



BOARD OF SUPERVISORS

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COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

"To Enrich Lives Through Effective and Caring Service"



Joseph M. Nicchitta
Director

Joel Ayala
Chief of Staff

Rafael Carbajal
Chief Deputy

SMALL BUSINESS COMMISSION MEETING UPDATES

April 8, 2020

1. OFFICE OF SMALL BUSINESS UPDATES

FY 2019-2020

UTILIZATION

Fiscal Year 2014-2015	\$159,765,054.38
Fiscal Year 2015-2016	\$181,059,214.27
Fiscal Year 2016-2017*	\$288,049,853.19
Fiscal Year 2017-2018	\$355,287,485.26
Fiscal Year 2018-2019	\$576,297,551.59
Fiscal Year 2019-2020 as 2/19/2020	\$508,335,219.58

Awards to all Certified LSBE, DVBE, and SE as of 2/19/2020

FY	Type	Total
19-20	Small Business Awards	94,005
As of 2/19/20	Awards for Remaining Businesses	1,731,474
	Total Count	1,825,479
	Small Business Award Dollars	\$508,335,219.58
	Award Dollars for Remaining Businesses	\$6,938,906,826.33
	Total Amount	\$7,447,242,046.91

As of the end of Q2 the County has already surpassed the utilization amount reached in FY14-15, FY15/16, FY16-17, and FY17-18

2. PROGRAMMATIC UPDATES

PTAC AND CERTIFICATIONS TEAM (Grant Period August 1, 2019 through April 1, 2020)

Counseling Hours	555
New PTAC clients	323
Total Events Participated	57

Pool of Certified Vendors

LSBE	1485
DVBE	171
SE	157
CBE	379

Number of Processed Certification Applications Approved as of Q3

LSBE	608
DVBE	70
SE	71

New Avisare Certification Portal (CBE only)

Applications Submitted	391
Applications Processed	301
Applications Approved	254

SMALL BUSINESS CONCIERGE PROGRAM

Fiscal Year 2019-20

Total Participated Events 60

Total Entrepreneurs assisted 521

Total Concierge cases submitted 558

Upcoming Concierge workshops

4/18/2020 Small Business Workshop

4/18/2020 Arts Tune Up

5/9/2020 Small Business Workshop

5/13/2020 Small Business Workshop

5/16/2020 Small Business Workshop

6/10/2020 How to Start Your Small Business Workshop

3. RESPONSE TO COVID-19

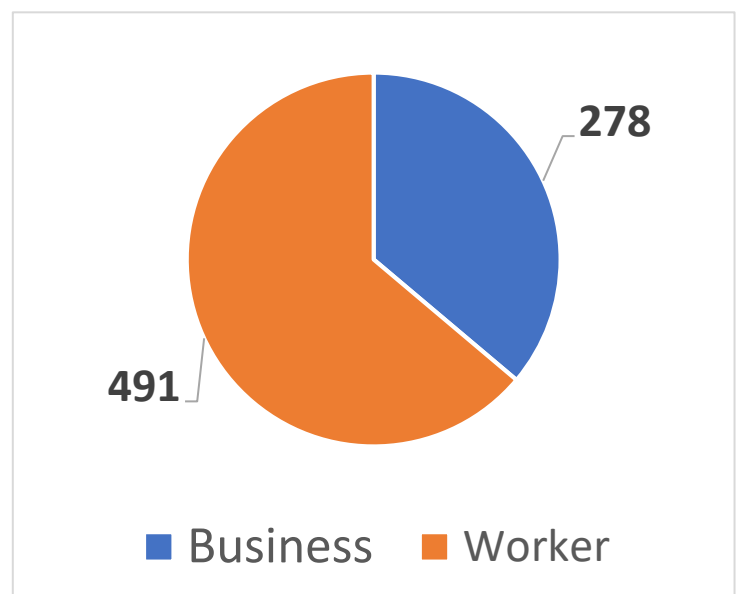
DCBA began mobilizing its operation to respond to the COVID-19 emergency since late January. Since then the Department:

- Is now operating 100% remotely providing services to the public
- Participated in multiple press conferences, webinars, and meetings to raise awareness of COVID-19 best practices to reduce risk of infection and to share information about County, State, and Federal resources available to impacted businesses
- Produced an informational video to raise awareness of the declared public health emergency and available resources to businesses
 1. Video circulated via email, social media, and [YouTube](https://youtu.be/NqGjV39KWpo) (<https://youtu.be/NqGjV39KWpo>)
 2. Translated into Spanish and Chinese
- On March 26, 2020, launched a **Business and Worker Help Center**, in partnership with the Workforce Development, Aging and Community Services (WDACS) and the Los Angeles County Development Authority (LACDA). This Center serves three functions:
 1. Serve as a single-entry point for businesses and workers;
 2. Centralize access to emergency resources into a single portal; and
 3. Provide direct 1-1 assistance to those with high needs.
- See [LA County COVID-19 Relief Fund Summary of Programs](#) attached.

