

WIOA Local  
Workforce  
Biennial  
Modification

2021 -  
2024

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City of Los Angeles Workforce Development Board  
Gregory Irish, Executive Director  
(213) 744-7164  
[Gregory.Irish@lacity.org](mailto:Gregory.Irish@lacity.org)

## **VISION**

**The Workforce Development System (WDS) is an innovative, diverse, and equitable workforce development and training system that offers economic security and produces and places skilled workers into high quality jobs in the Los Angeles region.**

It is the shared vision of the Workforce Development Board, Mayor, City Council, and EWDD to utilize the WDS to: 1) increase access and opportunity to employment and training programs by integrating an equitable approach for the delivery of workforce development services; 2) reduce employment disparities across all historically marginalized communities; and, 3) effectively respond to fast-evolving economic and labor market conditions that tend to disproportionately affect vulnerable populations, in particular, those that have been most affected by the Coronavirus (COVID-19) pandemic.

## **EXECUTIVE SUMMARY**

The City of Los Angeles (City) Workforce Development Board (WDB) is one of seven Local Boards that comprise the Los Angeles Basin Regional Planning Unit (LABRPU). The WDB is an industry-led body of executives, appointed by the Mayor and confirmed by the City Council, which is charged with policy oversight of the City's Workforce Innovation & Opportunity Act (WIOA) WDS. The Economic and Workforce Development Department (EWDD) serves as the fiscal agent for the City and, in consultation with the WDB and input from the community, produces the Local Plan every four years. The WDB is also required to perform a mid-period review and modification of the Local Plan to ensure it is still aligned with the goals and priorities of the Board.

The Biennial Modification outlines existing and newly developed strategies. It outlines the vision of the WDB's WDS in terms of preparing and placing individuals into self-sufficient employment; focuses on career pathway employment opportunities; and emphasizes strategies for system collaboration. The Local Plan aligns with the California's Unified Strategic Workforce Development Plan (State Plan) three policy objectives: 1) fostering demand-driven skills attainment; 2) enabling upward mobility; and 3) aligning, coordinating, and integrating programs and services to economize limited resources. It serves as the framework for the development of public policy, fiscal investment, and operation of the WDS. The Local Plan includes the following specific workforce development strategies:

- Education and training for all job seekers (adults, youth, and dislocated) by emphasizing credential and high school graduation attainment;
- Employer and industry engagement to develop sector pathways that provide the required workplace skills and address the evolving demands of the economy; and
- Establish partnerships and systems to increase workforce development outcomes by connecting with the Los Angeles workforce development community (local school district, community colleges, training providers, employers, and related business/industry groups). Partnerships are needed to narrow the equity gap for populations that have experienced multiple barriers to employment such as low income,

disadvantaged workers, individuals who are experiencing or have a history of homelessness, people of color, individuals with disabilities, veterans, justice-involved individuals, English Language Learners, high-school dropouts, foster youth, and other disconnected workers.

## **Education/Training**

A top priority of the WDB is to ensure that the City operates a high-functioning education and workforce development system that produces skilled workers for *quality jobs*<sup>i</sup> in the Los Angeles region. The Los Angeles County Economic Development Corporation (LAEDC) indicates that there are many quality jobs available in the Los Angeles area as the City continues to recover from the COVID-19 pandemic. The nature and entry requirements for quality jobs have changed significantly over the last two decades. While the best paid positions are often occupied by workers who have at least a bachelor's degree, there are other middle-skills jobs that only require some level of postsecondary education or credential beyond a high-school diploma. According to Harvard Business School<sup>ii</sup>, middle-skill jobs are “those that require more education and training than a high school diploma, but less than a four-year college degree.” Workers with middle-skills jobs, such as electricians, dental hygienists, and paralegals, earn above the region's median household income.

**UPDATED:** Before the COVID-19 pandemic, there was a high demand for middle-skill jobs which accounted for half of all job openings in California. During the pandemic, the City's unemployment rate rose from 4.7 percent to 19.1 percent. However, jobs slowly started becoming available again, leading to a sharp decrease in the rate of unemployment to 5.2 percent by late 2022. It is anticipated that demand for middle-skills jobs will grow once pandemic restrictions are lifted beginning in March 2023. This is due to previously anticipated above-average growth in particular industries and the need to replace an increasing number of retiring workers, and the need to replace employees who moved on to other work during the pandemic or chose not to re-enter the labor force.

**UPDATED:** According to the latest United States Census data, 80 percent of the local adult workforce has a high school diploma or higher. Of those 80 percent with a high school diploma, only 34 percent have a bachelor's degree or higher, or are trained to the middle-skill level,<sup>iii</sup> and forty-six percent are low-skilled workers competing for a dwindling number of low-skill jobs. Although leading and competitive industries have occupations that require both substantial work experience and education beyond a high school diploma, addressing this “skills gap” through education and training is critical to developing a vibrant labor force that meets the needs of high-demand employment sectors in the City.<sup>iv</sup>

## **Employer Engagement**

Another critical component of the Local Plan is engagement of employer and business stakeholders which are critical for understanding the need and urgency for a skilled and trained workforce. Connecting employers and business groups with local community colleges, training providers, and high school career-technical programs will help ensure that curricula and credentials align with actual industry needs. City workforce policies

emphasize key high-growth industry sectors in occupations with clear career pathways that allow advancement. A demand-driven workforce development strategy that moves youth and adults into training and toward completing “stackable” industry-valued credentials—credentials which build upon each other along a career pathway--will enable people to secure jobs with increasing responsibility and pay. Additionally, as noted in the 2020 State Plan, Governor Gavin Newsom announced a goal to place 500,000 individuals into apprenticeships by 2029. Apprenticeships provide a unique opportunity for engaging employers in the City’s workforce programs. **UPDATED:** EWDD has been working to increase apprenticeships for its workforce system participants pursuant to its Year 23 Annual Plan Apprenticeship Policy and with Governor Newsom’s goal.

**NEW:** Additionally, the EWDD recently redesigned its Youth system to focus on career pathways for the City’s youth. This goal will be achieved through co-enrollment with nine community colleges, LAUSD’s adult school, and registered apprenticeships. The EWDD redesign also includes identifying meaningful work experience that is sector focused. High-barrier populations will receive increased emphasis. Furthermore, providers will strengthen mental health services to youth, including working the County Department of Mental Health and providing trauma-informed care. Finally, the redesign includes engaging youth by emphasizing the Youth Voice in which services the YouthSource system should provide to them. Prioritizing the stated needs and desires of the youth in the system will allow for better outcomes and more youth reaching their potential.

### **Coordinating Efforts**

As demonstrated by the past and current efforts of the WDB which target populations with significant barriers to employment, building and sustaining partnerships and coordinating efforts of multiple systems of care are critical to improving the workforce and educational outcomes of job seekers. To be successful, these vulnerable populations require multiple and coordinated interventions and supports for successful placement and retention in employment.

The local WDS will continue its investment in youth who are disconnected from school and work. **UPDATED:** In a letter to Mayor Karen Bass (Letter) dated January 9, 2023, a collective comprised of New Ways to Work, Opportunity Youth Collaborative, and Unite LA estimates that 13.9 percent of youth ages 16 to 24 are disconnected from both education and employment as of 2021. This constitutes an increase of 3.1 percent from 2020. Additionally, according to Measure of America, a nationally recognized think tank that conducts social science research<sup>v</sup>, data from 2021 may have underreported the number of disconnected youth in Los Angeles by 13,000.

Given the “skills gap” that exists in our current workforce, the Local Board recognizes the importance of addressing out-of-school youth and reducing the high school dropout rate to prepare our underserved youth for success in employment and adult life. **NEW:** The City and County of Los Angeles (County) have engaged the Reconnecting LA’s Youth (ReLAY) Institute at California State University Northridge to update the region’s LA Performance Partnership Pilot (LAP3) Strategic Plan to improve education, workforce, housing, and health and well-being outcomes for disconnected youth.

The LAP3 initiative established a coordinated effort among local education, workforce development system, employers, and other governmental and community-based organizations to develop a regional vision for ensuring that disconnected youth had access to: 1) educational attainment; 2) permanent housing; 3) stable employment; and 4) quality social and health well-being.

### **Novel Coronavirus Pandemic Recovery To Date**

The City continues to address the effects of the novel coronavirus pandemic (COVID-19) on the local economy through innovative and increased focus on providing services via digital technology. During the COVID-19 lockdown, the City's America's Job Center of California (AJCCs), known locally as WorkSource Centers, pivoted to digital platforms to provide continuous services to participants, including working with training providers who were able to offer either online-only or hybrid in-person/online classes. This movement to the virtual space assisted participants in completing certifications undertaken prior to State- and City-mandated lockdowns. In 2020, the City secured several emergency grants, including funding from the Coronavirus Aid, Relief, and Economic Security (CARES) Act, to boost the amount and types of services available to jobseekers and employers. Also, through its AJCC system, the City provided financial supportive services that helped unemployed or underemployed residents pay expenses such as rent, food, and utilities.

**NEW:** As noted in the Letter to the Mayor mentioned above under "Coordinating Efforts," 13,000 additional youth were disconnected because of the pandemic. Many of these youth come from high-barrier populations. **UPDATED:** Furthermore, although California's overall economy has been recovering since the onset of the pandemic, communities that had previously experienced barriers to employment have seen widening gaps exacerbated by increased inflation. The economy has also been affected by the declining population in the region driven by a lack of affordable and available housing. While the long-term economic impact of the COVID-19 pandemic continues to be assessed, the City will continue to provide workforce and economic services to residents so that they are positioned to take advantage of any opportunities for sustainable and economically advantageous careers.

### **Workforce Development System Goals and Initiatives**

The Year 23 WDB Annual Plan includes eleven Strategic Initiatives designed to address equity and service gaps for specific populations. These initiatives were developed or established based on Mayoral and WDB priorities:

#### **1. Reduce homelessness by increasing employment opportunities**

**UPDATED:** In alignment with the City of Los Angeles Comprehensive Homeless Strategy, the WDS will support regional efforts and strategies to reduce homelessness by providing pathways to sustainable employment, training, and education, and by connecting participants to supportive services. The WDS will also expand employer-driven pathways to well-paying, stable employment by integrating public, private, educational, and non-profit systems.

In 2022, homelessness increased in the City (+1.7%) and County (+4.1%) over the last count in 2020.<sup>vi</sup> In 2022, there were over 69,144 individuals experiencing homelessness County-wide of which 41,980 were City residents.<sup>vii</sup>

- Counts for youth (under 18 years of age) experiencing homelessness decreased from 4,923 to 4,259 (-13%) in 2022 but increased from 867 to 910 (+4.9%) for families with children.
- Those experiencing homelessness due to fleeing domestic violence or intimate partner violence decreased from 2,741 to 2,534 (-7.6%).
- Seniors aged 62 or older experiencing homelessness increased by 5.9% from 4,080 to 4,323.
- Approximately 878 (3%) individuals experiencing homelessness in the County were transgender or gender non-conforming.
- The City's unsheltered homeless population decreased from 28,852 to 28,458 (-1.4%).
- The homelessness rate during the pandemic for Hispanic/Latinx group rose from 13,424 (32.5%) to 17,470 (41.6%) in 2020. This was a significant change compared to all other racial/ethnic groups.<sup>viii</sup>

## **2. Increase employment opportunities for all Angelenos through partnerships with major economic drivers in the region**

Through the leadership of the Mayor's Office, the WDB established a goal of developing Memoranda of Understanding (MOU) with the region's major public sector employers, including the Los Angeles World Airports (LAWA), the Port of Los Angeles, and the Los Angeles Department of Water and Power (LADWP), to provide career pathways for Angelenos. While the COVID-19 crisis had slowed down public sector hiring in general, increased investments in economic development have aided EWDD in aligning economic and workforce development strategies more purposefully to address the needs of employers and job seekers in the region, including investment from the Bipartisan Infrastructure Law (**UPDATED**).

