- Access to list of eligible training providers
- UI filing information
- Information on availability of supportive services

Level II: Intensive Services are available to adults and dislocated workers who have completed at least one Core Service and are still unable to gain employment OR who are employed and have been determined in need of services to get a better job in order to gain self-sufficiency. Intensive Services include individual career planning, resume preparation, job clubs, career counseling, internships, and comprehensive assessments. Basic education, ESL, and basic computer literacy are also sometimes considered Intensive Services.

Level III: Training Services are available to employed and unemployed adults and dislocated workers who have

Services & Resources

completed one Intensive Service and still can not obtain employment leading to self-sufficiency. To access training, someone must demonstrate that he or she possesses the necessary skills to complete a training program, select a training program that is linked to job vacancies in the area, demonstrate an inability to get Federal Pell Grants or any other financial assistance, and meet the state and local priority system requirements.



Disclaimer: Training started before enrollment into program and Individual Training Account established cannot be funded by the Local Workforce Investment Act as per state regulations.

Addition Offerings through WSC's:

On-the-Job-Training (OJT) is a wage subsidy to employers that is fundable under WIA. Training is provided by an employer who then receives up to 50% of the trainee's wage rate in return for offering training. The goal is for employers to ultimately hire their trainees into self-sufficient jobs.

Services & Resources

Customized Training is an activity fundable under WIA. WIA provides this training for employers with the agreement that they employ or continue to employ the trainees. The employer pays at least 50% of training.

Supportive Services. Transportation, childcare, Child Watch (on-site) and other services as necessary for an individual to access WIA programs. Also, Workshops and Employment preparation classes. Services are available to customers who cannot get similar support elsewhere.

Needs-Related Payments. Needs-Related Payments are available to individuals who would be unable to participate in WIA programs without them. These payments can be made to adults and dislocated workers who don't qualify for Unemployment Insurance (UI) or who's UI has ended.

Please Note: This is not an entitlement program; individuals seeking services must meet eligibility and suitability requirements established by operating organization and WIA guidelines.

Services & Resources –Partners

Some of the Organizations Partnering with the Metro North WorkSource Center Include:

- Department of Rehabilitation
- Employment Development Department
- Department of Aging
- Department of Public Social Services
- HeartPrints
- United American Indian Involvement
- Goodwill Southern California
- Los Angeles Unified School District
- University of La Verne
- Community Financial Resource Center
- EmployAbility Partnership
- Marriott Foundation
- Los Angeles Job Corps
- Info Line of Los Angeles

Department of Rehabilitation: Provide answers to eligibility questions and direct potential DOR participants to resources that are available to them. Provide applications (to be submitted to the main office). Provide information on DOR requirements and refer individuals to other program(s) of which they may be eligible. Provide assistance to current DOR participants by troubleshooting problems that they may be experiencing with their cases.

Employment Development Department: Provide answers to eligibility questions and direct potential EDD participants to resources that are available to them. Provide information on EDD service/program requirements and refer individuals to the service/program(s) of which they may be eligible. Provide assistance to current EDD participants by troubleshooting problems that they may be experiencing.

Department of Aging: Provide answers to eligibility questions and direct potential California Department of Aging (CDA) participants to resources that are available to them. Provide pre-qualification applications and submit for customer. Provide information on CDA requirements and refer individuals to other program(s) of which they may be eligible. Provide assistance to current CDA participants by troubleshooting problems that they may be experiencing with their cases.

Department of Social Services: CalWORKS

Provide customers with information regarding the requirements of the program, which are able to apply, eligibility, benefits, responsibilities, rights, and documents needed when requesting assistance. Provide applications and direct customers to the appropriate district office to apply. *They cannot take in or process any applications for the CalWORKS, Medical, or Food-stamps programs.

Department of Social Services: General Relief

Provide answers to eligibility questions and direct potential GR participants to resources that are available to them. Provide food stamp applications (to be submitted to the office in their geographical location). Provide information on GR requirements and refer individuals to other program(s) of which they may be eligible. Provide assistance to current GR participants by troubleshooting problems that they may be experiencing with their cases.

HeartPrints Community Partnership: Offering basic needs of life in assistance to the customer's employment plan; Groceries, diapers, tokens, rent and utility assistance, uniforms, school supplies, and other sundry items as available. All items are new and donated by the community of Northeast Los Angeles.

United American Indian Involvement: Provide quality educational programs, primary health, mental health, economic development and social services to American Indians in a manner that is sensitive and respectful of cultural, tribal and spiritual values.



Services & Resources –Partners

Goodwill Southern California: Offering a number of services to help MNWSC achieve our mission to enhance the quality of the lives of people who have disabilities and other vocational disadvantages by assisting them to become productive and self-sufficient through education, training and job opportunities.

GSC services include: Assistance for those looking for a new job or training, Business Assistance, Assistance for individuals who are deaf or hard of hearing, Assistance for individuals with disabilities and assistance for those seeking new technology to aid persons with disabilities in the workplace. These services are located throughout Los Angeles County and the Inland Empire.

Los Angeles Unified School District: East Los Angeles Skills Center: Offering on site classes at MNWSC in General Education, English as a Second Language and Basic Skills.

Services & Resources –Partners



University of LaVerne:

This exciting partnership between Metro North and the University of La Verne involves collaborative efforts in establishing undergraduate degrees and certificate programs. Corporate partners are working together with this partnership as they express an interest in furthering the education of their employees.

Community Financial Resource Center: Offering a Business Loan Program and a Business support networking program for those with a clear idea of their business and know the direction in which they want to grow. This program is for individuals who are active, self-directed and will to make a serious investment of time and resources in their business. This program is for those will to work in a group environment.

