

# CITY OF LOS ANGELES

CALIFORNIA



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CAROLYN M. HULL  
GENERAL MANAGER

**DATE:** January 25, 2021

**TO:** LA's Workforce Development System

**FROM:** Carolyn M. Hull, General Manager *Carolyn Hull*  
Economic and Workforce Development Department

**SUBJECT: WDS DIRECTIVE No. 21-11  
INNERSIGHT PROGRAM IMPLEMENTATION PY 2020-21**

## **EFFECTIVE DATE**

This directive is effective upon the date of issuance.

## **PURPOSE**

The purpose of this directive is to provide the 14 YouthSource Center Contractors instruction on the implementation of the InnerSight Educational and Career Inventory at the YouthSource Centers with additional guidelines due to the COVID-19 pandemic.

## **BACKGROUND**

InnerSight is an online educational and career inventory designed to assist participants in identifying a vocabulary and framework for considering their unique interests and preferences when charting either an educational or occupational future by putting participants in the process of making decisions that will affect their lives for years to come. Participants will begin with the online inventory and then participate in the "experience" workshop.

## **GOALS**

The goal of this Educational and Career Inventory is to provide case managers with a tool that is tailored to each client that case managers can use in discussion with participants in the development and creation of the participant's Individual Service Strategy (ISS).

EWDD has contracted with YouthSource Center providers to:

- Ensure that upon completion of the InnerSight on-line interest inventory, a minimum of 56, but not to exceed the maximum of 71 WIOA-enrolled participants will attend and complete the facilitated 3-hour InnerSight Experience workshop.

Youth participating in the InnerSight program **MUST** be part of your WIOA enrolled clientele. Contractors may add additional youth outside of that allocated by EWDD to existing sessions at the rate of \$200 per participant. Also, Contractors who need

additional sessions may acquire them from InnerSight for \$800 per session. These arrangements can be made directly with an InnerSight representative.

## YOUTHSOURCE CENTER PARTICIPATION

Contractors shall:

1. Identify a site manager who will be responsible for tracking participation and enrollment using the InnerSight Management System (IMS)
2. Adhere to the guidelines outlined in this Directive.
3. Work with the assigned EWDD InnerSight coordinator should any technical assistance issues or concerns arise.

Youth participants **must** complete the online self-inventory during the enrollment process. Additionally, all contractor staff working with youth participants **MUST** (1) Complete the online inventory and participate in a workshop and (2) attend the “Facilitating the Journey” training. *All sessions/training will be coordinated through EWDD; the dates and times of the sessions will be shared with each contractor site manager.*

Due to the COVID-19 pandemic, EWDD has implemented the following guidelines:

- InnerSight will provide in-person workshops and virtual workshops.
- A contractor staff member must be personally present for the entire InnerSight in-person session to assure compliance with COVID-19 requirements.
- In-person sessions may not have more than 10 total participants, including Guides and contractor staff-member. Typically, this will allow for enrollment of 7 youth based on COVID-19 requirements. All enrollments must be new while under COVID-19 limits and requirements. Please remember that when a youth *participant is **enrolled** in a session at the session closing date, it counts toward your allotted units.*
- For in-person sessions, the contractor must meet the following COVID-19
- Guidelines:
  - Each youth is seated a minimum of 6 feet apart for Social Distancing purposes.
  - Everyone participating in the session, clients, Guides, and contractor staff must wear a mask during the entire 3-hour session.
  - The room used for the session must be sanitized prior to the scheduled session.
  - An alcohol-based hand sanitizer should be made available containing at least 60% alcohol for clients to clean hands frequently.
  - Anyone who tested positive for COVID-19 or is experiencing COVID-19 symptoms 14 days or less prior to the session will not be allowed to participate in the session.
  - InnerSight Guides will follow all local protocols for delivering services in person as required by local and state health requirements, including sanitization, masking, and social distancing.

- InnerSight Guides, at their discretion, may refuse to serve a participant or hold a session in any facility that does not meet the requirements as outlined above.

**InnerSight virtual sessions requirements are as follows:**

- Virtual session enrollment must include a minimum of 10 new participants and may not exceed a maximum of 15.
- InnerSight Management System (IMS) Coordinator role in Virtual Experience:
  - IMS Coordinator contacts InnerSight representatives to schedule the virtual session.
  - Session cutoff dates will be set to 12 business days prior to the session to allow material distribution time.
  - IMS Coordinator creates the virtual session on Zoom in cooperation with the InnerSight Guide.
  - IMS Coordinator will communicate the Zoom access information to the participants. IMS Coordinator will work with case managers to select motivated clients to participate in Zoom sessions and enroll participants in the session using IMS.
  - IMS Coordinator must make sure clients know how to use the Zoom platform prior to the session. All clients should receive a Zoom user guide and complete a Zoom meeting prior to the session.
  - IMS Coordinator must inform participants the session will be about 3 hours prior to the Experience, and their devices must be sufficiently charged or plugged in to permit participation.
  - IMS Coordinator will receive and distribute materials to participants prior to the Experience. Materials shipped include a sealed InSight Guide booklet, a yellow Basic Career Life Questions sheet, and an InnerSight pen. Each contractor is responsible for including a highlighter for each participant.
  - IMS Coordinator must make sure all participants have their materials. If a participant is re-enrolled due to missing a prior session, then the IMS coordinator will ensure that the participant has all the necessary materials. A lost booklet can be replaced for a \$25.00 charge to the contractor and **MUST** be requested by the session cut-off date.
  - IMS coordinator instructs participants **not** to open their sealed booklets until asked to do so in the InnerSight Session.
  - On the session delivery date, InnerSight Guide will launch the Zoom session, IMS Coordinator will be session co-host, and participate (site monitor) for the entire duration of the session.
  - IMS Coordinator will document clients' participation in Zoom sessions. Coordinator will capture screenshots of clients attending at the beginning and end of the session and a participant list from Zoom to document participation. The documentation will be emailed to InnerSight Production Manager Teresa Pazur and EWDD Program Analyst Kenyatta Weaver.

- Participation Guidelines
  - Participants not in the session within 10 minutes of start time will be marked as missed. At the discretion of InnerSight Guides, late arrivers may be added.
  - Chat will be turned off for participants.
  - Cameras must remain on and focused on the participant throughout the Experience.
  - Participants will be appropriately dressed.
  - Participants who, for whatever reason, miss 5 minutes or more of the experience will be dropped from the Zoom session, marked as missed, and required to re-enroll.
  - Participants shall set up in an appropriate environment for the virtual experience, which includes a place that is comfortable, quiet, has a table or desk space for writing, and a stable internet connection.
  - There will be a short break, and any water or snacks should be brought to the session to be available at that time.
- Evaluations
  - An Online Experience evaluation form will be prepared in Google docs. Participants will receive the link to the document via chat in Zoom. The evaluation form can be completed as an Activity or Exit requirement. The IMS Coordinator and EWDD analyst will receive an evaluation pdf after the session.

## **CONTACT**

If you have any questions pertaining to this directive, please contact Kenyatta Weaver at [Kenyatta.Weaver@lacity.org](mailto:Kenyatta.Weaver@lacity.org) or at (213) 744-9068, TTY: 711.

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