## **3. Increase access to career pathways through Industry Sector Strategies**

EWDD will continue investments in key industry sectors such as Advanced/Clean Manufacturing, Construction, Financial Services, Green Technology, Healthcare, Hospitality/Entertainment, Logistics, Security, Utilities, Biotechnology/Biosciences, and Information Technology, which provide career pathways for all Angelenos.

#### **4. Increase services to targeted high-barrier populations (vulnerable populations) with a geographic focus**

EWDD will increase enrollments and placements targeting communities with the highest concentrations of poverty and highest unemployment rates, as well as underserved target populations including, but not limited to, individuals with a history of homelessness, formerly incarcerated individuals, underrepresented ethnic groups, single-parents, older workers, disconnected youth, and transgender and other LGBTQ individuals.

#### **5. Increase Gender Equity**

In line with the City's commitment to achieving gender equality<sup>ix</sup> and gender equity<sup>x</sup> in City operations, the WDS will continue to strengthen its efforts to integrate a gender perspective into the design, implementation, and evaluation of its services, to ensure that unique need of women and girls are considered.

The need to strengthen programming to address barriers to employment faced by women has only been exacerbated by the pandemic. As noted in the Pathways to Economic Resiliency report, women have been disproportionately impacted by mass job losses resulting from the pandemic. As described in the report, 30 percent of women, compared to only 23 percent of men, filed for unemployment insurance claims following the start of the pandemic. Childcare was a major factor in women leaving the workforce.

To ensure equitable opportunities for women and girls in accessing quality and empowering job training and employment, the WDS committed to seven tasks, pending the availability of funding. These gender equity tasks include:

**Task 1 – Prevent sexual harassment within the WDS** - Ensure that WDS staff are trained to prevent and address sexual harassment and discrimination in the workplace and are informed about their rights and existing resources.

**Task 2 – Develop WDS training on gender bias** - Implement and evaluate a train-the-trainer workshop on implicit gender bias and gender mainstreaming<sup>xi</sup> to increase the WDS' capacity to consider the unique needs of women and girls in the design, implementation, and evaluation of its services, including in career counseling, training, and job placement.

**Task 3 – Develop baseline gender equity data for the WDS** – Gather and include data disaggregated by gender in all demographic and performance reports included in the WDB Strategic Annual Plan's list of strategies and activities. Baseline Gender Equity data is included in the following pages.

**Task 4 – Prepare labor market information report on gender equity** – Commission a study to identify high paid jobs and training opportunities for

women and girls for career advancement and to transition from low-paid middle skills jobs to high-paid jobs.

**Task 5 – Increase service to domestic violence survivors** – Design, implement, and evaluate a pilot training program targeting survivors of domestic violence and human trafficking. As part of this work, EWDD will partner with CIFD to identify clients from the Domestic Violence and Human Trafficking Shelters funded by the City.

**6. Increase employment outcomes for the reentry population**

EWDD works with the offices of the Mayor and City Attorney to leverage investments of County and City funds to increase employment services for the reentry population.

**7. Increase education and/or employment outcomes for disconnected youth**

The WDS will continue to provide leadership for integrating City services with Los Angeles Unified School District (LAUSD), Los Angeles Community College District (LACCD), and Los Angeles County to increase educational, employment, housing, and social well-being outcomes for disconnected youth. Through the LAP3 initiative and the YouthSource system, the WDS is providing regional leadership on expanding and integrating services to the region’s disconnected youth population including foster, probation, dropout, and homeless youth populations.

**8. Increase impact of the City’s WDS through the strategic alignment of City and Regional Planning Efforts (Los Angeles Regional Plan, Local Plan, WDS Annual Plan, and LAP3 Strategic Plan)**

**UPDATED:** Over the last two years, the City provided leadership to cross-jurisdictional efforts aimed at developing regional workforce development strategies. The WDS Annual Plan seeks to align the goals and objectives identified through the Regional, Local and LAP3 planning efforts undertaken by the City and key workforce development stakeholders in the region over recent years. These planning efforts seek to align workforce resources and programs to develop systematic and coordinated efforts to increase economic opportunities for those left out by the economic recovery.

**a. Regional Plan**

The Regional Plan is aimed at the development and implementation of decision-making structures that will strengthen workforce activities and performance at the regional level of the seven (7) Los Angeles Basin Local Boards. The Regional Plan supports the State Board’s Unified State Plan’s goal of building regional sector pathways; including increasing industry-valued credential attainment and enrollment in apprenticeship through sector strategies; increasing employer engagement; and development of a regional communications effort between the seven regional boards.

As required by WIOA legislation, which mandates a regional plan every four years and a biennial modification every two years, this plan was written to include an analytical overview of the region and specifically mandated topics from WSD22-05, “Regional and Local Planning Guidance for PY 21-24 Two-Year Modifications.” The 2021-24 Regional Plan was prepared by the County of Los Angeles for the seven Los Angeles Basin Local Boards and is available here:

[https://ewddlacity.com/images/reports/ap22/AP22\\_Tab8\\_Appendix6\\_RegionalPlan.pdf](https://ewddlacity.com/images/reports/ap22/AP22_Tab8_Appendix6_RegionalPlan.pdf)

**NEW:** The current Regional Plan Biennial Modification is being developed by the South Bay WIB.

#### **b. Local Plan**

The Local Plan describes the City’s WDS efforts to meet the goals and objectives of the Regional Plan, and to meet the federal and state intent of implementing WIOA. Also required every four years, this plan was modified to include specific plans to address coordination with CalFresh Employment and Training programs; employment services for noncustodial parents; increased services for individuals with developmental/intellectual disabilities; and services for English language learners, foreign-born, and refugees. Additional changes updating statistics during the novel coronavirus pandemic have been added through the two-year modification process. Prior new requirements for the current Local Plan are also discussed and include expanding digital fluency and distance learning; ensuring cultural competencies and an understanding of the experiences of trauma-exposed populations; and a description of how the WDB fulfills the duties of the AJCC Operator and/or Career Services Provider under WSD19-13, “Selection of AJCC Operators and Career Services Providers.” The 2021-24 Local Plan is available here:

<https://ewddlacity.com/index.php/wioa-lwp-21-24>

### **9. Los Angeles Performance Partnership Pilot (LAP3) Strategic Plan**

LAP3 contains the collective efforts of over 40 organizations to improve the education, workforce development, housing, and social well-being outcomes of the region’s disconnected youth using a holistic approach to wraparound services. The goals and objectives link with specific strategies that would increase integration of City, County, non-profit organizations, philanthropic organizations, and school district services for desired outcomes. The plan also calls for specific policies to prioritize services for the region’s disconnected youth population, training Angelenos to participate in industries such as the new green economy.

The City will continue to work with partners at all levels of workforce development and educational institutions to foster the training and retraining necessary to provide opportunity for thousands of workers into a thriving middle class built on good, green jobs.

**10. Creating and expanding career ladder opportunities for L.A.'s workforce to fill the demand for early childhood education positions**

**NEW:** LAUSD's Division of Adult and Career Education is collaborating with the City in this effort by adding new early childhood education training programs at Maxine Waters Employment Preparation Center, East Los Angeles Occupational Center, and West Valley Occupational Center.

**11. NEW: Increase employment opportunities for Older Adults 55 years and older by creating systems that promote training and employment**

Pursuant to the Mayor's Purposeful Aging LA Initiative (Executive Directive No. 17), the City will focus on opportunities for older workers to remain actively and purposefully engaged in their communities throughout their life by creating systems that promote lifelong learning and financial security for older adults. This population has been served by the WDS, however, moving forward, there will be ongoing formalized strategies to address their needs and encourage an age-friendly city.

On February 27, 2023, the EWDD released the "Request for Quotes for Qualified Consultants to Develop and Implement a Workforce Strategy for Older Adults" (RFQ). The RFQ is intended to procure qualified consultants that are of a professional, expert, and temporary nature to assist the EWDD with the development of a strategic plan to support the expansion of career services for individuals who are 55 years of age and above. Responses to the RFQ are due on April 6, 2023, with the successfully awarded proposer contract slated to begin on May 1, 2023.

**The Local Workforce Development System**

Adult and youth centers are strategically located in areas of the City with the highest concentrations of poverty, long-term unemployed, and lowest educational attainment rates. Since the implementation of the Integrated Services Delivery (ISD) model in Program Year (PY) 2014-15, the AJCC System continues to operate as follows:

- The ISD model enables AJCCs to enroll all eligible participants, thereby significantly increasing the number of participants served by the centers;
- Harnessing new technologies and web-based applications has expanded access to services;
- Continued systemic focus on developing Career Pathways opportunities in high-demand employment sectors has enabled participants to secure living wage employment;
- Leveraging strategic partnerships with education, employment training, and social-service providers has provided more comprehensive services to program participants; and
- Continued increase in service levels for vulnerable populations (e.g., Returning Veterans, Individuals with Disabilities, English Language Learners, Individuals

Experiencing Homelessness, Mature/Older Workers, Reentry Adults and Youth, and Non-Custodial Parents).

The EWDD manages a network of workforce service providers comprised of 15 America's Job Centers of California (AJCC), known locally as WorkSource Centers (WSC), and 14 specialized Youth AJCCs, known locally as YouthSource Centers (YSC). These centers are located strategically throughout the City, where they provide diverse workforce development services for City residents and businesses.

In a typical program year (defined as July 1st to June 30th), the AJCC system serves approximately 30,000 enrolled adults and dislocated workers through coordination, integration, and leveraging of both resources and competencies of the system's partners. **UPDATED:** While that number decreased to 28,406 participants served in Program Year 2019-20 through mid-Program Year 2020-21 because of the novel coronavirus pandemic, the total served of 38,102 for March 1, 2020, through December 31, 2022, showed signs of improvement as the City began reopening more in 2022. The local area's recovery efforts enhanced concentration on continuous and open coordination with key partners described in Section I below to improve the City's ability to serve participants effectively.

The WDS includes not only the AJCC and YSC systems, but also a network of partners that are committed to improving the employment and educational outcomes for its customers. These partners include multiple City departments, State agencies, local educational institutions, chambers of commerce, economic development agencies, businesses, and local veteran and labor organizations.

**UPDATED:** Through partnerships with other governmental and community-based programs, the YSC system provided over 33,397 young Angelenos work experience from March 1, 2020, through December 31, 2022. For PY 22-23, EWDD has funds for over 8,000 subsidized placements. The centers are predominately operated by community-based nonprofit organizations and are located in areas of the City with high poverty and a high risk of dropouts. In addition to providing WIOA youth services, the YSCs serve as "dropout recovery centers" with the collocation of certified LAUSD student counselors who have access to student data to determine attendance patterns, credits earned toward graduation, test scores, and behavioral patterns. This shared-focus program was accomplished by formalizing a regional partnership with the LAUSD. The formal partnership placed a Pupil Services and Attendance (PSA) Counselor at each of the YSCs. Through this partnership, PSA counselors complete educational assessments for all YSC participants. The information obtained is used by the counselor and center case management staff to determine the best approach for that youth. This highly effective partnership ensures that out-of-school youth successfully return to school and/or post-secondary employment training programs in high-demand employment sectors.

