

# RESOURCES AND INFORMATION

FOR

## "NEW CONTRIBUTORS"

(JOB SEEKERS WITH MISDEMEANORS AND FELONIES)

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Booklet created and workshop presented by Ramon Lupian, GCDF

GOODWILL JOB SERVICES/METRO NORTH WORKSOURCE CENTER

342 SAN FERNANDO ROAD

LOS ANGELES, CA 90031

TEL. (323) 539 -2000

Mon, Wed & Fri 8am-5pm/Tue & Thu 8am-7pm /1<sup>st</sup> & 3<sup>rd</sup> Sat 9am-1pm

*Metro North*

### Work- Source

CALIFORNIA *fitting Business 24,1 Careers*

#### *Our Mission*

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

*"Transforming lives through the power of work"*

*Auxiliary aids and services are available upon request to individuals with disabilities.*

*For more information, call (323) 539-2000. Goodwill Southern California provides, upon request, reasonable accommodation to ensure equal access to its programs,*

*services and activities. The TTY/TTD phone number is (323) 539-2057 Please contact our staff 72 hours in advance. — Equal Opportunity Employer/Program*



Goodwill  
Southern  
California

## Introduction

This Resource and Information booklet was designed to help you enhance your skills and help you overcome some of those barriers you may be facing on your return to the workforce.

We want you to think of this small booklet as a stepping stone to your future job searches and direction. We encourage you to study and utilize the resource information provided at the workshop as well as the information listed in this booklet that will prepare you to address any barriers that may apply to you.

This booklet seeks to propose ways in which the Metro North WorkSource Center can help the New Contributor find employment. In particular, this booklet will provide some confirmed listings of programs, agencies and companies that will work with and hire and even train New Contributors. Additionally, the booklet will provide information and examples (based on the workshop you attended) on how the New Contributor can address their background on their resume as well as on their employment application and interview with the employer.

Today, the Metro North WorkSource Staff is dedicated to supporting you as you strive to successfully join your family and community.

Additionally our staff is committed to supporting your efforts.

There is an opportunity awaiting you that will lead you to a productive life that upholds the highest standards of good citizenship.... Face it with a positive attitude and always make good choices. Our wish for you is a successful, productive, happy life with your family and friends.

Best Wishes,

Ramon Lupian

[rlupian@goodwillsocal.org](mailto:rlupian@goodwillsocal.org)

## CHANGING YOUR MINDSET

**"If you treat a man as he is, he will stay as he is, but If you treat him as if he were what he ought to be, he will become what he ought to be and should be."---Goethe**  
To make this quote work for you---you must first know what you ought to be and what you should be.

Employers conduct interviews to meet the person behind the application or resume. It is their responsibility to hire not only the person with the right skills, but a person who can fit in with the rest of the organization and give him what he pays employees for.

The person who can best convince the employer that he can fill the wants of the company will get the job. A New Contributor stands a better chance of getting a job by understanding exactly what employers are looking for.

As a New Contributor, you must try to achieve the attitude, behavior and the look (dress according to the position) the employer wants. The attitude and look may feel strange at first, but without that change you will not have a chance for that job.

Try to obtain the knowledge and skills necessary for a productive life-style.

By obtaining the basics for developing a new mindset, the New Contributor can learn to put aside addictive behaviors and the past criminal thinking and look forward, but not as a chance to make up for lost time, but as a first step to a new life

When the community receives a well-adjusted New Contributor back into the stream of society, and the New Contributor truly develops a new lifestyle, there is an underlying benefit to both. The New Contributor has so much to offer society from which he once took so much away. He has the experience and knowledge to share with others that might be on the destructive path to criminality and addiction.

By gaining independence from addictive behaviors and criminal thinking, prisoners can reform their lives. Shakespeare wrote,

"Presume not that I am the thing that I was."

He probably meant that a man can change and should not be judged solely on the choices of his past. You and society must take this view as well. It is a rational approach and a logical one to help you with the tools to make this needed mindset change.

Change is not easy. As an ex-felon (New Contributor), you must go from;  
'Marking time' to 'making your mark.'

You must first see your future with confidence. Just as a sports team coach says, "You need to play with confidence, or else you'll lose again, and then losing becomes a habit." Criminal thinking and other addictive barriers most often become habitual for many men and women who have a criminal background. These bad habits are a result of irrational thinking.

Once you understand the barriers that are holding you back and you have gained the knowledge and tools to change your mindset and lifestyle, you can and will become truly a New Contributor and retain that status as a productive and contributing member of society.

**TEMPORARY EMPLOYMENT AGENCIES  
THAT WORK WITH & HIRE JOB SEEKERS WITH  
MISDEMEANORS AND FELONIES  
(Note: No Guarantees for job placement—agencies will  
consider background barriers)**

**American Work Force**

5261 Y2 E. Beverly Blvd  
East Los Angeles, CA 90022  
(310) 675-0958

**Manpower Inc.**

10350 Heritage Park Dr, Ste 107  
Santa Fe Springs, CA  
(562) 903-3990  
Call for Appointment  
Gabby Casares

**American Work Force**

2407 N. Tustin Ave  
Santa Ana, CA 92705  
(949) 263-0400

**Rally Staffing**

8847 Ste L Imperial Hwy  
Downey, CA 90242  
(562) 803-6195  
Branch Mgr: Marcy Barrios  
Mon-Fri 8:30-4pm /Sat 8-4pm  
(Most jobs will require BG checks  
and drug test) but will try to place)

**Labor Ready of So. California**

2253 Atlantic Blvd  
Commerce, CA  
(323) 780-1081  
Apply: Mon-Thurs 1am-3pm  
Contact Ronald Leyva or Brenda Rono

**Tri-State Staffing**

17228 Lakewood Blvd  
Bellflower, CA 90706  
(562) 867-2224  
Manager: Beverly Woodriek

**Labor Ready**

9930 California Ave  
South Gate, CA  
(323) 357-9966  
Apply: Mon-Thurs 3am-5pm  
Contact: Natalie Montenegro  
Or Martha Garcia [1576-](tel:1576-)  
[brlaborready.com](http://brlaborready.com)

**American Work Force**

8540 Woodman Ave  
Panorama City, CA 91402  
(818) 908-1949

**(Please note: Information subject to change without notice)**

### **Labor Solutions Group**

961 N. Azusa Ave  
Covina, CA 91722  
(626) 859-7444  
Contact: Ana Hidalgo or Sasha  
Apply Mon-Thurs Sam-3:30pm  
Fridays by appointment only  
No violent felonies

### **Intertec Personnel**

3560 Santa Anita Ave Ste J  
El Monte, CA 91731  
(626) 579-6955  
Contact: Janet  
Apply: Mon-Thurs 8-11am/1:30-3pm

### **Minute Man Inc.**

142 S. Turnbull Canyon Rd Ste B  
City of Industry, CA 91745  
(626) 330-3160  
Contact: Henry or Randy  
Apply: Mon-Thurs 5:30am-6pm

### **Placement Pros**

214 S. Glendora Ave  
West Covina, CA 91790  
(626) 918-4600  
Requirement: Must have been employed  
Within the *last* 6 months

### **Preferred Personnel**

16025 Gale Ave  
Hacienda Heights, CA 91745  
(626) 961-7776  
Apply: Mon-Fri 8:30-3pm  
Contact: Mary or Maria  
[mperez@onneronnel.com](mailto:mperez@onneronnel.com)

### **Staffing Solutions Inc**

2339 S. Azusa Ave  
West Covina, CA 91792  
(626) 965-6506  
Contact: Daisy  
Apply: Mon-Thurs 7:30-11am/1:30p-4pm

### **Technical Works Inc**

13181 Crossroads Pkwy N. Ste 430  
City of Industry, CA 91746  
(562) 908-1041  
Contact: Stephanie/Recruiting Mgr  
Fax resume to: (562) 908-1042  
[stephanie@technicalworksinc.com](mailto:stephanie@technicalworksinc.com)

### **Pirate Staffing**

12816 Inglewood Ave  
Hawthorne, CA 90250  
(310) 978-8740  
a=("3113)978:131165

**(Please note: Information subject to change without notice)**

**Volt Services Group**

1414 S. Azusa Ave Ste B20  
West Covina, CA 91791  
(626) 931-1437  
Contact: Irving Moran  
Call first for instructions on how to apply

**Staff Mark**

19681 Pacific Gateway Dr  
Torrance, CA 90502  
(310) 316-8555  
Call first. No violent felonies or  
breach of trust backgrounds.  
Most companies will do BG checks  
--but will help place job seekers

**Volt Services Group**

3950 Paramount Blvd #115  
Lakewood, CA 90712  
(310) 316-2132  
Contact recruiter: Yadi  
Most companies will do BG checks,  
but will help place job seekers. Individuals  
are placed on a waiting list for available jobs

**Broadway Solutions Inc.**

6865 E. Washington Blvd  
Montebello, CA 90640  
(323) 727-1105  
(General Labor, Warehouse)  
Most companies will do BG checks  
--but will help place job seekers

**Labor Ready**

706 W. Las Tunas Dr Unit B7  
San Gabriel, CA 91776  
(626) 943-1150

**The Right Man Inc.**

2450 S. Atlantic Blvd  
Los Angeles, CA 90017  
(213) 780-1633

**(Please note: Information subject to change without notice)**

# COMPANIES AND AGENCIES THAT WILL WORK WITH AND HIRE "NEW CONTRIBUTORS" PERSONS WITH A CRIMINAL BACKGROUND

## GOODWILL SOUTHERN CALIFORNIA

342 San Fernando Road

Los Angeles, CA 90031

(323) 223-1211

Goodwill employment practices provide that all individuals be recruited, hired, assigned, advanced, compensated and retained on the basis of their qualifications and that they be treated equally in all respects without regard to age, race, gender, color, national origin, ancestry, marital status, sexual orientation, religious creed, pregnancy or disability.

How to Apply: In Person- Monday — Friday

Walk-in application hours: 8:30am — 4pm

Only applicants selected for an interview will be notified

Goodwill Southern California positions and description can be seen at:

[www.goodwillsocal.org](http://www.goodwillsocal.org)

## VONS & PAVILIONS

**Glendale, Hollywood, Burbank, Los Angeles, San Gabriel, Santa Monica, Torrance, Marina Del Rey, Culver City, Inglewood, Simi Valley**

The company provides an environment where everyone's contributions matter. We provide excellent training programs, flexible work schedules including evenings and weekends, and, of course, the best advancement opportunities. Because it's not just about work, it's about working your way up

**How to apply: In person at your closest store location. Or apply online at: [www.vons.com](http://www.vons.com) or [www.pavilions.com](http://www.pavilions.com)**

**Once you have applied online...the employer will contact you with job openings**

**Staffing Service**

# **CULINARY STAFFING SERVICES IN HOLLYWOOD Will HIRE!**

**Culinary Staffing will hire New Contributors  
(on a case-by-case bases).**

**The convictions can not be violent or sexual in nature.**

The company caters to upscale clients and employees must appear professional and well groomed.

**THEY ARE LOOKING FOR:**

**SERVERS, COOKS, DISHWASHERS AND BARTENDERS  
TO WORK THEIR SPECIAL EVENTS.**

**CANDIDATES MUST HAVE 1-2 YEARS EXPERIENCE AND TAKE  
AND PASS A WRITTEN TEST (IN WHATEVER YOU WANT TO  
APPLY FOR).**

**ONE OF LA'S LEADING STAFFING COMPANIES THAT HANDLES  
TEMPORARY, TEMPORARY TO PERMANENT AND FULL-TIME  
PERMANENT EMPLOYMENT TO MANY DIFFERENT COMPANIES.**

**OUR EVENTS RANGE**

**FROM VERY LARGE AWARDS CEREMONIES AND  
MOVIE PREMIERS TO PRIVATE IN HOME EVENTS.**

**IF YOU ARE LOOKING FOR A FLEXIBLE SCHEDULE  
AND A FUN WORK ENVIROMENT**

**COME IN FOR AN APPLICATIONS AND POSSIBLE INTERVIEW  
MONDAY-THURSDAY 11AM-3PM.**

**7280 Melrose Ave  
Los Angeles, CA 90046**



## **PLAYA VISTA JOB OPPORTUNITIES (PV JOBS)**

### **Los Angeles, CA**

Playa Vista is a construction development, non-profit organization located in Los Angeles. The company allots some of the jobs at the construction site to at-risk people, including individuals with criminal histories.

How to apply: Clients must always be referred from a WorkSource/One Stop Center or community-based organization such as: Metro North WorkSource Center (323) 539-2000

## **CHRYSALIS**

**Los Angeles- 516 S. Main St. 90013 (213) 806-6300**

**Santa Monica- 1853 Lincoln Blvd 90404 (310) 401-9400**

**Pacoima- 14015 Van Nuys Blvd, Ste E, 91331 (818) 794-4200**

Chrysalis operates a full-service staffing agency which, in partnership with the private sector, offers individuals who need work experience the opportunity to re-enter the job market through temporary and temp-to-hire work assignments.

Chrysalis Works-

Transitional 6-month employment opportunities:

Professional Street Maintenance Service

**How to apply:**

**Apply in person or call your nearest location for more information**

## **Staff Management**

Los Angeles area

This agency does staffing for a variety of full & part time 8 hours positions. Some positions include: general warehouse, packers, material handlers, and fork lift drivers

(English or Spanish speakers accepted)

How to apply: Call 1-800-746-9462

Or go to : [www.sm.peoplescout.com](http://www.sm.peoplescout.com)

## **The Bicycle Casino**

**7301 Eastern Ave**

**Bell Gardens, CA 90201**

The Casino has positions that include:

Customer Service Reps, Tram Drivers, Restaurant Cooks, Food Services, Porters, Dishwashers, and Maintenance

**How to apply: Apply in person. Contact the HR Dept**

**Or Fax resume to: (562) 928-0614**

**Or Email resume to: [recruitment@thebike.com](mailto:recruitment@thebike.com)**

**For additional questions: Call (562) 806-4646**

# Programs and Services

## **Weingart Center Association**

566 South San Pedro Street

Los Angeles, CA 90013

(213) 627-9000

[www.weingart.org](http://www.weingart.org)

The EMERGE Program is offered by the Weingart Center Association and provides housing, education, vocational training and job placement to help homeless individuals enhance their earning potential and successfully re-enter the community.

Services are FREE for eligible participants.

A male or female that is currently homeless or at-risk, unemployed and is willing and motivated to accept employment qualifies.

For more information...Call (213) 689-2121

## **Human Potential Consultants**

6 2 2 6 S . W e s t e r n A v e .

L o s A n g e l e s , C A 9 0 0 4 7 (323)

759-8023

[www.hpeemployment.org](http://www.hpeemployment.org)

## **Day Reporting Center**

HPC is the region's leading private provider in the field of offender re-entry, education, rehabilitation, job training and placement for adult women and men.

The Day Reporting Center is an "alternative resource" for parolees who are at great risk of recidivism, need to reintegrate back into society and/or are working towards successfully completing parole. Services are designed to assist parolees to become productive members in their community.

PARTICIPANTS ARE ACCEPTED INTO THE PROGRAM VIA  
PAROLE AGENT REFERRALS ONLY



# Homeboy Industries

130 W. Bruno St.

Los Angeles, CA 90012

Assisting at-risk, disadvantaged, and gang-involved youth to find employment is one of the services provided by Homeboy Industries. We employ three full-time Job Developers to assist in job placement. Because many of our clients are not obvious choices for employers, these Job Developers go out into the community and foster relationships with local businesses, searching out employers who would be willing to work with parolees or former gang members, and taking the time to overcome possible fears and reservations. Because of this extra effort, we are better able to create a positive work environment for our clients looking for jobs, and a better chance of our clients successfully retaining jobs.