EmployAbility Partnership: A collaboration of service professionals working together through the Los Angeles WorkSource California system to help people with disabilities find jobs and build careers, and also to assist the employers who hire them. A group of highly trained disability specialists support City of Los Angeles WorkSource staff by providing: Assistance in creating innovative service strategies, Staff training

and technical assistance on serving persons with disabilities, Employer education and support and Customer referrals to agencies offering specialized services. *LEGACY* is a ground-breaking training program created to equip WorkSource staff and other service providers with the skills needed to provide high quality workforce development services to persons with disabilities. *LEGACY* training includes: On-line modules via the Internet (available to WorkSource staff) Live training sessions led by disability experts Through *LEGACY*, WorkSource staff can earn an industry-recognized certification as a Disability Services Specialist, by completing required on-line courses and demonstrating use of skills on the job. The live training segments of *LEGACY* are available FREE of charge to staff at any community-based and government agency who wish to strengthen their skills in providing employment services to persons with disabilities.

Marriott Foundation: Works with young people exiting special education, and with local employers, to develop mutually beneficial job placements. A stepping-stone for employer and youth, the program facilitates an employer/employee relationship in which the needs of each are met.

Los Angeles Job Corps: A national, primarily residential, career development program; Job Corps' mission is to: Attract eligible young adults; Involve them in a career development services system which begins prior to enrollment and continues through post-center services; Assist them in acquiring the skills they need to achieve their career goals and live independently; and Support them in entering and remaining in meaningful jobs or further education.

Info Line of Los Angeles: A full-time team of professional resource information specialists continually updates a comprehensive database of more than 4,500 human service programs. This information is classified using INFO Line's nationally endorsed Taxonomy of Human Services.

Assistive Technology abounds in the Metro North WorkSource Center

The MNWSC is known for serving persons with disabilities and breaking the “perceived” barriers to employment both with the job seeker and employers. Utilizing resources available and practicing innovative use of technology, MNWSC serves each customer equally. One well used answer to this question, “How do you serve persons with disabilities who walk through your door?” is “The same as anyone else who

Services & Resources- Assistive Technology

walks through the door”, has set MNWSC apart and known as the Center who focuses on abilities and not disabilities of persons served and providing individualized services. Assistive Technology and Reasonable Accommodation assistance in the WorkSource Center is available to all customers

- TTY/TDD Telephone
- CompuSpeak
- Interpreter
- CCTV Video Magnifier
- Enlarged Keyboard Labels
- Large Screen Flat Monitor
- Height Adjustable Workstation
- Scanner (for use with speech output)
- Telephone Amplification Device
- FM Audio Listening Systems
- Portable Audio Cassette Recorder
- Computer Software Aids;
 - ZoomText
 - WYNN Wizard
 - WYNN Reader
 - JAWS Pro for Windows
 - Dragon Naturally Speaking for Windows

Services & Resources - Assistive Technology

TTY/TDD: Allows user to access telephone services via keyboard input and LED display which uses a standard telephone line. A TTY can only send and receive messages from another TTY. This equipment benefits hearing impaired and deaf persons.

CompuSpeak: This is a computer monitor and keyboard with instant messaging capabilities set up where the hearing and deaf population communicate via the printed word and are face to face for eye contact and familiarity. This equipment benefits both populations to communicate effectively.

Interpreter: MNWSC has a diverse staff able to assist in several languages; American Sign Language (ASL), Spanish, Korean and Armenian. MNWSC has a system called CYRACOM which is a two handed telephone with access to interpreters via the phone line and able to interpret 30 different languages in real time.

CCTV Video Magnifier: Uses a built in camera to magnify object such as printed materials, graphics, prescription labels on medications, etc. and outputs the image in enlarged form to a monitor. May provide options for adjusting the color of background and text. This equipment benefits those with low vision and other vision impairments requiring magnification.

Enlarged Keyboard Labels: Enlarged, high contrast (white on black) alpha and numeric labels applied to a standard keyboard, enabling vision-impaired persons to better see keys.

Large Screen Flat Monitor: 19"-21" Monitor for use with screen magnification software or closed circuit TV when magnification is needed. Flat screen reduces glare and visual distortion of images. This equipment assists vision impaired and low vision persons.

Height Adjustable Work Station: Provides user with ability to raise and lower table height to precise levels. This assists persons in wheel chairs or of very small stature.

Scanner: A device that "takes a picture" of something and turns it into a computerized image. When you scan a picture, the picture is digitized (turned into numbers in binary code) so the computer can show it on the monitor or prints it out. This equipment assists all individuals needing hard copies transferred to computer files.

Telephone Amplification Device: Attaches directly to telephone and enables the user to mute ambient sounds that may be picked up by mouthpiece and amplifies incoming sound from the earpiece of a standard telephone. This equipment benefits persons who are hard of hearing or hearing impaired.

FM Audio Listening System: A system of components designed for hard of hearing individuals comprised of a transmitter with a microphone for a speaker's use and a receiver with an amplifier for a listener's use which enables the hearing impaired individual to hear a speaker in a group setting.



Services & Resources - - Assistive Technology

Portable Audio Cassette Recorder: Providing cassette recorder and playback unit for providing audio format of written materials. This equipment benefits persons who are blind, vision impaired, individuals with cognitive impairments and those with low reading skills.

ZoomText Software: Magnifies text and graphics presented on a computer desk to up to 16X. Usually used with a large screen monitor. The document reader feature, “reads aloud” text and commands entered into the computer, allowing a person to audibly track their interactions with the computer. This software benefits persons with low vision and vision impairments.

WYNN Wizard: Optical character recognition (OCR) software used in conjunction with a scanner allows a person to scan printed material directly into a computer. Includes Screen reader feature, which can then “read aloud” text that is scanned. This software benefits persons with visual impairments, learning and cognitive disabilities; low reading skills or those with English as a second language (ESL).

WYNN Reader: Enables users to highlight text, have text read aloud; format text and screen for greater comprehension. Includes dictionary, word prediction, web browser and other study tools. This software benefits persons with cognitive impairments, learning disabilities, low reading skills and those with English as a second language (ESL).