**NEW:** As mentioned earlier, the shared focus includes achieving goals through co-enrollment with nine community colleges, LAUSD's adult school, and registered apprenticeships, heavier emphasis on sector-focused work experience, more services to high-barrier populations, and strengthened mental health services. Youth leadership is also a focus of the newly redesigned YouthSource system, with youth given a greater voice in the types of services available to them.

Pursuant to WSD22-05, the following sections are required inclusions from the Local Plan 2021-24 to be updated as necessary in the Local Plan Biennial Modification 2021-24. Updates and additions are marked for easy reference.

## **I. WIOA Core and Required Partner Coordination**

The Los Angeles WDS AJCC partners are jointly responsible for workforce and economic development, educational, and other human services programs. As described in the City's MOUs, the City's partners include:

- a. WIOA Title I Adult, Dislocated Worker, Youth: EWDD and the County of Los Angeles Community and Senior Services;
- b. WIOA Title II Adult Education and Literacy: LAUSD and LACCD
- c. WIOA Title III Wagner-Peyser: California Employment Development Department (EDD);
- d. WIOA Title IV Vocational Rehabilitation: California Department of Rehabilitation;
- e. Migrant Seasonal Farmworkers: California EDD;
- f. Veterans (JVSG): California Employment Development Department;
- g. Trade Adjustment Assistance Act: California Employment Development Department;
- h. Unemployment Compensation (Insurance): EDD;
- i. Carl Perkins Career Technical Education: LACCD;
- j. Los Angeles Job Corps: Department of Labor operated in the City by YWCA Greater Los Angeles;
- k. Native American Programs: Department of Labor operated in the City by Southern California Indian Center, Inc.;
- l. Youth Build: Department of Labor operated in the City = by Venice Community Housing and Volunteers of America;
- m. Second Chance: County of Los Angeles Probation Department;
- n. Temporary Assistance to Needy Families: County of Los Angeles Department of Public Social Services;
- o. Senior Community Services Employment Program (Title V Older Americans Act): Department of Aging;
- p. Community Services Block Grant: Community Investment for Families Department (CIFD); and
- q. Community Development Block Grant (Housing and Urban Development): Housing, CIFD, and EWDD.

The City's Integrated Service Delivery design allows for the partners to deliver shared and complementary services, as shown in the chart below:

Table: Partners and Services Provided

	WIO A Title I Adult	WIOA Title I Dislocated Worker	WIO A Title I Youth	WIOA Title II Adult Education	WIOA Title III Wagner-Peyer Act	Title I of Rehabilitation Act	Carl D. Perkins Career & Technical Education	Title V Older Americans	L.A. Job Corps	Native American Programs
Assess Skills & Needs; Eligibility; Intake; Orientation	X	X	X	X	X	X	X	X	X	X
Assist with Tuition/Fees	X	X	X							
Develop Curriculum/Programs	X	X	X	X		X	X	X	X	X
Deliver Training	X	X	X	X		X	X		X	X
Engage Employers	X	X	X	X	X	X	X	X	X	X
Identify Industry-Recognized Credentials	X	X	X			X	X	X	X	X
Provide Counseling (Academic/Personal/ Career)	X	X	X	X	X	X	X	X	X	X
Provide Case Management	X	X	X			X	X			X
Provide Info Services	X	X	X	X	X	X	X	X	X	X
Provide Job Placement	X	X	X	X	X	X	X	X		
Provide Job Search Assistance	X	X	X	X	X	X	X	X	X	X
Provide Labor Market Information	X	X	X	X	X	X	X	X	X	X
Provide Support Services	X	X	X							
Provide Work-Based Learning Opportunities	X	X	X			X	X	X	X	X
Recruit and Make Referrals	X	X	X	X	X	X		X	X	X
Housing									X	

**A. Local Boards and AJCC partners MOU coordination**

The goals of the Local Board and its AJCC partners are outlined in each MOU. The mission of the partnership is to develop, deliver, and promote best-in-class economic and workforce services to generate, sustain, and grow individual, business, and community prosperity in the City.

Each MOU outlines the following shared goals:

1. Develop industry-driven career pathways that prepare people for in-demand occupations in high-growth industry sectors based on annual review of the economic intelligence and labor market information.
2. Support system alignment, service integration, and continuous improvement using data to support evidence-based decision-making.
3. Strengthen communication, coordination, and decision-making between regional partners to meet labor market needs.
4. Enhance the existing network between education, business and industry representatives, labor, and other regional workforce development partners to develop new programs and services and align existing programs and services with regional and industry needs.
5. Support the development and continued collaboration between regional workforce and economic development networks in Los Angeles region to address workforce education and training priorities.
6. Develop regional leadership and operational partnerships among community college, adult education, industry, labor, and other workforce and economic development entities to strengthen coordination and to improve the delivery of services.
7. Increase the number of youth and adults who obtain marketable and industry-recognized middle skill credentials, with a priority on unemployed, underemployed, low-skilled, low income, recipients of public assistance, English Language Learners, veterans, individuals with disabilities, foster youth, reentry and other high-priority, at risk populations.
8. Increase the scope and breadth of opportunities for youth, especially low income, at-risk, disconnected, and out-of-school youth, and high school graduates seeking postsecondary vocational training, postsecondary education, and/or other career opportunities..
9. Improve opportunities for quality of life, independence, health, and dignity of the older adult population. Promote independence, advocacy, physical and cognitive health, economic self-sufficiency, and dignity for older adults, including those from low-income communities and those with disabilities.

**B. Co-enrollment and/or common case management as a service delivery strategy**

**Intake and Case Management**

The Local Board has established a “Customer Flow Policy” in which the AJCC system must ensure that customers are able to access self-directed services and, if determined eligible under WIOA, are able to access Career and Training Services. In conjunction with the customer, each AJCC (through its Integrated Services teams, which are comprised of WIOA Title I, Employment Development

Department, and other strategic partner staff) shall consider the entire array of career and training services available under WIOA when determining which services to provide.

### **AJCC Customer Flow**

Services received by a WIOA participant will vary based on their particular needs, informed choice, and availability of funds and resources. Determination of necessary career and training services shall be made through individual assessments completed by ISD teams and shall not be predicated on receiving prior services.

Both mandatory and voluntary partners shall participate at the AJCC to provide the services that are required as mandated by law. The career services to be provided by each partner shall be outlined in a memorandum of understanding, which will include cost and resource sharing. Access to career services shall be seamless because of a well-designed integrated service strategy, and the inclusion of all the partners of an AJCC.

### **Welcome Team**

Each AJCC shall establish a “Welcome Team” whose core functions will include:

1. Greeting and orienting customers to AJCC programs and services.
2. Conducting initial jobseeker skills and needs assessment to determine appropriate services.
3. Referring jobseekers to:
  - AJCC Orientation and Enrollment (if determined eligible under WIOA)
  - Collect data for CalJOBS registrations.

### **CalJOBS<sup>SM</sup> Enrollment**

All AJCC program participants seeking services at an AJCC, whether self-directed or staff-assisted, must be directed to complete a CalJOBS registration. CalJOBS provides AJCC participants access to online employment services, including labor market information, job placement and training services. CalJOBS should be used to provide self-directed services previously reported under Universal Access activities. Participants that do not wish to create a CalJOBS registration will have limited access to AJCC services, consisting primarily of Resource Room activities.

### **AJCC Services and WIOA Registration**

When jobseekers require AJCC “career services” provided by WIOA-funded staff, the individuals receiving services must be registered into WIOA. The Welcome Team staff shall refer jobseekers to the following career services:

1. AJCC Orientations;
2. Initial Assessment;

3. AJCC workshops, which may include job clubs; resume preparation; interview techniques; and job search skills.

Following the “initial assessment,” the Welcome Team staff will determine whether the jobseeker is ready for employment or if additional skill development is necessary. If determined as requiring additional skills development, the customer will be referred to the Skills Team. If determined, job-ready the customer will be referred to the Employment Team.

### **Skills Team**

The Skills Team will conduct a comprehensive skills and career assessment to identify skills, aptitudes, interests, barriers to employment and supportive service needs. An Individual Employment Plan will be developed for each jobseeker that will identify career services and/or training required to secure gainful employment. Career and training services may include basic skills remediation; computer training; vocational training and/or on-the-job training.

### **Employment Team**

The Employment Team will provide assistance with job placement, career counseling and coaching, job retention and supporting services to job seeking customers and to provide skilled, qualified applicants to local business and employers.

The use of the CalJOBS system and “Generic Modules” ensures program participants can be tracked across multiple (co-enrolled) programs.

## **C. Facilitating access to services through the use of technology and other means**

As noted in I.B above, CalJOBS is the State of California’s federally recognized system of records that documents and tracks participant activities and site-specific performance data. The CalJOBS system provides participants the ability to access the WDS remotely.

The City enhances this ability by providing easier access to AJCCs throughout the City of Los Angeles. The City has sited 15 WSCs in its areas of greatest need which also have easy access to public transportation that is frequently within walking distance of the Centers. Center staff is also trained to assist participants in navigating the CalJOBS platform.

Additionally, EWDD partners with the City’s library system to provide jobseeker services in library branches. This program includes two pillars, an AJCC portal at the Central Los Angeles Library branch, and EWDD-provided training for branch librarians, as well as technical assistance for job seekers, on the use of CalJOBS.

## **D. Coordinating workforce and education activities with the provision of appropriate supportive services**

### **1. Coordination with Secondary and Post-Secondary Education**

As stated before, the WDS works with the local community college system and other educational and training entities in developing career pathway opportunities. The Local Board will work with these providers to identify existing educational and training resources and the development of relevant curriculums.

The City and LAUSD Division of Adult and Career Education (DACE) are expanding their partnership. A LAUSD WIOA Navigator Advisor will be employed and located at identified AJCCs throughout the City. The WIOA Navigator Advisor will provide outreach and support services for the LAUSD DACE and local AJCCs. This individual will coordinate adult education and AJCC articulation processes, participate in adult education recruitment efforts, and serve as the liaison to programs serving adult education students. Navigator Advisors work collaboratively with the AJCC system; conducting student intakes and assessment to determine an individualized education plan (IEP); providing intensive case management services to adult clients, including counseling, on-going monitoring and District or community referrals; linking clients to appropriate resources and programs in the school district and community that support the student's efforts of enrollment in an appropriate educational setting; and developing and collaborating with community partnerships including education, business and labor partners.

### **2. Coordinating Appropriate Supportive Services**

AJCC and Youth program operators are responsible for the coordination of WIOA, partner, and other available resources to provide transportation and other supportive services necessary for participants to successfully complete programs. Through the RFP process, potential contractors must identify additional, non-WIOA funds they will leverage to provide both training and supportive services to their WIOA enrolled participants. These leveraged resources are tracked and monitored by EWDD.