How to apply: Call (323) 526-1254 for more information

**(Please note: Information subject to change without notice)** COMPANY &

AGENCY INFORMATION PROVIDED AND UPDATED BY:

Ramon Lopian  
METRO NORTH WORKSOURCE CENTER  
342 SAN FERNANDO ROAD  
LOS ANGELES, CA 90031  
TEL. (323) 539 -2000

Mon, Wed & Fri 9am-5pm/Tue & Thu 8am-7pm & 3rd Sat 9am-1pm



## Homeboy Businesses

In addition to providing job training and placement assistance and other free programs, a distinctive feature of Homeboy Industries is its small businesses, where the most difficult to place individuals are hired in transitional jobs, thus giving them a safe, supportive environment in which to learn both concrete and soft job skills, while simultaneously building their resume and work experience. Over the years, we have grown to include 5 businesses and 1 pilot program. We are delighted to announce that we have recently completed our new Homeboy Headquarters; a building which allows for a much needed expansion of our services, job training businesses.

Homeboy Bakery Was our original business where former rivals work side by side as scratch bakers. We are pleased to re-open the bakery in our new building. With contract and retail sales, it is poised to once again become a cornerstone of our organization.

Homegirl Cafe & Catering Our first business to operate under the Homegirl banner, the Cafe provides a training ground dedicated to female clients in all aspects of the restaurant and service industry. The Cafe has received rave reviews from *Oprah Magazine* and the *Los Angeles Times* for its Latino flavors with a contemporary twist. We also cater small parties.

Homeboy Landscaping Provides landscaping and maintenance services. For contracts call (323)526-1254.

Homeboy Merchandise Sells t-shirts, mugs, tote bags, and more at the new building.

Homeboy Press Begun as a writing program in our Curriculum classes, the Homeboy Press is a pilot program that teaches contemporary computer job skills including typesetting, desk-top publishing, web design, computer graphic design, and editing. The Press will also serve as a voice for Homeboy Industries – a voice of underrepresented, at-risk, and overlooked – publishing its own homegrown writers as well as writers from around the globe.

Homeboy Silk Screen We print custom logos on apparel, provide embroidery services, and promotional products. We have offered transitional employment to over 500 former gang members, and serve over 1,800 local businesses and organizations. Call (213) 623-7955 or [homeboysisilkscreen.com](http://homeboysisilkscreen.com), 1320 S. Santa Fe Ave., Los Angeles, Ca 90021

# HOMEBOY INDUSTRIES

## Jobs not Jails

Homeboy Industries assists at-risk and formerly gang-involved youth to become contributing members of our community through a variety of services in response to their multiple needs. Free programs—including counseling, education, tattoo removal, job training and job placement—enable young people to redirect their lives and provide them with hope for their futures.

Our free support services focus on education, training, financial responsibility and personal development to enable clients to successfully turn their lives around. Services include:

130 W. Bruno St., Los Angeles, CA 90012  
Office: 323.526.1254 Fax: 323.52.1257  
[www.homeboy-industries.org](http://www.homeboy-industries.org)

Work with Clients

Work in our offices often have the most challenges to getting on their feet, and/or are recently released. By meeting regularly with Case Managers, we are able to design short- and long-term plans for our clients, closely monitor progress, and ensure they are receiving the services they need.

**Curriculum/Education:** Because many of our clients struggle with literacy issues and come from home environments without role models and where they did not learn effective life skills, our educational curriculum provides classes such as math, computer, and G.E.D preparation, as well as life skills classes in parenting, personal development, basic finances and budgeting, and household management.

**Employment Counselors:** Our Employment Counselors work with local employers, searching out available jobs, and talking with employers about the unique challenges and rewards of hiring our clients. Additionally, they work one-on-one with clients developing resumes, honing interview skills, and finding good employment matches.

**WIN (Work is Noble):** WIN is an early intervention program offered in cooperation with the Archdiocese of Los Angeles, which serves at risk youth ages 14-18. The intent is to provide entry-level employment opportunities and to divert young teens from gang activity.

**Legal Services Program:** Provides on site guidance, support and referrals for legal issues including immigration status, clearing warrants, child support, and adult and juvenile records. All these are often obstacles for our clients seeking employment.

**Mental Health:** Our Mental Health Program has expanded significantly. Through a partnership with Pacific Clinics, we have added dedicated substance and domestic violence abuse counselors, group therapy, and a psychiatrist for clients in need of more serious help and medication. Peer-to-peer counselors also work with the incarcerated prior to release.

**Twelve Step Meetings:** Recognizing that substance abuse is often linked to violence and gang activity, Alcoholics Anonymous, Narcotics Anonymous and Criminal/Gangmembers Anonymous meetings are held

on site.

**Volunteer "Navigators":** We are fortunate to have volunteers who coordinate with Case Managers, Therapists and other staff to assist clients to enroll in school, obtain driver's licenses, bus tokens, find and retain gainful employment, fulfill their court-ordered community service requirements, etc.

**Ya "Stuvo" Tattoo Removal:** Many gang members have visible tattoos that inhibit their ability to secure employment, thus we offer free tattoo removal. The new building houses two clinic rooms, and an office to hold records and data. Providing an average of 250 treatments *per month*, this continues to be a critical entry point for many clients.

# Homeboy Industries

## Ya 'Stuvo Tattoo Removal

### Free Services

Tattoo removal is a critical positive step in a long and challenging Journey out of gang life and into positive social integration. Homeboy offers free tattoo removal on site.

Tattoo removal is a critical positive step in a long and challenging journey out of gang life and into positive social integration with the community at large. Many gang members have visible tattoos that inhibit their ability to secure employment, thus we offer free tattoo removal. With two laser tattoo removal machines, the new building houses two clinic rooms, a dedicated waiting room, and an office to hold records and data. Providing an average of 250 treatments per month, this continues to be a critical entry point for many clients, who come in for tattoo removal, and then learn of the additional services offered.

Ya'Stuvo means "that's enough, I'm done with that". Tattoo removal is often the first and most urgent treatment accessed in a continuum of case-managed economic development, health and social services offered through Homeboy Industries. In spite of the fact that tattoo removal by laser is known to be painful and takes an average of eight to ten treatments per tattoo, and in some cases up to 1 year to complete, patient retention is virtually 100%.

For appointments, please call (323)526-1254 ext. 351.

Homeboy Industries

130 W. Bruno St.

Los Angeles, CA 90012

[www.homeboy-industries.org](http://www.homeboy-industries.org)

# **"New Contributors"**

# **EXPUNGEMENT**

## **Quick Reference Guide**

Metro North WorkSource &  
Goodwill Job Services  
342 San Fernando Road  
Los Angeles, CA 90031  
(323) 539-2000



Are you eligible for Expungement?  
Are you ready for Expungement?  
Where can I go to get free legal help?  
What happens next?

## WHAT DOES IT MEAN TO "EXPUNGE" MY RECORD?

An "Expungement" occurs when the court dismisses your conviction under California Penal Code 1203.4 (if you were given probation) or California Penal Code 1203.4a (if you were not given probation).

The arrest and the charges will still appear on your official criminal history kept by the Department of Justice in Sacramento. However, rather than being designated as a "conviction," your "rap sheet" will state that the conviction has been set aside and "DISMISSED IN THE INTEREST OF JUSTICE." The case number will have the words "set aside and dismissed" next to it instead of "convicted". It does NOT mean that the conviction is wiped away, sealed, purged or destroyed! The arrest is still there, charges are still there, but technically the conviction is "set aside and dismissed". On background checks done by private employers, they might see that the conviction was dismissed also. There is no guarantee, though, that they won't still see the conviction, because your court file is open to public inspection. RECORDS DO NOT GO AWAY!

## SO WHAT DOES THAT MEAN AND WHAT HAPPENS WHEN I GO FOR A JOB INTERVIEW?

Under the California Code of Regulations 7287.4(d), a private employer cannot ask you about any misdemeanor conviction that has been successfully "expunged."

**BUT EMPLOYERS STILL ASK,** So what should you do when you are asked?

In general, the law is a little unclear about whether you have to tell employers that you have any criminal history once you have had your record expunged. Important to know; There are a few employers where you still have to say "yes", you have been convicted of a crime, even if it's been expunged:

The law is clear that you **MUST TELL** an employer about the conviction if you are applying for:

- Public office
- State licensure (for example, a nursing license, day care license, etc)
- Contract with the State Lottery

The law is not as clear when it comes to other types of applications or employers.

- Because the law only specifically mentions "public office, state licensure, and contract with the State Lottery," *one interpretation* that you are not required to tell any other employer about your expunged conviction. However, because the law is not very clear, this may be a risky and/or a dishonest thing to do.
- The Immigration and Customs Enforcement
- Any state or government office

If an employer asks you about your criminal history and you know that they are going to do a background check, it is probably best to tell them that "you did have a conviction, but that it was dismissed." You do not have to explain yourself any further.

If you are applying for a job in another state, it is better to be on the safe side and tell potential employers that you have had a case but it was dismissed, just in case they have different rules.

If a potential employer asks you if you have ever been convicted, you can honestly answer "no". Legally, the conviction has been set aside and dismissed. If you know they are going to do a background check, you might want to say that you had a case dismissed (just in case they don't see the expungement when they look through the public records.)

## WHAT DOES THIS MEAN IN REGARD TO POLICE AND GOVERNMENT AGENCIES?

- Expungement may help you get a state license (for example, to work in a daycare, or healthcare setting), but it's **NO GUARANTEE**. You should be sure to check with the licensing agency to see if your criminal background (even if it is expunged) will keep you from getting licensed.
- Expunged convictions can still be used as priors and strikes.
- Expunged convictions can still affect your driving privileges.
- Expunged convictions can still restrict your ability to possess a firearm.
- Expungement **DOES NOT** affect sex offender registration requirements.



## **REQUIREMENTS FOR AN EXPUNGEMENT:**

- An individual **MUST NOT** be serving a sentence for anything conviction.
- An individual **MUST NOT** be on probation.
- An individual **MUST NOT** be on parole.
- An individual **MUST HAVE** paid all court fees, restitution, and fines and completed all public service ordered by the Court.
- These convictions are not eligible for expungement:
  1. Vehicle Code section 42001
  2. Penal Code Sections 286(c), 288, 288a(c), 288.5, 289(j), 261.5(d)
  3. Infractions

## **THE FOLLOWING DO NOT HAVE TO BE EXPUNGED:**

### **Diversion Programs;**

- These convictions are cleared automatically upon completion of the diversion program.
- Your "Rap Sheet" will indicate that you were "Detained", rather than "Convicted".

## **TYPES OF CONVICTIONS THAT CAN BE EXPUNGED:**

### **Misdemeanors with Probation**

Misdemeanor convictions can be expunged by submitting a "Petition for Dismissal" and an "Order for Dismissal." These two forms can be used to ask the Court to dismiss your conviction.

You may submit these forms if:

1. You are **NOT** currently serving a sentence for any crime.
2. You are **NOT** currently on probation for any crime.
3. You are **NOT** currently charged with a crime.
4. You **HAVE COMPLETED** all of the terms of your sentence, including payment of all fees, fines, etc.

HOWEVER, if you are still on probation, you may contact the Public Defender in the county you were convicted, and request to have your probation terminated early. If your probation is terminated early, you may submit a Petition as stated above.

### Misdemeanors without Probation

You must wait ONE YEAR after the date of your conviction to submit your "Petition for Dismissal" and "Order for Dismissal" forms  
P.C.1203.4 or P.C. 1203.4a

You may submit this Petition if:

1. You are NOT currently serving a sentence for any crime.
2. You are NOT currently on probation for any crime.
3. You are NOT currently charged with a crime.
4. You have completed all of the terms of your sentence, including payment of all fees, fines, etc.

### Felonies-Jail and/or Probation

- If you served jail and/or probation for your felony conviction, your felony may be reduced to a misdemeanor, "expunged" or both.
  - \*You can request that your felony 1) be reduced to a misdemeanor and 2) be expunged with just one form. This can be done by submitting a "Petition and Order Under P.C. 17(b) (3) and/or P.C. 1203.4.
- You may submit this Petition if:
  - \*You are not currently serving a sentence for any crime;
  - \*You are not currently on probation for any crime;
  - \*You are not currently charged with a crime;
  - \*You have completed all of the terms of our sentence, including payment of all fees, fines, etc.

### Felonies-Prison

- If you have served prison time for your felony conviction, that conviction cannot be expunged.
- You may, however, apply for a "Certificate of Rehabilitation." (this is the first step in an application for a Pardon from the Governor.)
- To apply for a "Certificate of Rehabilitation," contact the Public Defender's office.

What information do I need to have in order to complete the application for **EXPUNGEMENT?**

- The name of the Court where you were convicted.

- The name under which you were convicted.
- Your case number.
- The Code and section number that you violated (for example, Penal Code 647(b))
- The date of your conviction.
- Whether you got probation
- If you were given probation: whether you picked up any other offense during the period of probation, regardless of whether you were formally violated.

### Where can I get this information?

#### Your court file:

- If you know where you were convicted, you can get a copy of your "docket" from the court clerk in that court.
- This may cost approximately \$5.00 (you may also request a fee waiver, and not have to pay for any docket)

#### The Department of Justice:

- If you are unsure of the court in which you were convicted, or you have convictions in several courts in California, it may be easier to request a copy of your California Criminal History from the California Department of Justice.

\*You will need to get fingerprinted at a police station, photo lab, or a bail bondsman (this should cost approximately \$12-\$15).

\*Your application packet must include:

- "Application to Obtain Copy of State Summary Criminal History Record" (indicate "Personal Use" as your reason for the application)

- Fingerprint Card

- \$25.00 or an "Application and Declaration for Waiver of Fee for Obtaining Criminal History Record" (with proof of public assistance or a letter from your case manager)

\*Send your application packet to:

- California Department of Justice, Record Review Unit

P.O. Box 903417

Sacramento, CA 94203

\*Your Criminal History Record will arrive  
in approximately six weeks

## EXPUNGEMENT CHECKLIST

### Your Records:

Obtain a copy of your "Criminal History Record" or "Rap Sheet" or "Docket"

### Forms:

Complete "Petition for Dismissal" (CR-180) and an "Order of Dismissal" (CR-181). You may request these forms from the court in the county in which you were convicted.

### Fee Waiver:

Complete the fee waiver (FW-001, FW-003) or Defendant's Statement of Assets (CR-115) required by the court. Be sure to provide proof of income/public assistance.

### Service:

Ask the court whether you must "serve" the Prosecuting Attorney with a copy of your Petition. This is required in some counties and courts. If you do need to serve the Prosecuting Attorney, ask the clerk for a "Proof of Service" form. You then must have someone other than you, who is over eighteen years old, "serve" the Prosecuting Attorney, complete the "Proof of Service" form, and file it with the court.

### Filing:

Submit forms to the court clerk in the Court in which you were convicted. Judgment:

The Court should rule on your Petition within one to three months.

- If your Petition is denied, you may reapply or appeal.
- If your Petition is granted, the Court will order your record to be updated. It is a good idea to get another copy of your "Criminal History Record" or "Rap Sheet" to make sure that the correct changes are made.

If your record has not been corrected, you may submit a "Claim of Alleged Inaccuracy or Incompleteness" form.

## FREE LEGAL CLINICS IN LOS ANGELES COUNTY

Wilshire-Metro Worksource

Call Brenda Maddix at (213) 365-9829 to register.

☐ 1st and 3rd Monday of every month, 12pm-2pm  
3550 Wilshire Blvd., Suite 500, Los Angeles, CA 90010

Homeboy Industries

Call Elie Miller at (323) 526-1254 for more information.

☐ Monday-Friday, 9am-5pm

130 W. Bruno St., Los Angeles, CA 90012 (near College & Main)

Legal Eagles Free Legal Clinic

Free legal assistance with any issue. Call Karen Ackerson-Brazille at 310-748-2966, in evenings between

7pm-8pm or on Saturday, for more information.

☐ 2nd and 4th Saturday of every month, 9am-noon  
19100 S Susana Rd, Compton, CA 90221

**Mesereau-Ephriam-Vitlaraigosa (MEV) Free Legal Clinic**

Call 323-296-0187 or 323-296-5610; email [info@MEVFreeLegalClinic.com](mailto:info@MEVFreeLegalClinic.com); or visit [www.MEVFreeLegalClinic.com](http://www.MEVFreeLegalClinic.com) for more information.

