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Brian J. Stiger
Director

COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

Members of the Board

Hilda L. Solis
Mark Ridley-Thomas
Sheila Kuehl
Don Knabe
Michael D. Antonovich

"To Enrich Lives Through Effective and Caring Service"

September 17, 2015

To: Supervisor Michael D. Antonovich, Mayor
Supervisor Hilda Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

From: 
Brian J. Stiger
Director of Consumer and Business Affairs

QUARTERLY STATUS REPORT- TRANSITION OF THE OFFICE OF SMALL BUSINESS TO THE DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

I. Introduction

On March 4, 1997, your Board established the Office of Small Business (OSB) as the primary resource for small and community business enterprises to conduct business with the County. OSB provides small businesses with technical assistance and information on government procurement opportunities.

Originally located at the Community Development Commission, OSB was later transferred to the County's Internal Services Department (ISD) by Board order on January 4, 2005. On January 13, 2015 your Board approved the transfer of the Office of Small Business from ISD to the newly re-named Department of Consumer and Business Affairs (DCBA). At the same time, your Board established the Small Business Concierge service to serve as a "one stop shop" to assist entrepreneurs navigate the process of opening businesses in the unincorporated areas of Los Angeles County.

DCBA has fully integrated all of the personnel functions of OSB into DCBA. The complete transfer of duties, employee onboarding, and updating of public-facing outreach materials were all completed at the end of February. In anticipation of the transfer, DCBA developed a comprehensive implementation plan to ensure a seamless transition. DCBA is currently completing phase 2 of the transition plan which includes creation of a new department logo (this has been completed), securing new signage and completing the integration of the OSB and DCBA websites.

Consumer Services

500 W. Temple Street, Room B-96 • Los Angeles, CA 90012-2706
Telephone (800) 593-8222 • (213) 974-1452
Fax (213) 687-1137 • Website: dcbalacounty.gov

Small Business Services

1100 North Eastern Ave, Los Angeles, CA 90063
Telephone (323) 881-3964
Fax (323) 415-8521 • Website: osb.lacounty.gov

To integrate OSB as a unit within DCBA, OSB was renamed Small Business Services (SBS). The goal of the SBS unit at DCBA is to encourage business development and help businesses contract with the County of Los Angeles. SBS provides a forum for outreach, education and advocacy to local small businesses.

II. DCBA objectives for the SBS unit

A. Increase the number of certified small businesses in Los Angeles County

DCBA is working to increase its outreach to the small business community. DCBA's dedicated Outreach Unit now manages SBS's social media outlets, consolidating the OSB and DCA Facebook pages into one comprehensive DCBA page that provides constituent information and updates. The Outreach Unit has also updated the way that the SBS unit utilizes twitter; rebranding the OSB twitter account (@LACoSmallBiz) and providing regular updates on upcoming SBS events and providing small businesses with useful and practical information on doing business in Los Angeles County. This has allowed DCA and SBS to function under one, cohesive DCBA outreach strategy.

In order to increase the number of County certified businesses, DCBA is also exploring the possibility of developing reciprocity with other certifying entities. This will be similar to the system already in place wherein SBS recognizes small businesses certified by the State of California. For example, the City has a certification process that parallels the state's process, however, the City of Los Angeles currently has 1004 certified small businesses, with only 142 of the County's small businesses on their list. DCBA's goal would be for the City to recognize all of the County's small businesses and vice-versa.

B. Increasing County contracting dollars awarded to small businesses

Through its Contracting Connections program, DCBA is working to ensure that small businesses are aware of contracting opportunities with the County and are competitive in the bid process. In order to facilitate this objective, DCBA has developed a plan to capitalize on the current social media structures DCBA has in place. DCBA is exploring the option of using social media to circulate contracting opportunity bulletins to small businesses that specialize in particular industries when contracts become available. Additionally, DCBA is examining ways to create metrics around how contract dollars are currently measured to ensure that contracts awarded to sub-contractors are counted towards County contracting dollars awarded to small business. Finally, DCBA is enhancing its small business counseling services to improve rates of small business utilization.

