

WIOA Local
Workforce
Biennial
Modification

2019 -
2020

City of Los Angeles Workforce Development Board

City of Los Angeles Local Plan

PY2017-20 Two Year Modification

As of December 2018, the City of Los Angeles had a civilian labor force of 2,094,000 individuals, of which 96,900 (4.6 percent) were unemployed.¹ Although in 2018 the unemployment rate in the City was relatively low, many of the city's residents have been left behind. Overall, more than 22 percent of the population, age 25 or older, lack a high school diploma.² In some areas of the city, this rises to 30 to 50 percent.³ The lack of high school completion represents a common barrier to employment faced by many of those seeking assistance through both the Workforce Innovation and Opportunity Act (WIOA) Title I programs and the various social welfare programs we seek to partner with.

This document modifies the City of Los Angeles Workforce Development Board WIOA Local Workforce Plan 2017-2020, copies of which can be found at <http://ewddlacity.com/index.php/about-ewdd/plans-reports>. The modifications herein conform to the guidance and requirements issued by the State of California Employment Development Department and the California Workforce Development Board in Directive WSD 18-01, dated July 27, 2018 https://www.edd.ca.gov/Jobs_and_Training/pubs/wsd18-01.pdf. Specifically, this modification addresses how the Local Workforce Development Board (WDB) will integrate services for CalFresh recipients; Local Child Support Agencies (LCSAs) to provide workforce services to unemployed, underemployed, and payment-delinquent noncustodial parents; programs that serve individuals with disabilities; and services for English Language Learners, the Foreign Born, and Refugees.

In the development of this plan modification, the City has adopted Los Angeles County's strategies for aligning the workforce services provided under WIOA with a broad spectrum of social services programs. The County of Los Angeles Board of Supervisors (Board) has established a Workforce Development Alignment Plan. The plan calls for the coordination of all County efforts to prepare and place residents into employment, and asks that these efforts, affected by multiple County departments, are fully aligned and leveraged with the Regional Planning Unit's (RPU's) region-wide workforce development system. To meet the goals of the alignment plan, the Board designated the Los Angeles County Department of Workforce Development, Aging and Community Services (WDACS) to serve as the lead in coordinating County department partnerships with the Los Angeles Basin Regional Planning Unit's (RPU's) seven (7) workforce development boards to align County training, employment, and social service programs with those of America's Job Centers of California (AJCCs) region-wide.

CalFresh E & T (CFE) CalFresh programs are administered locally by the Los Angeles County Department of Public Social Services (DPSS). To this end, WDACS engaged DPSS, on behalf of the RPU, in planning to grow the County's CFET program to serve

¹ California Employment Development, Monthly Labor Force Data, December, 2018.

² American Community Survey 2017

³ Measure of America, Portrait of Los Angeles County

more justice-involved, homeless and other high-risk job seekers by utilizing the programs and resources of AJCCs and their partners.

Partnerships that have been developed include those with the Los Angeles County Probation Department, employment social enterprises, adult schools, community colleges, and many others. As a result of these efforts, programs have been established, which are supported by funding that can now be used to leverage the CalFresh 50 percent reimbursement. On behalf of the RPU, WDACS has been meeting with DPSS to discuss feasibility and details related to modifying the County's current CFET plan to the state to expand the County's CFET program.

The baseline level of service provided by the County's current CFET program includes six workforce services (job search, job club, workfare, education, vocational training, and post-employment services) provided to individuals considered employable General recipients. With the partnerships developed and non-federal funds identified by WDACS, the County's current CFET plan has the potential to be modified to bring the number of services provided from six to eleven (see Table 1), and to expand CFET services to include adult and young adult homeless and justice-involved individuals.

Table 1	CURRENT CFET COMPONENTS	CFET COMPONENTS WITH PROPOSED MODIFICATION
	<ol style="list-style-type: none"> 1. Job Search 2. Job Club 3. Workfare 4. Education 5. Vocational Training 6. Post-Employment Services 	<ol style="list-style-type: none"> 1. Career Development & Employment Case Management 2. Personal Development Training 3. Supportive Services 4. Financial Literacy 5. Soft Skills/Life Skills Development 6. Basic Numeracy & Literacy 7. Transitional Employment 8. On-the-Job Training 9. Vocational Training 10. Pre-Apprenticeship & Apprenticeship Programs 11. Employment Retention Services & Incentives

CalFresh data indicates the City of Los Angeles is home to 92,773 CalFresh participants, a little over 45 percent of the 205,494 participants in the Los Angeles Basin region. Males make up 58 percent of the local CalFresh participants. Participants age 45 or older make up 35 percent, which may indicate a need for so-called older-worker services. Homelessness was experienced by 17 percent (15,980), while 15 percent lack English speaking and/or writing skills. About four percent (4,032) of participants are formerly incarcerated individuals.

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 skillsets 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; and Provisions to English Language Learners, 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' Workforce Development System (WDS) with non-profit social enterprises and for-profit employers in order to help men and women with high barriers to employment get good jobs and stay employed.