☐ 1900 W. 48th Street Los Angeles, CA 90062 (corner of 48th & Gramercy)

Neighborhood Legal Services of Los Angeles County (NLS-LA): **Worker's Rights Clinic**

Handles expungements & other worker's rights issues. Call 800-433-6251 ext. 250 for more information.

☐ Every Saturday (excluding holidays), at 9am  
13327 Van Nuys Blvd, Pacoima, CA (at San Fernando Rd.)

☐ Every Wednesday (excluding holidays) at 5pm

9354 Telstar Ave (near Rosemead and 1-10), El Monte, CA

Pepperdine University **Legal Aid Clinic** at Union Rescue Mission

Handles expungement and Homeless Court (resolution of tickets & warrants) issues.

Call 213 347-6300 for more information.

o 545 S. San Pedro Ave., Los Angeles, CA 90013

Fame Free Legal Clinic

No appointment is necessary. Visit [www.famechurch.org](http://www.famechurch.org) for more information.

☐ 2nd & 4th Sunday of every month, 10am until 1pm  
2248 South Hobart Ave, Los Angeles. CA 90018 (near Western and 22nd St.)

Homies Unidos: Legal Clinic **on Detention** and Deportation

Call 213-383-7484 for more information.

☐ 2nd Saturday of every month, 11am - 2pm

2126 W. 7th St., Los Angeles, CA 90057 (between Lake and Alvarado)

Legal Aid Foundation (**West** LA office)

Free legal assistance with expungement, foreclosure, and bankruptcy. Schedule and location varies. Call

323-801-7989 from 1-5pm, ext 5250, or call 801-7957 in the morning only, to register.

Misdemeanors only.

☐ Restrictions: zip codes 90001-90062, and 90305 (with some exceptions).

## Legal Aid

Free legal advice may be obtained from:  
Legal Aid Foundation of Los Angeles (Inner City)  
1550 West 8<sup>th</sup> Street  
Los Angeles, CA 90017  
Telephone: (213) 640-3883

## Expungement Clinics

**Where:**

Department of Public Social Services Metro Special District  
2707 S. Grand Ave.  
First Floor, Conference Room  
Los Angeles, CA 90007

**When:**

4<sup>th</sup> Tuesday of every month  
9:00am to 10:00am

**Contacts:**

Gabriel Gomez (213) 744-3198 Jeannie Sherafatian (213)  
744-3196 Taft Robinson (213) 744-3193



## Criminal Record Print-Outs

You can get a copy of your criminal record print-out for under a dollar, if you need it for employment purposes.

You will need to have a valid identification (California ID or Driver's License) when submitting your request.

**Where:**

The Superior Court  
210 W. Temple Street, 5<sup>th</sup> floor, room 305  
Los Angeles, CA

For more information call:

(213) 974-6365  
(213) 974-6152

## Legal Information and Homeless-Related Services in Los Angeles

### Auto Insurance

Low-Cost – (866) 602-8861

### Bankruptcy

Bet Tzedek Debtors Rights Clinic – (818) 769-0136 ext. 217

Public Counsel – (213) 385-2977, ext.704

Self-Help Desk at the San Fernando Valley Bankruptcy Court – (818) 834-7522, (800) 433-6251 ext. 122

### Consumer Issues

Bet Tzedek – (323) 939-0506

Consumer Credit Counseling Service of Los Angeles - (800) 750-2227

Free Credit Report (one per year): [www.annualcreditreport.com](http://www.annualcreditreport.com)

Legal Aid Foundation of Los Angeles – (323) 801-7989 ext. 5250

Los Angeles Center for Law and Justice– (323) 980-3500

Public Counsel Law Center – (213) 385-2977

### Criminal

Working People's Law Center - (213) 250-5500

### Elderly

Adult Protective Services – (213) 351-5401

### Employment-Related Issues

Bet Tzedek –(323) 939-0506

California Department of Fair Employment and Housing – (800) 884-1684

Equal Employment Opportunity Commission –(800) 669-4000

Legal Aid Foundation of Los Angeles – (213) 487-3320, (213) 640-3884

### Expungement

Friends Outside–(323) 249-9683, ext. 101

Tomboy Industries –(323) 526-1254 ext 325

Legal Aid Foundation of Los Angeles– (323) 801-7989 ext. 5250

Pepperdine Legal Aid Clinic –(213) 347-6300 ext. 4413

Family Law (custody, child support, dissolution; etc.)

Harriet Buhai Center for Family Law – (213) 388-7515

Legal Aid Foundation of Los Angeles (111 N. Hill St. courthouse location) – (213) 624-3665

\*Levitt and Quinn – (213) 482-1800

Los Angeles Center for Law and Justice – (323) 980-3500

Neighborhood Legal Service – (800) 433-6251

Working People's Law Center - (213) 250-5500

### General Relief/Food Stamps/CalWORKs

Website: [hcm.org](http://hcm.org)

For Advocacy Services: Public Counsel - (213) 385-2977, Christine ext. 287; Legal Aid Foundation (213) 640-3883

### Government Benefits (SSI, etc.)

Bet Tzedek – (323) 939-0506

Inner City Law Center - (213) 891-2880

Legal Aid Foundation of Los Angeles – (800) 399-4529

Los Angeles Center for Law and Justice – (323) 980-3500

Disability Rights California – (800) 776-5746

### HIV-Related Legal Issues

AIDS Project Los Angeles – (213) 201-1500

BALSA (HIV and AIDS Legal Services Alliance) – (213) 637-1690

### Homeless Court (Los Angeles County only) – (213) 485-5460

Housing/Landlord Issues (eviction, habitability, discrimination, etc.)

\*BASTA for Justice – (213) 736-5050

Bet Tzedek – (323) 939-0506

\*Eastside Housing Rights Clinic – (323) 980-3500

Eviction Defense Center (Legal Aid Foundation of Los Angeles) – (213) 640-3881

"Eviction Defense Network – (213) 385-8112

Fair Housing Foundation – (323) 295-3302  
Housing Rights Center – (800) 477-5977  
Inner City Law Center (213) 891-2880  
Los Angeles Center for Law and Justice– (323) 980-3500  
\*Los Angeles Housing Law Project –(213)481-0134  
Neighborhood Legal Services of Los Angeles County – (800) 433-6251

#### Immigration

CARECEN (Central American Resource Center) –(213) 385-7800  
El Rescate– (213) 387-3284  
Immigration Center for Women and Children – (213) 614-1165  
International Institute - (323) 264-6217  
LACBA Immigration Assistance Project – (213) 485-1872  
Legal Aid Foundation of Los Angeles – (213) 640-3900  
Los Angeles Center for Law and Justice– (323) 980-3500  
Public Counsel Law Center– (213) 385-2977  
Medical/Dental (free or low-cost)  
Hollywood/Sunset Free Clinic – (323) 660-7959  
JWCH institute (213) 622-2639  
Los Angeles Mission Community Clinic – (800) 956-0885, (213) 893-1960  
Queenscare Family Clinic– (323) 953-7333, (323) 953-7170, (213) 380-7298, (213) 368-9779  
Saban Free Clinic– (323) 653-1990, (323) 653-8622  
St. Anthony Medical Center –(213) 384-4555, (213) 755-9555, (323) 469-5555  
T.H.E. Clinic – (323) 295-6571, (323) 730-9777, (323) 730-7099  
Umma Clinic – (323) 789-5610  
USC Dental Clinic at Union Rescue Mission – (213) 347-6300  
Venice Family Clinic – (310) 392-8636  
Watts Healthcare Corporation – (323) 290-3400

#### Mental Health

Disability Rights California – (800) 776-5746  
Mental Health Advocacy Services - (213) 389-2077

#### Police Abuse

Police Watch – (213) 387-3325, press 2 (for complaints about police or security guard abuse, false arrests, harassment, etc.)

Public Defender's Office – (213) 974-2811, Website: <http://pd.co.la.ca.us>; Federal Public Defender – (2 /3) 894-2854

#### Small Claims

<http://www.lasuperiorcourt.org/smallclaims/main.htm>; Dept. of Consumer Affairs Small Claims Advisor Program – (213) 974-9759, 8:30am – 4:30pm Mon.–Fri.

#### Tax Issues

Volunteer Tax Assistance-- (800) 829-1040, (800) 829-4059

#### Veterans' Issues

Inner City Law Center - (213) 891-2880  
Public Counsel – (213) 385-2977, Rick ext. 288  
U.S. Vets – (310) 348-7600

#### Youth

California Youth Crisis Line - (800) 843-5200  
Independent Living Program (ILP) - (213) 351-0100/0101, probation (323) 226-8877  
Los Angeles Center for Law and Justice – (323) 980-3500  
Public Counsel Law Center – (213) 385-2977  
The Alliance for Children's Rights (213) 368-6010

#### Hollines/Referral Lines

211/InfoLine – (800) 339-6993 –This is a helpline and referral service for homeless-related issues  
Child Abuse – (800) 540-4000  
Domestic Violence/Sexual Assault – (800) 339-3940  
Elder Abuse –(800) 992-1660  
Law Help California – legal help and referrals - website: <http://www.lawhelpcalifornia.org/CA/>  
\*Los Angeles County Bar Association Referral Line – (213) 243-1525  
Mental Health ACCESS – (800) 854-7771  
Substance Abuse – (800) 564-6600  
Suicide Prevention and Survivor – (877) 727-4747, (310) 391-1253

\*denotes agency that charges a fee for services



**NEWS RELEASE**  
August 26, 2008

**Event Contact:**  
Cecile Walters, 562.570.4788

## **Clearing A Criminal Record Community-Wide Expungement Education Workshop**

Do you or someone you know have an adult or juvenile record that needs clearing? If so, you'll want to attend the Expungement Education Workshop, September 10, 5:30 pm-7:30 pm, at McBride Park, 1550 Martin Luther King Jr. Ave, Long Beach, CA 90806.

"This community-wide Expungement Education Workshop offers a ray of hope to adult and juvenile residents whose backgrounds have been adversely impacted by the criminal justice system. Clearing one's record of a negative past will enable that individual to begin a new journey toward an improved self-esteem, gainful employment, and personal stability. A key objective of this workshop is to provide residents with useful information which will make possible their ability to become contributing and productive members of the city of Long Beach and throughout the region," said Lydia Hollie, Chair, Long Beach Youth and Gang Violence Prevention Task Force and Co-Chair, Long Beach Weed and Seed Steering Committee.

At the workshop, participants will receive pertinent information from employment and criminal attorneys; access certificate of rehabilitation sessions; information on expungement of adult convictions & sealing of juvenile records; and assistance with completing required expungement forms.

"We know that there are those in the community ready to begin a new life and this expungement workshop can help them with the first step in that journey. We encourage them to call and register right now," said Long Beach Councilmember Dee Andrews, whose 6<sup>th</sup> District includes McBride Park. "I'd also like to thank Los Angeles County Supervisor Don Knabe and the other partners for making this life-changing event possible."

"Expungement of a criminal conviction may provide the applicant with just the break they need to succeed in rehabilitation. The City Prosecutor's Office fully supports such efforts," said Long Beach City Prosecutor Tom Reeves.

Spanish & Khmer language interpreters will be available. To register for the workshop, individuals should call 562.570.4794.

MORE

ADMINISTERED BY:



To complete an expungement application, participants will need to have the following information:

### **For Adult Convictions**

- Case number
- Date of conviction
- Code section
- Criminal history rap sheet. If you don't have it, contact:  
**For convictions in LA County:** Hall of Records, 12300 imperial Hwy, 2<sup>4d</sup> Floor, Room 2207, Norwalk, 90650 or Los Angeles County free Public Records' Directory, [http://publicrecords.onlineresearches.com/CA\\_LosAngeles.htra](http://publicrecords.onlineresearches.com/CA_LosAngeles.htra)
- For convictions in other California counties:** California Department of Justice, P.O. Box 903417, Sacramento, 94203-4170, Attn: Records Review Unit

### **For Juvenile Petitions**

- Case number
- Date of arrest
- Name of arresting agency
- Code section and disposition
- JAI print-out. If you don't have it, contact the Juvenile Court Clerk's Office  
Long Beach Courthouse, 415 West Ocean Blvd, Long Beach, California 90802

This workshop is made possible through the partnership of Legal Aid Foundation of Los Angeles, Long Beach Office; Long Beach City Prosecutor Tom Reeves; Long Beach Community Action Partnership; Long Beach Health and Human Services Weed and Seed Steering Committee; Long Beach Parks, Recreation and Marine Department; Long Beach Youth and Gang Violence Prevention Task Force; Los Angeles County Department of Public Social Service; Los Angeles County Supervisor Don Knabe; Pacific Gateway Workforce Investment Network; and Pepperdine Legal Aid Clinic.

Equal Opportunity Employer/Program. Auxiliary aids and services available upon request to individuals with disabilities. To request a reasonable accommodation, please call 562.570.3738 or TTY 562.570.4629, at least 72 hours prior to event.

audits should be received by least 72 hours in advance of #





# A New Way of Life Reentry Project™

*Helping women and girls break the cycle of entrapment in the criminal justice system and lead healthy and satisfying lives*

Home About Us services/Resources Advocacy/Leadership Issues in Depth Contact Us CONTRIBUTE

## REENTRY LEGAL CLINIC

A New Way of Life Reentry Project hosts a monthly Reentry Legal Clinic in collaboration with the UCLA School of Law, at WLCAC Phoenix [Hail, 10950 S. Central Ave, Los Angeles CA 90050](#) on the second Saturday of each Month between 10am and 12pm. We assist people in search of employment to clean up their criminal records and to understand employment law that relates to people with prior convictions. Since September 2007, we have helped hundreds of individuals "expunge" misdemeanor and felony convictions, seek certificates of rehabilitation, appeal denials of occupational licenses, and challenge employment discrimination.



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You can [sign up online](#).

There are a number of other free legal clinics around Los Angeles that also offer expungement and other legal services. Click [here](#) to download the list.

We offer the following services at our scheduled clinics and on an individual basis when possible:

### "CLEAN SLATE"

Most convictions may be expunged, as long as the conviction did not result in a prison term. For convictions that resulted in a prison sentence, you must seek a Certificate of Rehabilitation (LINK). Expungement does not remove a conviction from one's criminal record, but does amend the record to read: "set aside and dismissed" next to the conviction in question. If all of your convictions have been dismissed, you are legally allowed to answer "No" to the question "Have you ever been convicted of a crime." See [this document](#) for a full discussion of the issue.

Many employers understand the significance of expungement and offer employment to people who expunge their convictions. Click [here](#) for answers to Frequently Asked Questions about Expungement.

You can attend a free legal clinic to help you pursue expungement. Resources are also available online to assist those who wish to pursue expungement on their own. [hilMeigervice of Los Angeles County](#) put together an excellent manual explaining the process online [here](#), and California Court has its own frequently asked questions page

on expungement [here](#). You can download the necessary forms from this page.

## EMPLOYMENT DISCRIMINATION COMPLAINT

Discrimination based on race or national origin is illegal under Title VII of the Civil Rights Act of 1964. Therefore, if a hiring practice affects people of a certain race more than others, the employer must prove the policy is a 'business necessity.' Because people of color are over-represented in the criminal justice system, a hiring policy that excludes people with convictions could have an unequal impact on people of color, thereby violating the law.

The federal agency in charge of enforcing Title VII, the Equal Employment Opportunity Commission, has taken the position that an employer cannot refuse to hire a person based on their conviction history unless his/her conviction(s) are directly related to the job. Employers are required to consider the nature of the job, the nature and seriousness of the offense, and the length of time since the conviction and/or incarceration in making a determination about an applicant.

Employers should not adopt blanket policies that exclude people with criminal records. Also, under California law, employers are not permitted to inquire about arrests, nor are you required to list them on most job applications. We provide initial screening for Title VII complaints to [EEOC](#).