C. Increase the number of new small businesses launched in FY 2015-16

A primary goal for DCBA is to increase the number of small businesses created in Los Angeles County. To that end, DCBA has developed a Small Business Concierge (Concierge) program. The Concierge works closely with the SBS unit to provide services to potential small business entrepreneurs. The Concierge has counseled several small business owners and is working to establish the service as the “go-to” program for answering questions and offering guidance related to starting a small business in the unincorporated areas of Los Angeles County.

D. Full Implementation of Small Business Concierge service

The Small Business Concierge service is a priority for DCBA. The objective of the program is to act as a one stop shop for entrepreneurs looking for information on how to start a small business in the unincorporated areas of the County. The Small Business Concierge serves as a free consultant and assists prospective business owners navigate the complex licensing and permitting process.

DCBA has been developing and integrating the provision of concierge services into the SBS unit since February. In that respect, DCBA has developed the scope of services that are being provided, created a marketing plan for the service, and filled the position with a full time employee. DCBA has also completed cross-training of all SBS counselors on the services offered through the Concierge program and on how to assist concierge clients. The Concierge staff is cultivating partnerships with other County departments to better serve concierge clients. DCBA is currently working on developing metrics around the service in order to effectively track and monitor the program’s progress and successes.

III. Updates

A. Small Business Commission

At the same time that your Board approved the transfer of OSB to DCBA, you also approved the transfer of the Small Business Commission (SBC) from ISD to DCBA. DCBA has made significant strides in integrating SBC into the Department.

1. Action Plan

DCBA has partnered with SBC to gauge the concerns and interests of the small business community. Using this information, DCBA will work with SBC to formulate a plan to achieve the objectives of: 1) strengthening outreach and marketing; 2) increasing the number of certified small businesses; 3) increasing the number of small businesses contracting with the County; and 4) increasing the number of new small businesses opening in the County.

In order to facilitate the development of this action plan, SBC and DCBA have worked together to establish four standing subcommittees committed to these goals. These subcommittees include the: 1) Executive Subcommittee; 2) Outreach Subcommittee; 3) Economic Development Subcommittee; and 4) Procurement Subcommittee.

2. Small Business Commission Ordinance

DCBA worked with County Counsel to draft an ordinance for the Small Business Commission that codifies the duties and responsibilities of the Commission in the County Code. The ordinance incorporates existing functions and duties of the Small Business Commission with redefined, restructured and new functions that DCBA believes will assist DCBA and the Board in achieving the objectives of promoting small businesses within the County. The ordinance was adopted by your Board on July 14, 2015.

3. Administrative Manual

In addition to the above, DCBA has developed an Administrative Manual for SBC which provides an overview of the rights and responsibilities of the Commissioners. The goal of the manual is to provide critical governance information, as well as, insight into the culture and business of Los Angeles County and DCBA. The manual has been preliminarily approved by the SBC Executive Subcommittee and is being presented for a second reading to the subcommittee next month before being submitted to the entire Commission for approval.

B. Staff Development

DCBA has made it a priority to provide professional training opportunities to the SBS staff. In this respect, DCBA has encouraged cross-training and leadership training of all SBS staff. Below is a list of trainings that SBS staff have attended to date:

- SBS Chief completed Academy Leadership's "Energize to Lead" six month training program
- SBS Program Manager completed "Energize to Lead" 3-day bootcamp
- SBS Chief, Program Manager and Concierge completed 2-day Franklin Covey "Speed of Trust" training
- All SBS staff completed Franklin Covey's "7 Habits of Highly Effective People" training
- All SBS staff completed "True Colors" training

C. Outreach and Marketing

1. Workshops

DCBA has sponsored several workshops to assist local small businesses. Of particular note, in August, DCBA partnered with the LA Law Library on their new Small Business Lecture Series. DCBA sponsored a workshop on “Doing Business with L.A. County,” presented in collaboration with John Geiger, General Manager, Standards & Practices with ISD.