Business and Disaster Help Center	
Website: https://lacountyhelpcenter.org/	
Phone: (833) 238-4450	
Email: Disasterhelpcenter@lacounty.gov	
<ul style="list-style-type: none"> • County programs • Access to capital • Unemployment benefits • Insurance claims • Local resources • Health Orders 	<ul style="list-style-type: none"> • Live operators • M-F 830am-430pm • Multi-language capacity <ul style="list-style-type: none"> • English • Spanish • Korean • Mandarin • Armenian

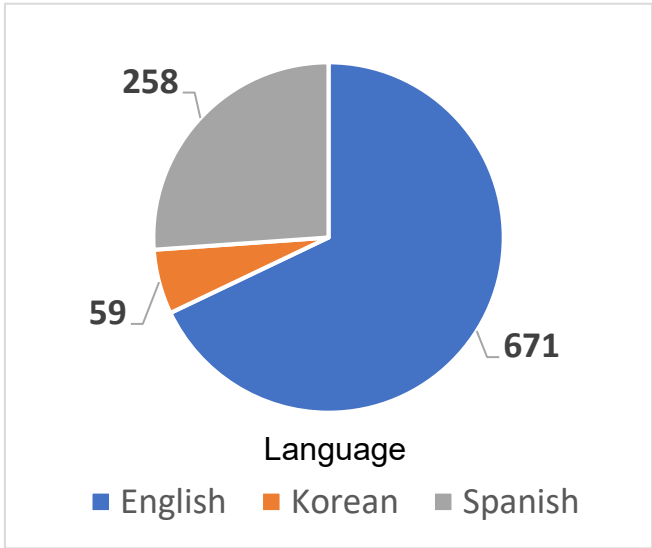
**Total Calls
As of April 1, 2020**

988



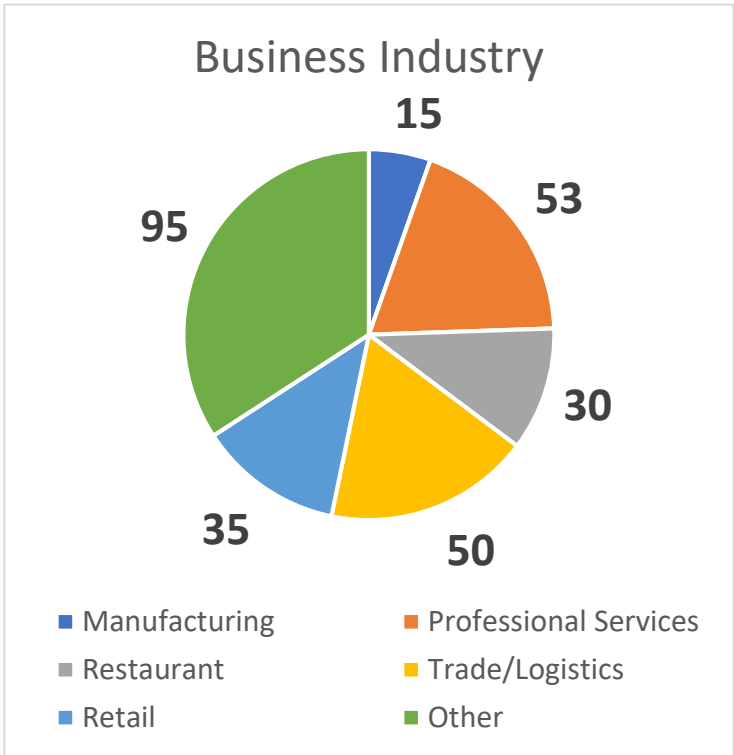
**Total Cases
As of April 1, 2020**

769



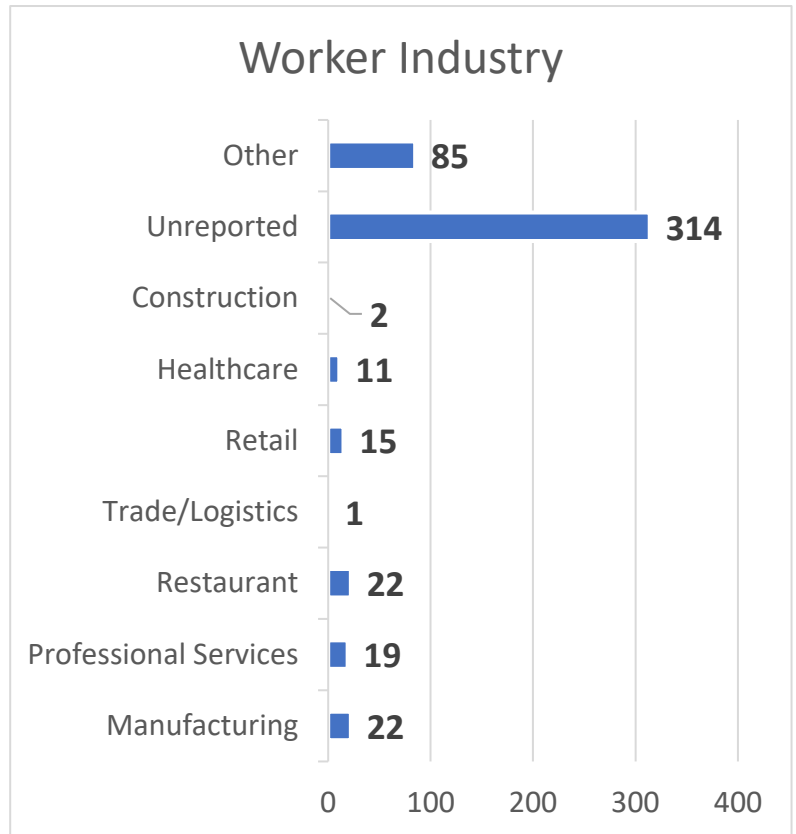
**Total Business Cases
As of April 1, 2020**

278



**Total Worker Cases
As of April 1, 2020**

491



Social Media Stats

Twitter	YTD Totals
Followers	54
Impressions	3241
Engagements	383

Instagram	YTD Totals
Followers	58
Likes	30
Impressions	366
Reach	221

Facebook	YTD Totals
Followers	14
Likes	19
Reach	81