## OCCUPATIONAL LICENSING

If you have been denied an occupational license due to your criminal history, you have the right to appeal the decision of the Board to an administrative judge. We research and explain how to exercise that right. For some, simply asking for an appeal results in the Board granting the requested license, so we strongly advise that you pursue it.

Home About Us [Services/Resources](#) Advocacy/Leadership Issues in Depth Contact Us [CONTRIBUTE](#)

©2003 A New Way of Life Reentry Project™ PO Box 875288, Los Angeles, CA 90087  
323-563-3575 (tel) • 323-563-1889 (fax) • [Info@anewwayoflife.org](mailto:Info@anewwayoflife.org)

# NEW START LA

NEW START IS LOOKING FOR QUALIFIED

# PAROLEES FOR ITS PRISON-TO-EMPLOYMENT PROGRAM

*New Start is an employment program that assists parolees develop marketable skills and gain permanent employment.*

If you live in South Los Angeles or San Fernando Valley and meet the following criteria you *may* be eligible to participate in the program:

- *Have you been on parole for 6 months or less?*
- *Never been convicted of arson or sex offense?*
- *Not an interstate or INS parolee?*

**Call us and let one of our Case Managers pre-screen you today!**

**VN START LA**

NEW START-LOS ANGELES  
AVV WorkSource Center  
3765 S. Vermont Avenue  
Los Angeles, CA 90037

Contact: Joseph Paut at (323) 730-7900 x229

ITS 5717 SAN FERNANDO VALLEY:  
--Vari: Noys' WOI: k\$OUrce: cooters  
15400(5b00nayVaysuite: 140-  
y.ei: -Ruysci ec] 91406

Contact: Reggie Stewart (818)- 504-0334 x119

# CRIMINAL RECORD PRINT-OUTS

FEE WAIVER  
FORM  
AND  
APPLICATION



ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, state bar number, and address):  TELEPHONE NO: _____ FAX NO. (Op5ona7): _____ E-MAIL ADDRESS (Optional): _____ ATTORNEY FOR (Name): _____	FOR COURT USE ONLY
	NAME OF COURT: STREET ADDRESS: MAILING ADDRESS: CITY AND ZIP CODE: BRANCH NAME:
PLAINTIFF/ PETITIONER: DEFENDANT/ RESPONDENT:	
<b>APPLICATION FOR WAIVER OF COURT FEES AND COSTS</b>	CASE NUMBER:

I request a court order so that I do not have to pay court fees and costs.

1. a.  I am *not* able to pay any of the court fees and costs.  
 b. I  I am able to pay *only* the following court fees and costs (specify):
2. My current street or mailing address is (if applicable, include city or town, apartment no., if any, and zip code):
3. a. My occupation, employer, and employees address are (specify):  
 b. My spouse's occupation, employer, and employees address are (specify):
4. I  I am receiving financial assistance under one or more of the following programs:
  - a.  1 SSI and SSP: Supplemental Security Income and State Supplemental Payments Programs
  - b.  1 CalWORKs: California Work Opportunity and Responsibility to Kids Act, implementing TANF, Temporary Assistance for Needy Families (formerly AFDC)
  - c.  I Food Stamps: The Food Stamp Program
  - d.  I County Relief, General Relief (G.R.), or General Assistance (G.A.)
5. If you checked box 4, you must check and complete one of the three boxes below, unless you are a defendant in an unlawful detainer action. Do not check more than one box.

- a.  (Optional) My Medi-Cal number is (specify): \_\_\_\_\_
- b.  (Optional) My social security number is (specify): \_\_\_\_\_

and my date of birth is (specify): \_\_\_\_\_  
*[Federal law does not require that you give your social security number. However, if you don't give your social security number, you must check box C and attach documents to verify the benefits checked in item 4.]*

- c.  I am attaching documents to verify receipt of the benefits checked in item 4, if requested by the court. [See Form FW-001-INFO, Information Sheet on Waiver of Court Fees and Costs, available from the clerk's office, for a list of acceptable documents.]

(If you checked box 4 above, skip items 6 and 7, and sign at the bottom of this side.)

6.  My total gross monthly household income is less than the amount shown on the Information Sheet on Waiver of Court Fees and Costs available from the clerk's office.

[If you checked box 6 above, skip item 7, complete items 8, 9a, 9d, 9f, and 9g on the back of this form, and sign at the bottom of this side.]

7.  My income is not enough to pay for the common necessities of life for me and the people in my family whom I support and also pay court fees and costs. [If you check this box, you must complete the back of this form.]

**WARNING:** You must immediately tell the court if you become able to pay court fees or costs during this action. You may be ordered to appear in court and answer questions about your ability to pay court fees or costs.

I declare under penalty of perjury under the laws of the State of California that the information on both sides of this form and all attachments are true and correct.

Date: \_\_\_\_\_

(TYPE OR PRINT NAME)	(Financial information on reverse)	(SIGNATURE)
----------------------	------------------------------------	-------------

PLAINTIFF/PETITIONER:
DEFENDANT/RESPONDENT:

CASE nymaEft

FINANCIAL INFORMATION

8. My pay changes considerably from month to month. [If you check this box, each of the amounts reported in item 9 should be your average for the past 12 months.]

9 MY MONTHLY INCOME

a. My gross monthly pay is: \$
b. My payroll deductions are (specify purpose and amount):
(1) \$
(2) \$
(3) \$
(4) \$
My TOTAL payroll deduction amount is: \$

c. My monthly take-home pay is (a. minus b.) \$

d. Other money I get each month is (specify source and amount; include spousal support, child support, parental support, support from outside the home, scholarships, retirement or pensions, social security, disability, unemployment, military basic allowance for quarters (BAQ), veterans payments, dividends, interest or royalty, trust income, annuities, net business income, net rental income, reimbursement of job-related expenses, and net gambling or lottery winnings):
(1) \$
(2) \$
(3) \$
(4) \$
The TOTAL amount of other money is: \$
(If more space is needed, attach page labeled Attachment Pd.)

e. MY TOTAL MONTHLY INCOME IS (c. plus d) \$

f. Number of persons living in my home: Below list all the persons living in your home, including your spouse, who depend in whole or in part on you for support, or on whom you depend in whole or in part for support:

Table with columns: Name, Am Relationship, Gross Monthly Income. Rows (1) through (5) for listing household members.

The TOTAL amount of other money is: (If more space is needed, attach page labeled Attachment a)

g. MY TOTAL GROSS MONTHLY HOUSEHOLD INCOME IS (a. plus d. plus f): \$

10.1 own or have an interest in the following property;

- a. Cash \$
(2)
(3) \$
(4) \$

10. c. Cars, other vehicles, and boats (list make, year, fair market value (FMV), and loan balance of each):

Table with columns: Property, FMV, Loan. Rows (1), (2), (3) for listing vehicles.

d. Real estate (list address, estimated fair market value (FMV), and loan balance of each property):

Table with columns: Property, FMV, Loan. Rows (1), (2), (3) for listing real estate.

e. Other personal property (list separately): bonds, etc. (list separately):

11. My monthly expenses not already listed in Item 9b above are the following:

- a. Rent or house payment & maintenance
b. Food and household supplies
c. Utilities and telephone
d. Clothing
e. Laundry and cleaning
f. Medical and dental payments
g. Insurance (life, health; accident, etc.)
h. School, child care
i. Child, spousal support (prior marriage)

J. Transportation and auto expenses (insurance, gas, repair) \$

k. Installment payments (specify purpose and amount):

(1) \$
(2) \$
(3) \$
The TOTAL amount of monthly installment payments is: \$

I. Amounts deducted due to wage assignments and earnings withholding orders: \$

m. Other expenses (specify):

(1) \$
(2) \$
(3) \$
(4) \$
(5) \$ The TOTAL amount of other monthly expenses is: \$

n. MY TOTAL MONTHLY EXPENSES ARE (add a. through m.): \$

12. Other facts that support this application are (describe unusual medical needs, expenses for recent family emergencies, or other unusual circumstances or expenses to help the court understand your budget; If more space is needed, attach page labeled Attachment 12):

WARNING: You must immediately tell the court if you become able to pay court fees or costs during this action. You may be ordered to appear in court and answer questions about your ability to pay court fees or costs.

ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, state bar number, and address):		FOR COURT USE ONLY	
TELEPHONE NO:	FAX NO:		
E-MAIL ADDRESS (option*)			
ATTORNEY FOR (Name):			
SUPERIOR COURT OF CALIFORNIA, COUNTY OF		STREET ADDRESS:	
C I T Y A N D Z I P C O D E :		MAILING ADDRESS:	
		BRANCH NAME:	
PLAINTIFF/ PETITIONER:			
DEFENDANT/ RESPONDENT:		CASE NUMBER	
ORDER ON APPLICATION FOR WAIVER OF COURT FEES AND COSTS			

1. The application was filed on (date): [redacted] A previous order was issued on (date): [redacted]

2. The application was filed by (name): [redacted]

3. IT IS ORDERED that the application is granted [redacted] in whole [redacted] in part (complete Item 4 below).

a. 11 No payments. Payment of all the fees and costs listed in California Rules of Court, rule 3.61, is waived.

b. [redacted] The applicant shall pay all the fees and costs listed in California Rules of Court, rule 3.61, EXCEPT the following:

(1) 1 Filing papers. (6) F 1 Sheriff and marshal fees.

(2) F 1 Certification and copying. (7) F 1 Reporter's fees' (valid for 60 days).

(3) [redacted]

(4) [redacted]

[redacted] Court-appointed interpreter.

Reporter's fees are tier dtein pursuant to Code Civ. Proc., §§ 269, 274c, and Gov. Code, §§ 69947, 69948, and 72195.

c. Method of payment. The applicant shall pay all the fees and costs when charged, EXCEPT as follows: (1) [redacted] Pay (specify): [redacted] percent. (2) r iPaY: \$ [redacted] per month or more until the balance is paid.

d. The clerk of the court, county financial officer, or appropriate county officer is authorized to require the applicant to [redacted] four-month period. [redacted] The applicant is ordered to appear in this court as follows for review of his or her financial status:

Date: [redacted] Time: [redacted] Dept.: [redacted] Div.: [redacted] Room: [redacted]

e. [redacted] The clerk is directed to mail a copy of this order only to the applicant's attorney or to the applicant if not represented.

1. All unpaid fees and costs shall be deemed to be taxable costs if the applicant is entitled to costs and shall be a lien on any Judgment recovered by the applicant and shall be paid directly to the clerk by the Judgment debtor upon such recovery.

4. IT IS ORDERED that the application is denied [redacted] in whole [redacted] in part for the following reasons (see Cal. Rules of Court, rules 3.50-3.0):

a. [redacted]

b. [redacted]

c. [redacted]

d. The clerk is directed to mail a copy of this order to all parties who have appeared in this action. [redacted]

5. IT IS ORDERED that a hearing be held.

a. The substantial evidentiary conflict to be resolved by the hearing is (specify): [redacted]

b. The applicant should appear in this court at the following hearing to help resolve the conflict:

Date: [redacted] Time: [redacted] Dept.: [redacted] Div.: [redacted] Room: [redacted]

WARNING: The applicant must immediately tell the court if he or she becomes able to pay court fees or costs during this action. The applicant may be ordered to appear in court and answer questions about his or her ability to pay fees or costs.

Date: [redacted]

[redacted] Clerk, by [redacted], Deputy

PLAINTIFF/PETITIONER (Name): DEFENDANT/RESPONDENT (Name):	CASE NUMBER:
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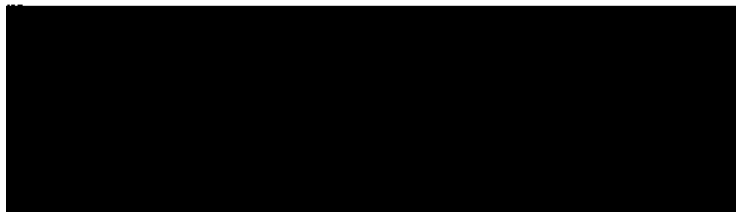
4b I Application is denied in whole or in part (specify reasons):

CLERK'S CERTIFICATE OF MAILING

I certify that I am not a party to this cause and that a true copy of the foregoing was mailed first class, postage prepaid; in a sealed envelope addressed as shown below, and that the mailing of the foregoing and execution of this certificate occurred at  
 (place): \_\_\_\_\_ California,  
 on (date): \_\_\_\_\_

Clerk, by \_\_\_\_\_, Deputy

\_\_\_\_\_



\_\_\_\_\_  
 \_\_\_\_\_

C  
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(SEAQ

ERK'S CERTIFICATE

I certify that the foregoing is a true and correct copy of the original on file in my office.

Date: Clerk, by \_\_\_\_\_, Deputy



the NATIONAL REENTRY JUSTICE: CENTER

# RESOURCE CENTER

REENTRY JUSTICE CENTER

Supported by the Bureau of Justice

Assistance

## NEW RESOURCES: FAQs ON HOUSING AND EMPLOYMENT FOR PEOPLE RELEASED FROM PRISON AND JAIL

Do you have questions about how to help people returning from prison and jail access housing or jobs? If so, the answers to your questions may well be found here:

<http://www.nationalreentryresourcecenter.org/faqs>.

In collaboration with its partners, the National Reentry Resource Center (NRRC) has developed a series of frequently asked questions (FAQs) on hot topics in reentry. These issues target key areas to help formerly incarcerated individuals successfully re-engage in the community. Answers to questions about housing and employment are now available. Coming soon: Additional FAQs will be released that focus on the intersection of reentry and

- behavioral health;
- victims issues;
- pre-release planning and post-release supervision;
- tribal affairs;
- juvenile justice; and
- local government.

Still have questions? Contact the National Reentry Resource Center: [info@nationalreentryresourcecenter.org](mailto:info@nationalreentryresourcecenter.org) to get help answering your specific concerns.

This is a National Reentry Resource Center Spotlight Announcement. This announcement is funded in whole or in part through a grant (award number: 2009-CZBX-K001) from the Bureau of Justice

Assistance, Office of Justice Programs, U.S. Department of Justice. Neither the U.S. Department of Justice nor any of its components operate, control, are responsible for, or necessarily endorse, this announcement (including, without limitation, its content, technical infrastructure, and policies, and any services or tools provided).

NJEIGI-113(DRHC)<sup>0</sup>•C)

## Pasadena

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A N G E I \_ E S

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# Self-Help Legal Access Center

## WE CAN HELP YOU HELP YOURSELF

**The following services are provided between 8 - 4PM:**

Divorces,

Domestic Partnership Divorces, Response to Divorce  
Paternity, Child Custody, Visitation  
Name Change, Civil Harassment Restraining Orders

**The following service is provided beginning at 1:30 PM:**

Evictions

### BRING ALL YOUR COURT PAPERS WITH YOU!

Due to limited resources all services may not be available to you the day you come in. You may need to return another day for a workshop or to have your paperwork reviewed.

CAIiserslcarreywonglbesktopWasadena

**Where**  
Pasadena Courthouse  
300 East Walnut Street,  
3<sup>rd</sup> Floor, Room 300  
Pasadena, CA 91101  
**When:** Monday - Friday  
**Closed Every Friday at Noon**

A project of the State Bar of California Legal Services Trust Fund -  
Equal Access Partnership Grant

# RE-ENTRY LEGAL CLINIC!!

2<sup>nd</sup> Saturday of every month from 10am-12noon

Get free help with:

Expungement,

Reducing Felonies to Misdemeanors,

Occupational Licensing,

Record-based Employment Discrimination,

Certificates of Rehabilitation/Pardon,

Juvenile Record Sealing

Tom Bradley Multi-purpose Senior Center

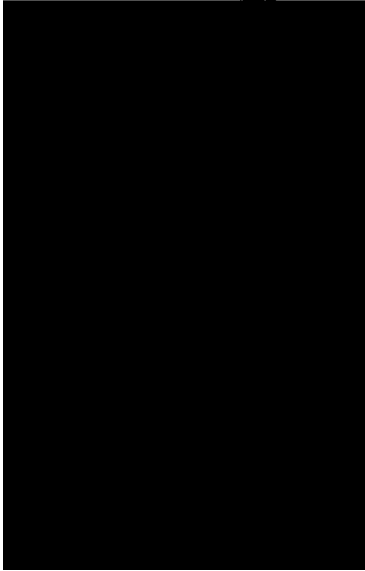
10957 South Central Ave

Los Angeles, CA90059

Must pre-register! 323-357-8431



*SHED NEW LIGHT ON YOUR CRIMINAL RECORD*



Free  
**EXPUNGEMENT**  
Processing

Offered by

**QUANTUM**  
**Re-Entry Services**

335 E. Manchester Bl.  
Inglewood, CA 90301

You are ready for expungement if you are not on probation or parole, not charged with any new crime and have paid all fines and fees for the convictions you want to expunge.