DCBA is currently working on developing a partnership with the departments of Community and Senior Services and Library to develop a Small Business Workshop series to be offered at County libraries.

2. National Small Business Week

In May, your Board acknowledged National Small Business week in the County and presented a scroll to DCBA for the work the department is doing to assist local small businesses. National Small Business Week (NSBW) is a coordinated campaign that recognizes the critical contributions of America’s entrepreneurs and small business owners. DCBA hosted the first annual NSBW event this year. The flagship event took place at Patriotic Hall on May 6, 2015 and provided local small businesses with a day of workshops and trainings. There were approximately 180 attendees at the event. The event also served as an opportunity to connect businesses with County departments to learn more about available contracting opportunities.

D. Small Business Concierge

As discussed above, on January 13, 2015, your Board also moved to add a “Small Business Concierge” to the services provided by DCBA. The Concierge serves as a single point of contact for individuals looking to start a small business within the unincorporated areas of Los Angeles County, guiding potential small business owners through the complex process of opening a business in the County. The Concierge is currently providing individualized counseling and assistance to individuals in opening and developing their small businesses.

DCBA began marketing and providing the Concierge service in February. In March, DCBA began recruiting for a “Consumer Affairs Specialist” to fill the new position. From February through June, DCBA had an acting Concierge that developed marketing materials, resource brochures for Concierge clients and created the scope and job duties for the position. In June, DCBA finalized the search and placed a candidate in the concierge position. DCBA is marketing the Concierge through community town halls, increased social media presence, and partnering with other community and governmental organizations.

E. Legislation and Policy

1. State Legislation

DCBA is currently working with its Legislative Analyst in the Chief Executive Office to develop State Legislative Agenda Items around the growth and support of small businesses. During the current legislative session, DCBA recognized that the dearth of agenda items pertaining to small business made it difficult for your Board to take a position on legislation which could impact the small business community. By adding these issues to the County's State Legislative Agenda for 2016-17, DCBA will be able to adequately and effectively advocate on behalf of the County's small businesses.

2. Board Motions

DCBA is currently working on the following Board Motions pertaining to Small Business:

a. Implementation of Five Recommendations to Address Misclassification

On May 19, 2015, the Board adopted five recommendations made by DCBA on how to alleviate an issue of misclassification at the Ports of Long Beach and Los Angeles. DCBA is now working to implement those recommendations.

b. Youth Jobs Program

DCBA has partnered with Community and Senior Services and other County departments to identify strategies to expand current and future workforce opportunities for youth. Part of the recommendation to your Board is to provide information to small businesses on how to employ youth.

c. Small Business Utilization Goal

DCBA is currently preparing a report to the Board on how to implement a 25% Local Small Business Enterprise (LSBE) and 3% Disabled Veteran Business Enterprise (DVBE) utilization goal for the County.

d. Wage Theft

DCBA is working in consultation with County Counsel and CEO on assessing existing wage theft resources available to the County and proposing the most effective way to regulate the new minimum wage and potential wage theft matters.

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September 16, 2015

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IV. Challenges

The main hurdle that DCBA has experienced during the transition is that SBS is still located at ISD's offices in East Los Angeles, while the main DCBA office is at the Hall of Administration. The physical distance of the two offices has made full integration of the SBS staff challenging.

The SBS unit has also experienced some turnover since the transition; losing two counselors this summer. These vacancies were immediately filled, however, with lateral transfers from other DCBA units.

DCBA appreciates the opportunity to update your Board on the status of DCBA's extended services as offered through the Small Business Services unit. Should you have further questions, please do not hesitate to contact me at (213) 974-9750.