#### **Supportive Services**

The WDS provides supportive services that are necessary to enable WIOA eligible individuals, who cannot afford to pay for such services, to participate in authorized WIOA activities. For Youth participants such activities must correspond to the Ten WIOA Elements for Youth Programs. Examples of such services include but are not limited to:

1. Childcare – Childcare and dependent care for dependents of customer.
2. Clothing - Adequate clothing to allow customer to wear appropriate work attire while participating in WIOA activities and during job interviews.

3. Housing - Temporary shelter, housing assistance and referral services.
4. Linkages to community services - Alcohol/drug/gang intervention counseling, drop-out prevention, pregnancy prevention, money management, tutoring or other purposes.
5. Referrals to medical services - Referral services to appropriate medical service providers.
6. Transportation - Expenses for commuting to and from WIOA activities such as public transportation fare, carpool arrangement or gas for personal auto.
7. Other - Services which are consistent with these policies and when justification is maintained in the customer's file. Examples include, but are not limited to, the following: uniforms or work-related tools, including such items as eyeglasses and protective eye gear which may be needed for participating in WIOA activities and/or employment, materials for individuals with disabilities, meals, and needs related payments.

**E. Compliance with WIOA Section 188 and applicable provisions of the Americans with Disabilities Act of 1990 regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities**

**Ensuring Physical and Programmatic Accessibility**

The EWDD has established an Equal Opportunity (EO) Compliance Unit to ensure Equal Opportunity and Nondiscrimination in WIOA grant-funded programs administered by the Local Workforce Development Area (LWDA). The EO Compliance Unit is responsible for compliance for all the AJCC and YouthSource sites. The primary objective of the EO Compliance Unit is to ensure compliance with Section 188 of the WIOA (29 CFR 38), the Nondiscrimination and Equal Opportunity Provisions of the WIOA and the Methods of Administration framework present under WIOA. The nine elements of the Methods of Administration (MOA) are:

1. Designation of Equal Opportunity Officers
2. Notice and Communication
3. Assurances (in Job Training Plans, Contracts, Policies and Procedures)
4. Universal Access
5. Obligation not to Discriminate on the Basis of Disability
6. Data and Information Collection and Maintenance
7. Monitoring for Compliance
8. Complaint Processing Procedures
9. Corrective Actions/Sanctions.

Starting in 2000, the EO Compliance Unit began requiring each provider to designate an EO Complaints Officer. Each Center is also required to designate a Disability Coordinator and a Limited English Proficiency (LEP) Coordinator. The EO Complaints Officer is required to attend training and become a first point of contact when a complaint is filed. The EO Unit encourages informal resolution at the Center level. Successful resolutions are put in writing and signed by all parties.

The EO Unit has provided training, focusing on the MOA as well as different types of discrimination. The EO Complaints Officer, Disability Coordinator, and LEP Coordinator were required to attend this training. Legacy Diversity Awareness training was developed to educate staff on better serving participants with disabilities. The EWDD in collaboration with the California Department of Rehabilitation (DOR) schedules joint trainings for AJCC and DOR staff to encourage coordination of services. Established in 2003, the EmployABILITY Partnership networking group brings together representatives from organizations such as EDD, DOR, County Department of Mental Health, and the Disability Coordinators from the centers.

## **II. State Strategic Partner Coordination**

### **A. Serving individuals who access CalFresh Employment and Training services**

#### **1. CalFresh E & T (CFET)**

CalFresh Employment & Training (CFET) in California is a locally run, state-supervised federal program administered by the Food and Nutrition Service, a branch of the United States Department of Agriculture (USDA). The program offers funding to states, which distribute funding to counties where applicable, to provide a package of employment, training, and related supportive services to CalFresh participants to increase their employability. **UPDATED:** The County of Los Angeles Department of Economic Opportunity (DEO), formerly the Workforce Development, Aging and Community Services Department (WDACS), partnered with DPSS and other local CFET partners to better serve the Los Angeles region's CalFresh population. The City works with the County in these efforts.

In the 2020-21 fiscal year, DPSS and the DEO (formerly WDACS), launched the CFET Expansion Pilot Program (CEPP), which was the first third-party partnership program to be offered in Los Angeles County. Our County partners served as an intermediary for DPSS with the third-party partners providing oversight, billing, technical assistance, and training. The federal 50/50 CFET reimbursement was used by CEPP to enhance the capacity and financial stability of service providers to boost the growth of workforce and training programs for low-income communities, expand the reach to more CalFresh participants, and improve employment outcomes for local area residents. This strategy of leveraging federal and third-party provider funding frees up the County's own dollars for other services. The goal of the CEPP is to scale up the program to be used by the entire workforce system and increase program capacity. The City coordinated with the County in this effort.

CEPP represents an essential strategy as the County increases access to workforce and training services by leveraging both federal and third-party provider dollars at no

additional County cost. In the initial pilot, the County and DPSS partnered with Goodwill and Chrysalis, both social enterprises, to deliver CFET services as third-party providers. Both organizations offer CFET participants paid transitional employment, job readiness skills, job placement and job retention through various non-federal funding sources, including funds from the County, the City of Los Angeles (e.g., Measure H, SB 678) and philanthropic funding. The County and DPSS plan to bring this program to scale across the entire workforce system while aligning services and increasing the capacity of our respective programs.

**NEW:** In 2022, the CEPP became “Skill Up Los Angeles.” The County DEO, along with REDF, serves as the intermediary for DPSS in providing oversight, billing, technical assistance, and training to third-party providers. The program expanded to six (6) social enterprise agencies, which increased utilization of the program by approximately 60% since the program’s inception, according to the County DEO.

Workforce services needed to help people receiving CalFresh succeed in the regional and local labor market, including those services that are eligible for 50 percent federal reimbursement from CalFresh E&T, include:

- Opportunities/support for individuals experiencing homelessness;
- Opportunities for older workers;
- Opportunities for the reentry population and for families involved with juvenile dependencies;
- Assistance with job search including:
  - Resume writing/interview skillsets;
  - Employment mentors/counselors;
- Digital literacy and computer skills.
- Work-Base learning activities to provide experience that will make clients much more marketable;
- Entrepreneur/Self Employment training, because self-employment continues to be an important source of jobs in the local area;
- Certification/Licensing opportunities for various occupations in the local labor market;
- Educational services such as General Equivalency Diploma (GED) courses; and
- Vocational English as a Second Language (VESL) training.

In addition to the barriers of age, homelessness, and limited English proficiency, CalFresh participants may also face:

- A lack of transportation;
- Involvement in the justice system; and
- A lack of desirable skill sets compatible to the current labor market.

For the CalFresh E&T participants—as well as for Child Supportive Services non-custodial parents, Competitive Integrated Employment, Provisions to English Language Learners, and the Foreign Born and Refugees—the local area plans to build upon the partnerships developed under the local LA:RISE system. LA:RISE is an innovative, collaborative partnership that unites the City and County of Los Angeles' WDS with non-profit social enterprises and for-profit employers in order to help people with high barriers to employment get good jobs and stay employed.

The County DEO (formerly WDACS), Los Angeles County Probation, and the County Office of Diversion and Reentry (ODR) have also partnered to create and implement the Innovative Employment Solutions (INVEST) program to prepare adults on Probation for permanent employment along a career pathway. To support INVEST, Probation has invested \$4.75 million a year in SB 678 funding in the County AJCCs to provide specialized workforce development services delivered by AJCCs. As part of the Prison-to-Employment planning process to expand INVEST services to Adult Probationers, the DEO (formerly WDACS), Los Angeles County Probation along with the County Office of Diversions (ODR) worked with the LA City WDB to expand INVEST to LA City WorkSource Centers. This expansion allowed the INVEST program to maximize intensive supportive services provided to the justice-involved population. The expansion also maximized opportunities for participants to access sector-pathway partnerships such as the Career Expansion, Inc. program, which provides justice-involved individuals Building Trades Pre-Apprenticeship Multi-Craft Core Curriculum (MC3) 130-hour construction training. This training creates a pathway to registered apprenticeships and careers in the trades. As part of the INVEST program, Career Development Specialists and Business Services Representatives work in partnership with Probation Officers who are co-located at select AJCCs. AJCC and Probation staff have received National Institute of Corrections Offender Workforce Development Specialist training on evidence-based practices in assisting former offenders into the workforce. AJCC staff and Probation Officers conduct regular INVEST outreach and recruitment at Probation Area Offices and work together to prepare and train probationers for employment, provide job retention incentives, and support career advancement.

The local area partners with local Community Colleges and local Adult School partners. Three of the City's AJCCs are co-located at education institutions (L.A. Trade Technical College, Los Angeles City College, and Los Angeles Valley College). The local area plans to partner with these schools to assist them in identifying, using and tracking their non-federal dollars to leverage the federal SNAP E&T 50% reimbursement for employment and training services offered to students who are CalFresh recipients. The local area is already in close partnerships with these schools to support and retain students from the City's target populations in sector pathway programs as they progress into livable-wage jobs.

The local area has also partnered with LAUSD DACE collocating DACE's WIOA Navigators within AJCC centers to provide integrated service delivery for AJCC participants. DACE is the largest WIOA Title II provider in California and, as such, is an integral part of the workforce development system in the Los Angeles region,

providing skill development services for adults with high barriers to employment including individuals with low literacy, low-income families, veterans, and dislocated workers. In partnership with the City and County Workforce Development boards, DACE strategically aligns training services to be coordinated and complementary so that job seekers acquire skills and credentials that meet employers' needs. DACE aligns with WIOA by investing in the following strategies:

- **Sector Pathway Strategies:** Focused, active collaboration among businesses in a targeted industry sector and between workforce development partners provides a framework for developing strong career pathways for adult learners. Within the Los Angeles region, Workforce Development Boards bring stakeholders together on a regular basis to identify the needs of employers within a given industry sector and to determine the goals, action plans, policies, and service delivery models needed to meet those needs. To maximize impact on the regional economy, increase employment opportunities for students, and honor the efforts of workforce development partners, DACE aligns its programs and services with local industry sector goals, plans, and strategies.
- **Partnership with California Department of Corrections and Rehabilitation (CDCR):** The CDCR provides adult education programs for inmates at all 32 of its prisons. Since the passage of the Public Safety and Rehabilitation Act of 2016 (Proposition 57), the CDCR has been increasing partnerships with educational agencies outside of the prison system to provide returning citizens with seamless reintegration pathways. To better support the approximately 500 formerly incarcerated individuals who relocate to the Los Angeles region on a weekly basis, DACE partners with CDCR and will work closely with state and local agencies to support the returning citizen community.
- **Employer Advisory Boards (EABs):** EABs provide valuable industry feedback that informs program design, course offerings, and curriculum development. EAB meetings create opportunities for networking with regional businesses which leads to strengthened partnerships, expanded externship programs, and increased employment opportunities. As a Circle Level Member of the LA Chamber of Commerce, LAUSD DACE will attend regional EABs and collaborate with local businesses to establish additional EABs in all industry sectors. This collaboration will improve system responsiveness to industry needs and maximize work-related outcomes for programs and students.
- **Regional Apprenticeship Portal:** The WDS will partner with the LAUSD DACE to develop a regional apprenticeship portal to post information on registered apprenticeship programs within the Los Angeles Region.

On behalf of the Los Angeles Basin RPU, the DEO is meeting regularly with DPSS to determine the details and time frame for expanding the County's CFET plan with the state. This plan expansion includes building upon an existing data-sharing agreement that would allow the DEO and potential third-party partners to verify the status of participants in programs whose funding will be used to leverage the federal reimbursement to expand CFET. The DEO is working with subject matter experts with

significant expertise in federal SNAP E&T and California CFET to guide the DEO and DPSS in determining the best strategies to expand the County CFET program.