Funded initially by the Department of Labor through a Workforce Innovation Fund grant,LA:RISE is building a pathway from unemployment to transitional employment to permanent work for youth or individuals who have been previously homeless or incarcerated. As a result of the program's early success, LA:RISE is now funded locally by a City of LA General Fund allocation, LA County Measure H, and WIOA and other workforce funding.

Through LA:RISE, social enterprises and workforce agencies work together to better prepare individuals both professionally and personally by providing paid work experience and personal supports such as housing, transportation, and legal services. Social enterprises partners include Chrysalis, LA Conservation Corps, Coalition for Responsible Community Development, Homeboy Industries, Goodwill SoCal, Downtown Women's Center, Digital Learning Academy, the Center for Living and Learning, New Earth, and the Center for Employment Opportunities. By co-enrolling individuals into WIOA, LA:RISE is able to leverage funds and work more efficiently.

Specific to working with the homeless and reentry populations, after working in a transitional job at a social enterprise and leveraging training and services from an AJCC, individuals are placed at jobs in the private sector, in public-sector jobs in the City of LA, or in vocational training programs. Upon placement, they work with a retention partner for up to one year, who acts as a safety net in case barriers emerge on their path to self-sufficiency. Retention providers help people remain employed by providing wrap-around resources such as referrals to health, housing, and educational resources and coaching for personal development and financial capabilities to prevent job loss and lay the foundation for upward mobility. Personal Support Providers include LIFT, Friends Outside LA, Anti-Recidivism Coalition, and Restoration Law Center.

In a like manner, the local area seeks to expand the Los Angeles Performance Partnership Pilot (LAP3) to provide services and support for all AJCC participants, including CalFresh recipients; unemployed, underemployed, and payment-delinquent noncustodial parents; individuals with disabilities; and English Language Learners, the Foreign Born, and Refugees. The LAP3 strategy focuses on aligning four major public institutions in the area (the City of Los Angeles, the County of Los Angeles, the Los Angeles Unified School District, and the Los Angeles Community College District) and private sector partners such as the LA Chamber of Commerce, CBOs and philanthropic institutions to provide better outcomes for AJCC participants through training, supportive services, and wrap-around follow-up services to ensure job retention.

- LAP3 Partners (Partial List)**
- California Community Foundation- LA-N-Sync
 - Coalition for Responsible Community Development
 - Conrad N. Hilton Foundation
 - Corporation for Supportive Housing
 - CSU5 (CA State Universities)
 - Los Angeles Area Chamber of Commerce
 - LA City Housing & Community Investment Department
 - Los Angeles Community College District
 - Los Angeles Conservation Corps
 - L A County Department of Children and Family Services
 - Los Angeles County Department of Mental Health
 - Los Angeles County Department of Public Social Services
 - L A County Economic Development Corporation
 - Los Angeles County Office of Education
 - Los Angeles County Probation Department
 - Los Angeles Homeless Services Authority
 - The Los Angeles LGBT Center
 - Los Angeles Opportunity Youth Collaborative
 - Los Angeles Public Library
 - Los Angeles Trust for Children's Health
 - Performance Excellence Partners, Inc.
 - The Right Way Foundation
 - Roberts Economic Development Fund (REDF)
 - YMCA of Greater Los Angeles
 - Youth Policy Institute

WDACS, Probation, and the County of Los Angeles Department of Health Services (DHS) have partnered to create and implement the 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 who are CalFresh recipients, WDACS, and Probation are working with the LA City WDB to expand INVEST to LA City WorkSource Centers beginning March 2019. This expansion will allow the CFET program to maximize intensive supportive services provided to the justice-involved population by DHS-subcontracted community-

based organizations. The expansion will also maximize for CFET program participants the sector-pathway partnerships developed for INVEST, such as the Career Expansion, Inc. **program** to provide justice-involved individuals Building Trades Pre-Apprenticeship Multi-Craft Core Curriculum (MC3) 130-hour construction training that provides a pathway to registered apprenticeships and careers in the trades. As part of the INVEST program, Career Development Specialists and Business Services Representatives work hand-in-hand 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 collocated 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 the Los Angeles Unified School District's Department of Adult and Career Education (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 California Department of Corrections and Rehabilitation (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 partnership 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.

On behalf of the Los Angeles Basin RPU, WDACS 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 WDACS 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. WDACS is working with subject matter experts with significant expertise in federal SNAP E&T and California CFET to guide WDACS and DPSS in determining the best strategies to expand the County CFET program.

Department of Child Support Services Partnership

Child Support Services data for 2018 indicates the City of Los Angeles had 39,061 non-custodial parents (NCPs) who were delinquent in child-support payments, 91 percent of which were male. A disproportionate number of these were Hispanic (51%) and Black (31%), reflective of groups that locally face barriers to living-wage employment. Twelve percent of these non-custodial parents were incarcerated, and a majority fall between the ages of 28 to 50 years-old. Thirty to fifty percent of the adults in these groups lack a high school diploma, making economic security out of reach. The poverty rate is 21 to 35 percent (more than double the county-wide rate), and the median personal earnings are \$19,000 to \$25,000 annually. On average 65 percent of NCP households rent, spending more than 30 percent of their income on rent, with over a third spending more than half of their incomes on housing.⁴ About three in ten workers work in production, transportation and moving occupations, and 28 percent hold jobs in service occupations. Occupations in these categories tend to offer low wages, few benefits, and poor working conditions, as well as limited opportunities for advancement.