*NOTE: if you were convicted of a federal crime, you are not eligible for expungement.*

*Services available by appointment only*

Call: (310) 693-6533 or e-mail: [expungements@quantumcdc.org](mailto:expungements@quantumcdc.org)

**What to Bring:** For best service, please bring a copy of your criminal record from the court or your DOJ Rap Sheet. To obtain a copy of your record, go to any criminal court in Los Angeles County and ask the Clerk's Office for a *complete* print-out of your criminal history. If conviction was outside of Los Angeles County, contact the Court Clerk where you were convicted for information on obtaining your court file.

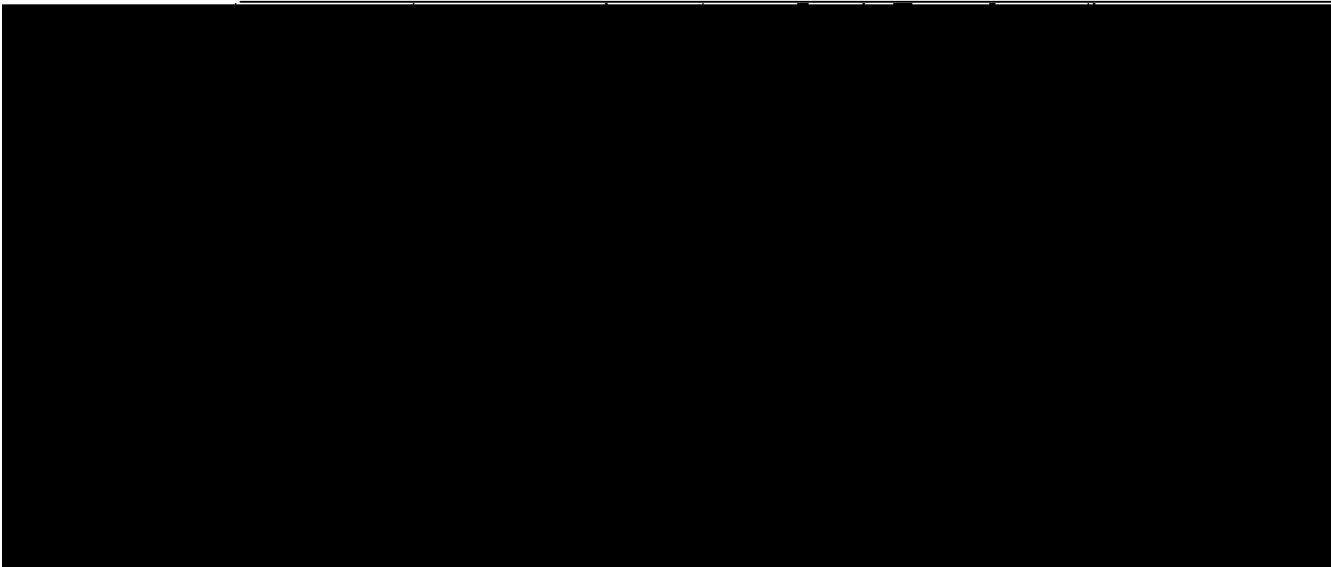


*Quantum Re-Entry Services is a project of* **UIIANTUM**

Clean Up---Your Criminal Record

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# Expungement



## W O R K S H O P

Are you looking for a job?

Will you pass a background check?

Have you recently been in jail?

Have you completed probation?

Have you completed payment?

Every Month-3rd Tuesday -1 p.m.



VA Long Beach Healthcare System

Building 50, 108L

5901 East Ave 7th Street, Long Beach, CA 90822

Question? ***Kay Kim (562) 826-5593***

\* NO Reservation

[www.laul.org](http://www.laul.org)

Come to the...

# REENTRY LEGAL CLINIC

1st Friday of every month

2:00-4:00pm

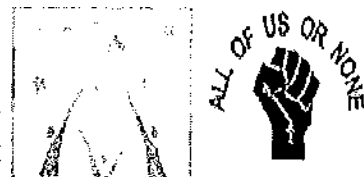
WLCAC, Phoenix Hall  
10950 South Central Ave, L.A. 90059

To register, call: 323-357-8431  
(Walk-ins OK, but not guaranteed service)

- Expungement
- Reducing Felonies to Misdemeanors
- Occupational Licensing
- Record-based Employment Discrimination
- Certificates of Rehabilitation/Pardon
- Juvenile Record Sealing

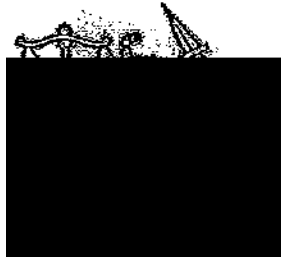
**What to Bring:** Please bring a copy of your complete criminal record from the court, or your DOJ Rap Sheet. To obtain court files, go to any criminal court in Los Angeles County and ask the clerk's office for a complete print-out of your criminal docket. For help with employment discrimination or occupational licenses, please bring a copy of your resume and job/license applications (if any).

**Am I Ready?** You are ready for expungement if you are not on probation or parole, are not currently charged with any new crime and have paid all fines and fees for the convictions you want to expunge.



MIAYK'S *The Worot*  
Le AL PRDeessi Ne<sub>t</sub> seRviaes

2717 West 54<sup>th</sup> Street  
Los Angeles, CA 90043  
323-291-0328  
323-291-0740 Fax



**WE CAN HELP YOU:**

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CHILD SUPPORT	TRUST
VISITATION	GUARDIANSHIP
RESTRAINING ORDERS	CONSERVATORSHIP
DIVORCE	NAME CHANGES
EXPUNGEMENTS	LIVING WILLS
EVICCTIONS	SMALL CLAIMS
BLOOD TEST	CHILD CUSTODY
WE CAN:	

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- GET YOUR DRIVERS LICENSE BACK FROM CHILD SUPPORT
- GET YOUR VISITATION RIGHTS
- GET PAYMENTS THAT YOU CAN AFFORD
- MODIFY COURT ORDERS

**BEING EVICTED**

LANDLORD TRYING TO PUT YOU OUT!!!  
WE CAN HELP! DON'T WAIT!!!

**WE OFFER**

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EXCEPCTIONAL SERVICE AT A INEXPENSIVE COST

CALL NAOMI (323) 291-0328  
(HABLAMOS ESPANOL)

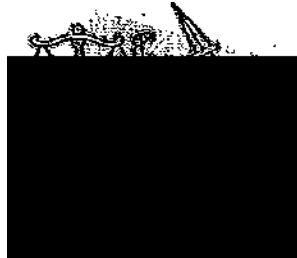
MON-FRI 9:00AM – 6:00PM SAT 9:00AM - 1:00PM

WWW.myspace.comimumstlieword4u

# ss LP PaLabrol

## servi,ctos prooessos *Lea PLes*

2717 West 54<sup>th</sup> Street  
Los Angeles, CA 90043  
323-291-0163  
323-291-0740 Fax



### LE PODEMOS AYUDAR:

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SOSTENIMIENTO AL NINO	TRUST
VISITACIONES	GUARDIANSHIP
ORDEN DE RESTRICION	CONSERVATORSHIP
DIVORCIOS	CAMMOS DE NOMBRE
CUSTODIA DE NINO	DESALOJO
EXAMEN DE SANGRE	PEQUENAS DEMANDAS
TESTAMENTO VITAL	CRIMINALES
BORRACION DE ARCHIVOS	

PODEMOS:

- 
- DEVOLVERLE LA LICENCIA DE MANEJO POR CAUSA DE SOSTENIMIENTO AL NINO
  - RECIBA DERECHOS DE VISITACIONES
  - COSTO RASONABLE
  - MODIFICAR ORDENES DE CORTE

DESALOJO  
LA DUEÑA O DUENO LA QUIEREN SACAR  
NOSOTROS LE PODEMOS AYUDAR! NO ESPERE!!!

### **OFRECEMOS**

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EXCEPCIONAL SERVICIO A BAJO COSTO

CALL NAOMI (323) 291-0328  
(HABLAMOS ESPANOL)

LUNES-VIERNES DE 9:00AM - 6:00PM SABADO 9:00AM - 1:00PM

# Union Apprenticeships in Southern California

Many of these Union Apprenticeships do not require any formal education, while others only require a GED or High School Diploma and possibly some basic knowledge of mathematics)

"New Contributors" are accepted

Asbestos Workers  
Automotive  
Barber  
Boilermaker  
Bricklayer  
Carpentry  
Carpet Linoleum  
Cement Masons  
Civil Service  
Cosmetology  
Dryvval/Lathers  
Electrical & Electric  
Elevator Mechanic  
Operating Engineer  
Glazier & Glass Workers  
Heating, Ventilation & Air Conditioning  
Iron & Steel Workers  
Laborers  
Linemen  
Machinist  
Millwright  
Painting & Decoration  
Plasterer  
Plumbing, Pipefitting & Welding  
Roofer  
Sheet Metal  
Surveyor  
Tile Layer/Setter



# INFORMATION ON ENTRY LEVEL OIL REFINERY JOBS

**A list of contact information for those companies is now available**

The following information provides the steps and the minimum requirements to work on an oil rig or at an oil refinery.

**The first thing to do is to obtain an RSO (Refinery Safety Orientation) card.**

When you acquire your RSO card, then you may apply for entry level jobs.

**Some Entry level jobs** may include:

Fire Watch/Hole Watch, Forklift Operator, General Maintenance & Clean up

Where to go to test for the RSO card...

**You must first pre-register in person at the following location:**

Occupational Safety Councils of America (OSCA)

455 East Carson Plaza Drive

Carson, California 90746

Phone: 866-699-2727

[www.osca.com](http://www.osca.com)

(across the street from the Carson Mall, the cross streets are Avalon and Carson Drive)

**Note: The RSO training facility DOES NOT assist with job placement**

**Cost of the test-**

Payment using a \$48.00 money order or cashiers check, made payable to: OSCA.

Must show valid government issued ID (expired ID ok with a valid DMV printout

verifying renewal is also accepted.) The cost is \$43 for the test and \$5 for the Social Security verification.

You may register for the exam Monday through Friday from 8:00am to 6:30pm and the test will be taken within one week thereafter.

**What does The RSO exam** consist of?

The RSO exam is an 8 hour training which means that you do not need to prepare in advance. You will be taught everything you need to know to easily pass the 60 questions, it is a multiple choice exam. Students must score 80% or greater to pass. If you score between 67%-79%, you may retake the test one more time without charge. If you do not pass the second time you need to re-register and pay the full fee for the next available training class. Anytime a score of 66% or less is obtained, you are ineligible to retest, and must re-register and pay the full fee for the next available training class.

Requirements to work at an oil refinery-

- Must have a valid/current RSO card
- Must pass a full drug screening before the hiring
- **"New Contributors" are accepted at many refineries**

**Usual Working Hours:**

Work hours may vary from employer to employer and facility to facility. It

is most common for rigs and refineries to work round the clock, 24 hours

per day. Employees may be on the time clock for eight to twelve hours at

a time. Example: When working on a rig 12 hour days, then you may work for 14 days then have seven days off

the rig. **Rate of Pay:**

The pay for an entry-level job, such as a Roughneck, Fire Watch, Forklift Operator or Maintenance/Cleaning Worker usually starts and could be in the range of \$15 per hour.

If you are interested in OIL REFINERY JOBS and would like a list of the companies...(no exceptions- you must show proof of your RSO card in person)

**Must Show proof of your current RSO card to the Career Resource Center rep at:**

METRO NORTH WORKSOURCE CENTER  
342 SAN FERNANDO ROAD, LOS ANGELES, CA 90031

Müfr

TEL. (323) 539-2000

**ource**

Mon, Wed & Fri 8am-5pm / Tue & Thu 8am-7pm / Sat & Sun 9am-1pm

*Auxiliary aids and services are available upon request to Individuals with disabilities. For more*

*information, call (323) 539-2000. Goodwill Southern California provides, upon request, reasonable accommodation to ensure equal access to*

*its programs, services and activities. The TTY/TID phone number is (323) 539-2057 Please contact our staff 72 hours In advance. – Equal Opportunity Employer/Program*

*Sorting B u s t r a =*

# **NEW CONTRIBUTORS**

**(Ex-Felons) Prepare for a New**

**Career**

**LEARN**

**BRICKMASONRY**

**PRE-APPRENTICESHIP TRAINING**

**Hands on training in materials, tools,  
equipment, trade math, job site conditions,  
masonry and block work.**

**The Brickmasons Union will hire ex-felons.  
EARN GREAT MONEY - START A NEW LIFE!**

**ENROLL NOW**

**Class Offered Monday - Friday**

**8:00 am - 3:00 pm**

**Two semester course. Enrollment fee \$83.00 per semester.**

**Come to the counseling office to enroll.**

**East Los Angeles**

**Education and Career Center**

*(formerly East Los Angeles Occupational Center)*

**2100 Marengo Street, Los Angeles, CA 90033**

*(Marengo St. & Soto St.)*

**For more information please call**

**323.223.1283**

**[www.eloac.org](http://www.eloac.org)**

**email: [ryan.whetstone@lausd.net](mailto:ryan.whetstone@lausd.net)**

**Division of Adult and Career Education - Los Angeles Unified School District**

# tiny UI LA VVUrnurce venters ny Region

WorkSource

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## ft Canoga Park-West Hills WorkSource Center

Arbor Education & Training *Tel:* (818) 596-4448  
 21010 Vanowen Street *Fax:* (818) 596-4140  
 Canoga Park, CA 91303 *TTY:* (818) 596-4155  
*Web Address:* [www.arhoreloom.com](http://www.arhoreloom.com)

## E Chatsworth-Northridge WorkSource Center

Build Rehabilitation Industries *Tel:* (818) 701-9800  
 9207 Eton Avenue *Fax:* (818) 701-9801  
 Chatsworth, CA 91311 *TTY:* (818) 701-9850  
*Web Address:* [www.huildonestop.com](http://www.huildonestop.com)

## IS Metro North WorkSource Center

Goodwill Industries of Southern Califon% *Tel:* (323) 539-2000  
 342 San Fernando Road *Fax:* (323) 539-2022  
 Los Angeles, CA 90031 *TTY:* (323) 539-2056  
*Web Address:* [www.goodwillsocal.org](http://www.goodwillsocal.org)

## a Van Nuys WorkSource Center

Arbor Education & Training *Tel:* (818) 781-2522  
 15400 Sherman Way, 0 4 0 *Fax:* (818) 781-3810  
 Van Nuys, CA 91406 *TTY:* (818) 374-7024  
*Web Address:* [www.worksourcecalifornia.com](http://www.worksourcecalifornia.com)

## ffi

Sun Valley WorkSource Center  
 El Proyecto Del Barrio *Te* (818) 504-0334  
 9024 Laurel Canyon Boulevard *Fax:* (818) 504-2625  
 Sun Valley, CA91352 *TTY:* (818) 504-1974  
*Web Address:* [www.wscatnetwork.org](http://www.wscatnetwork.org)