## **B. Coordination with Local Child Support Agencies and other local partners who serve individuals who are non-custodial parents**

### **1. Department of Child Support Services Partnership**

Similar to the needs of CalFresh participants, non-custodial parents (NCP) need the following services and assistance to obtain employment:

- Opportunities/support for individuals experiencing homelessness;
- Opportunities for the reentry population and for families involved with Juvenile dependencies;
- Assistance with job search including:
  - Resume writing/interview skillsets;
  - Employment mentors/counselors;
- Digital literacy and computer skills;
- Work-Base learning activities to provide experience that will make the clients much more marketable;
- Entrepreneur/Self Employment training;
- Certification/Licensing opportunities for various occupations in the local labor market;
- Educational services such as General Equivalency Diploma (GED) courses; and
- Vocational English as a Second Language (VESL) training.

Strategies to increase engagement of non-custodial parents in workforce development services and career pathway employment opportunities include:

- Support and train AJCC and partner staff to increase the provision of coaching, pro-social habit development and system navigation;
- Develop common messaging and materials so that AJCCs, CSSD, and their partners are able to educate non-custodial parents on the impact of employment income on public assistance benefits and the advantages of being employed;
- Secure and braid funding with AJCC and partner programs to underwrite subsidized training stipends, intensive employment retention services, and incentives for non-custodial parents;
- Standardize processes for AJCC and partner referrals into mental health, housing services, parenting, dispute resolution and mediation services, and other resources that support parents;
- Grow partnerships with trade unions and trade union intermediaries to increase participation in pre-apprenticeship programs that include intensive supportive and wraparound services;
- Augment current cross-system, cross-agency trainings to increase the success of system-to-system referrals;

- Increase and coordinate business engagement to develop bridge job and permanent employment opportunities, achieve better assessment of skill needs and credentials/certificates valued, and facilitate partnership with education and training institutions for the development of trainings that meet business/industry needs; and
- Identify and develop more short-term, boot camp-type certification trainings designed to be conducted at AJCCs and work sites to help non-custodial parents gain quick skills to secure employment and advance within companies.

Several programs for NCPs that are currently offered include:

- The Child Support/AJCC Referral Program, an unfunded program fully supported by CSSD and AJCC leveraged resources.
- Participants who are homeless or justice-involved are co-enrolled in the LA:RISE and/or INVEST program, respectively, to be able to offer them supportive services, subsidized employment, employment retention supports, and other intensive services often required to assist those with barriers into employment. Some NCPs may be undocumented individuals. So-called right-to-work requirements may present as a barrier to enrollment into WIOA Title I programs. Locally, AJCCs are required to identify a minimum of \$600,000 of non-WIOA dollars to support services within the AJCC. Depending on the requirements of these additional funds, these dollars may be available to support workforce services for non-WIOA eligible participants.

**UPDATED:** Now that the program is reactivated, the local area plans to expand on the relationship with LAUSD DACE and the partnerships established under the local LA:RISE and LAP3 programs to ensure all AJCC participants, including NCPs, are provided coordinated workforce and related training and education services, are provided the support necessary to remain in these programs, and are retained in employment.

**C. Coordination with Local Partnership Agreement partners, established in alignment with the Competitive Integrated Employment Blueprint, and other local partners who serve individuals with developmental and intellectual disabilities**

**Competitive Integrated Employment Updated Partnership**

All Local Planning Agreement (LPA) partners have agreed that the Los Angeles Area Department of Rehabilitation (DOR), the regional centers, and the school districts need to rely on AJCCs to a much greater degree to conduct employer recruitment and engagement for shared efforts. As such, the local WDB and/or City staff attend the ongoing partnership meetings of each appropriate LPA to determine the AJCC business outreach and engagement tools, strategies and marketing materials that can be leveraged by the LPA to create more opportunities for individuals with developmental and intellectual disabilities.

The local area has provided ongoing training and support to AJCC staff including, but not limited to, Legacy Disability Training, Customer Service, 'How to' on self-disclosure, and case management. Legacy Disability Training focuses on effective practices that enable AJCC staff to provide comprehensive employment services to persons with disabilities. Legacy Disability training consists of seven online modules and three days of live training. The live training covers Introduction to Disabilities (Cognitive, Mobility, Communication, Vision, Psychiatric, Substance Dependence and HIV/AIDS). Training also covers Barriers to Employment, Employer Considerations, Customer Service, and case studies with successful outcomes.

The local area collaboration between the DOR and AJCC Disability Coordinators is in place to effectively identify ways to better serve people with disabilities in an efficient and seamless manner. The collaboration includes Disability Coordinators from all 15 local AJCCs and DOR staff, such as Employment Coordinators and Counselors, from the Los Angeles, Valley and South Bay areas. Some of the objectives for the collaboration include opportunities to Leverage Resources, eliminate the duplication of services, continuously strengthen the partnership by sharing information, and increase the number of referrals to and from each other's programs. AJCC and DOR staff have been cross trained, ensuring everyone has a general understanding of all resources and services available through each partner. The collaboration meets bi-monthly and includes anywhere between 30-35 staff members from AJCCs and DOR. Additional partners participating in these meetings include: Certified Work Incentive Counselors, the Social Security Administration, the Employment Development Department, the Braille Institute, Maximus, the Los Angeles County department of Mental Health, and the City of Los Angeles Department on Disability. Each meeting includes a segment for updates, sharing of best practices and challenges to the collaboration. DOR representatives work directly out of the AJCCs and actively attend orientations to provide information on available services or, in cases where DOR staff are not present or readily available, AJCC staff facilitates appointments with the local DOR office as appropriate. Currently, all AJCC orientations include information on working with and supporting veterans and people with disabilities.

#### **D. Coordination with community-based organizations and other local partners who serve individuals who are English language learners, foreign born, and/or refugees**

##### **1. Provisions to English Language Learners, the Foreign Born and Refugees**

In partnership with the LAUSD-DACE, local AJCCs provide services to address both the language skills training needs of these populations, aligning training services to be coordinated and complementary so that job seekers acquire skills and credentials that meet employers' needs while obtaining English language skills specific to the targeted career. The AJCCs and DACE share the goal of improved services to employers that ensure the training system is job-driven, matching employers with skilled individuals. Both seek to align with regional sector strategies by establishing Workforce Partnership meetings and expanding Employer Advisory Boards to ensure participant training aligns with employer needs and trainings necessary for advancement are made available.

The local area will adopt and facilitate the WIOA AJCC Job Search Referrals process established by the Los Angeles County Department of Social Services (DPSS). In alignment with WIOA, DPSS is cooperating with local AJCCs by referring Greater Avenues for Independence (GAIN)/Refugee Employment Program (REP) participants for job search services. GAIN/REP staff will initiate formal job search services for these participants who are job ready, have completed Vocational Assessment and are currently participating in Transitional Subsidized Employment (TSE). Participants who are in the last three months of their assignment, which includes approved job search, will be referred to the local AJCC, with a goal to assist GAIN/REP participants to secure unsubsidized employment and achieve self-sufficiency.

## **2. Coordination with Adult Education and Literacy Activities Under WIOA Title II**

As stated before, LAUSD-DACE has staff assigned to AJCC locations to provide educational support (including Title II activities) to WIOA Title I participants. This colocation allows better coordination of both programs and resources.

Title II program applicants will be given access to local plans for purposes of reviewing the local plan and developing Title II applications for funding. The Local Plan will be posted to the EWDD public website: <http://ewddlacity.com/index.php/about-ewdd/plans-reports>. In accordance with established California WIOA Title II – Adult Education and Family Literacy Act (AEFLA) grant solicitation procedures, the Local Board will review all AEFLA applications submitted to the California Department of Education (CDE) from eligible providers within the Local Area to determine whether the applications are consistent with the Local Plan. The Local Board will submit a recommendation to the CDE to promote alignment with the Local Plan.

The Local Board will review each eligible provider's entire application, with particular attention to considerations that are most relevant to Local Plan alignment: Needs Assessment, Alignment with One-stop Partners, Facilitate Learning in Context, Partnerships and Support Services for Development of Career Pathways, and Alignment with the Local Workforce Development Board Plan. The Local Area Administrator will complete and submit recommendations for promoting alignment with the Local Plan through the CDE's online system.

## **3. Services Provided to Limited English Proficient Individuals**

The City has an established Limited English Proficient Policy. This policy provides guidance and sets standards for the City of Los Angeles Workforce Development System (WDS) and other agencies serving Limited English Proficient (LEP) individuals to ensure meaningful and timely access to WIOA funded programs and services.

For this purpose, no one will be denied access to information, services, or resources throughout the WDS because of their limited proficiency in the English language or be subjected to unreasonable delays in the receipt of such services. A person can qualify as LEP if they are an adult or out of school youth, who has a limited ability to read, write, speak, or understand English, and a) whose native language is a language other

than English; or b) who lives in a family or community environment where a language other than English is the dominant language. AJCCs and YouthSource Centers must develop a language assistance plan that is annually updated and submitted to the City as part of the Request for Contract Renewal (RFCR).

The WDS will serve LEP individuals in their service delivery areas and ensure that LEP customers are offered meaningful and equal access to WIOA services. Each Center must be able to describe and document how LEP customers receive services. This will be subject to review by the City's LEP Coordinator and reported to the WDB.

As the Local Board develops new sector initiatives and other training programs, Vocational English as a Second Language (VESL) training will be incorporated in these programs to increase LEP customer participation. The WDB is committed to designing programs to ensure that limited English speakers are included in skills training as well as bridge programs. Moreover, the WDS shall leverage resources to increase training opportunities in other languages where available.

Currently, the EWDD conducts surveys annually during individual Program Years to track the needs and languages of the participants in our Adult and Youth systems. This information assists the EWDD when it is developing new programs or enhancing existing ones to better serve our LEP population.

### **III. WIOA Title I Coordination**

#### **A. Training and/or professional development that will be provided to frontline staff to gain and expand proficiency in digital fluency and distance learning**

The City will work with its partners at California State University Northridge, LAUSD, and the County of Los Angeles DEO to develop core curriculum to ensure our AJCC staff have the skills necessary to provide high-quality services. The staff of our AJCC system will be provided training in digital fluency and distance learning.

Staff Training in Digital Fluency and Distance Learning will include, but is not limited to, the following:

1. VOSGreeter Kiosk Training
2. Ongoing CalJOBS Training
3. Virtual AJCC Resource Room and CalJOBS Pre-Application
4. Adobe Sign Training
5. Career EDGE Training

**B. Training and/or professional development that will be provided to frontline staff to ensure cultural competencies and an understanding of the experiences of trauma-exposed populations**

The Local Board facilitated system-wide training on domestic violence, workplace violence and sexual harassment prevention using regional training funds in early 2019.

The in-person domestic violence training enabled AJCC and YSC staff to provide services to client survivors of domestic violence. The training included: defining domestic violence; relevant penal codes; the cause and nature of domestic violence; power and control; manifestations of abuse, such as physical, emotional, etc.; the cycle of violence; barriers to leaving, and more. Also included was training on the dynamics of healthy relationships, creating support systems, and making domestic violence referrals and addressing all these issues with potential victims.