⁴ Measure of America, Portrait of Los Angeles County

Similar to the needs of CalFresh participants, NCPs 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.

Studies, such as The Noncustodial Parent Employment Program: Employment and Payment Outcomes done by the Family Welfare Research and Training Group, show that inability to pay, rather than unwillingness to pay, is the root cause for non-payment of child support for NCPs whose incomes are low or whose employment is sporadic or nonexistent. NCPs need not only assistance in obtaining employment, but also support in progressing towards self-sufficiency. The cost of housing also impacts NCPs' ability to afford child support payments. Wraparound support for housing costs needs to be explored.

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.

Chief among the specific barriers faced by non-custodial parents, who are delinquent in child-support payments, is the suspension and/or denial of permanent state-issued driver, business and professional licenses. The lack of these licenses makes it difficult to obtain or retain meaningful employment. The local Child Support Services Department (CSSD) and local WIOA Title I program administrators have collaborated to create a referral program in order to help remove barriers faced by NCPs. If enrolled through the AJCC system, NCPs that productively participate in services may have their license(s) reinstated, giving them a better chance to obtain employment and/or remain gainfully employed.

The CSSD and AJCCs utilize a common Non-Custodial Parent Consent and Release Agreement in which the NCP agrees to the sharing of personal information in order to assist in the obtainment of employment. The local area will adopt the Los Angeles County's Automated Referral System (ARS) to facilitate referrals from CSSD to the AJCCs. WDACS has developed an innovative Automated Referral System (ARS) to automate referrals from CSSD to AJCCs. CSSD staff complete an online application that electronically identifies the five closest AJCCs by geocoding the NCP's address. WDACS then directs the individual to the closest AJCC, unless a different AJCC is preferred. The ARS allows AJCC staff to notify CSSD that the referral has been received and if/when the referred individual has been enrolled into an AJCC workforce program. Once the individual is enrolled, all other data related to workforce program participation and outcomes are tracked in CalJOBSSM. WDACS then pulls data from both CalJOBSSM and the ARS to create monthly dashboards that provide WDACS, the AJCCs and CSSD data on program referrals, enrollments, training completions, employment placements, and demographic data.

The Child Support/AJCC Referral Program is an unfunded program and thus is 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.

Recruitment can be challenging because NCPs often have a distrust of government agencies in general and the child support system in particular. For many, the garnishing of wages for the payment of delinquent child support acts as a disincentive to seeking traditional employment (as opposed to the “underground economy”). Programs working with low-income NCPs may benefit from including a component to educate participants and help them navigate the child support system, as many do not understand how the child support system works and what supports are available.

Currently the relationship between CSSD and the AJCC is mostly informational, providing participants basic information about each other’s programs and formal referrals. Meaningful engagement will require bringing partners together in ongoing forums to discuss mutual needs and to develop best-practices for providing services.

As stated previously, 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.

Competitive Integrated Employment Updated Partnership

At the Los Angeles Area Department of Rehabilitation (DOR) Local Planning Agreement (LPA) partner meeting on October 17, 2018, all LPA partners agreed that DOR, the regional centers, and the school districts needed to rely on the AJCCs to a much greater degree to conduct employer recruitment and engagement for shared efforts. As such, the local WDB and/or City staff will 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 the ID/DD population.

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 training consists of 7 online modules and 3 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 Department of Rehabilitation (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 16 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 of 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.

Provisions to English Language Learners, the Foreign Born and Refugees

In partnership with the Los Angeles Unified School District (LAUSD) Division of Adult and Career Education (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.

SUPPLEMENTAL NARRATIVE

STAKEHOLDER & COMMUNITY OUTREACH AND INVOLVEMENT IN TWO-YEAR REVIEW OF THE LOCAL PLAN

Outreach & Engagement Strategies to Secure Broad & Informed Stakeholder Input:

To inform its Local Plan Biennial Modification, the WDB conducted four stakeholder forums from November 29, to December 7, 2018, one of which was held after business hours. A full schedule of forums conducted can be found through the following link: <http://www.wiblacity.org/index.php/about-the-wdb/press-room/243-16-countywide-public-forums-on-workforce-development-strategies?tmpl=component&print=1&layout=default>

Stakeholder Forums were publicized via the WDB and the Economic and Workforce Development Department's (EWDD) websites. All 16 AJCCs and the City's 14 Youth Centers posted information regarding the forums (see attached fliers and Directive). The Directory of Local and Regional Planning Partners provided by CAWDB was utilized to conduct stakeholder forum outreach to partners that serve the CalFresh, Child Support, Competitive Integrated Employment, and English language learner populations. Invitations to the regional stakeholder forums were emailed to contacts on that list, and to the local CalFresh E&T administrators directly. Flyers were circulated in paper and digital form. To guide the stakeholder forum process, and to moderate the forums, the WDB utilized an in-house facilitator with a depth of experience in workforce development as well as in service provision for the populations that are the focus of the Plan Modification.