Services & Resources - Assistive Technology

JAWS: Software, which “reads aloud” via synthetic speech any commands, program names, icons or menus, etc. “Reads” text that, is typed or scanned into a computer. This software benefits persons who are blind, visually impaired, have learning or cognitive disabilities.

Dragon Naturally Speaking: This software enables a person to use speech to dictate into a computer. Dictation appears as text. Voice is used to give verbal commands to open/close programs, browse the web, etc. This software benefits persons with visual impairments (use with screen reader), difficulty with/lack motor hand control, and difficulty using a keyboard/other input device or has learning disabilities.

The Center for Assistive Technology (CAT) is housed on site at Goodwill Southern California and staff is available for training, consultation and in-service. CAT is also a lending library, which benefits employers wanting to hire a qualified candidate needing an accommodation. The Center for Assistive Technologies has created a lending service of adaptive hardware, software and ergonomic devices for persons who have disabilities so they can access computer technology needed for imminent employment, training or education placement. The intent of the program is to fill in the gap between an AT (Assistive Technology) acquisition plan and the start date of an employment or training opportunity that may result in greater independence and self sufficiency for the person with a disability.

Job Seekers! Become a Member...

Become a member and enjoy the great benefits of the Career Resource Center in addition to:



- . Monthly Prize Drawings
- . Newsletters
- . Notifications of Special Services
- . Recruitment and Current Event notifications
- . Post Employment Services
- . Job Retention and Follow-up Support
- . Employment Incentives

See the CRC staff for more details!

Employment Incentives

If you become employed while conducting your job search activities in the Career Resource Center, you may be eligible for incentives and supportive services.

You will need to provide proof of employment which may include:

- . Your first pay stub
or
- . A letter from the employer

You may be Eligible for:

- . A bus pass
- . Gas reimbursement
- . Work clothing
- . Tools for work
- . Retention based incentives



Confidentiality of Records Policy

The WorkSource Center employees shall maintain the confidentiality of any information regarding customers, and the immediate family of any customer that identifies or may be used to identify them and which may be obtained through application forms, interviews, test, reports from public agencies, counselors, or any other source. Staff/employees shall not divulge such information without the written permission of the customer, except for disclosures required by court process, order, or decree, and except that information which is necessary for purposes related to the performance or evaluation of the parties having responsibilities under an agreement requiring monitoring or evaluating the services and performance under an agreement and to governmental authorities to the extent necessary for the proper administration of job training and employment programs.

Americans with Disability Act

As a covered entity under Title II of the Americans with Disabilities Act, the Metro North WorkSource Center does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities. Sign language interpreters, assistive listening devices, or other auxiliary aids and/or services may be provided upon request. To ensure availability, your request should be received at least 72 hours in advance of the need. The TTY/TTD phone number is (323) 539-2057. For more information call (323) 539-2000 and to request an accommodation,

please contact Our Disability Coordinator at (323)539-2153.



Customer Service Policy

The Metro North WorkSource Center and its partnering agencies are committed to providing our customers with quality service in a timely and professional manner. Your comments, suggestions, and opinions are important to us. Please fill out a Customer Satisfaction Form and let us know how we can continue to provide quality services.



Quality Assurance Coordinator—

Jamie Beverly, 323.223.1211 x 2336

jbeverly@goodwillsocal.org

Non-Discrimination Policy

The Metro North WorkSource Center and its partnering agencies adhere to a strict policy prohibiting discrimination. All services are provided to qualified customers without regard to race, creed, color, age, gender, religion / belief, sexual preference, national origin, ancestry, political affiliation, marital status, and physical or mental disability.



PARTICIPANT RIGHTS

All Metro North WorkSource Center customers are guaranteed the following rights by the State of California Health and Welfare Agency.

1. To be accorded dignity in individual relationships with staff and other persons.
2. To be provided with a safe work environment and equipment to perform the job.
3. To be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other action of a punitive nature.
4. Free to leave or depart the facility at will.
5. The right to appropriate medical care or health related service.
6. The right to request for reasonable accommodation to access services.
7. The right to review my case file and request copies of anything in my file. I am aware that to do so I must first make an appointment with my counselor and he/she will sit down with me while I review my file.

Jobs for Veterans Act

Effective July 1, 2003, Public Law 107-288, the Jobs for Veterans Act, establishes that priority of service will be given to veterans, and spouses of certain veterans for the receipt of employment, training, and placement services in any job-training program directly funded , in whole or in part by the Department of Labor (DOL), notwithstanding any other provision.

Quality Assurance

If you have an issue that cannot be resolved between you and the staff member you are working with, please feel free to request a meeting with the Quality Assurance Coordinator.

(323) 223-1211 ext. 2336

Or

the Director

(323) 539-2083



Complaint Resolution Procedure

All customers of the Metro North WorkSource Center have the right to file a complaint if they believe that they have been treated unfairly or discriminated against.

1. If a customer has a complaint, the customer should schedule a meeting with the Quality Assurance Coordinator to discuss the nature of their complaint.

Discrimination Complaints go immediately to the EO Unit. (EO unit will contact WorkSource Center EO officer to begin process)

Program Complaints are handled through WorkSource Centers EO Officer. (EO Officer will forward complaint to EO Unit and will begin the Complaint Processing Procedures)

Customer Service Complaints are handled through our Quality Assurance Coordinator

2. The Quality Assurance Coordinator will have 3 Business Days from initial contact with customer to resolve the customer complaint, which should include a face-to-face meeting with all parties involved to resolve the complaint and provide a written response if necessary.

If the customer feels that the issue(s) has not been resolved, the customer may request that the complaint be reviewed by the EO Complaint Officer. The customer will complete the Complaint / Grievance form detailing their complaint and why they felt it has not been resolved.