The sexual harassment prevention training covered the topics of sexual harassment, hostile work environment, LGBTQ+ Harassment, how to stop prohibited behavior, protected characteristics and legalities surrounding harassment, and the City's policy towards this behavior.

We will work with our regional partners to provide additional training for our system. Examples of training include:

1. Comprehensive Practices for Working with LGBTQ People Experiencing Interpersonal Violence
2. Trauma-Informed Reentry and Fair Chance Training Series
3. Barrier Buster Workshop
4. California's Diverse Immigrant Populations, and Best Practices on Serving Refugees Webinar
5. Cultural Diversity Certification Training Lunch & Learn
6. Asian and Pacific Islander (API) Cultural Awareness Training
7. 2019 Multicultural Mental Health Conference
8. Virtual Rapport Building with Youth
9. Expectant and Parenting Youth
10. Facilitating Virtual Meetings
11. Substance Use Disorders in Youth
12. Immigrant Community Sensitivity Training

13. Targeted English Language Learner Recruitment: Pivoting Strategies Amid COVID-19- Full Capacity Marketing
14. Engaging with Clients Remotely: Overcoming Digital Literacy Barriers and Best Practices for Remote Client Case Management
15. Workplace Health & Safety and Employee Rights during COVID-19
16. Inclusive Workforce Development Specialist (IWDS) Training, formerly known as Offender Workforce Development Specialist (OWDS) Training
17. Los Angeles County Virtual Workforce Training for Inclusive Populations
18. Facing the Past to Design an Equitable Future: What Employers Need to Know
19. The Los Angeles Homeless Services Authority (LAHSA) Problem Solving
20. University of Ohio Kirwan Institute for the Study of Race and Ethnicity – Implicit Bias Training
21. University of California President's Office – Managing Implicit Bias Series
22. COVID-19, Disability & Mental Health
23. Cultural Sensitivity and Trauma Informed Care
24. Rapid Rehousing and Employment Training- Tools and Supports for Active Engagement of Rapid-Rehousing clients in Employment)
25. Mental Health First Aid (MHFA) Training
26. Improving Job Readiness and Retention for Higher Risk Populations

**C. Coordinating workforce investment activities carried out in the Local Area with statewide rapid response activities.**

The EWDD's Rapid Response (RR) Unit provides a myriad of Rapid Response and Layoff Aversion activities to the City's businesses and dislocated workers. These include the following:

***Strengthening the Linkage with Unemployment Insurance Programs***

The EWDD's Rapid Response (RR) Unit partners with local California Employment Development Department (EDD) Unemployment Insurance (UI) staff to ensure laid-off workers are informed of the procedures to file for and maintain UI benefits. RR orientations also include information on UI's California Training Benefits provisions, which may extend UI payments while claimants are enrolled in approved training

programs. Each AJCC provides electronic linkages to facilitate UI filing and staff is knowledgeable regarding UI programs and procedures. AJCCs host a variety of Reemployment Eligibility Assessments (REA) and Reemployment Services and Eligibility Assessment Appointment (RESEAA) workshops presented by EDD wherein WorkSource Center staff are invited to attend and provide information on WIOA services.

### ***Providing a full scope of Rapid Response Activities***

The City's Rapid Response program is designed to minimize and/or mitigate the impact of layoffs on recently unemployed individuals in the City of Los Angeles. The Rapid Response Team provides services to businesses and dislocated workers through linkages with the U.S. DOL, various divisions of the State of California Employment Development Department (EDD), the AJCC system, and other public and private partners. Services provided include:

- Rapid Response Core Services/Strategies

The RR Unit provides information on transitional services to employers that have issued layoff notices (required Workforce Adjustment and Retraining Notification Act [WARN] and other, non-WARN notices) and coordinates the delivery of available resources to the affected employees.

- Layoff Aversion/Business Retention

The RR Unit provides services to businesses at risk of closing or laying off employees to avert or reduce layoffs and to retain businesses in the Greater Los Angeles region. This is done in partnership with economic development and business associations. Activities include:

- a. Identifying struggling businesses and connecting them to the resources they need to stay in business;
- b. Collecting labor market information to identify industry trends that may be predictors of worker layoffs and maintaining open communication with key local area stakeholders as an "early warning system"; and
- c. Identifying the skill sets of workers in declining industries and identifying alternative job opportunities for them in growing industries and referring them to training opportunities as needed.

- Community Outreach

The RR Unit provides outreach and disseminates information to dislocated workers, local at-risk businesses, marginalized communities, and the unemployed/underemployed, connecting them to available resources through community events, business organizations, partnerships with community-based organizations, and unions/industry associations.

- Research and Training

The RR Unit conducts research and participates in training to build team capacity, as well as provides information to jobseekers concerning resource availability, job opportunities, and industry-specific opportunities. These activities are done by tracking the growth and decline of local industry sectors (including via online

databases such as EconoVue), understanding the complexities of diverse cultures and demographics, publishing resources to customers, and providing technical assistance to the WDS.

**D. A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the Local Area. This includes how the Local Board will ensure that priority for adult career and training services will be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.**

### ***Compliance with State-Issued AJCC Policies***

- [WSD15-14](#) – WIOA Adult Program Priority of Service

The Local Board has established a Priority of Service Policy. This policy provides guidance and establishes the procedures regarding priority of service for recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient served with Workforce Innovation and Opportunity Act (WIOA) adult funds. Priority of Service Requirement Priority of service status is established at the time of eligibility determination and does not change during the period of participation. Priority does not apply to the dislocated worker population. Veterans and eligible spouses continue to receive priority of service among all eligible individuals; however, they must meet the WIOA adult program eligibility criteria and meet the criteria under WIOA Section 134I(3)(E). As described in TEGL 10-09, when programs are statutorily required to provide priority, such as the WIOA adult program, then priority must be provided in the following order:

1. Veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient.
2. Individuals who are the recipient of public assistance, other low-income individuals, or individuals who are basic skills deficient.
3. Veterans and eligible spouses who are not included in WIOA's priority groups.
4. Other individuals not included in WIOA's priority groups.

- [WSD18-12](#) – WIOA Memorandums of Understanding

The Local Board has executed Memorandums of Understanding (MOUs) with their eight (8) strategic partners in accordance with WSD 18-12, "WIOA Memorandums of Understanding."

The Local Board signed the MOUs on October 1, 2020. The partners are Department of Aging; CIFD; EDD; LAUSD; LACCD; Southern California Indian Center; Department of Rehabilitation; and Venice Community Housing Corp. **NEW:** The newest MOU is being negotiated, with a partner meeting held on February 2, 2023.

### ***Adult and Dislocated Worker Employment and Training Activities***

Local AJCCs provide a wide variety of training opportunities including:

- Occupational skills training, including training for nontraditional employment.
- On-the-job training.

- Incumbent worker training.
- Programs that combine workplace training with related instruction, which may include cooperative education programs.
- Training programs operated by the private sector.
- Skill upgrading and retraining.
- Entrepreneurial training.
- Transitional jobs.
- Job readiness training provided in combination with another training service.
- Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with another training service.
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

The Los Angeles Community College District has nine campuses within the City of Los Angeles and partners with the WDS to develop training that meets the skill needs of local businesses.

Working with the South Bay WDB and its I-train system, the Local Board provides access to and monitors outcomes of, over 400 public and private for-profit schools and colleges, offering over 1,500 training courses through the approved Eligible Training Provider List (ETPL).

### ***Expanding Access***

The City emphasizes services to vulnerable populations. At minimum, 80% of WIOA Adults served must be individuals with barriers to employment. The City has a Veteran's Service Coordinator (VSC) currently located in the Mayor's Office, whose responsibility is to align with veterans' service programs. The WDS coordinates with the VSC in the implementation of WIOA programs. Additionally, each of the AJCCs has a Limited English Proficient (LEP) coordinator to ensure programs are accessible in multiple languages and a "Disabilities Coordinator" to ensure equal access to services for individuals with disabilities.

In addition to successful program models for serving LEP participants, Veterans, and Persons with Disabilities, the City launched and/or secured funding for new initiatives focused on individuals experiencing homelessness, court-involved individuals, ex-offenders, and other underrepresented populations. These initiatives include:

1. Los Angeles Regional Initiative for Social Enterprise (LA:RISE)

The City in partnership with the Roberts Enterprise Development Fund (REDF), an employment social enterprise philanthropic intermediary, created the LA:RISE to provide enhanced transitional employment services to populations with high barriers to employment including individuals experiencing homelessness, individuals with a history of incarceration, and opportunity youth.

Funded initially in 2014 with a \$6 million, five-year Workforce Innovation Fund grant from the U.S. Department of Labor, the LA:RISE innovatively brought

together private social enterprise organizations and public workforce development system partners along with personal support providers and employer partners to support these hardest-to-employ populations. Under the LA:RISE, participants receive a steady paycheck while in transitional employment at a social enterprise along with the counseling, barrier removal support, and training needed to succeed in the workplace from a City AJCC/WorkSource or YouthSource Center partner. The participants progress from transitional, subsidized employment to unsubsidized, competitive employment in the open labor market. Job retention and personal support provider partners provide intensive employment retention services for twelve months after LA:RISE participants have been placed in unsubsidized employment to assist participants who may need additional coaching and mentoring to maintain or advance in employment.

**NEW:** In August 2021, the LA:RISE received a prestigious award recognizing the success of the program. The Los Angeles Department of Workforce Development, Aging and Community Services (WDACS), Chief Executive Office (Homeless Initiative), City of Los Angeles – Economic and Workforce Development Department (EWDD), and REDF received the prestigious LA County Top Ten Productivity and Quality Award. The annual award is given by the Quality and Productivity Commission in partnership with the Board of Supervisors, Chief Executive Office, and Productivity Managers' Network. It recognizes County employees, departments, and partners for their achievements in improving the delivery of County services.

**UPDATES:** Currently, the LA:RISE consists of 13 social enterprises/transitional employment providers, six City AJCC workforce partners, and one specialized job readiness workshop provider. From Fall 2015 to January 1, 2023, 5,740 individuals have been employed in subsidized, transitional jobs and 3,540 have been placed in competitive, unsubsidized jobs. As a result of the program's early success, LA:RISE is now locally funded by a City General Fund allocation, LA County Measure H Fund, and other workforce funding, averaging \$6 million per year.

2. **NEW: Community Development Block Grant (CDBG)-COVID**

The LA:RISE CDBG-COVID program provided job training/work experience in work related to COVID-19 relief efforts to 110 individuals who were experiencing or were at risk of experiencing homelessness. Participant job training duties included COVID-19 disaster relief and humanitarian aid such as sanitizing of public spaces, emergency food distribution, supporting COVID-19 testing sites, and staffing emergency shelters to support COVID preparation, response, and prevention.

3. **NEW: City General Fund / Los Angeles Police Department Funds**

Two targeted LA:RISE programs served an additional 70 participants residing in the Second and Tenth Council Districts and fostered partnerships with Tiny Home Villages, A Bridge Home sites, or at shelters or interim housing operating within those districts.