The following documentation on stakeholder outreach and engagement efforts for each of the four Stakeholder Forums conducted can be found in Exhibits A-1 through A-7 (pages i-xvi): The facilitator used the following talking points to promote dialog and elicit input from stakeholders specific to each population:

TALKING POINTS FOR COMMUNITY FORUMS ON LOCAL WORKFORCE PLANNING

- What services and support do job seekers need to help prepare for and find work?
- What types of training are most needed in the area?
- Do people in the community have a good understanding of the programs and services that are available to them? If not, what is the best way to get the word out?

- Are there specific gaps between the services that are available and the services that people need? If so, how can we bridge those gaps?
- If you were writing the local workforce plan, what would your priorities be and why?

TALKING POINTS FOR STAKEHOLDER FORUMS ON PARTNERSHIPS TO SUPPORT EMPLOYMENT & TRAINING FOR CALFRESH RECIPIENTS

- Are CalFresh Employment and Training programs currently available in the local area? If so, what services are provided and what organizations are providing them?
- What types of workforce services are most needed to help individuals receiving CalFresh benefits succeed in obtaining and retaining employment?
- What barriers to employment are faced by CalFresh recipients and what resources are available to address those barriers?
- What partnerships exist or could be developed between DPSS, the local workforce system, and other organizations that provide or could provide services to CalFresh recipients?
- How do partners work with one another and how do they share information?
- Are CalFresh recipients being referred to programs that prepare them for high demand jobs in the region's priority sectors? What services or systems are in place to help these recipients succeed in such programs and on the job?

Attachment A-1 Flyers for the Four Stakeholder Forums

Attachment A-2 Email Bulletin Notifying Stakeholders of the Forums

Attachment A-3 Attendee Lists for the Stakeholder Forums

Attachment A-4 Notification of Forums to State Board

Attachment A-5 Agendas of the Forums

Attachment A-6 Forum PowerPoint Presentations

Attachment A-7 Meeting Notes of Each Forum

Opportunities and Mechanisms for Public Comment: To further gain stakeholder input on its Plan Modification, the WDB issued a Notice of Availability of the Draft Modification for public review for a period of 30 days, from February 8 to March 10, 2019

Note: No Public Comments were received.

Flyers for Stakeholder Forums



Community Forum on Local Workforce Planning

Boyle Heights Technology Youth Center-Recreation Room
1600 E 4th St
Los Angeles, CA 90033
Thursday, November 29, 2018, 6:00 PM-8:00 PM

We need to hear from you! We are seeking your input to begin exploring and driving new strategic partnerships to better serve the following five priority populations: Disabled/Uniquely-Abled; CalFresh Employment & Training; Non-custodial Parents receiving services from Local Child Support Agencies; and English Language Learners, Foreign Born, and Refugees. This meeting is designed to hear your input.

Your voice will help us expand the vision
for workforce development in the
City of Los Angeles.



As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services, and activities. Sign language interpreters, assistive listening devices, or other auxiliary aids and/or services may be provided upon request. To ensure availability, your request should be received at least 72 hours in advance. The TTY/TDD phone number is 213-744-9395.



Community Forum on Local Workforce Collaboration with CalFresh Employment and Training Programs

Los Angeles Valley College-Academic and Career Advancement Building
Room ACA 2503
5800 Fulton Avenue,
Valley Glen, CA 91401
Tuesday, December 4, 2018, 1:00 PM-3:00 PM

We need to hear from you! We are seeking your input to begin exploring and driving new strategic partnerships to better serve the following five priority populations: Disabled/Uniquely-Abled; CalFresh Employment & Training; Non-custodial Parents receiving services from Local Child Support Agencies; and English Language Learners, Foreign Born, and Refugees. This meeting is designed to hear your input.

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Community Forum on Local Workforce Planning

Watts YouthSource Center-Recreation Room
1773 E Century BL
Los Angeles, CA 90002
Thursday, December 6, 2018, 1:00 PM-3:00 PM

We need to hear from you! We are seeking your input to begin exploring and driving new strategic partnerships to better serve the following five priority populations: Disabled/Uniquely-Abled; CalFresh Employment & Training; Non-custodial Parents receiving services from Local Child Support Agencies; and English Language Learners, Foreign Born, and Refugees. This meeting is designed to hear your input.

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Community Forum on Local Workforce Planning

Van Nuys Civic Center-Marvin Braude Building
Conference Room B
6262 Van Nuys Blvd
Van Nuys, CA 91401
Friday, December 7, 2018, 10:00 AM-Noon

We need to hear from you! We are seeking your input to begin exploring and driving new strategic partnerships to better serve the following five priority populations: Disabled/Uniquely-Abled; CalFresh Employment & Training; Non-custodial Parents receiving services from Local Child Support Agencies; and English Language Learners, Foreign Born, and Refugees. This meeting is designed to hear your input.

Your voice will help us expand the vision
for workforce development in the
City of Los Angeles.



As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services, and activities. Sign language interpreters, assistive listening devices, or other auxiliary aids and/or services may be provided upon request. To ensure availability, your request should be received at least 72 hours in advance. The TTY/TDD phone number is 213-744-9395.