## N ST LOS ANGEL

## M Downtown WorkSource Center

Chicane Service Action Center *Tel:* (213)629-5800  
 315 West 9th Street, #101 *Fax:* (213) 430-0657  
 Los Angeles, CA 90015 *TTY:* (213) 430-0660  
*Web Address:* [www.worksourcecalifornia.com](http://www.worksourcecalifornia.com)

## E Hollywood WorkSource Center

Managed Career Solutions, Inc. *Tel:* (323) 953-4002  
 Los Angeles City College *Tel:* (323) 960-1300  
 Bungalow B-10 *Fax:* (323) 960-1388  
 855 Vermont Avenue *TTY:* (323) 796-9187  
 Los Angeles, CA 90027  
*Web Address:* [www.hollywoodworksouroe.com](http://www.hollywoodworksouroe.com)

## E Northeast LA WorkSource Center

Arbor Education & Training *Tel:* (323) 352-5100  
 3825 N Mission Rd *Fax:* (323) 352-5081  
 Los Angeles, CA 90031 *T M* (323) 352-5103  
*Web Address:* [www.arboreteam.com](http://www.arboreteam.com)

## IE Westlake WorkSource Center

PacificAsian Consortium in Employment *Tel:* (213) 353-1677  
 1055 Wilshire Boulevard, #900-A *Fax:* (213) 353-1686  
 Los Angeles, CA 90017 *TTY:* (213) 353-1685  
*Web Address:* [www.westlake-worksource.org](http://www.westlake-worksource.org)

## ffl Wilshire Metro WorkSource Center

Community Career Development *Tel:* (213) 365-9829  
 3550 Whishke Blvd., #500 *Fax:* (213) 365-9839  
 Los Angeles, CA 90010 *M t* (213) 368-0047  
*Web Address:* [www.oarmnunicareer.org](http://www.oarmnunicareer.org)

## E Chinatown WorkSource Center

Chinatown Services Center *Tel:* (213)808-1761  
 767 N. Hill Street, #400 *Fax:* (213) 680-0787  
 Los Angeles, CA 90012 *ID!* (213) 808-1719  
*Web Address:* [www.csda.org](http://www.csda.org)

## E Housing Authority WorkSource Portals

Jordan Downs WorkSource Portal *Tel:* (323) 249-7751  
 2101 E. 101st Street *Fax:* (323)249-7754  
 Los Angeles, CA 90002 *TM* (323) 567-8977

Nickerson Gardens WorkSource Portal *Tel:* (323) 357-3980

1495 E. 114th Street, Unit 41106  
 Los Angeles, CA 90059

Imperial Courts WorkSoince Penal *Tel:* (323) 249-2910  
 11534-36 Croesus Avenue #413 *Fax:* (323) 249-2917

Northeast IA WorkSource Portal *Tek* (323) 352-5100  
 2130 E. First Street, Suite 305 *TTY:* (323) 352-5103  
 Los Angeles, CA 90033

## 19S.A.N.PigLES14.:HARB

## E Harbor WorkSource Center

Pacific Gateway WIN *Tel:* (310) 732-5700  
 1851 N. Gaffey Street, fir *Fax:* (310) 732-5730  
 San Pedro, CA 90731 *I n* (310) 732-5714  
*Web Address:* [www.pacificgatewayworldorce.com](http://www.pacificgatewayworldorce.com)

Rev. 10/07

## 111 Marina Del Rey-Mar Vista WorkSource Center

Career Planning Center *Tel:* (310) 309-6000  
 13160 Mindanao Way, #240 *Fax:* (310) 309-6032  
 Marina Del Rey, CA 90292 *TTY:* (310) 309-6018  
*Web Address:* [www.careerplanningcenter.com](http://www.careerplanningcenter.com)

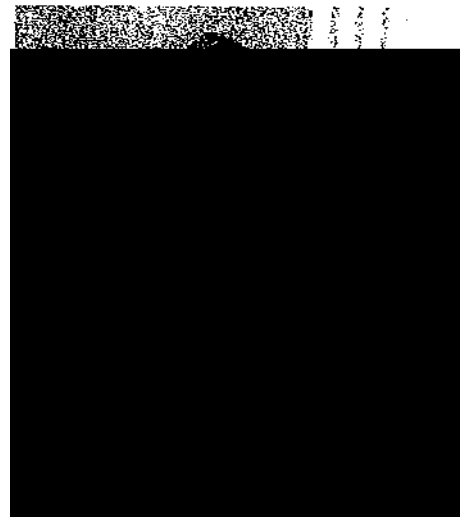
## ft South LA WorkSource Center

Community Centers, Inc. *Tel:* (323) 752-2115  
 7522 S. Vermont Avenue *Far:* (323) 789-4574  
 Los Angeles, CA 90044 *TTY:* (323) 752-9215  
*Web Address:* [www.AAv.ce.Morksource.org](http://www.AAv.ce.Morksource.org)

E Southeast LA-Crenshaw WorkSource Center  
UAW-Labor Employment & Training Corp. *Tel:* (323) 730-7900  
3965 S. Vermont Ave. *Fax:* (323) 730-7934  
Los Angeles, CA 90037 *m:* (323) 730-7939  
*Web Address:* [www.wav.tclc.com](http://www.wav.tclc.com)

1a Southeast LA-Watts WorkSource Center  
Walls Labor Community Action Committee *Tel:* (323) 563-4702  
10950 S. Central Avenue or 563-6669  
Los Angeles, CA 90059 *Fax:* (323) 553-5636  
*TTY:* (323) 563-5684  
*Web Address:* [minvvlcac.org](http://minvvlcac.org)

ft West Adams-Baldwin Hills WorkSource Center  
Los Angeles Urban League *Tel:* (323) 732-7867  
3344 S. La Cienega Blvd. *Fax:* (323) 732-2859  
Los Angeles, CA 90016 *TTY:* (323) 732-7872  
*Web Address:* [www.laul.org/adamsstr.htm](http://www.laul.org/adamsstr.htm)



## EDD FIDELITY BONDING PROGRAM

The Employment Development Department's (EDD) Fidelity Bonding Program provides bonding services at no cost to employers, employees, and job seekers at Workforce Services sites and One-Stop Career Centers throughout California.

Fidelity bonding services protect employers against possible theft and dishonest or fraudulent acts, and help alleviate employers' concerns in hiring ex-offenders and at-risk job applicants.

This program is funded and administered by EDD in partnership with the U.S. Department of Labor, Employment and Training Administration.

### Who is Eligible?

To qualify for a fidelity bond, the job seeker or employee must meet all of the following criteria:

- Provide verifiable proof of legal status or documentation for authorization to work in the U.S.
- Be enrolled in an EDD Workforce Services case-managed program and/or registered in CalJOBSsm-EDD's Internet-based labor exchange system—with an active résumé.
- Have a firm job offer or commitment of employment with a reasonable expectation of permanence.
- Not be commercially bondable, or could be denied commercial bonding coverage because of an arrest record or imprisonment; history of drug or alcohol abuse; poor credit history; or a lack of employment history.
- Position requires that the job seeker be bonded or requires a bond to retain or remain on the job.
- Job seeker or employee must be qualified for the position being offered.
- Have not been previously bonded through the EDD Fidelity Bonding Program.
- Cannot be self-employed or an owner/operator.

EDD is an equal opportunity employer/program.  
Auxiliary aids and services are available upon request to

individuals with disabilities.

### How Much is the Coverage?

All fidelity bonds are issued at \$5,000. No waivers or requests for a larger amount will be granted.

### How Long Does the Coverage Last?

A fidelity bond remains in effect for six months from the date of issuance and cannot be cancelled, forfeited, or terminated.

At the completion of the initial six-month coverage period, if no claim has been made against the policy, the employer has the opportunity to purchase continuing coverage at normal commercial rates. Extended coverage will be made available from the Travelers. Property Casualty Company through The McLaughlin Company.

### How to Apply for Bond Certification

Job seekers, employees, or employers may apply for a fidelity bond by visiting their local EDD Workforce Services site or One-Stop Career Center.

The certification process is simple, and requires no paperwork for the job seeker or the employer. Coverage becomes effective immediately if:

- Job seekers, employees and employers meet all eligibility requirements.
- The EDD's Workforce Services staff has certified the bond.
- The applicant/employee has begun work.

### Additional Information

For more information, please contact your nearest EDD Workforce Services site, listed under "Employment Development Department" in the State Government section, of your telephone directory. For additional information on other EDD programs and services, visit EDD's Internet site at [www.edd.ca.gov](http://www.edd.ca.gov).

Metro North



# WORKSHOP

# S

Metro North WorkSource Center

Invites all members of the  
Community to attend

Check monthly calendar for days and times:

**Interviewing Skills**  
**Computers Level 2**  
**New Contributors**  
**Resume Workshop**  
**Customer Service**  
**CaiJobs Navigation**  
**Financial Literacy**  
**Credit & You**  
**Basic Computers**  
**Dress for Success**

**Location and Contact Information**  
**METRO NORTH WORKSOURCE CENTER**

342 San Fernando Road  
Los Angeles, CA 90031  
Tel. (323) 539 -2000

Mon, Wed & Fri 9am-5pm/Tue & Thu 9am-7pm /1St & rd

Sat 9am-1pm

*Auxiliary aids and services are available upon request to individuals with disabilities. For more information, call (323) 539-2000. Goodwill Southern California provides, upon request, reasonable accommodation to ensure equal access to its programs, services and activities. The TTY/TTD phone number is (323) 539-2057 Please contact our staff 72 hours in advance. – Equal Opportunity Employer/Program*

# FREE COMPUTER BOOTC EVERY SATURD

Introduction to PC'S \* Windows \* E-mail \* M

Setup and use e-mail accounts \* Basic e-mail h attach files

Basic computer commands mou click \* ble click

Highlight text to cut and paste \* Int% r web search engines

How to locate I 4 e Internet

0 N 1 PM - 5 PM

CONTACT RRY 213-623-1173 [dberry.lite@srcla.org](mailto:dberry.lite@srcla.org)

re information, visit or call our office at:

M I DE ENTLY THRU EMPLOYMENT (L.I.T.E.) HOMELESS JOB PORTAL

V.O. • p-In-Center 628 S. San Julian Street LOS ANGELES, CA 90014

*y Employer Program. Auxiliary aids and services are available upon request to individuals with disabilities.*

**RESUME INFORMATION**

Last Name \_\_\_\_\_ First \_\_\_\_\_ MI \_\_\_\_\_  
 Mailing Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Email: \_\_\_\_\_  
 Phone Number \_\_\_\_\_ Cell Number \_\_\_\_\_ Fax \_\_\_\_\_

What type of work/job are you looking for? List two specific **job titles**. Write 0 if no experience

1. \_\_\_\_\_ Experience: \_\_\_\_\_ Years  
 Months

**Career/Job Objective:**

**Job Skills:** 1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_  
 4. \_\_\_\_\_ 5. \_\_\_\_\_ 6. \_\_\_\_\_

**Education:**

2. \_\_\_\_\_ Experience: \_\_\_\_\_ Years  
 Months

California Driver's License: (Class A) (Class B) (Class C)  
 Truck  Bus  Car

Enter your <b>Work History/Volunteer Work/Self-Employment</b> (most recent job first)		
<b>Job Title:</b>	Begin Date (mm/yy)	End Date (mm/yy)
<b>Company Name:</b>		City, State
<b>Job Duties:</b>		
<b>Job Title:</b>	Begin Date (mm/yy)	End Date (mm/yy)
<b>Company Name:</b>		City, State
<b>Job Duties:</b>		
<b>Job Title:</b>	Begin Date (mm/yy)	End Date (mm/yy)
<b>Company Name:</b>		City, State
<b>Job Duties:</b>		
<b>Job Title:</b>	Begin Date (mm/yy)	End Date (mm/yy)
<b>Company Name:</b>		City, State
<b>Job Duties:</b>		

Will you provide references if requested? Yes  No       Are you willing to relocate? Yes  No



# SKILL ASSESSMENT TOOL FOR CUSTOMIZING YOUR RESUME

## Steps in identifying your Skills, Abilities & Qualifications from Your Work Experience:

1. Circle the skills you performed particularly *well* in your previous job--even if you were *not* an *expert* at it.
2. Prioritize your circled skills, using numbers and based on their importance and necessity for doing the job correctly.
3. Briefly specify what these skills refer to. For example, assembling "auto parts" and scheduling "appointments."
4. Include these skills in your resume, either in the skills set section, using the action verb tense (assembling) or in your duties section, using the past tense (assembled). Make sure to list them in your prioritized order.
5. Next, underline each *ability* that you performed in assisting a co-worker with a job title different than yours.
6. Review your underlined abilities and ask yourself if you truly developed these abilities into your own skills from your work experience OR if these are simply *desired* skills from someone else's duties, responsibilities and job description.
7. If you truly have these abilities, then add them to your resume and prioritize them according. If they are desired abilities that you would like to develop into skills, do not include them in your resume yet—unless you state who you assisted or supported. For example, "assisted the supervisor in hiring employees."

Construction Skills	Carpentry Skills	Painting Skills	Warehouse Skills	Maintenance Skills	Agricultural Skills
Building Constructing Demolishing Drywall installing Devising Erecting Evaluating Inspecting Purchasing Roofing	Estimating Using simple hand tools Using power tools installing Drafting Measuring Repairing Replacing Shaping Vinyl/Tie setting	Coating or painting Mixing Observing Preparing Purchasing Removing Sanding Selecting smoothing Stripping	Able to lift lbs. Assembling Operating, Forklift Labeling Load & Unloading Order pulling Packing Operating, Pallet Jack Shipping & Receiving Stocking/Inventory	Carpet Cleaning Cleaning Inspecting Mopping Notifying Plumbing Pipefitting Repairing Vacuuming Waxing	Cultivating Ensuring Harvesting Gardening Inspecting Landscaping Monitoring Operating Planting Watering
Customer Service, Cashier, Retail & Sales Skills			Public Relations & Communication Skills		
Advising Communicating Calculating Cash handling Contacting Convincing Comparing Contracting	Closing Demonstrating Differentiating Displaying Greeting Hosting Informing Influencing	Persuading Promoting Negotiating Problem solving Recommending Representing Requesting Waiting	Articulating Conducting Connecting Conveying Collaborating Consulting Explaining Formulating	Informing Integrating Interviewing Interpreting Listening Networking Presenting Proposing	Promoting Reasoning Recruiting Speaking Synthesizing Summarizing Translating Writing
Clerical Skills & Computer Skills		Administrative Skills	Homemaking	Home Care Skills	Credential Based
Answering Bookkeeping Calling Consolidating Copying Collating Documenting Emailing Entering Examining	Filing Indexing Internet Researching Organizing Recording Reviewing Scanning Sorting Systematizing Typing, (35) wpm	Budgeting Coordinating Editing Evaluating Improving Recommending Presenting Purchasing Scheduling Writing	Arranging Cleaning Cooking & Preparing Dusting Budgeting Maintaining Organizing Purchasing Supplying Washing & ironing	Accompanying Collaborating Keeping Listening Maintaining Finding Resources Responding Reporting Scheduling Running errands	Advising Bathing Dressing Medicating Moving Prescribing Showering Turning Treating Weighting
Leadership, Supervising & Management Skills			Education & Social Service Skills		Credential Based
Assigning Delegating Conducting Controlling Coordinating Conceptualizing Directing Decision-making	Empowering Enabling Hiring Initiating Micro-managing Modeling Negotiating Problem solving	Planing Organizing Scheduling Sponsoring Team building Training Supporting Supervising	Advocating Assessing Coaching Collaborating Contacting Demonstrating Facilitating Guiding	Instructing Listening Mediating Motivating/ Inspiring Responding Referring Problem solving Tutoring	Advising Counseling Diagnosing Evaluating Implementing Mentoring Preventing Teaching
Research Skills			Technical Skills		
Analyzing Collaborating Compiling Designing Demonstrating Evaluating Experimenting	Formulating Interviewing Investigating Problem solving Questioning Refining Reporting	Showing Synthesizing Summarizing Theorizing Testing Verifying Writing	Adjusting Analyzing Aligning Calculating Cataloging Correlating Detailing	Diagnosing Drafting Evaluating Examining Following Specs Observing Operating	Problem-solving Restructuring Reviewing Revising Refining Structuring Testing
Financial Skills			Driving Skills		Endorsements
Accounting Budgeting Calculating Computing Correcting	Comparing Compiling Evaluating Examining Forecasting	Problem solving Processing Projecting Recognizing Verifying	Delivering Following directions Log keeping Mountain, Wind, Rain, Snow Driving	Maintaining Safety Conscious Reading maps Passenger Bobtail	Air - Brakes Doubles-triples Hazardous Materials OSHA Training Tank Vehicle

## 60 Resume Achievement Writing Ideas and Expressions

### Why is this list important?

To do a great job selling yourself, a resume needs to convince readers that you have the skills needed for their job and the abilities to do it successfully.