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Brian J. Stiger
Director

**COUNTY OF LOS ANGELES
DEPARTMENT OF
CONSUMER AND BUSINESS AFFAIRS**

Members of the Board

Hilda L. Solis
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"To Enrich Lives Through Effective and Caring Service"

December 17, 2015

To: Supervisor Hilda L. Solis, Chair
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Brian J. Stiger 
Director of Consumer and Business Affairs

**QUARTERLY STATUS REPORT- TRANSITION OF THE OFFICE OF SMALL
BUSINESS TO THE DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS**

On January 13, 2015, your Board approved the transfer of the Office of Small Business from the Internal Services Department (ISD) to the newly re-named Department of Consumer and Business Affairs (DCBA). At the same time, your Board established the Small Business Concierge service to assist entrepreneurs in opening businesses in the unincorporated areas of Los Angeles County.

Please allow this to serve as DCBA's second quarterly report on the status of this transition.

I. Small Business Updates

A. Small Business Advocacy and Outreach

1. Outreach Events

DCBA's Small Business Services (SBS) team's primary goal is to increase the number of certified small businesses in LA County and to connect those businesses with County procurement opportunities. In order to achieve these goals, DCBA continues to increase its outreach efforts to the small business community. Through networking, training classes and seminars, SBS has increased the visibility of the County's small business contracting, certification and Concierge programs over the past quarter. Below is a list of outreach events hosted or attended by SBS.

Date	Event Title	Hosted by/ Location	Number of Attendees
September 29, 2015	Emerging Leaders-Doing Business with Government	U.S. Small Business Association Glendale, CA	25
October 1, 2015	Small Business Development Workshop	Small Business Development Center, Bechtel Company Antelope Valley, CA	10
October 2, 2015	Turning Contacts into Contracts workshop	Elite Service Disabled Veteran Owned Business (SDVOB) Network and SoCal Gas Downey, CA	100
October 14, 2015	Chairman Jerome E. Horton Business Resource Center	California Board of Equalization El Monte, CA	150
October 15, 2015	Know Your Financials, Building Business Capital	Los Angeles, CA	40
October 23, 2015	Getting on the GSA Schedule	DCBA East Los Angeles, CA	21
November 6, 2015	Writing Winning Proposals	DCBA East Los Angeles, CA	38
November 20-21, 2015	Emerald Veteran Business Summit	Loyola Marymount University Los Angeles, CA	25

2. Small Business Liaisons

This quarter, DCBA also convened a Small Business Liaisons (Liaisons) meeting. Liaisons are appointed by their departments to represent the small business community in County purchasing and contracting. DCBA is re-launching the Liaison program to provide the Liaisons with improved resources to empower them to be the voice of small business and to encourage small business utilization within their departments. DCBA envisions the Liaisons as advocates in increasing small business utilization in the County's procurement of supplies and services. DCBA will work with the Liaisons to:

- Assist liaisons and their departments increase small business utilization: Coordinate and conduct outreach events for businesses such as “Meet the Buyers,” “Vendor Information Day” and “County Contracting Connections”;
 - Share information, best practices, new County small business programs and benefit; and
 - Working with other County partners, develop ways to increase and track small business utilization.
-

B. Procurement Technical Assistance Program

SBS received a grant award from the U.S. Department of Defense Logistics Agency to function as the Procurement Technical Assistance Center (PTAC) for businesses located in the County of Los Angeles. This is the 16th year of operations for the LA County PTAC, whose mission is to promote small business growth and development, and to advocate for small business utilization by government agencies. By leveraging federal dollars, the LA County PTAC is able to counsel and help over 1,000 clients each year to obtain government contracts throughout the region.

C. Legislation and Policy

1. State Legislation

DCBA, in conjunction with its Legislative Analyst in the Chief Executive Office, worked to develop State Legislative Agenda Items around small business. Recognizing a dearth in the agenda items that would allow DCBA to advocate on behalf of small businesses, DCBA worked to add a “Small Business Development” section to the 2015-2016 State Legislative Agenda. This section allows the County to: 1) support proposals that would increase economic opportunities for small businesses; 2) support proposals that provide funding to educate small business owners on their rights and responsibilities to facilitate their compliance with applicable laws and regulations; and 3) support proposals to increase incentives for businesses to hire unemployed or underemployed workers. These agenda items were approved by your Board on December 8, 2015.