Email Bulletin Notifying Stakeholders of the Forums



Terry Jay <terry.jay@lacity.org>

Upcoming City of Los Angeles Forums

7 messages

Terry Jay <terry.jay@lacity.org>

Tue, Nov 20, 2018 at 2:45 PM

To: lashondadiggs@dpss.lacounty.gov, Jackie Mizell-Burt <jackiemizellburt@dpss.lacounty.gov>, ipelayo@wdacs.lacounty.gov, "Eder, David" <david.eder@lacity.org>, yolandac@selaco.com, michael@selaco.com, Greg Irish <gregory.irish@lacity.org>, osolorzano@css.lacounty.gov, Dianne Russell Carter <Drussell@foothilletc.org>, Jan Vogel <jvogel@sbwib.org>, JVelasco@glendaleca.gov, Nick.Schultz@longbeach.gov, sradford@avhsd.org, john.makevich@canyons.edu, rhbell@pasadena.edu, jrussell@monroviashools.net, mpranke@glendaleca.gov, lla64551@lausd.net, joseph.stark@lausd.net, carter_dione@smc.edu, efsrocks2002@yahoo.com, lwiggin@elcamino.edu, slewis@lbcc.edu, gvasquez@cerritos.edu, jhutcherson@elcamino.edu, rwhetstone@mtsac.edu, Gustavo Chamorro <chamorro_gustavo@rsccd.edu>, wan-chun.chang@dor.ca.gov, Denise.mcknightmozee@dor.ca.gov, gwong@elarc.org, Emily.Hering@dss.ca.gov, cesmna@aol.com, rodabae@parsequalitycenter.org, info@ucclb.org, info@seaca-la.org, chancee@thaicdc.org, hlevy@ssgmain.org, Mike Watanabe <miwat@aadapinc.org>, rfong@itsc.org, smallbiz@apisbp.org, Ellen.Chen@apex.org, michelle.freridge@asianyouthcenter.org, Kim Kuoch <kkuoch@cambodian.com>, carrie@causeusa.org, CCED Chinatown <ccedchinatown@gmail.com>, Peter Ng <png@cscla.org>, ntakayama@jaclpsw.org, lian@kgalb.org, Hyepin Im <hyepin@gmail.com>, Joon Bang <yoonheejo@krcla.org>, alexandra@kiwa.org, johngsong@kycccla.org, heidi@kutturanchamoru.org, Linda Akutagawa <lakutagawa@leap.org>, dmatsubayashi@ltscl.org, zula@lamgl.com, info@miguelcontrerasfoundation.org, National Immigration Law Center <reply@nilc.org>, jpouesi@samoanaffairs.org, candrade@pacela.org, info@pwcsc.org, dorothyvaivao@snaa.org, jjacinto@esipa.org, manju@southasiannetwork.org, cchiu@advancingjustice-la.org, info@buildingskills.org, jessica@centrocha.org, info@chirla.org, info@filipinomigrantcenter.org, info@lahta.org, info@caimmigrant.org, martin.zogg@rescue.org, slee@ccharities.org, LILIAN ALBA <lalba@iilosangeles.org>, robertoa@proteusinc.org, steven_golightly@cssd.lacounty.gov

In late November/early December the City of Los Angeles Economic and Workforce Development Department (EWDD) will be hosting a number of community forums related to the preparation of the Local Plan Modification. These sessions will provide partners, stakeholders and community residents an opportunity to provide valuable input to begin exploring and driving new strategic partnerships to better serve the following five priority populations identified by the state: Disabled/Uniquely-Abled; CalFresh Employment & Training; Non-custodial parents receiving services from Local Child Support Agencies; and English language learners, foreign born, and refugees.

Scheduled meetings include:

Community Forum on Local Workforce Planning
Boyle Heights Technology Youth Center-Recreation Room
1600 E 4th St, Los Angeles, CA 90033
Los Angeles, CA 90033
Thursday, November 29, 2018, 6:00 PM-8:00 PM

Collaborating with CalFresh Employment & Training Programs
Los Angeles Valley College-Academic and Career Advancement Building
Room ACA 2505
5800 Fulton Avenue,
Valley Glen, CA 91401
Tuesday, December 4, 2018, 1:00 PM-3:00 PM

Community Forum on Local Workforce Planning
Watts YouthSource Center-Recreation Room
1773 E Century BL
Los Angeles, CA 90002
Thursday, December 6, 2018, 1:00 PM-3:00 PM

Any additional meetings will be noticed.