By highlighting accomplishments using action verbs, you create a proven track record to eliminate all doubt.

**The following are examples of accomplishments:**

**You successfully...**

1. Managed company/department annual/quarterly budget of X (large) amount
2. Stayed under budget for X quarters/years
3. Were promoted
4. Were promoted after only X months in the role
5. Directed a team/group/organization (something difficult to manage)
6. Managed a project spanning X countries/continents/employees
7. Placed employees at X companies
8. Trained X new employees
9. Built a new team/division (not just hiring, also managing the workflow) for the company
10. Redesigned and implemented more effective company procedures which e.g. decreased time-to-market by X amount/%
11. Met deadlines consistently
12. Reined in rollercoaster project X
13. Supervised large/complex project in attaining goal X
14. Grew customer base by X amount/%
15. Grew donor base by X amount/%
16. Multiplied donations by X amount/%
17. Cut costs by X amount% within Y amount of time
18. Launched X new websites/products/campaigns
19. Increased portfolio earnings by X amount%
20. Integrated an extremely complex system for the company
21. United multiple teams post-merger
22. Finished sales quota X amount of time early
23. Reduced client/reader attrition by X amount/%
24. Met X national/global/industry standard within Y amount of time
25. Streamlined team/department operations
26. Improved ties with country/industry association/union
27. Boosted earnings by X amount/%
28. Implemented a service level agreement
29. Won X number of cases (for a lawyer)
30. Published X articles/white papers/reports/books
31. Received X award/designation
32. Won X award/competition for Y consecutive years
33. Attained X certification
34. Finished in the top X percentile of your class/course
35. Reached X objective(s) every quarter for Y quarters in a row
36. Reached X objective(s) faster than competitor (internal/external)
37. Discovered X new drugs/species/trends
38. Coined well-known buzzword or industry term
39. Created X program/course/methodology
40. Founded X company/non-profit/association/club
41. Solved X disputes (for a negotiator)
42. Resolved X internal conflicts
43. Hold world/Olympic record
44. Climbed X number of mountains
45. Coached X teams to trophy/championship/1st place in league
46. Received score of X (high) on known customer satisfaction survey/poll
47. Received score of X (high) on standardized testing/exam
48. First person to achieve X (or led first team to achieve X) internally/externally

49. Something you created won an award/was a bestseller/fan favorite
50. Voted best/most something by association/club/group
51. Featured in website/magazine/newspaper/book
52. Held a perfect attendance record
53. Introduced company products to X new markets
54. Audited X number of clients in only Y amount of time
55. Piloted X program with a Y % participant completion rate
56. Advanced (non-profit) organization policy
57. Fixed X amount / % of bugs in company software/open-source project
58. Presented at well-known conference/seminar/workshop
59. Did something that was viewed/used by many people
60. Achieved/Surpassed company/team goal of doing X by Y amount I %

**Notes:**

Be prepared to explain how you achieved your results, how an award was decided, etc. For example, numbers in particular give more credibility to your statements but only use them if you can explain how they were measured. Many of the expressions should be followed with a "by..." or "using...".

Using these ideas should help you avoid making ambiguous statements where trust is required but not easily acquired like in a job interview.

## Examples and Differences between a Chronological and **Functional Resume**

### **Chronological**

Leonard Carlton  
65 Center Ave  
Urbcit, NY 00000  
Phone (000) 000-0000

Objective: Gain a position in building maintenance

### **Experience**

Maintenance Assistant, Urbcit Jobs Program  
01/08 – present

- Maintain public areas and offices, including sweeping and mopping floors
- Recycle materials and dispose of waste
- Make minor repairs, including plumbing and carpentry
- Clean up safety hazards

Janitorial, C.S.P  
02/05 – 11/07

- Maintain including sweeping and mopping floors

Construction Worker, TF Construction, Inc.  
01/03 – 02/05

- Installed siding
- Cleaned up work site

Construction Worker, Self Employed  
12/01 – 12/02

- Performed minor repairs, including plumbing and carpentry for homeowners and small companies

Assembler, Bagbet Industries  
09/97 – 12/01

- Assembled furniture, including trimming, sanding and gluing joints

Education  
GED, 07/02

### **References**

On request

### **Functional**

Leonard Carlton  
65 Center Ave  
Urbcit, NY 00000  
Phone (000) 000-0000

Objective: Gain a position in building maintenance

### **Outline of Skills**

- Use construction and cleaning tools safety, including hand tools, power tools, measuring devices, ladders and color polishers
- Follow oral and written instructions well
- Perform inventories and submit reports
- Perform accurate calculations and estimates for ordering supplies
- Work well as a team member and problem solver
- Speak, read and write English and speak Spanish

### **Maintenance/Construction Experience**

- Performed routine cleaning and maintenance for 4000 sq. ft building, including kitchen and restrooms
- Installed metal siding/windows in new homes
- Worked as a team member on a conveyor line to assemble furniture, including trimming, sanding and gluing joints, attaching glue blocks and metal brackets and inspecting to assure product met standards

### **Employment History**

Maintenance Assistant, Urbcit Jobs Program  
Janitorial, C.S.P.  
Construction Worker, TF Construction  
Construction Worker, Self-employed  
Assembler, Bagbet Industries

Education: GED, July 2002

References: On request

# John Sample

1234 Training St. Los Angeles, CA. 90003

Phone: (323) 999-9999 • [Email:](mailto:mysample@aol.com)

[mysample@aol.com](mailto:mysample@aol.com)

## JOB OBJECTIVE

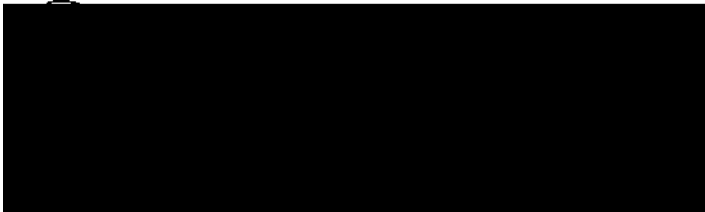
Seeking full time employment in the field of Administration, Security, or Loss Prevention

### Skills Summary

- ◆ Bilingual, Spanish & English
- ◆ Knowledge of Microsoft applications
- ◆ Work well supervised and unsupervised
- ◆ Ability to multitask in fast paced environment
- ◆ Guard Card
- ◆ CPR/First Aid certified
- ◆ Data entry: 45 wpm
- ◆ Internet navigation
- ◆ Excellent Organization Skills
- ◆ Excellent client relation skills
- ◆ Excellent Communication skills
- ◆ Excellent phone etiquette

### Professional Experience

Administrative Assistant  
PAC Inc.



-Present

enter data in

- Greet persons entering establishment, determine nature and purpose of visit.

### Emergency Roadside Assistance Dispatcher

CSD Trans

Los Angeles, CA, October 2008-February 2010

- Answered multiple Emergency incoming calls, Shuttle, CDS Net customer service, provided emergency assistance as needed.
- File and maintain records, Complete and file related order/request entries into computer data.
- Scheduled and dispatched workers, work crews, equipment, or service vehicles to appropriate locations according to customer request, specification, or needs, using telephones and computer programs.

### Receptionist

ABC Security Services

Los Angeles, CA. May 2005- October 2008

- Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destination
- Operate telephone switchboard to answer, screen and forward calls, providing information taking messages and scheduling appointments.
- Provide information about departments, employees within the organization, or services provided.
- File and maintain records, Complete and file related order/request entries into computer..

### Security Officer/ Greeter

CCC Security Corporation

Los Angeles, CA. January 2000- May 2005

- Greet, monitor, and direct entering customers or clients to designated personnel.
- Provide information about departments, file and maintain records.
- Supervised other employees, followed up on customer's complaints, made schedules for employees, explained conduct polices and trained personal for job location.

Education

*PASADENA CITY COLLEGE*

*AA degree/crinthiaI justice*

*LOS ANGELES, CA 2010*

*LOS ANGELES HIGH SCHOOL*

Diploma

*LOS ANGELS, CA 2003*

Reference: Available upon request

# Jacqueline Sample

1234 Training St., Los Angeles, CA 90003

(323) 999-9999 [mysample@aol.com](mailto:mysample@aol.com)

## Summary and Qualifications:

- Bilingual – fluent in English/Spanish
- Over ten years of hands-on experience in finance, accounting, customer service, sales, supervisory and management.
- Skilled at organizing complex projects, defining project priorities, and delegating tasks
- Excellent communication skills
- Record of high performance standards, including attention to timelines
- Ability to communicate and interact effectively with individuals of all levels and cooperatively work towards a goal, e.g., 1.
- Computer literate
- Type 55WPM



oint etc.

## Work Experience:

### *Communication/Customer*

- Resolved in-person and online customer service issues
- Answer multi-line telephones
- Communication and liaison for vendors and customers
- Input customer information into computer
- Solicit sales of new or additional products and services
- Kept detailed records of customer interactions and transactions
- Recorded details of inquiry, complaints, as well as resolutions
- Handled large sums of money from sales transactions and bank deposits

### **Finance:**

- Money wiring to various banks around the world
- Tracked accumulated hours of services provided
- Processed product refunds and returns
- Adjusted bill payment issues and credits
- Trained new employees on company collection procedures
- Created and mailed customer billing statements
- Utilized software to create and update customer records
- Inventory tracking on products for sale and for warehouse stocking

### Employment History:

06/10-03/11	Office Manager	Zip Den	Whittier, CA
08/09-06/10	<b>Packer/Shipping</b>	Packaging for U	La Mirada, CA
02/06-05/09	Cashier/Sales	Marvel Inc	La Mirada, CA
04/01-02/06	Customer Service <b>Rep</b>	RAP	Cerritos, CA

Education: El Camino High School, Whittier, CA Diploma

Reference: Available upon request

# Background Checks for New Contributors

Most employers do background checks on job candidates. But a less-than-perfect past is not the kiss of death. The key is for job seekers to know when to divulge details about their background, and to understand why employers need to know certain information.

All background checks and pre-screenings help employers find candidates who are a good fit for the job. Employers want to know as much as possible about a candidate before making a job offer to ensure that they are hiring a person who will represent their company well and has the right skills and qualifications for the job.

Employers want to know if a candidate:

- Worked at the jobs listed on their resume and job applicants. Do you really have the experience and skills needed to do the job?
  - Attended and graduates from the schools and job training programs listed on their resume and job applicants. Do you really know what you claim to know about the job? Are you an honest person?
  - Is positively viewed by their personal references. What is it like to work with you? How do you handle difficult projects and everyday duties?
- Employers also have a legal duty to exercise "due diligence" in the hiring process. This means that companies are responsible for checking to find out if their employees might be dangerous or unfit for a job.

When a company runs a background check on applicants, the check usually includes:

- Social Security number trace (to verify legal name and past addresses)
- County and federal criminal record search (convictions, not arrests)
- Educational verification (highest level of school attended and if a diploma was earned)
- Employment verification (dates of employment, job title and rehire status only)
- Driving records
- Drug test (person's system needs to be clean for seven days prior to test)
- Personal references (find out about personality and work ethic)

Some employers also look up applicants' names on Internet search engine and review their profiles and posted information on social-networking websites.

## Reality check

Just because an employer looks into a job candidate's background does not mean that a candidate will be denied a job if something negative is found.



A blemish in one or more areas of a background check will not necessarily keep an applicant from getting a job offer. For example, some areas of social services prefer to hire people with criminal records because they are able to relate to clients. And some sales companies look for candidates with a lot of credit activity because it shows that the candidate is a risk taker and eager to make money in sales.

Some employers can get access to view arrest records, but it is against federal law to use arrest records as the only basis for not hiring someone.

Because some type of background check is certain to be done, it's important to be truthful on job applications and in interviews. When asked many employers said they didn't hire a good job candidate, not because they had a criminal record, but because the candidate lied or purposely left out information about their past.

Whether they chose to check an applicant's background or not, the majority of employers have all candidates sign a release of information form as part of the application process. Refusing to sign the release form is a warning sign to employers that a job seeker has something to hide and will immediately stop considering him for a position.

Other warnings signs that might stop an employer from considering a job candidate include:

- Incomplete or skipped answers on a job application
- Unexplained gaps in employment
- Reluctance to allow past employers to be contacted
- Discrepancies between job titles or dates on application and resume
- Interview answers that differ from information given on application
- Failure to sign application or release of information

Work with a career advisor to find out how to fill out job applications, present yourself on your resume, the best ways to tell an employer about your criminal history, and how to understand more about the types of background checks and why they are done.

# Email Etiquette

## Sending your resume to an employer

### What message are you really sending to the employer?

**Treat email recipients as if they are speaking to you face-to-face.**

It has become more obvious for jobseekers to throw common email rules out the window, even when it comes to their possible and future employers. When jobseekers do not following basic rules it makes the employer think about whether the person really has passion for their career or if they just care about getting any job. The employers' perception is that the candidate is just applying hoping to make a fast buck.

Jobseekers: Don't forget that it takes the employers time and money for the hiring and training process of a new employee. The employer will want to make sure the candidate is right for the job and the company.

Getting to the basics-- you shouldn't write anything in an email you wouldn't say to someone's face, which would embarrass you or offend the reader of the email. You also need to implement the rules of proper grammar, as if you were writing a letter that was going to give you that needed break or get your foot in the door to that business.

#### **What's your email address?**

Personal email addresses can be very creative. Those creative email addresses are ok with your friends—but when it comes to being professional—they must look professional. Avoid email addresses that contain: dark humor, sexual overtones, slang phrases or profanity.

Avoid email addresses that are similar to these:

[bigbadbarbie@aol.com](mailto:bigbadbarbie@aol.com)

[lookingforfun@yahoo.com](mailto:lookingforfun@yahoo.com)

[beerdrinkingusa@yahoo.co.in](mailto:beerdrinkingusa@yahoo.co.in)

#### **What if you're computer illiterate?**

Take a basic computer class. Chances are you're not completely computer illiterate, or you would have trouble even starting the computer. But everyone's level is different, so why is the employer sometimes faced with emails that make them roll their eyes and wonder, "What is this person thinking?", consider the fact that everyone starts somewhere and this person's doesn't really need or want a job the employer is offering. Most employers are now requesting that resumes be sent via email. Some employers ask the resume to be sent as an "attachment" or "pasted" to the body of the email. Remember to follow the employers' instructions on how to apply. If the contact information indicates to email, then email, if it says to fax, then fax, if it says to call, then call. The worst thing to do is to try to make contact another way other than the way instructed. When this happens, the employers' perception of you is that "you" can not even follow basic instructions to a simple task. Avoid having someone else send your resume to an employer or using another person's email to send your resume. Think about what the employer's perception of you will be as for as your knowledge and ability to communicate.

#### **Remember, someone is grading you.**

Your email along with your resume is the beginning of the pre-screening interview process. If our former English teachers read half the emails we type every day, they'd cringe at our poor grammar and punctuation. Laziness makes us not care, but for educated customers and prospective employers, broken sentences, ALL CAPS and lots of !! say a lot about who they are dealing with.

If you walked into a department store and was approached by a sales representative who couldn't speak complete sentences, shouted at you when you disagreed with a store policy, and pointed to the opposite side of the store for something you needed, then walked away-- you'd probably think about leaving and going somewhere else. It is all customer service, even what you write in an email.