2. Board Motions

DCBA is currently working on the following Board Motions pertaining to Small Business:

- a. Implementation of Five Recommendations to Address Misclassification

On May 19, 2015, the Board adopted five recommendations made by DCBA on how to alleviate an issue of misclassification of port truck drivers at the Ports of Long Beach and Los Angeles.

Since DCBA's last report, the department has begun implementation of a comprehensive community and outreach plan surrounding misclassification. This plan includes strategies for community outreach, public relations and the development of marketing materials. Additionally, the department has developed informational pamphlets to be distributed to businesses on the issue of misclassification. These documents include a tip sheet, mailer and business card.

b. Small Business Initiative

Your Board has also appointed DCBA as the lead department on the County's Small Business Initiative (SBI), which will provide small businesses with additional resources to help them adjust to the increased minimum wage.

On September 16, 2015, DCBA convened a workgroup comprised of county departments (Regional Planning, TTC, Assessor, CDC, CSS, AC/WM, Public Health, Public Works) to discuss the SBI. At that meeting, the workgroup defined the SBI as "a comprehensive list of County resources to support small businesses during their transition to the new minimum wage" and discussed issues pertaining to program eligibility. After that meeting, the departments were asked to submit proposals outlining the resources they could provide to small businesses to help offset the increased overhead associated with higher wages. DCBA is currently compiling those proposals.

Also, per Board motion, DCBA was to partner with local business organizations to obtain their feedback on the SBI. On November 10, 2015, DCBA held a meeting with the Los Angeles County Business Federation (BizFed). This meeting had more than 20 BizFed member attendees and resulted in a valuable exchange of information on the needs of our business community.

c. Small Business Utilization Goal

On July 7, 2015, the Board directed DCBA, in consultation with other County departments, to assess a variety of options to increase the County's utilization of local small businesses, social enterprises, and disabled veteran owned businesses. The Board also directed DCBA to evaluate the timeline and resources required for implementing a County-wide procurement goal of 25% (twenty-five percent) for local businesses and 3% (three-percent) for disabled veteran owned business enterprises (DVBEs) with an effective target date for full implementation on July 1, 2016.

In drafting this report back to the Board, DCBA met with several other County departments as well as community stakeholders. DCBA's report to the Board was submitted on November 10, 2015, and made several recommendations on how the County may be able to achieve this utilization goal. The SBS team will be an integral part in implementing any of the recommendations ultimately adopted by your Board.

II. Small Business Commission

The Small Business Commission held its last meeting of the year on October 21, 2015. At that meeting DCBA hosted a presentation from Connie Chung, Chief Disbursements Division Department of Auditor-Controller regarding the new Board mandate to require all County contractors, vendors and payees entering into new, renewed and materially modified County contracts to receive payment electronically.

DCBA also recently presented a "New Laws Training" which provided information on consumer protection and small business bills that were passed this legislative session. This seminar was attended by many small business commissioners.

III. Small Business Concierge

During October and November alone, the Concierge has assisted over 30 business owners with their questions related to starting a small business. DCBA has seen a marked increase in the interest in the program, and there is a direct correlation between the marketing of the Concierge services and the demand for those services. With that in mind, DCBA continues to expand the networking and marketing of the Concierge.

In order to monitor the successes of the Concierge, DCBA is working with ISD on expanding its existing case management system to include an interface for tracking Concierge clients. The system includes a public facing component where potential clients can submit an online inquiry, as well as a back end that allows for easy data retention and report generating. The system is currently in the testing phase and it is expected to be fully operational in January.