--
Terry Jay
Sr. Management Analyst II
Economic & Workforce Development Department
Terry.Jay@lacity.org
PH: 213-744-7166
TTY/TTD: 213-744-9395
FAX: 213-744-7223

3 attachments

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665K

 **Poster 12-4.docx**
665K

 **Poster 12-6.docx**
665K

Terry Jay <terry.jay@lacity.org>

Tue, Nov 27, 2018 at 1:37 PM

To: lashondadiggs@dpss.lacounty.gov, Jackie Mizell-Burt <jackiemizellburt@dpss.lacounty.gov>, ipelayo@wdacs.lacounty.gov, "Eder, David" <david.eder@lacity.org>, yolandac@selaco.com, michaels@selaco.com, Greg Irish <gregory.irish@lacity.org>, osolorzano@css.lacounty.gov, Dianne Russell Carter <Drussell@foothilletec.org>, Jan Vogel <jvogel@sbwib.org>, JVelasco@glendaleca.gov, Nick.Schultz@longbeach.gov, sradford@avhsd.org, john.makevich@canyons.edu, rhbell@pasadena.edu, jrussell@monroviashools.net, mpranke@glendaleca.gov, l1a64551@lausd.net, joseph.stark@lausd.net, carter_dione@smc.edu, efsrocks2002@yahoo.com, lwiggin@elcamino.edu, slewis@lbcc.edu, gvasquez@cerritos.edu, jhutcherson@elcamino.edu, rwhetstone@mtsac.edu, Gustavo Chamorro <chamorro_gustavo@rsccd.edu>, wan-chun.chang@dor.ca.gov, Denise.mcknightmozee@dor.ca.gov, gwong@elarc.org, Emily.Hering@dss.ca.gov, cesmnca@aol.com, rodabae@parsequalitycenter.org, info@ucclb.org, info@seaca-la.org, chancee@thaicdc.org, hlevy@ssgmain.org, Mike Watanabe <miwat@aadapinc.org>, smallbiz@apisbp.org, Ellen.Chen@apex.org, michelle.freridge@asianyouthcenter.org, Kim Kuoch <kkuoch@cambodian.com>, carrie@causeusa.org, CCED Chinatown <ccedchinatown@gmail.com>, Peter Ng <png@cscla.org>, ntakayama@jaclpsw.org, lian@kgalb.org, Hyepin Im <hyepin@gmail.com>, Joon Bang

<yoonheejoo@krcla.org>, alexandra@kiwa.org, johngsong@kyccla.org, heidi@kutturanchamoru.org, Linda Akutagawa <lakutagawa@leap.org>, dmatsubayashi@ltsc.org, zula@lamgl.com, info@miguelcontrerasfoundation.org, National Immigration Law Center <reply@nilc.org>, jpouesi@samoanaffairs.org, candrade@pacela.org, info@pwcs.org, dorothyvaivao@sna.org, jjacinto@esipa.org, manju@southasiannetwork.org, cchiu@advancingjustice-la.org, info@buildingskills.org, jessica@centrocha.org, info@chirla.org, info@filipinomigrantcenter.org, info@lahta.org, info@caimmigrant.org, martin.zogg@rescue.org, slee@ccharities.org, LILIAN ALBA <lalba@iilosangeles.org>, robertoa@proteusinc.org, steven_golightly@cssd.lacounty.gov

An additional community forum has been added:

Friday, December 9, 2018. 10:00 AM - Noon

Van Nuys Civic Center-Marvin Braude Building Conference Room B

6262 Van Nuys Blvd

Van Nuys, CA 91401

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Poster 12-7.docx

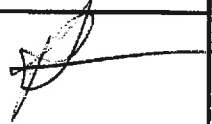
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Attendee Lists for the Stakeholder Forums

(Note: not all attendees utilized the sign-in sheets)



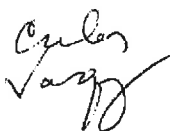
Thursday, November 29, 2018
 Community Forum On Workforce Planning

Boyle Heights Youth Technology Center

Name (First, Last)	Email Address	Organization (If not affiliated, please put "N/A.")	Email	Your Title	Telephone	Signature
Pablo Atienza	PARTADA @ Technical College online.com	Technical College		Director	323 973 0198	


Thursday, November 29, 2018
 Community Forum On Workforce Planning

Boyle Heights Youth Technology Center

Name (First, Last)	Email Address	Organization (If not affiliated, please put "N/A.")	Email	Your Title	Telephone	Signature
Vasquez, Carlos						
ESPINOSA JESSICA	@rescarc.com jessica.espinosa	Boyle Heights Workforce Center		B.S. Rep	(704) 6557478	
Sofia Mayoral	sxm61821@lausd.net sxm61618	LAUSD/ LARAEC		Adult Education Programs Teacher & Advisor	(323) 387-2966 (213) 241-3770	
DAVIS BOER	(CITY OF LA) WOB					
CARLOS VASQUEZ	cvasquez@ coalition rcd.org	CRCO		WSC/AJCC DIRECTOR	562 228-6826	

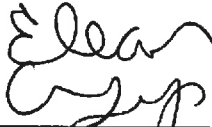

Thursday, November 29, 2018
 Community Forum On Workforce Planning

Boyle Heights Youth Technology Center

Name (First, Last)	Email Address	Organization (If not affiliated, please put "N/A.")	Email	Your Title	Telephone	Signature
Acuna, Miguel						
Kratzer, Paul	pokr9441@lausd.net	LAUSD		NAVIGATOR	323 528 1442	
Baker, Alicia						
Covarrubias, Ramon						
Lopez, Simon						


Tuesday, December 04, 2018
 LA Valley College CalFresh Employment And Training Forum

