DATE: March 18, 2015

TO: Los Angeles Reconnections Career Academy (LARCA) Program Providers

FROM: Lisa Salazar, Assistant Chief Workforce Development System

SUBJECT: WDS DIRECTIVE NO. 15-13 WORKFORCE INNOVATION FUND-LARCA PROGRAM UPDATE

EFFECTIVE DATE
This directive is effective upon date of issue.

PURPOSE
The purpose of this directive is to provide LARCA providers with instructions and procedures on required program activities for the remainder of the program. These activities include: extended enrollment, participant exit, re-engagement, follow-up services, and data reconciliation.

BACKGROUND
On June 14, 2014, the Employment and Training Administration (ETA) of the U.S. Department of Labor (USDOL) awarded the City of Los Angeles Economic and Workforce Development Department 12 million dollars in grant funds through the Workforce Innovation Fund (WIF) authorized by the Full-Year Continuing Appropriations Act, 2011 (P.L.112-10). These funds were allocated to support innovative approaches to the design and delivery of employment and training services that generate long-term improvements in the performance of the public workforce system, both in terms of outcomes for job seekers and employer customers, and cost-effectiveness.

LARCA STUDY PARTICIPANTS

As you are aware, the LARCA program is participating in a robust evaluation process being conducted by Social Policy Research Associates (SPRA). There are a total of 2,090 youth who agreed to this process of whom 1,071 are receiving program services and 1,019 have been referred to other community programs for assistance. In order to comply with evaluation obligations and deadlines, all direct services for the 1,071
program group participants end on September 30, 2015. Agencies will be given 30 days after this date to reconcile performance data in the participant file and Efforts to Outcomes (ETO) database. After September 30, 2015, the youth should receive follow-up services. Follow-up services include the following: regular contact with participant, job retention services, assistance in furthering education, work-related peer support groups, supportive services (i.e. transportation and/or work-related materials) and tracking of the youth post-placement. Follow-up services should commence on October 1, 2015 and end on June 30, 2016. SPRA’s evaluation process will continue until the final impact study report is released in late 2016.

PARTICIPANT EXIT FORM

An exit form has been created in ETO for each participant. This form automatically populates based on information entered into the ETO database. The purpose of this form is to easily identify the progress each participant has made towards completing mandatory core activities. These activities include the completion of the following: an LAUSD education assessment and plan, work readiness certification, financial literacy certification, InnerSight Experience, paid work experience, and introduction to identified career pathway. The exit form contains the dates for services completed and red boxes for items pending completion. In addition to the mandatory core services, the exit form contains performance outcome information, which is also pre-populated with dates of completion based on information entered into ETO. This form should be printed on a quarterly basis and placed in the participant file. During site visits, LARCA program analysts will use this form to verify accuracy of information. Each completed activity is subject to data validation. Proof of activity completion must be documented in the participant file via sign-in sheets, certificates, enrollment documents, etc. Further information regarding these activities and performance outcomes must be documented in a detailed case note; which will also be reviewed during program site visits. The exit form can be accessed in ETO Site Homepage (See Attachment 1).

EXTENDED ENROLLMENT - GROUP 3

Three LARCA providers (CRCD, YPI- Pico Union & YOM Boyle Heights) did not meet the minimum enrollment goal of 200 youth into the program group by the specified deadline of October 31, 2014. For this reason, each of these sites has been asked to continue enrollment until the goal of 200 enrollments is met. These youth will not be a part of the evaluation; however, they are expected to complete the mandatory core activities and complete the same performance outcomes as those in the study. These youth will be referred to as “Group 3”. The enrollment deadline for Group 3 is May 31, 2015. Youth identified for Group 3 cannot be 1) a study participant or 2) a current WIA participant. Youth should be screened before the process of enrolling, for level of commitment and suitability. Lastly, ETO has been set up to capture this data separately from the youth in the study. ETO training was provided to these sites on February 17, 2015, on how to enroll Group 3 youth. Should additional training be necessary, please contact Ashley Sanders at larca.sanders@ypiusa.org and copy Kendra Madrid at kendra.madrid@lacity.org.
RE-ENGAGEMENT OF PROGRAM INACTIVE PARTICIPANTS