The EO Complaint Officer responsibilities will be to:

1. Notify the City of Los Angeles, Community Development Department (CDD), EO Compliance Unit within 24 hours of acceptance of a WIA complaint.
2. Conduct an informal resolution meeting and attempt to resolve the complaint filed within 10 calendar days of its receipt and acceptance.
3. Refer all WIA discrimination complaints directly to the CDD EO Compliance Unit.
4. Represent the contractor (Metro North Work Source Center) in WIA administrative hearing conducted under the complaint procedures.

If you have questions regarding any of this information, please speak with a WorkSource Center staff member.

THANK YOU

EQUAL OPPORTUNITY IS THE LAW

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases:

against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and

against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

deciding who will be admitted, or have access, to any WIA Title I-financially assisted program or activity;

providing opportunities in, or treating any person with regard to, such a program or activity; or

making employment decisions in the administration of, or in connection with, such a program or activity.

What to Do If You Believe You Have Experienced Discrimination

If you think you have been subjected to discrimination under a WIA Title-I financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

Eileen Scally, EO Compliance Officer
City of Los Angeles
Community Development Department
1200 West Seventh Street, 4th floor
Los Angeles, CA 90017
(213) 744-7277 / TTY: (213) 744-7290
Fax: (213) 744-7289

Or

Director, Civil Rights Center (CRC)
United States Department of Labor
200 Constitution Avenue NW
Room N-4123
Washington, DC 20210

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If the recipient does not give you a written notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

Limited English Proficiency

POLICY STATEMENT REGARDING INTERPRETER SERVICES:

The ability of individuals to communicate with and understand staff of the Metro North WorkSource Center is central to the ability to participate in the Center's programs. To ensure that everyone, regardless of his or her native language, has access to and may participate in agency programs, the Metro North WorkSource Center is committed to providing appropriate interpreter services to individuals with limited English proficiency (LEP).

The provision of appropriate interpreter services is central to the integrity of adjudicative processes, ensuring that those with limited English proficiency can understand and participate in the proceedings. Customers' ability to access the Center's services and programs requires that the individuals' language needs be met to ensure clear communication and customer satisfaction.

The Center's policy for the provision of interpreter services and translated documents is intended to ensure meaningful access for LEP persons. Center's LEP Guidelines set forth procedures to ensure meaningful access, and provide an avenue for addressing and resolving disputes about the provision of interpreter services.

LEP

REFERENCES

The Workforce Investment Act, Section 188; 29 CFR part 37, particularly 29 CFR 37.35; and Federal Register, Vol. 66, No. 11, January 17, 2001, Notice. Page 4604 et seq.: Civil Rights Center: Enforcement of Title VI of the Civil Rights Act of 1964; Policy Guidance on the Prohibition Against National Origin Discrimination As It Affects Persons With Limited English Proficiency.

BACKGROUND

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq. and Section 188 of the Workforce Investment Act and implementing regulations provide that no person shall be subjected to discrimination on the basis of national origin under any program or activity that receives federal financial assistance. This policy is created to comply with federal, state and local Workforce Investment Board requirements.

For more information regarding LEP policy provisions or to have any of your questions or concerns addressed, please contact our LEP coordinator at 323.539.2085.

Safety & Prevention Policy

“ZERO TOLERANCE POLICY”

For your safety & the safety of others:

- No one may come into the Center while under the influence of drugs or alcohol.
- No Drugs, Alcohol, or Paraphernalia are allowed in your possession at anytime while on the premises.
- No Weapons are allowed on the premises.
- No Obscene or Threatening behavior is allowed while on the premises, this includes foul language, arguing, shouting, or any other threatening behavior.
- Sexually Harassing conduct is prohibited, this includes offensive sexual advances, propositioning or unwanted flirtations; continual or repeated verbal abuse of a sexual nature, graphic verbal commentaries about a person's body or gestures; and the display of sexually suggestive objects or pictures.

We would like to inform you that our safety policy requires security to conduct random bag checks.

Those who do not adhere to the Safety & Prevention Policies will be asked to leave and escorted off the premises.

Evacuation Drills

The Metro North WorkSource Center is required to conduct an Emergency Drill once a month. Please follow these procedures during a drill:

Everyone who is able to freely move about is required to leave the building, regardless of who they are or what they are doing. During a drill, individuals that are blind, in a wheel chair, or mover more slowly need to meet at the closest stair landing or the nearest exit at their corresponding building.

Goodwill Southern California General Drill Procedures

During an emergency, an organization will only function efficiently when every employee understands his/her individual responsibilities & is comfortable with all exit routes. Review of general evacuation drill procedures & exit routes should be held regularly (no less than once a month) by every department, to instill in everyone's mind the correct procedures for evacuating the building. Specific procedures for Earthquake, Bomb threat, & Fire should be reviewed. Drills will be unannounced and varied to avoid creating response patterns.

Drills will be brisk, quiet, & orderly. We will attempt to make the least distinction between drills & actual emergency evacuations.

Follow these procedures during a drill:

Evacuation Drills

- a. Identify the type of drill being performed by listening to the signal: Evacuation Team & Floor Wardens must perform their assigned roles. (Fire response team will be notified when necessary)
 - sirens & strobe lights will be used to announce a Fire
 - air horns will be used to announce a Bomb Threat
 - whistles will be used to ready employees during earthquake (drop, cover, hold).
- b. When possible, turn off all active machinery
- c. Follow the directions of your floor warden, for he/she will identify what routes should & should not be used.
- d. Evacuate your area to the proper meeting/resting point. Order & control are of primary concern, speed is secondary. Help all individuals needing assistance.
- e. Individuals needing assistance must be assisted to the designated areas, such as the stair landings on every floor or the nearest exit, for evacuation. Evacuation team will take charge of assisting these employees out of the building, until the fire department or rescue team arrives.

Evacuation Drills

- f. Once at the meeting/resting point, if possible, help to account for all members of your department/group. Relay this information to your supervisor & the EHS Manager.
- g. An “All Clear” signal will be given when it is safe to return to the job sites or the building. Proceed with caution when returning to your worksite.