LA Valley College

Name (First, Last)	Email Address	Organization (If not affiliated, please put "N/A.")	Email	Your Title	Telephone	Signature
Eleanor Comegys	eec2513@lausd.net	DACE/ LAUSD		WIOA Navigator	213-353- 1677 ex 308	
Julietta Karapetyan	juliettakarapetyan@dpss.lacounty.gov	DPSS/ CF Program		Program Assistant	(562) 908-6036	

Tuesday, December 04, 2018
 LA Valley College CalFresh Employment And Training Forum

LA Valley College

Name (First, Last)	Email Address	Organization (If not affiliated, please put "N/A.")	Email	Your Title	Telephone	Signature
Karen Carmichael	carmicky@lavc.edu	LAVC Workforce Training		Trainer/Presenter		

Thursday, December 06, 2018
 Watts YouthSource Center CalFresh Employment And Training Forum

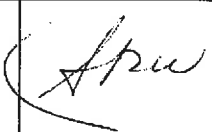
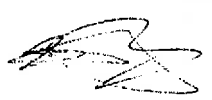
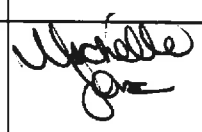


Watts YouthSource Center

Name (First, Last)	Email Address	Organization (If not affiliated, please put "N/A.")	Email	Your Title	Telephone	Signature
Lawrence, MARK	MARK.Lawrence @LAUSD.NET	LAUSD, Adult Div	"	WIOA NAVIGATOR	323-293-6284	ML

Friday, December 07, 2018

Van Nuy Civic Center

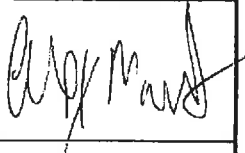
Van Nuys Civic Center Community Forum On Local Workforce Planning

Name (First, Last)	Email Address	Organization (If not affiliated, please put "N/A.")	Email	Your Title	Telephone	Signature
Alberto Uribe	aluribe@communitycon.org	CCD		Executive Director	313 805 4273	
John Alvarez	jta3552@lausd.net	LAUSD DACE		WIAA Navigator	818-504-0314 x 128	
Michelle Jones	Michelle.D.Jones@bcny.org	EWDD		Office Trainee Administrative Clerk	(213) 744-7148	
Downy Brooks	downy.brooks@lacity.org	EWDD				
GARY DELA ROSA		CITY LA EWDD		HRA		

Friday, December 07, 2018

Van Nuy Civic Center

Van Nuys Civic Center Community Forum On Local Workforce Planning

Name (First, Last)	Email Address	Organization (If not affiliated, please put "N/A.")	Email	Your Title	Telephone	Signature
Alex. Martinez	amartinez@goodwillssocal.org	Goodwillssocal South Valley Youth Service		Service Coordinator	461-606-5149	

Notification of Forums to State Board



Terry Jay <terry.jay@lacity.org>

Local Plan Meeting Schedule and Locations for the City of Los Angeles Update

Terry Jay <terry.jay@lacity.org>

Mon, Nov 19, 2018 at 2:06 PM

To: Bethany.Renfrees@cwdb.ca.gov, Michael.Dowdy@cwdb.ca.gov, Rafael.Aguilera@cwdb.ca.gov, "Eder, David" <david.eder@lacity.org>, Gerardo Ruvalcaba <gerardo.ruvalcaba@lacity.org>, Greg Irish <gregory.irish@lacity.org>

The City of Los Angeles WDB has the following meetings scheduled in relation to the Local Plan Modification:

- Community Forum on Local Workforce Planning
 - Boyle Heights Technology Youth Center-Recreation Room
 - 1600 E 4th St, Los Angeles, CA 90033
 - Los Angeles, CA 90033
 - Thursday, November 29, 2018, 6:00 PM-8:00 PM

- Community Forum on Local Workforce Planning
 - Watts YouthSource Center
 - 1773 East Century Boulevard
 - Los Angeles CA 90002

• Thursday, December 6, 2018, 1:00 PM-3:00 PM We'll provide you an update once we get the following site firmed up:

- Collaborating with CalFresh Employment & Training Programs
 - Los Angeles Valley College-Academic and Career Advancement Building
 - Room ACA 2505
 - 5800 Fulton Avenue,
 - Valley Glen, CA 91401
 - Tuesday, December 4, 2018, 1:00 PM-3:00 PM

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Terry Jay
Sr. Management Analyst II
Economic & Workforce Development Department
Terry.Jay@lacity.org
PH: 213-744-7166
TTY/TTD: 213-744-9395
FAX: 213-744-7223

Terry Jay <terry.jay@lacity.org>

Tue, Nov 27, 2018 at 1:47 PM

To: Bethany.Renfrees@cwdb.ca.gov, Michael.Dowdy@cwdb.ca.gov, Rafael.Aguilera@cwdb.ca.gov,

"Eder, David" <david.eder@lacity.org>, Gerardo Ruvalcaba <gerardo.ruvalcaba@lacity.org>, Greg Irish <gregory.irish@lacity.org>

The December 6 meeting is confirmed, however the room number is now ACA 2503.