The Concierge, working with several other partner departments, has developed a small business workshop series that will be hosted at libraries throughout the County. These events will rotate throughout the County so that the workshop will be offered twice in each supervisorial district over the course of the year

IV. Challenges

Space planning remains to be a hurdle in that the SBS unit is located at ISD's offices in East Los Angeles. The physical distance makes full integration of the SBS staff challenging.

Board of Supervisors
December 17, 2015
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DCBA appreciates the opportunity to update your Board on the status of DCBA's extended services as offered through the Small Business Services unit. Should you have further questions, please do not hesitate to contact me at (213) 974-9750.



Brian J. Stiger
Director

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"To Enrich Lives Through Effective and Caring Service"

March 18, 2016

To: Supervisor Hilda L. Solis, Chair
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From: Brian J. Stiger 
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**QUARTERLY STATUS REPORT- TRANSITION OF THE OFFICE OF SMALL
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Please allow this to serve as DCBA's quarterly report on the status of this transition.

- I. Small Business Updates
 - A. Small Business Advocacy and Outreach
 - 1. Outreach Events

DCBA's Small Business Services (SBS) unit's primary goal is to increase the number of certified small businesses in LA County and to connect those businesses with County procurement opportunities. DCBA continued its outreach efforts this quarter by hosting and participating in several events, trainings, and networking sessions. Please see table of outreach events below:

Date	Event Title	Hosted by/ Location	Number of Attendees
January 13, 2016	Business Connections Event	DCBA	140
January 20, 2016	Labor Law Press Conference for small businesses	KCAL Insurance	250
January 23, 2016	Small Business Saturdays Workshop	DCBA LA County Library, TTC and Assessor	35
January 29, 2016	Getting on the GSA Schedule Workshop	DCBA	21
February 9, 2016	Contracting Connections Event	DCBA DPW	250
February 24, 2016	Small Business Initiative Meeting with BizFed stakeholders	DCBA BizFed	15
February 25, 2016	Go-Biz small business stakeholder Roundtables	Go-Biz	40
February 25, 2016	GSA Industry Day	General Services Administration (GSA)	55
February 25, 2016	SBA LA County Small Business Day	Small Business Administration (SBA)	39
February 29, 2016	Boyle Heights Chamber of Commerce 5 th Annual Small Business Expo	Boyle Heights Chamber of Commerce	50
March 1, 2016	NASA/JPL SDVOSB Industry Day	NASA/JPL	500

2. Small Business Advocates

As part of the Board's Utilization Motion, County departments were directed to appoint Small Business Advocates to advocate on behalf of small businesses during County purchasing and contracting. These Advocates will also assist DCBA with data collection relating to utilization.

During this last quarter, DCBA convened with the newly appointed Small Business Advocates who took over the role of the Small Business Liaisons. The purpose of this meeting was to educate the Advocates on the County's utilization goals and their roles and responsibilities. The Advocates were informed that they would be working with DCBA, other Advocates, and their department managers and directors to promote and further the goals of the Small Business Utilization Motion, provide progress reports regularly to DCBA, participate in outreach and training events, and track utilization data.

DCBA also formed an Advocate workgroup to develop a process for County staff to use to provide procurement information.

B. Procurement Technical Assistance Program (PTAC)

The Los Angeles County PTAC, housed with DCBA's SBS unit, has been invited to reapply for another option year for 2016/2017.

C. Legislation and Policy

1. State Legislation

DCBA's Public Policy unit is tracking several bills that would impact local small businesses.

2. Board Motions

DCBA is currently working on the following Board Motions pertaining to Small Business:

a. Implementation of Five Recommendations to Address Misclassification

On May 19, 2015, the Board adopted five recommendations made by DCBA on how to alleviate an issue of misclassification of port truck drivers at the Ports of Long Beach and Los Angeles.