4. Los Angeles Re-Connections Academy (LARCA) 2.0

The City Council has allocated a maximum of \$30 million dollars in City Funds over a four-year period, averaging \$7.5 million per year, for this program. LARCA 2.0 is operated by the EWDD through its adult AJCC system and through its partners in the LA:RISE program and is sited in communities with disproportionately high concentrations of ex-offenders. The LARCA 2.0 program model includes educational and career assessments, case management, job readiness training, subsidized employment, financial literacy, and job placement services for 1,000 targeted participants each year for three years. EWDD was granted a six-month extension to service class members through June 27, 2023A. LARCA 2.0 has implemented a career pathways program linked to pre-identified job opportunities within the City and community-wide employment needs. Participants receive an average of 12 months of services in an 18-month program period. To date, 1,030 participants have been enrolled since the inception of the program.

5. Prison To Employment (P2E) Initiative 2.0

The P2E 2.0 Initiative is a grant program that includes \$37 million statewide over three budget years to operationalize integration of workforce and reentry services in the state's 14 labor market regions. The goal is to improve labor market outcomes by creating a systemic and ongoing partnership between rehabilitative programs within the CDCR and the state workforce system by bringing CDCR under the policy umbrella of the State Workforce Plan.

To expand services to the reentry population, the Los Angeles Basin Regional Planning Unit, on behalf of the seven WDBs within the unit, applied for \$17 million of Prison to Employment (P2E) funds. In March 2019, the City was notified that the LA Basin RPU was awarded a total of \$8.27 million. In January 2020, the City received \$2.8 million of these funds awarded to the region. **NEW:** In PY 2023-24, the EWDD anticipates receiving an additional \$3 million in funds for this program.

The City has now launched five (5) Reentry Hubs in five (5) different communities: South Los Angeles, Watts, Sun Valley, Central Los Angeles, and Boyle Heights. All reentry hubs include a WSC service provider and a community-based reentry support provider, and partners with both Amity Foundation and CDCR to enroll participants returning from the State prison system. Additionally, reentry enrollment goals are part of every WSC's contract with the EWDD.

6. Age-Friendly City Initiative: Purposeful Aging LA

The City is a partner in the Purposeful Aging LA Initiative that seeks to strengthen the Los Angeles region, improve the lives of older adults, and ensure a better future for everyone by integrating an "aging framework" in the broader planning activities of public and private organizations throughout the Los Angeles region.

EWDD is using information from prior studies that focus on the specific employment needs of older workers as a baseline to develop a sustainable action plan that will address needs that have not been met, and new findings identified via new surveys/studies. Once completed, the EWDD will work with its WSCs to

enhance the employability of older adults age 55+ by tracking outreach efforts, comparing year-to-year enrollments and outcomes, and sharing best practices.

7. **NEW: INVEST**

The Innovative Employment Solutions (INVEST) program is a partnership with the Los Angeles County DEO, Los Angeles County Probation Department (Probation) and the County Office of Diversion and Re-entry (DOR) to prepare adult felony probationers individuals for permanent employment along a career pathway. To support INVEST, Probation has invested \$4.75 million a year for a period of five (5) years. The City currently contracts two WSCs, the Coalition for Responsible Community Development (CRCD) and Goodwill Industries of Southern California to serve communities in South Los Angeles and the Northeast San Fernando Valley.

8. **NEW: Domestic Violence**

EWDD is seeking to implement a new pilot workforce development program focused on increasing workforce development services for domestic violence survivors.

9. **NEW: High Road Training Partnership**

EWDD proposes to expand the High Road Training Partnership to increase training opportunities in employment sectors that lead to middle-skill employment. The proposed employment sectors include Biotechnology/Biosciences, Advanced Manufacturing, Renewable Energy, Information Technology, Entertainment/Film Industry, and Transportation and Logistics. The work will be done in partnership with the County of Los Angeles as part of the Los Angeles County High Road Transition Collaborative under the State's Community Resilience Fund.

10. **NEW: CDBG Childcare Initiative**

EWDD secured COVID-CDBG funding to pilot its new childcare initiative. This program is focused on providing up to 500 single-parent households with childcare vouchers to assist the parents in returning to the workforce. Additionally, up to 500 single-parent households will receive access to short-term vocational training in the healthcare and early childhood education sectors.

11. **NEW: County of Los Angeles Infrastructure LA (ILA)**

The City is a partner in the County's ILA program, which was launched on April 5, 2022. ILA uses funding from the Bipartisan Infrastructure Law to advance goals of the County Board of Supervisors regarding equity, sustainability, and climate change. The programs and projects under ILA are focused on capital, broadband, and clean technology infrastructure.

**E. A description and assessment of the type and availability of youth workforce investment activities in the Local Area. This includes any strategies the Local Board has about how to increase the digital literacy and fluency of youth participants, including youth with disabilities.**

***Youth Workforce Development***

The City's YouthSource system is comprised of 14 centers located city-wide serving youth ages 16-24 with a focus on serving those who face the challenges of being foster youth, youth experiencing homelessness, high school dropouts, probation youth, youth with disabilities and low-income youth.

Through a case management process, centers provide the services and referrals needed to get youth back on a positive track toward attainment of a high school diploma or its equivalent and work skills and knowledge needed to become gainfully employed. Centers offer an array of educational and employment services, as well as supportive services and referrals designed to facilitate youths' successful completion of their goals for advancement. The system features a partnership with LAUSD and co-location of a PSA Counselor in each center.

EWDD youth staff provide oversight, monitoring, and coordination of additional special projects, including capacity building and technical assistance for the YouthSource system partners.

To address the specific needs of youth who are individuals with disabilities, the Local Board is strengthening ties with the local California Department of Rehabilitation programs. In addition, the National Collaborative on Workforce and Disability's (NCWD) Guide for Youth Service Professionals is under review for integration into local youth programs.

Additional programs for youth include:

Hire LA's Youth Program

HIRE LA's Youth provides job opportunities for Angelenos between the ages of 14 and 24, placing them in a variety of industries. Along with work experience, the program offers training opportunities, career exploration, on-the-job mentoring, work readiness and financial literacy workshops, and other resources. Specific opportunities are targeted to low-income youth, foster youth, young people from families receiving CalWORKs, as well as youth on probation, youth receiving General Relief, and homeless youth. The program currently provides over \$20 million in City, County, and private funds to enable youth to develop foundational workplace skills and a connection to the workforce. Additionally, Hire LA's Youth includes a Summer Youth Employment Program element that has been a vital component of the Youth Workforce System for well over 30 years in the City of Los Angeles. Youth and young adults between the ages of 14-24 have the opportunity to earn a paycheck while developing foundational workplace skills and a connection to the labor force.

**NEW: HireLAX Pre-Apprenticeship Program**

The HireLAX program is an eight-week construction apprenticeship readiness training program that provides individuals with an introduction to construction careers, career development, stipends and/or paid work experience, and comprehensive supportive services to assist individuals' union construction career job placement opportunities.

**Los Angeles Performance Partnership Pilot (LAP3)**

In a like manner, the local area seeks to expand the Los Angeles Performance Partnership Pilot (LAP3) to better coordinate the delivery of services and support for all AJCC low-income, disconnected youth participants ages 14 to 24, including youth who are in foster care, experiencing homelessness, young parents, involved in the justice system, unemployed, or who have dropped out or are at risk of dropping out of school. The LAP3 strategy focuses on aligning multi-agency partnership to bolster collaboration between the City of Los Angeles, Los Angeles Unified School District, Los Angeles Community College District, Los Angeles County, local Cal State Universities (CSU5), Los Angeles Chamber of Commerce, Los Angeles Housing Service Authority, and over 50 public, philanthropic and community-based organizations to provide city's youth and young adults with wraparound (education, social well-being, housing and workforce training) services for better outcome and to ensure job retention.

**UPDATED: LA:RISE Youth Academy**

The City launched an LA:RISE Youth Academy to expand transitional subsidized employment and housing resources specifically to 226 individuals from 18 to 24 years of age experiencing homelessness or at risk of experiencing homelessness. Funded by the Homeless, Housing, and Prevention Program (HHAP) state block grant, a total of 90 young adults were served during the first year of this initiative. This program will be expanded to serve an additional 800 youth through \$6.0 million in new funding secured through the California for All grant.

**NEW: California For All Program**

In March 2022, the City secured a \$53.3 million grant through the California Volunteer Office to provide transitional employment and related career services to more than 4,000 LA's Youth, ages 16-30. Under this program, EWDD added programs such as the Youth and Community Harvest Internship, a six-month work experience internship with Farmer's Markets and non-profit-led urban farms and community gardens. A total of 125 students will explore career pathways in urban farming, food nutrition, and reducing food waste during the three-year program period. Youth will also help design a marketing campaign and strategy to increase the use of CalFresh, the food insecurity sector for Angeleno Corps, and new sectors through Sustainable Economic Enterprises of L.A., FamilySource Center food distribution sites, and LA Community Composting. Funds will be disbursed to hire 12 youth to maximize the output of community gardens while they receive on-the-job training and work experience to develop community composting sites as part of the City's healthy soils strategy to support urban agriculture.

**NEW: Angeleno Corps**

Launched in August 2021, the Angeleno Corps is a 10-month - intensive service, support, and education program for L.A. youth that is designed to engage young Angelenos from City neighborhoods that are most impacted by the COVID-19 pandemic. This program provides youth, ages 16-24 with 10-month long-internships with community- based organizations in the fields of healthcare, early childhood education, immigration, and information technology (IT). Additionally, the EWDD proposes to launch a new Angeleno Corps program, “Angeleno Corps: Homeless and Reentry Initiative,” to provide long-term 10-month internships to housing insecure, high-barrier youth in key employment sectors.

**NEW: Student to Student**

Secured one-time funding will provide work experience to 1,000 low-income LAUSD high school students to home-tutor younger siblings who have struggled with distance learning and need to accelerate their studies. The goal of this program is to mitigate the impact of distance learning on high-barrier communities by providing additional academic support with the goal of increasing participation in virtual classrooms and increased assignment completion rates.

**NEW: Peer to Peer Counseling**

EWDD proposes to increase funding for the Peer-to-Peer Counseling Pilot initiative to train up to 70 YSC program participants in mental health counseling. The goal is to develop peer counselors that work with program participants in need of mental health services through both group counseling and advocacy.

**NEW: ReLAY Institute**

The Institute is a partnership between the five (5) California State Universities serving the greater Los Angeles region (CSU5), the WDACS, and the EWDD. The purpose of the ReLAY Institute is to create sustainable systemic change that will provide improved education, employment, housing, and health and well-being outcomes for disconnected youth (16-24) throughout the Los Angeles Basin. These goals will be achieved by increasing knowledge and analytic capacity, capturing and sharing data, identifying best practices, disseminating innovation, fostering networks, and catalyzing and facilitating collective action and leadership that builds and strengthens the capacity of public systems, nonprofits, and other service providers. The ReLAY Institute strengthens the capacity of public systems to provide wraparound services to improve education, employment, and social outcomes specifically for youth who have dropped out, are unemployed, or are homeless.

**NEW: ACES Program**

The Architecture, Construction, and Engineering (ACES) Program is a proposed pilot that provides a comprehensive youth workforce development model for students in grades 9-12 that combines structured academic pathways to STEM careers, access to pre-apprenticeship training, and paid internships. The ACES program engages disadvantaged students to explore careers in architecture, engineering, and construction.

**NEW:** Girls Summer Construction Camp

EWDD is seeking to establish a three-week summer camp for 40 girls at a local South Los Angeles high school participating in the ACES program to introduce young girls to the construction industry and subsequently partner them with a three-week paid internship to provide training on construction management.