When responding to potential or existing employer or customer via email, be sure to be concise, and use simple terms, without talking down to the recipient. Always open an email with a "Hi, Hello or Good Morning," Type important information on its own line to lessen the chance of email wrapping and misunderstanding the thought. And always sign off with your name and any other way you can be reached.

### **Remember, It's All on Paper**

Email has become so impersonal and such a quick way to shoot out a one-liner, many forget the fact that the message they send is electronically stamped with a code that reveals the origin of the content. In short, if you send it, it can be archived, headers can be studied and verification of the sender can be revealed. So whatever you type in a message to an irate customer or an employer can haunt you down the line. It can be quoted, used in future correspondence and passed along to others who may be reading and listening.

# Not Getting Hired?

## 10 Reasons Why

You don't understand. You updated your résumé, you're applying to jobs every day, you've cleaned up your digital dirt and you network every day. Yet here you still are on the unemployment list. What is wrong with employers?

Unfortunately, many job seekers don't stop to consider the fact that the problem might not be them. It's you.

It's a hard concept that most job seekers have trouble wrapping their heads around, but applicants frequently (and inadvertently) display signs that tell an employer that you're not the best fit for the job.

According to a survey, employers said that finding qualified applicants is their biggest hiring challenge. When asked to identify the most valuable characteristics in new hires, employers cited multitasking, initiative and creative problem-solving.

Do you lack what employers want? Yes, there are fewer jobs and there is more competition, but are you doing everything you can? Here are 10 reasons why employers might have looked you over.

### 1. You lie

Any lies you tell in your job search, whether on your résumé or in an interview, will come back to haunt you. In a survey, hiring managers reported they have caught a candidate lying on their résumé; of those employers, they automatically dismissed the applicant. Everything you tell an employer can be discovered, so it behooves you to be honest from the get-go. If you're concerned about something in your past, invention is not the answer. Use your cover letter to tell your story, focusing on your strengths and accomplishments and explaining any areas of concern if needed.

### 2. You've got a potty mouth

It's certainly tempting to tell anyone who will listen how big of a (F\*&%\$#@) your current boss is, but a hiring manager for a new job is not that person. Another survey showed that employers said that talking negatively about current or previous employers was one of the most detrimental mistakes a candidate can make. Find a way to turn those negative things into positives. If you can't get along with your co-workers, for example, tell the prospective employer that you're looking for a work environment where you feel like you're part of a team and your current position doesn't allow for that kind of atmosphere.

### 3. You don't show long-term potential

Employers want people in their organization to work their way up, so it's best to show that you want to and can grow with the company. If you were asked where you see yourself in five years and you gave an answer that wasn't related to the position or company you're interviewing with, kiss your chances goodbye. Ask questions like, "What type of career movement do you envision for the most successful candidate in this role?" It shows that you have envisioned your future at the company.

#### 4. You have serious digital dirt

Social networking sites (Facebook Myspace) and online searches are the newest way that many employers are checking up on prospective hires. A survey showed that employers use social networking sites to research candidates. Many of those employers found content that caused them to dismiss the candidate. Make sure to remove any photos, content or links that can work against you in an employer's eyes.

#### 5. You don't know ... well, anything

In surveys, employers said that coming to the interview with no knowledge of the company was a turnoff, and others said that not asking good questions cost candidates a job offer. Plain and simple, do your homework before an interview. Explore the company online, prepare answers to questions and have someone give you a mock interview. The more prepared you are, the more employers will take you seriously.

#### 6. You acted bored, cocky or disinterested

A little enthusiasm never hurt anyone, especially when it comes to a potential new job. Employers have said that the biggest mistake candidates made in the interview was appearing disinterested and said appearing arrogant cost applicants the job. Every business wants to put their most enthusiastic people forward with important clients and customers, so acting the opposite will get you nowhere.

#### 7. You were a little too personal

Employers said that candidates who provided too much personal information in the interview essentially blew their chances at the job. Not only does personal information offend some people, but anytime you talk about topics such as your hobbies, race, age or religion, you're setting yourself up for bias. Though it's illegal for employers to discriminate against applicants because of any of these factors, some will do so, regardless.

#### 8. You were all dollars, no sense

As a general rule of thumb, you should never bring up salary before the employer does. Doing so is tacky and makes the employer think that you care about the money involved, not about helping the employer succeed. If the topic does arise, however, be honest about your salary history. Employers can verify your salary in a matter of minutes these days, so lying only makes you look bad.

#### 9. You didn't -- or can't -- give examples

Hiring managers want people who can prove that they will increase the organization's revenues, decrease its costs, or help it succeed in some way. If all you give to an employer is a bunch of empty words about your accomplishments, you don't show them how you can help them. In fact, employers said that the most detrimental mistake candidates make is not providing specific examples in the interview. The more you can quantify your work, the better.

#### 10. You don't have enough experience

Managers don't have as much time as they used to, to train and mentor new employees. The more experience you have, the more likely you are to hit the ground running without a lot of hand-holding. The best way to show that you know what you're doing is to give the employer concrete examples of your experience in a given job duty, as stated above.

## 10 Ways Your Résumé Irks Hiring Managers

By Mary Lorenz, [CareerBuilder.com](http://CareerBuilder.com) writer

Fashion designer Coco Chanel had a personal rule: Before she left the house, the style icon always removed one piece of her ensemble to avoid the faux-pas of wearing too many accessories. Were Chanel alive today and working as a hiring manager, she would likely offer similar advice to job seekers: You don't have to include everything.

Job seekers do themselves a disservice when they send out resumes with more information than they need. Most employers don't have the time or patience to sift through the irrelevant details. Here are 10 things your résumé could do without:

### 1. Spelling mistakes and grammatical errors.

"If you are careless enough to send out this most important document with a mistake...I immediately assume you'll never care enough about the work you send out representing my company," says Jose Bandujo, president of New York-based Bandujo Advertising. He recalls one candidate who misspelled Manhattan, despite having worked in the city for a decade and another whose great educational background didn't compensate for the fact that he couldn't spell "education." Z Opening objectives.

"These are generic...They do nothing to differentiate one candidate from another," says Donna Flagg, president of The Krysalis Group, a human resource and management consulting firm in New York.

### 3. Personal attributes.

Listing personal attributes such as height, weight and age and providing photographs is a pet peeve for Heather Mayfield, vice president of training and operations for Snelling Staffing Services. "It is amazing that we still see this on the resumes of today, but they are out there."

### 4. Interests and hobbies.

If these points of information don't pertain to the job in question, there's no need to include them. "Create a mystery and save these kinds of data points when you start the job," advises Roy Blitzer, author of "Hire Me, Inc.: Resumes and Cover Letters that Get Results."

### 5. Details of every task you've ever performed in every job you've ever had.

"It's too much information. Managers and recruiters need to know at-a-glance what makes a candidate special," Flagg says. Focus on those details that pertain to the job for which you're applying.

### 6. Excessive bragging.

Stating one's accomplishments can be helpful, but when it's overdone, the candidate can come across as narcissistic, a huge turnoff for employers, Flagg says.

### 7. Outdated information.

Leave off the activities that you did in high school if graduation was a few years ago and omit jobs you held 10 or more years ago, as the information is probably irrelevant to the position you're trying for now.

### 8. False information.


"Putting [that you have] a B.S. on a résumé when you do not have one is 'BS,'" jokes Stephen Viscusi, author of "On the Job: How to Make it in the Real World of Work." Not only is lying on a résumé unfair and dishonest, it's also not very intelligent. "Companies verify dates of employment – often after you start. If you have lied, they fire you...Nobody wants to hire a liar. Nobody."

### 9. Unexplained gaps in work history.

While job seekers should account for these gaps, they should be careful with their wording. "One of the weirdest things that I ever saw on a resume...was a candidate who explained a 10-year lapse in work experience as being in jail during those years for killing her husband," recalls Linda Goodspeed, marketing recruiting manager at VistaPrint. In such a situation, she says, the best thing to write would be "left work for personal reasons," and the candidate would be able to explain the criminal record later.

### 10. A lack of professionalism.

Colored paper, cutesy fonts, links to personal websites and childish e-mail addresses all scream unprofessional and are a turn off to hiring managers. One otherwise qualified applicant didn't get an interview at Bandujo's firm solely because of the name in her email address: "weird2themax." "I recognize the advertising industry is full of talented, interesting 'characters'," Bandujo says, "but did I really want one who thought she was weird to the max?" No, he decided, he did not.



## Re-Entry Services

### Services to Ex-Inmates

The goal of Friends Outside's Services to ex-inmates is to help them successfully transition back to the community. Free services in English and Spanish include the following:

**Advocacy:** Assistance accessing community resources and maintaining positive relationships with parole agents and probation officers

**Emotional Support:** One-to-one consultations with non-judgmental staff

**Employment Assistance:** Job readiness workshops, Job counseling, Job referrals; Follow-up support

**Re-entry Assistance:** Orientations; Case Management; Voter registration

**Resource Referrals:** Information about other community services that may be available, such as medical/dental/eye care; tattoo removal; sober-living, clothing, and substance abuse treatment

**Supplies:** Food, hygiene items (as available)

**Support Groups:** Twice monthly groups include peer discussion, guest speakers, and social-recreational activities

**Transportation Assistance:** Bus tokens for travel to appointments and to access community services (as available)

### Parole to Payroll

The goal of "Parole to Payroll" is to provide services that have been especially designed for the re-entry population and which will increase the likelihood that these individuals will get and keep a job. Services include:

- **Emotional Support:** One-to-one consultations with non-judgmental staff provide a safe place to discuss sensitive issues which affect employability as well as much-needed motivational support and encouragement.
- **Information/Resource Referrals:** Information about employment-related concerns such as child support issues, registration with Selective Service, and the Earned Income Credit.
- **Resource Referrals:** Referrals to other resources for needs such as housing, eye exams, clothing, prescriptive eye wear, tattoo removal, and dental care.
- **Supportive Services:** Case Managers provide food, hygiene items, bus tokens, and assistance to obtain job-ready documents (*as available*)
- **Job Referrals:** Referrals to job openings as well as maintain information about employers who are willing to hire the re-entry population
- **Job Workshops:** Friends Outside's copyrighted workshops are currently available in selected WorkSource Centers in Los Angeles County. These 15-hour workshops include presentations and peer-based learning opportunities on topics the formerly incarcerated seldom have an opportunity to discuss.

### Watts

1827 E. 103rd St., Ste. 400

Los Angeles, CA 90002

(located in the Robert Pitts Center)

Tele: (323) 249-9683, ext. 101

Fax: (323) 249-0044

E [mail: info@friendsoutsidela.org](mailto:info@friendsoutsidela.org)

### Pasadena

464 E. Walnut Street

Pasadena, CA 91101

(located in the First

Congregational Church)

Tele: (626) 795-7607, ext. 103

Fax: (626) 795-1476

E-mail: [info@friendsoutsidela.org](mailto:info@friendsoutsidela.org)

### Long Beach

800 West Pacific Coast Hwy.

Long Beach, CA 90806

(located in the Goodwill Industries building)

Tele: (562) 436-8703

Fax: (562) 435-4861

E-mail: [info@friendsoutsidela.org](mailto:info@friendsoutsidela.org)



## **"Whatever the problem, SHARE! Has a support group for you"**

The mission of SHARE! the Self-Help And Recovery Exchange, is to help people in Los Angeles pursue personal growth and change. SHARE! Empowers people to change their own lives and provides them a loving, safe, non-judgmental place where they can find community, information and support.

SHARE! Provides many services Including:

- **A Center for self-help meetings and events:**

We have five meeting rooms with almost fifty meetings a week which take place at SHARE! (Our center) in West Los Angeles.

Meetings pay a percentage of their donations so that there is no rent pressure and it is easy to start a new meeting. Each meeting room is furnished like a living room with sofas, chairs and coffee tables, except our writing room, which has a conference table, and chairs. We provide space for sober dances, self-help marathon meetings and conferences. We also have leads on meeting space in other parts of the county.

SHARE! the Self-Help and Recovery Exchange addresses the need for better access to self-help by offering the only comprehensive self-help support group referral service in Los Angeles County. This free service matches people with the best support group dealing with their issues. The database comprises 7,000 groups that address more than 300 concerns. Most of the support groups are donation only. A typical donation is \$1 to \$5, but no one is turned away for lack of funds.

In addition, SHARE! Has a center which hosts close to 50 support groups each week.

### SHARE MEETINGS INCLUDE:

- Co-Dependents Anonymous
- Narcotics Anonymous
- Nicotine Anonymous
- Alcoholic Anonymous
- Anger Release
- Debtors Anonymous
- Job Hunters Meeting
- Social Anxiety/Shyness
- Depression Support Group
- And more...

For self-help meeting elsewhere in Los Angeles County call: 1-877-SHARE49

### Direction to SHARE:

From 405 Freeway, take Marina Freeway (90) West – Take first exit: Centinela Ave – at the end of ramp, left on Centinela Ave – Third light right on Jefferson Blvd. – First right on Grosvenor Blvd. SHARE is the second building on the left. 5521 Grosvenor Blvd. (Free Parking)

Phone: (310) 305-8878      Fax: (310) 305-2671

Web: [www.sharesellhelp.org](http://www.sharesellhelp.org)



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FROM: Goodwill PLACEMENT SERVICES  
Southern California

If you have found employment (within the month), you are eligible to enter my FREE \$25 GIFT CARD monthly raffle! All you need to do is provide your employment information to me **within the same month of your start date**, and your name will be entered in the next raffle.

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**Please provide your employment information** (see reverse side)

- Only entries with the complete information will qualify.
- Self-employment entries are not eligible.
- Anyone eligible can participate in the raffle—many entries are made possible by the submission of resumes for job search using Goodwill Job Services.
- You do not need to be present at the time of the drawing to WIN.
- Your information is kept confidential and your employer will never be called.
- The \$25 Gift card type may vary (Visa, Subway, Target, Starbucks, etc)
- The Gift card will be mailed to the address you provide.

**SUBMIT INFORMATION BY EMAIL, PHONE OR IN-PERSON TO:**

**Ramon Lupian - Placement Service Representative,**

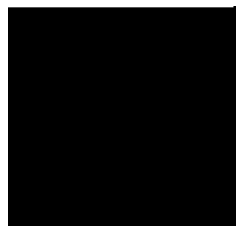
**dupian@goodwillsocaLorg**

(323) 539-2194

342 San Fernando Road, Los Angeles, CA 90031

**GOODWILL JOB SERVICES**, 342 SAN FERNANDO ROAD, LOS ANGELES, CA 90031, TEL. (323) 539 -2000, Mon-Fri Sant-5pm  
*Auxiliary aids and services are available upon request to individuals with disabilities. For more information, call (323) 539-2000. Goodwill Southern California provides, upon request, reasonable accommodation to ensure equal access to its programs, services and activities. The TTY/TTD phone number is (323) 539-2057 Please contact our staff 72 hours in advance. – Equal Opportunity Employer/Program.*

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Southern  
Californi**



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You are eligible to be entered into my  
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**City/State and Zip:** \_\_\_\_\_

**Phone number:** \_\_\_\_\_

**The Company/Employer Name:** \_\_\_\_\_

**Company/Employer address:** \_\_\_\_\_

**Position/Title:** \_\_\_\_\_

**Wage:** \_\_\_\_\_

**Employment Start Date:** \_\_\_\_\_

**Only entries with the complete above information will qualify.**

- Information is kept confidential and the employer will never be called.
- Self-employment entries are not eligible.
- You do not need to be present at the time of the drawing to WIN.
- The Gift card will be mailed to the address you provide.

**SUBMIT INFORMATION ASAP BY EMAIL TO:**

Ramon Lupian at [email: rlupian@goodwillsocal.org](mailto:rlupian@goodwillsocal.org)

or deliver information in person to:

Ramon Lupian

342 San Fernando Road, Los Angeles, CA 90031