***Unannounced evacuation drills will be held once a month.**

Procedures for Power Failure drill:

- 1) Same day notification of the drill will be given (up to 24 hours in advance) to all employees, so that everyone prepares their computers for Power-out at least 15 minutes prior to drill.
- 2) On day of drill (up to 1 hour before drill), alarm company will be notified & asked to place alarms on test.
- 3) Power will be shut off
- 4) All staff is to remain at their locations & await for “all clear” signal, power to come back on, or request for evacuation by management or emergency response team
- 5) Management & evacuation staff will determine the need for true evacuation
- 6) Power will be restored
- 7) If true power outage occurs or when power cannot be restored during drill, evacuation team & floor wardens will guide all employees out of the site.

Evacuation Drills

Procedures to follow during Workplace Violence involving armed assault:

- 1) Dial 9-1-1 & report assailant, do not confront assailant
- 2) Call & notify security guard(s)
- 3) Call/notify supervisor or executive staff member of your observations
- 4) Lock doors immediately near you. Stay inside office.
- 5) Wait until police or any other person with authority have given "all clear" for you to leave building
- 6) Evacuate building
- 7) Meet at designated places for drills

Procedures to follow during Workplace Violence involving an unarmed assailant:

- 1) Call security guards & report assault. Security Guards & member of management will determine if the police need to be called.
- 2) Notify immediate supervisor & executive staff member of your observations.
- 3) Exit through nearest exit away from the area in question
- 4) Meet at designated meeting places for drills
- 5) Wait for "all clear" signal from evacuation team members

Guest Guidelines

Welcome to the Metro North WorkSource Center. In order to give all of our customers the best service possible we would greatly appreciate your cooperation in following these guidelines. They were designed with your safety and convenience in mind.

Arriving and Departing from the Center

Please sign-in and swipe your WSC card at the reception desk.

If you are here for an appointment with a specific center staff member, please let the receptionist know and have a seat in the waiting area.

When leaving, please sign-out, return your guest badge, and make sure you have all your belongings with you when you leave.

The center is not responsible for your lost personal property. If you have lost something in the center you may check with the receptionist in the hope that your item has been turned in.

Guest Guidelines

Using the Child Watch Area

For your added convenience the Metro North WorkSource Center has a professionally staffed Child Watch Area. The purpose of our Child Watch Area is to provide a safe and caring environment for children while parents/guardians can fully access services in our center. All of our Child Watch staff are “Trustline” registered and many have received Early Child Care Education training, which includes first aid and Child CPR. Our Child Watch Area is equipped with video monitoring for added safety and security.

Please check-in your child(ren) with the child watch staff.

For the safety of your child(ren), the child watch staff will only release child(ren) to the parent or guardian who checked in the child(ren).

Your child’s health is primary. If s/he is ill, it would be best if s/he stayed home and returned to the Center when well.

If your child becomes distressed, we will call you to the Child Watch Area.

The Child Watch Area is equipped with a diaper changing station for your convenience.

Please feel free to use our cafeteria to purchase or consume food for both you and your child(ren), as there is **no eating** in the Child Watch or Resource Areas.

There is a 3-hour, per day, time limit for the Child Watch Area.

If you have any questions or concerns please speak with any WorkSource staff member you feel comfortable with.

Using the Resource Area

The resources available in the Career Resource Area are intended to assist everyone in his/her job search. To ensure that everyone has full access to the resources, we ask you to observe the following guidelines:

Appointments are recommended for the use of computers and telephones. If you do not make an appointment, we cannot guarantee your use of the equipment.

Please do not remove any of the materials from the area. You may, however, make copies of job leads and other information and take it with you.

Please respect the privacy of others and use a tone of voice that will not disturb the activities of the other participants.

We advise participants to be well groomed and dressed in business attire when using the Resource Area. How you look can greatly impact your attitude about yourself. If you look professional, you will feel and act professional. Also, in the event your job search activities lead to an opportunity for an interview, you will be prepared.

We encourage peer support. Help one another whenever possible.

If you are experiencing difficulty with any of the equipment, please ask a staff member for help. Always treat the Center's equipment with care. Everyone in the community will benefit from the Center's services, and we are looking for your assistance in keeping it nice for everyone.

Guest Guidelines

Please do not eat or drink in the Resource Area.

Please be aware that your confidentiality will always be protected. Your personal information will not be disclosed without your prior written approval.

When you complete your work at the Resource Area, we request that you clean up your area, return books to the shelves, put newspapers and job listings away, and so on.

A disk to save your work is provided for your convenience. To ensure that the computers remain free from viruses we ask that you do not use any personal disks or save your work on the Resource Area computers.

****Equipment and resources are to be used for job search activities only. The Center management does monitor the activities of the Center and you are asked to use all resources appropriately. If you are found using the CRC equipment / resources inappropriately you will be asked to leave for the day. If you are approached by a staff member regarding inappropriate behavior or misuse of equipment / resources on three separate occasions, you will not be able to access the center services for 30 days from the date of the last occurrence. After the fourth occurrence, you will be banned from using the Metro North WorkSource Center services.**

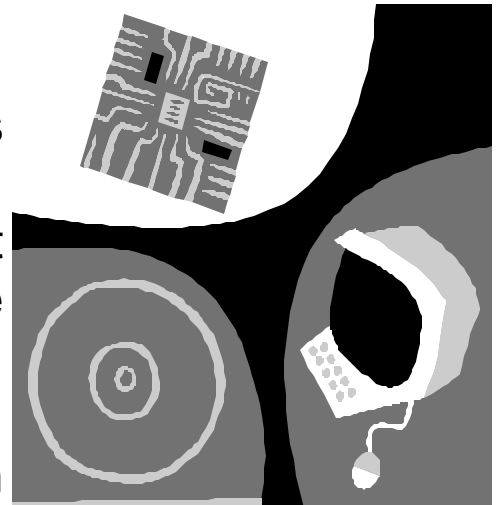
Guest Guidelines

All Resource Area customers must be free from current drugs and alcohol use. If we suspect you are under the influence, we may ask you to leave.