**F. The entity responsible for the disbursement of grant funds as determined by the Chief Elected Official (CEO) or the Governor, and the competitive process that will be used to award the sub-grants and contracts for WIOA Title I activities**

***Grant Fund Management***

Per the WDB-LEO Agreement, the City is designated as the grant recipient and fiscal agent under the terms of WIOA. EWDD is designated as the WIOA Administrative Entity.

**UPDATED:** Award of Sub-Grants and Contracts for WIOA Title I Activities

EWDD, as the administrative agent of the Local Board, has established guidelines for the procurement of services. The purpose of these procedures is to ensure that all EWDD administered program services are procured in accordance with established federal, state, and local guidelines, and that all procurement is conducted in an ethical, legal, consistent, and timely manner. These procedures serve as guidelines both for EWDD and for EWDD-funded contractors.

City Council and Mayor approvals are required to conduct any procurement (with the exception of transactions of less than \$25,000 for which the EWDD General Manager has the authority to execute, and Workforce Innovation and Opportunity Act (WIOA) transactions of less than \$250,000 for which only WDB approval is required.)

Quotations must be solicited from vendors that can be expected to provide the goods or services needed. Such quotations should include vendor contact information, and a description of the goods or services being offered.

For small purchases between \$10,000 and \$25,000, two or more documented quotes must be obtained. A memorandum to file, signed by EWDD staff, that identifies the quotations by date, source, quantity, time of performance, and all other requirements of the goods and/or services sought shall serve as sufficient documentation.

For small purchases between \$25,001 and \$250,000, a Request for Quote (RFQ) must be used. The RFQ shall be provided in writing (including fax or e-mail) to the vendors and should specify the quantity, time frames, and all the requirements of the product or services being sought. Three or more written quotes must be obtained with this method. All responses shall be in writing. A memorandum to file that identifies the selection process, the written solicitation, and all written responses shall serve as sufficient documentation.

Micro purchases between \$1 and \$9,999 may be awarded without soliciting competitive quotations if the entity considers the price to be reasonable. To the extent practicable, the non-Federal entity must distribute micro-purchases equitably among qualified suppliers.

For small purchases between \$10,000 and \$49,999, two or more documented quotes must be obtained. A memorandum to file, signed by EWDD staff, that identifies the quotations by date, source, quantity, time of performance, and all other requirements of the goods and/or services sought shall serve as sufficient documentation.

For all quotations, the lowest price estimate shall serve as the primary criteria for selection. If the selected proposers did not offer the lowest price, justification must be incorporated into the memorandum to file documenting the criteria for selection and the relevance of the criteria to the need and benefit.

Competitive Proposals shall be used for procurements in excess of \$250,000 when the nature of the goods or services to be acquired cannot be defined as required by the sealed bid method; specifically, when factors other than price are important in the selection decision. Competitive proposals shall be managed through an RFP process with the objective to offer a fixed-price or cost-reimbursement type of contract.

Request for Qualifications – This method of procurement may be used when EWDD is seeking to establish a list of qualified organizations that provide highly specialized or technical services. Examples include grant writers or trainers. By establishing the list of qualified organizations, EWDD or its subrecipients may elect to contract with one or more of the organizations on an “as needed” basis.

A cost or price analysis must be performed with the method and degree of analysis dependent on the facts surrounding the particular procurement situation. Cost analysis is the review and evaluation of each element of cost to determine reasonableness, allocability, and allowability.

To the greatest extent possible, procurement shall be conducted in a manner that provides full and open competition.

## **G. A description about how the Local Board fulfills the duties of the AJCC Operator and/or the Career Services Provider**

### ***AJCC Operator Procurement***

On August 27, 2018, the EWDD released an open, competitive Request for Proposals (RFP) for America’s Job Center of California (AJCC) Operators. The anticipated term of contracts was six months (January 1, 2019-June 30, 2019) with an Option to Renew for three additional one-year terms. The RFP provided details on roles, responsibilities, and deliverables of the AJCC/One-Stop Operator, including:

- Developing a collaborative partnership with other entities (described in the RFP) to provide a comprehensive array of services. This includes coordinating and facilitating the collocation within the AJCC of collaborators.

- Procuring and ensuring the timely execution of any subcontractor agreements including all applicable City terms and conditions.
- Providing responsible leadership to secure the resources and personnel necessary to ensure effective program performance.
- Coordinating the AJCC's daily operations with collaborators to ensure maximum provision of services during traditional and non-traditional hours.
- Managing the program operations.
- Performing annual fiscal reviews and programmatic audits of any subcontractors.
- Preparing written monitoring reports for any subcontractors that, at a minimum, identify successes and/or problems, making recommendations for quality improvement, and if applicable, requiring a corrective action plan to address findings.
- Providing ongoing technical assistance and support to collaborators and/or subcontractors.
- Providing written notice to the City of any program or fiscal issues in accordance with City guidelines.
- Complying with City initiatives, policies, and guidelines, including information bulletins, instructions, directives, and site-visit reports.
- Comply with EDD Directive No. WSD16-20 dated June 9, 2017. All proposers will be required to receive Hallmarks of Excellence Certification. [http://www.edd.ca.gov/Jobs\\_and\\_Training/pubs/wsd16-20.pdf](http://www.edd.ca.gov/Jobs_and_Training/pubs/wsd16-20.pdf)
- Supporting Ticket to Work, Lay-off Aversion, Veterans' Gold Card, and any other programs designed to assist workforce operations.

### **Review and Selection Process**

1. All accepted proposals were reviewed to determine that the minimum eligibility requirements were met. Ineligible proposers were informed in writing.
2. All eligible WSC proposals were reviewed, scored, and ranked within the proposed city region of service.
3. All eligible proposals were reviewed for costs that were reasonable, allowable, necessary, and competitive, as measured by a review of the line-item budget, the program design, and its competitive standing as compared to all other proposals.
4. A minimum score of 70 was required to be considered for funding. However, a score of 70 or more was not a guarantee of funding. In addition, a high score did not necessarily guarantee funding. Proposals with a score of 70 or greater that were not recommended for funding were placed on a List of Qualified Adult WorkSource Replacement Operators.
5. The EWDD proposed funding recommendations to the WDB. The WDB considered EWDD's recommendations during a public meeting and accepted EWDD's recommendation in making its decision. The WDB's funding decisions were submitted to the Mayor and City Council for further consideration.

6. Proposers were notified in writing about funding recommendations and results of the RFP.

**NEW:** Additionally, in September 2022, the EWDD completed its procurement process for the redesigned YouthSource Center Operators Request for Proposals (YSC RFP). Two regions, South San Fernando Valley and Southeast Los Angeles – Watts, did not have enough competition to produce an award. Therefore, a second YSC RFP specific to those two areas was released and is in the evaluation phase as of the release of this Local Plan Biennial Modification.

As of the biennial modification of the Local Plan, the following contractors currently serve as career services providers and one-stop operators for the WIOA-funded workforce development system overseen by the City of Los Angeles WDB:

1. Asian American Drug Abuse Program, Inc. – West Adams WSC
2. Arbor E&T, LLC – Canoga Park/South Valley WSC
3. Archdiocesan Youth Employment Services – Catholic Charities of Los Angeles, Inc. – South Los Angeles YSC
4. City of Long Beach (Administering Entity for Pacific Gateway Workforce Innovation Network) – Harbor Gateway WSC
5. Coalition for Responsible Community Development – Vernon Central/LATTC WSC. South Region YSC (East 28<sup>th</sup> St.)
6. Community Career Development, Inc. – LA Valley College Sector Strategy Center Portal, Wilshire Metro WSC
7. El Proyecto del Barrio, Inc. – Sun Valley WSC, North Valley YSC (Sun Valley), North Valley YSC (San Fernando)
8. Goodwill Industries of Southern California – Northeast San Fernando Valley WSC. Northeast Los Angeles WSC, *South Valley YSC (Lanark St.)\**,
9. Housing Authority of the City of Los Angeles – Watts/Los Angeles WSC
10. JVS SoCal – West Los Angeles WSC
11. Los Angeles Brotherhood Crusade – Black United Fund, Inc. – South Region YSC (Crenshaw Blvd.)
12. Managed Care Solutions, Inc. – Boyle Heights/East Los Angeles WSC, Hollywood WSC, Harbor YSC
13. Pacific Asian Consortium in Employment – Downtown/Pico Union WSC, Los Angeles Public Library Portal

14. Para Los Niños – Central YSC (S. Loma Dr.), East YSC (Selig Pl.)
15. The Regents of the University of California (UCLA) – West Region YSC, Central YSC (S. Bixel St.)
16. Youth Opportunity Movement – *Southeast YSC – Watts\**, Boyle Heights Technology YSC
17. UAW-Labor Employment and Training Corporation – South Los Angeles WSC, South Los Angeles Portal
18. Watts Labor Community Action Committee – Southeast Los Angeles WSC, South Region YSC (East 108<sup>th</sup> St.)

*\* The contracts of these two YSC Operators are temporarily extended pending the results of the second YSC Operators RFP.*

#### **IV. Appendices**

- A. Stakeholder and Community Engagement Summary
- B. Summary of Comments
- C. Signature Page

## References

- <sup>i</sup> Quality jobs are those that pay a livable wage and that provide benefits, decent working conditions, and opportunities for advancement.
- <sup>ii</sup> See <https://www.hbs.edu/competitiveness/research/Pages/middle-skills.aspx>
- <sup>iii</sup> See <https://www.census.gov/quickfacts/losangelescountycalifornia>
- <sup>iv</sup> According to the LAEDC, the industries likely to see an increase in demand for middle-skill jobs will be in the leisure and hospitality sector, the arts, entertainment, and recreation sector, and the information sector.
- <sup>v</sup> <https://measureofamerica.org/>
- <sup>vi</sup> <https://www.lahsa.org/news?article=895-lahsa-releases-2022-great-los-angeles-homeless-count-results-released>
- <sup>vii</sup> <http://www.laalmanac.com/social/so14.php>
- <sup>viii</sup> Greater Los Angeles Homeless Count, 2022 Results - Los Angeles Homeless Services Authority
- <sup>ix</sup> “Gender equality” refers to equal rights, life prospects, opportunities, and the power of women and men, girls and boys, and people of various gender expressions to shape their own lives. It is a rights-based concept with transformative connotations that embraces an intersectional view on inequalities between genders, and points towards change of gender-based power relations in all sectors of society. The Swedish International Development Cooperation Agency, Sida, <https://www.sida.se/English/publications/159464/hot-issue-gender-equality-and-gender-equity/>
- <sup>x</sup> “Gender equity” refers to fairness and justice regarding benefits and needs for women and men, girls and boys, and people of various gender expressions. Thus, distribution of resources based on the needs of different groups of people. The Swedish International Development Cooperation Agency, Sida: <https://www.sida.se/English/publications/159464/hot-issue-gender-equality-and-gender-equity/>
- <sup>xi</sup> “Gender mainstreaming” is the process of assessing the implications for women and men of any planned action, policy or program, in all areas and at all levels before any decisions are made and throughout the whole process. It is a strategy for making women’s as well as men’s concerns and experiences an integral dimension of the design, implementation, monitoring and evaluation of policies and programs so that both women and men benefit, and inequality is not perpetuated. Gender mainstreaming is not a goal in itself but an approach for promoting gender equality. The Swedish International Development Cooperation Agency, Sida, <https://www.sida.se/English/publications/159382/gender-mainstreaming/>