With over 1,000 participants enrolled in the program group, there are bound to be those youth who voluntarily withdraw from program participation. Each agency must do their due diligence to re-engage these youth in the program. Working with their assigned LAUSD PSA counselor, each agency must document efforts to re-engage inactive program participants. Providers must exhaust the following methods of contact before labeling a participant as inactive: 1) phone call or e-mail, 2) letter, and 3) home visit. Each point of contact must be documented using the re-engagement verification form (see Attachment 2) and in the ETO database. The form must be filled out completely. If a participant would like to re-engage in the program, invite them back to a Coordination of Services Team (COST) meeting to plan out their re-engagement service strategy. Incentive based re-engagement is highly recommended.

STUDY DATA RECONCILIATION

SPRA has completed its first review of application data collected from the ETO system. The results of that review have revealed over 200 data entry errors for study participants including but not limited to missing applications, incomplete application information, duplicate entries and extra applications for youth not in the random assignment system. Because the number of errors per site varies, further information regarding this process will be shared with each site individually. **Corrections must be completed within two weeks of receipt of the list of errors.**

CONTACT

Thank you for your time and dedication to this innovative approach to serving youth most in need. Should you have any questions regarding this memo, please contact Kendra Madrid at (213) 744-9321 or by e-mail at kendra.madrid@lacity.org.
## Exit Form

**ATTACHMENT 1**

### Participant Activities & Outcomes - Summary

<table>
<thead>
<tr>
<th>Name</th>
<th>Study ID Number</th>
<th>Program Start Date</th>
<th>Days in Program</th>
<th>Program End Date</th>
<th>Dismissal Reason</th>
<th>Successfully Completed (Graduated)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Participant Activities:

- LAUSD Educational Assessment Completed
- Completed Inventory Experience
- Completed Financial Literacy Certification
- Completed Work Readiness Certification
- Attained Paid Work Experience
- WR: Application/Resume Building
- WR - Interview 101
- WR - Mock Interview
- WR - Retention

### Participant Outcomes:

- Returned to School
- GED Prep
- Attained a Degree
- Attained a Vocational Certificate
- Placement in Post Secondary Education
- Placement into Employment

---

**Report Prompts**

Data Range Start: Date Range End: Site Name: Program Name: POS Name: Report Generated: 3/6/15
**LARCA RE-ENGAGEMENT CONTACT FORM**

<table>
<thead>
<tr>
<th>Date of Contact:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Staff Person conducting contact:</td>
</tr>
<tr>
<td>Participant Name:</td>
</tr>
<tr>
<td>Contact Method, Check one:</td>
</tr>
<tr>
<td>☐ Call (List phone number):</td>
</tr>
<tr>
<td>☐ E-mail (List e-mail address):</td>
</tr>
<tr>
<td>☐ Letter/Home Visit (List address):</td>
</tr>
<tr>
<td>☐ Other (List):</td>
</tr>
</tbody>
</table>

**Result of Contact:**

- ☐ Participant will re-engage in program and has been invited to attend a COST meeting on ___________ to discuss re-engagement plan.

  - ☐ Participant is unavailable to participate in LARCA program due to:
    - ☐ Incarceration. Will be released on: ___________
    - ☐ Institutionalized (Health Issue, Rehab etc.)
    - ☐ Deceased

- ☐ Participant has voluntarily withdrawn from LARCA program services and no longer wants to participate.

  - ☐ Other: __________________________

**Contact Notes** (Brief description of conversation with participant or authorized person (i.e. parent/guardian):

<table>
<thead>
<tr>
<th>Contact Notes:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>