We ask that you maintain professional behavior at all times while using the Center. If there is a problem and you would like to speak with someone, please ask the receptionist to speak with the Center Director.

Please complete a satisfaction card at the end of your visits. This will help us to monitor and improve our services. If you would like to speak with someone, there is space at the bottom of the card to put your name and telephone number. Someone will get back in touch with you within 48 hours.

By signing into the Metro North WorkSource Center, I acknowledge that I have had the opportunity to review the above guidelines and agree to follow these guidelines while using the Metro North WorkSource Center.



Quality Services You Can Depend On!

Qualified staff...Our staff members are trained professionals who understand the hard work and dedication needed to assist an individual in their career development.

MNWSC staff members participant in two comprehensive training programs: Career Development Facilitator (www.edpn.net/goodwill-cdf) and LEGACY (www.Employ-Ability.org). We also have several staff who have completed training for the California Award for Performance Excellence Board of Examiners.

Quality service...The services provided by the MNWSC are reviewed and certified by several entities including the City of Los Angeles. Our center has proven it's commitment to providing quality service by being awarded WIA certification, CARF accreditation and the 2006 California Award for Performance Excellence. For more information on these awards/certifications, please visit the following websites:

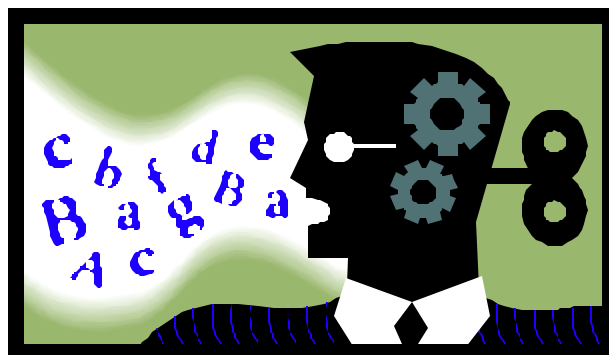
- www.worksourcecalifornia.com
- www.carf.org
- www.caexcellence.org

Your Feedback

We welcome your feedback!

Please share your comments, suggestions, and/or concerns with us.

- .You may complete a survey/comment form and drop it in one of the collection boxes
- .Call our hotline at (323) 223-1211 ext. 6920 and leave a message
- .Speak with a staff member



For More Information call: 323.539.2000 / 323) 539-2057 (TTY)

Useful Information

The Metro North WorkSource Center provides **various workshops** to assist you with your career development. There are workshops on Labor Market Information, Resume writing, Interviewing and much more. To find out what workshops are scheduled, pick up a copy of the **Monthly Calendar** at the front desk.

Also note that we offer **GED and ESL** classes here. For more information on the GED and ESL schedules **please call 323.223.1211 ext. 2365.**

There is also our GSC two week **Employment Preparation Training** class that offers motivational, educational, and career development strategies and techniques. For additional information, **please contact Robbie Thomas at 323.223.1211 x 2311**

Services for the Whole Family!

Another new service to our customers is our **Family Strengthening Program**. This program is designed to assist families with:

-  Education
-  Employment
-  Asset Building
-  Health & Recreation

The Family Strengthening program hosts special events once a month until funds are secured for additional services.

**For more information, please call
323.539.2000.**



Training Info—WWW I-Train. Org

Today, workforce development in America is under tremendous pressure to change the way it delivers service. Many workforce development service providers have been forced to review the way they conduct business, and many have concluded that new ideas, new goals, new ways of thinking are required to accommodate and meet the challenges of Welfare-to-Work, and the new Workforce Investment Act.

- Consolidation of programs within service delivery areas
- Expedient and accurate verification of Performance Outcomes
- Accountability, Optimize Customer Satisfaction
- Collaboration and participation with post-secondary education institutions
- An inter-jurisdictional voucher system
- Common methods for collection and distribution of data across wide and diverse service delivery areas.

The Intrastate Training Resources and Information Network (I-TRAIN) offers an interactive, user-friendly alternative to traditional workforce development service delivery.

Intranet & Internet Accessibility

I-TRAIN provides rapid response to the needs of a fast growing and changing workforce by providing an electronic, on-line, [Regional Training Vendor Directory \(RTVD\)](#) at the fingertips of any site with a computer and a telephonic communication interface. I-TRAIN connection is available at Job Training Partnership Act (JTPA) program sites, [Employment Development Department](#) (EDD) offices, and One-Stop centers. Connectivity is facilitated by a Frame Relay Network (FRN), or dial-up modem connection, or through the Worldwide Web-Internet.

Free On-Line Training

Start Learning!

- Take a [tutorial](#) and begin learning at your own pace.
- Register for an [online class](#) and learn with the help of an instructor.

GCF Global Learning[®]

Offering free, beginning computer courses and other learning opportunities world-wide in English and [Spanish](#).

A FREE PROGRAM –
WWW.GCFLEARNFREE.ORG

GCF Global Learning[®] is supported by the revenue that is generated from the donations to GCF Donation Centers & Stores[®].

Goodwill Southern California offers free computer training via Intranet in the Metro North WorkSource Center. Watch video clips to learn Word, Excel, Access, and PowerPoint.

<http://onlinetraining.goodwillsocal.org>

Only available on the MNWSC computers.

If you need assistance setting up, please speak with a staff member.

Job Search & Labor Market Websites!

Labor Market Information—

- www.calmis.cahwnet.gov
- www.labormarketinfo.edd.ca.gov
- www.bls.gov/bls/ofolist.htm
- www.caljobs.ca.gov

You can also find great LMI on the CHOICES program on the computer in the Career Resource Center.

