

# SECTION 3 RESIDENT STORY:

## *Let's Get to Work!*



## **Dalia's Story**

Dalia is the first person to greet you when you walk in to York Risk Service Inc. offices in Pasadena. With her pleasant and professional demeanor she creates a welcoming environment for guests. Her supervisor, Carlos Chavarriaga, says that Dalia has great customer service skills and they are pleased that she is now part of their team.

Dalia grew up in public housing and currently lives at HACLA's Pico Aliso community with her husband, mother and two daughters, ages 4 and 2. She is overjoyed and very humbled that through HACLA's Section 3 program she found permanent employment at York. Dalia says that she sees many opportunities for growth and is committed to growing professionally to advance within the company. As a clerk, she answers on average 90 calls each day and says that being professional, courteous and helpful is her number one priority. "I couldn't believe my eyes when I received my first paycheck," says Dalia, explaining that she realized she could pay off some debt, which she did, provide a better living for her family, and one day to be able to move out of public housing. She believes that with hard work everything is possible. She and her husband, Jovanni, now look forward to the day they can buy their own home to raise their young family.

Prior to joining York, Dalia held various clerical and administrative jobs, including an internship at the Los Angeles City Hall through HACLA's Summer Youth Intern program. Dalia says she is blessed to work at York and appreciates the support and guidance of her supervisor and colleagues. She plans to continue her education at East Los Angeles Community College to advance professionally.

*York Risk Service Inc. is a provider of specialized claims and risk management solutions. HACLA has engaged their services to operate and administer a self-insured workers compensation claims program.*



***"This job changed my life in so many ways. I am thankful to both York and HACLA's Section 3 Program for this opportunity. This gave me confidence that I am capable and can have a career."***

Dalia Leon Gomez

Section 3 of the Housing and Urban Development Act of 1968, as amended, requires that economic opportunities generated by certain U.S. Department of Housing and Urban Development (HUD) financial assistance for housing and community development programs shall, to the greatest extent feasible, be given to low and very low income persons, particularly those who are recipients of government assistance for housing, and to businesses that provide economic opportunities for these persons.

HACLA has developed Section 3 Business and Resident Registries to assist businesses and residents to gain employment and economic opportunities.

### **SECTION 3 RESIDENTS REGISTRY**

HACLA maintains a database of qualified employment-ready Section 3 Residents. Residents take assessment tests, go through a skills review and are provided resources to be employment-ready. Interested residents are encouraged to contact the Human Resources Department at (213) 252-5387 to enroll in the registry. Residents from the Registry are identified and referred to contractors for employment opportunities.

### **SECTION 3 BUSINESS REGISTRY**

Businesses who wish to do business with HACLA, and to provide economic opportunities to HACLA residents are encouraged to contact the Section 3 Compliance Administrator at (213) 252-1865 or via e-mail at [section3@hacla.org](mailto:section3@hacla.org).

Additional information about the Section 3 program is available at [www.hacla.org/section3](http://www.hacla.org/section3).