DCBA has finalized its misclassification outreach materials and started to disseminate this information at its business outreach events.

b. Small Business Initiative (SBI)

Since our last report, DCBA submitted its initial report back to your Board on the SBI, outlining departments' recommended proposals for resources that the County can provide to small businesses to help them adjust to the increased minimum wage. DCBA is moving forward with implementing its marketing campaign as recommended in the SBI report.

Additionally, DCBA continues to convene meetings with the business community to obtain feedback on the needs of small businesses in the County. On February 24, 2016 DCBA held another meeting with the Los Angeles County Business Federation (BizFed). This meeting had approximately 15 BizFed member attendees and again resulted in a valuable exchange of information. BizFed disseminated DCBA's SBI report to its membership seeking additional feedback. DCBA will continue to convene these insightful meetings with the business community.

c. Small Business Utilization Goal

DCBA's work on the County's Utilization Motion is well underway. To that effect, DCBA has held meetings with other County departments to discuss how to best proceed on the motion. DCBA is currently developing workgroups to tackle the various issues addressed in the motion. Additionally, DCBA is developing a one-page marketing brochure to advertise the LSBE program and is working on developing a comprehensive outreach campaign to increase the number of certified LSBEs. This plan includes email blasts, direct calls to businesses, a social media campaign, and partnerships with local chambers and other business organizations that can help disseminate information on the program.

DCBA is also moving forward on retaining a consultant that will assist with completion of several of the motion's items. DCBA has prepared a Statement of Work and is coordinating with CEO to secure the consultant.

d. Job Order Contracts (JOC)

On February 9, 2016, your Board directed DCBA, in consultation with other pertinent departments, to recommend an interim process to track Local Small Business Enterprise (LSBE) subcontractors that perform work on behalf of JOC-awarded contractors. The motion also directed DCBA, and other pertinent departments, to provide recommendations on how to use County JOCs to promote participation in the County's LSBE program. DCBA put together a workgroup comprised of representatives from the Internal Services Department, Community and Senior Services, Community Development Commission, Department of Public Works and Parks and Recreation. DCBA completed a report with the input of the workgroup. That report was submitted to your Board on March 11, 2016.

DCBA is hosting weekly meetings with the working group to initiate the test program immediately. Additionally, DCBA is working with County Counsel to develop contract language to include in future Job Order Contracts.

II. Small Business Commission

The Small Business Commission held its first meeting of the year in January. At that meeting, the Commissioners voted to adopt an Administrative Manual. Also, the new Chairs and Vice-Chair were elected. The new Chairs are Commissioners Cecilia Wu and R. Christine Hershey. Commissioner Josef Essavi will serve as Vice-Chair for a second term.

III. Small Business Concierge

The Concierge program is progressing well. In December, revisions to the eConcierge case management system were finalized and the online intake system went live in January. The Concierge also still receives inquiries via phone call and email from clients that wish to start a business in Los Angeles County.

The program's Small Business Saturdays workshop series began in January. The Concierge developed the workshop to provide service to clients on weekends and in their district. The workshops take place monthly and rotate throughout the five supervisorial districts. Treasurer and Tax Collector, Assessor and Library are collaborating with the Concierge to provide presentations at the workshops. The Concierge provides an overview on "How to Start Your Business."

The first workshop was held in Rowland Heights (District 4), and was a resounding success. There were over 30 participants and the survey circulated after the workshop indicated that the participants felt that the workshop was extremely helpful. The second workshop was held in February at Stevenson Ranch Library (District 5) and was also a success. The next workshop will be held in the First District on March 26, 2016. Updates on the Utilization Motion, Small Business Initiative and new minimum wage are also provided during the workshops.

The Concierge program plans to expand the presentations provided at the workshops to include Regional Planning and Public Health. There are also ongoing meetings with Community and Senior Services to determine how to leverage the Concierge service and their Workforce Development programs to better assist the small business community.

DCBA appreciates the opportunity to update your Board on the status of DCBA's extended services as offered through the Small Business Services unit. Should you have further questions, please do not hesitate to contact me at (213) 974-9750.