Job Search—

- <http://skillsmatch.la-serves.org>
- www.caljobs.ca.gov
- www.ajb.dni.us
- www.careerbuilder.com
- www.execsearches.com/text/index.asp
- www.quintcareers.com/volunteering.html
- www.grabcharities.com/Non-Profit-Jobs.html
- www.worktree.com/careerpages/j_govern.cfm
- www.gotajob.com
- www.monster.com
- www.diversitysearch.com
- www.creativedojo.com/MCCA/JobBank
- www.employdiversity.com
- www.snagajob.com

Useful Information

THE CITY OF LOS ANGELES WORKFORCE & INDUSTRY NETWORK

• (800) FOR-A-JOB

CITY OF LOS ANGELES

• WWW.LACITY.ORG

METRO NORTH WORKSOURCE CENTER

• (323) 539-2000

GOODWILL INDUSTRIES

• (323) 223-1211
• WWW.GOODWILLSOCAL.ORG

WORKSOURCE CALIFORNIA

• (888) 226.6300
• WWW.WORKSOURCECALIFORNIA.COM

EMPLOYMENT DEVELOPMENT DEPARTMENT

• ENGLISH-
(800) 300-5616
• SPANISH-
(800) 326-8937

INFO LINE

• WWW.INFOLINE.ORG

MTA

• (213) 626-4455
• WWW.MTA.NET

CALJOBS WEBSITE

• WWW.CALJOBS.CA.GO
V

EmployABILITY HOTLINE

• (866) LA-1-STOP

INTRASTATE TRAINING RESOURCE & INFORMATION NETWORK

• WWW.I-TRAIN.ORG

SKILLSMATCH

• HTTP://SKILLSMATCH.LA-SERVES.ORG

TICKET TO WORK

• WWW.YOURTICKETTOWORK.COM

Useful Information about the CRC

Welcome to the Career Resource Center



It's Intended Purpose...

To provide resources and assistance to individuals seeking employment.

This means that all activities within the CRC are to be Job Search related.

We Do Understand That. . .

Job search involves more than just looking for job leads. But before using the resources or equipment within the CRC to deal with personal issues, please inform your counselor or the Career Resource Specialist.

PLEASE

- No food or drinks in the CRC
- Do not save documents to the hard drive or load software onto the computers
- Do not change the computer settings
- Do not view Sports, Porn, Game, or Entertainment Websites (if you need to do research, please speak with a CRC staff member first)
- Limit reading personal e-mail to 15 minutes
- Do not visit Chat Rooms

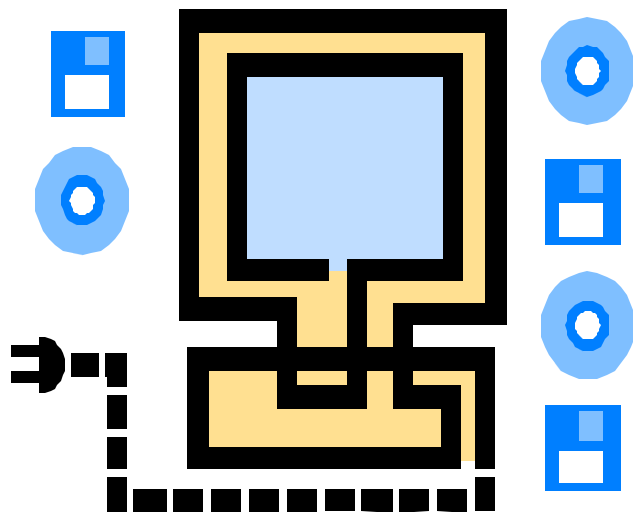
E-Mail

Although we allow individuals to read personal e-mail (messages that are not job search related), we ask that you do not open mail that may contain inappropriate content. If you do open a message that is inappropriate please close it immediately.

Useful Information–CRC

To protect our computers from viruses, when checking e-mail, do not open mail from unfamiliar addresses.

Before using outside disks, please scan them using Norton Antivirus.



Just a Note...

To conserve supplies, we use recycled paper in the CRC. When printing job leads or general information, please use the recycled paper. If you need clean white paper or resume paper just ask a CRC staff member.

If You Have A Problem . .

If you have a problem with any of the equipment or need assistance or instruction, please inform a staff member and they will be happy to help you.

Please do not attempt to fix any computer/equipment problems on your own.

Thank you.



Additional Services!

The Metro North WSC has collaborated with several agencies to provide the services needed for the community. Two Goodwill Southern California Programs that are co-located within the MNWSC are the Deaf Training and Employment Center and the GSC Youth Services Program.

Deaf Training & Employment Center

Business Services. Deaf Training & Employment Center (DTEC) offers deaf and hard of hearing individuals limited free interpreting and professional staff development training on working with deaf employees. Our focus is on increasing the number of qualified people entering the workforce, and developing mutually rewarding partnerships with employers.

Personal Development. Every employer knows that its most valuable resource is its people. This is why DTEC is committed to developing good work skills and attitudes such as understanding the importance of timeliness, self-responsibility, good grooming and a solid work ethic. Classroom instruction is reinforced by stimulating field trips to provide a comprehensive learning experience. Upon completion, participants are encouraged to take advantage of our other services. Instructor: Randall Rushing; Instructor Aide: Veronica Torres.

Employment Services. DTEC maintains relationships with a wide network of employers who understand the benefit of employing the deaf and hard of hearing. We assist participant in

DTEC

cultivating employment readiness skills and in landing the job of their dreams...we think beyond barriers. Job Developers: Sonia Ramirez, Elisabett Brambila

For more information on how DTEC can help you meet your bottom line or start on a career path, please contact Elisabett Brambila, Assistant Coordinator.

A Service of Goodwill Industries of Southern California

Phone: 323-539-2127

TTY: 323-539-2156

Fax: 323-539-2192

Email: ebrambila@goodwillsocal.org

Assistant Coordinator: Elisabett Brambila

Program Manger: Darla Kim

342 N. San Fernando Rd

Los Angeles CA, 90031

GSC Youth Services

Goodwill Southern California
Los Angeles
Youth Workforce Services.



This program is offered to the community under collaborations with community and government agencies. The program currently serves youth ages 14 to 21. These services include employment assistance, tutoring, career development, work experience, and college, and vocational planning services. The services are funded under the City of Los Angeles WIA, and in collaboration with the Power of One East L.A. Youth Workforce Services. These services are offered to City of Los Angeles residents living the following zip codes, 90023 (partial), 90026, 90031, 90032, 90033, 90039, 90041, 90042, 90063 (partial), 90065.

Services for residents outside of these areas can also be offered when funded through the State of California. To qualify for these services one must have the right to work in the U.S., be between the ages of 14 to 21, be low income, and have a barrier such as low English and Math, or be a pregnant or parenting youth, homeless youth, there are other barriers that can be privately discussed with a youth services staff upon request. The Youth Center is co-located in the Metro North WorkSource Center, as such, youth participants must follow all rules and guidelines established by the Metro North WorkSource Center.

For More Information on this program, please contact Brian Perez at 323.539.2094 or Beatriz Tena at 323.539.2358

Acknowledgement

I have signed and returned the form acknowledging that I have received information on the Metro North WorkSource Centers policies and procedures regarding:

- Evacuation Drills
- Program Description
- Who We Serve
- Services & Resources
- Employment Incentives
- Confidentiality of Records Policy
- Americans with Disability Act
- Customer Service Policy
- Non-Discrimination Policy
- Participants Rights
- Jobs for Veterans Act
- Quality Assurance
- Complaint Resolution Procedure
- Equal Opportunity is the Law
- What To Do If You Feel You Have Experienced Discrimination
- Safety & Prevention Policy
- Guest Guidelines
- Limited English Proficiency

Acknowledgement

I (please print name) _____

acknowledge that I have received information on the Metro North WorkSource Centers policies and procedures regarding:

- Evacuation Drills
- Program Description
- Who We Serve
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- Participants Rights
- Jobs for Veterans Act
- Quality Assurance
- Complaint Resolution Procedure
- Equal Opportunity is the Law
- What To Do If You Feel You Have Experienced Discrimination
- Safety & Prevention Policy
- Guest Guidelines
- Limited English Proficiency

Signature

Today's Date

For WorkSource File

Help Us Serve Your Community!

The services provided at this Career Resource Center are made possible by Government Grants and Private Funding. To continue to secure these funds, we must show that our services are making a difference. This is where you can help! If you have been able to obtain employment by using any of our services, please allow us to verify your employment. All of the information collected is confidential and is not shared for any other reason but to verify that our services have assisted individuals in finding employment. Remember, we offer free access to:

- Computers with Internet access
- Friendly staff to assist with using the facilities
- Telephones for contacting prospective employers
- Telephone message center and voice mail
- Copy and fax machines
- Job postings, job hotline numbers, and current newspapers
- Job Board (Up-to-date listing of open job positions)
- Informational Workshops
- Assistive Technology for easy computer access
- Assistance with Resume, Cover Letter, & Thank You Letter Writing
- Career Development
- On-site Recruitments
- Free child watch

and Much More to this community and would like to continue for many years to come. If you would like to support us in this goal, please complete the bottom portion & return it along with your registration form.

I (*Please Print Full Name*) _____ allow Goodwill Southern California to verify my employment.

Signature Date

**Metro North WSC and the Community we serve
Thank you for your support!**

(This authorization shall remain in effect for 12 months from date of employment)

Office Use Only Employment Date: _____
--

For WorkSource File

Help Us Serve Your Community!

The services provided at this Career Resource Center are made possible by Government Grants and Private Funding. To continue to secure these funds, we must show that our services are making a difference. This is where you can help! If you have been able to obtain employment by using any of our services, please allow us to verify your employment. All of the information collected is confidential and is not shared for any other reason but to verify that our services have assisted individuals in finding employment. Remember, we offer free access to:

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and Much More to this community and would like to continue for many years to come. If you would like to support us in this goal, please complete the bottom portion & return it along with your registration form.

Placement Raffle

Every fiscal year the MNWSC offers a prize to a lucky drawing winner. We pick a name from all of those customers that have provided us with their employment information. In 2005 a lucky gentleman won a Flat Screen TV.

If you would like to participate in this drawing and you were able to obtain employment by using any of our services, please provide your employment information to one of our staff members.

You may be asked to provide proof of employment such as a pay stub or hiring letter.

Thank You

**THE STAFF AT THE METRO
NORTH WORKSOURCE CENTER
WOULD LIKE TO THANK YOU FOR
CHOOSING OUR CENTER FOR
YOUR EMPLOYMENT AND
BUSINESS NEEDS. WE LOOK
FORWARD TO SERVING YOU
AGAIN.**



FOR MORE INFORMATION REGARDING SERVICES AVAILABLE TO YOU...

ORIENTATION

There are three ways to be oriented to the services offered here:

#1-An individual can attend a group orientation, which are held-
English—Every 1st. & 3rd. Tuesday from 1-3pm
Spanish—Every 2nd. & 4th. Tuesday from 1-3pm

Please check with CRC staff for room #. (323) 223-1211 x 2331

#2-An individual can view our PowerPoint orientation (on the computer) anytime during business hours, Monday & Friday – 8am to 5pm, Tuesday – Thursday – 8am to 9pm, and Saturday – 9am to 1pm.

#3-An individual can schedule an one-on-one orientation with our Career Resource Assistants by calling 323.223.1211 ext. 2331.

And

View our Partner Presentation that is on all of our CRC computers to learn more about the Partner services available to you.

We encourage you to view the information binders in the CRC, you can find Transportation, Labor Market, Job Search / Career

For More Information call:

342 San Fernando Road
Los Angeles, CA 90031

Phone: (323) 539-2000

TTY: (323) 539.2057

Fax: (323) 539-2022

www.goodwillsocal.org



Think Beyond Barriers