In addition we have added a meeting on December 7, 10:00 am - noon

- Community Forum on Local Workforce Planning
 - Van Nuys Civic Center-Marvin Braude Building
 - Conference Room B
 - 6262 Van Nuys Blvd
 - Van Nuys, CA 91401

Renfree, Bethany@CWDB <Bethany.Renfree@cwdb.ca.gov>

Tue, Nov 27, 2018 at
3:42 PM

To: Terry Jay <terry.jay@lacity.org>, "Dowdy, Michael@CWDB" <Michael.Dowdy@cwdb.ca.gov>, "Aguilera, Rafael@CWDB" <Rafael.Aguilera@cwdb.ca.gov>, "Eder, David" <david.eder@lacity.org>, "Ruvalcaba, Gerardo@lacity" <gerardo.ruvalcaba@lacity.org>, Greg Irish <gregory.irish@lacity.org>

Thank you Terry. We will make these changes on the webpage.

Agendas of the Forums



**CITY OF LOS ANGELES
ECONOMIC & WORKFORCE
DEVELOPMENT DEPARTMENT**
1200 West 7th Street, 6th Floor.
Los Angeles, CA 90017



**Community and Stakeholder Forum on:
Community Forum on Local Workforce Planning
Thursday, November 29, 2018
6:00 P.M. – 8:00 P.M.
Boyle Heights Technology Center - Recreation Room
1600 East 4th Street, Los Angeles, CA 90033**

AGENDA

- I. Call to Order
- II. Opening Remarks
Scott Lee, Community Program Director
Boyle Heights Technology Center
- III. Welcome: Background
Terry Jay, Senior Management Analyst II
Economic and Workforce Development Department
- IV. Forum Presentation
Gary De La Rosa, Facilitator
 - A. Overview of the 4-Year Local Workforce Plans and Requirements for Biennial Review and Modification
 - B. Purpose & Objectives of the Community and Stakeholder Forum
 - C. Consideration of and Discussions on:
 - i. What services and support do job seekers need to help prepare for and find work?
 - ii. What types of training are most needed in the area?
 - iii. Do people in the community have a good understanding of the programs and services that are available to assist them? If not, what is the best way to get the word out?
 - iv. Are there specific gaps between the services that are available and the services that people need? If so, how can we bridge those gaps?
 - v. If you were writing the local workforce plan, what would your priorities be and why?
- V. Adjourn



**CITY OF LOS ANGELES
ECONOMIC & WORKFORCE
DEVELOPMENT DEPARTMENT**
1200 West 7th Street, 6th Floor.
Los Angeles, CA 90017



**Community and Stakeholder Forum on:
Collaborating with CalFresh Employment & Training Programs
Tuesday, December 4, 2018
1:00 P.M. – 3:00 P.M.**

**L.A. Valley College - Academic & Career Advancement Bldg., Room ACA 2503
5800 Fulton Avenue, Valley Glen, CA 91401**

AGENDA

- I. Call to Order
- II. Opening Remarks
Doug Marriott, Dean of Adult / Community Education
and Workforce Development
- III. Introductions
- IV. Welcome: Background
Terry Jay, Senior Management Analyst II
Economic and Workforce Development Department
 - A. Overview of the 4-Year Local Workforce Plans and Requirements for Biennial Review and Modification
 - B. Purpose & Objectives of the Community and Stakeholder Forum
- V. Gary De La Rosa, Facilitator
Consideration of and Discussions on:
 - Are CalFresh Employment and Training programs currently available in the local area? If so, what services are provided and what organizations are providing them?
 - What types of workforce services are most needed to help individuals receiving CalFresh benefits succeed in obtaining and retaining employment?
 - What barriers to employment are faced by CalFresh recipients and what resources are available to address those barriers?
 - Are CalFresh recipients being referred to programs that prepare them for high demand jobs in the region's priority sectors? What services or systems are in place to help these recipients succeed in such programs and on the job?
- VI. Adjourn



**CITY OF LOS ANGELES
ECONOMIC & WORKFORCE
DEVELOPMENT DEPARTMENT**
1200 West 7th Street, 6th Floor.
Los Angeles, CA 90017



**Community and Stakeholder Forum on:
Community Forum on Local Workforce Planning
Thursday, December 6, 2018
1:00 P.M. – 3:00 P.M.
Watts YouthSource Center - Recreation Room
1773 East Century Blvd., Los Angeles, CA 90002**

AGENDA

- I. Call to Order
- II. Welcome: Background
Terry Jay, Senior Management Analyst II
Economic and Workforce Development Department
- III. Forum Presentation
Gary De La Rosa, Facilitator
 - A. Overview of the 4-Year Local Workforce Plans and Requirements for Biennial Review and Modification
 - B. Purpose & Objectives of the Community and Stakeholder Forum
 - C. Consideration of and Discussions on:
 - i. What services and support do job seekers need to help prepare for and find work?
 - ii. What types of training are most needed in the area?
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 - iv. Are there specific gaps between the services that are available and the services that people need? If so, how can we bridge those gaps?
 - v. If you were writing the local workforce plan, what would your priorities be and why?
- IV. Adjourn



**CITY OF LOS ANGELES
ECONOMIC & WORKFORCE
DEVELOPMENT DEPARTMENT**
1200 West 7th Street, 6th Floor.
Los Angeles, CA 90017

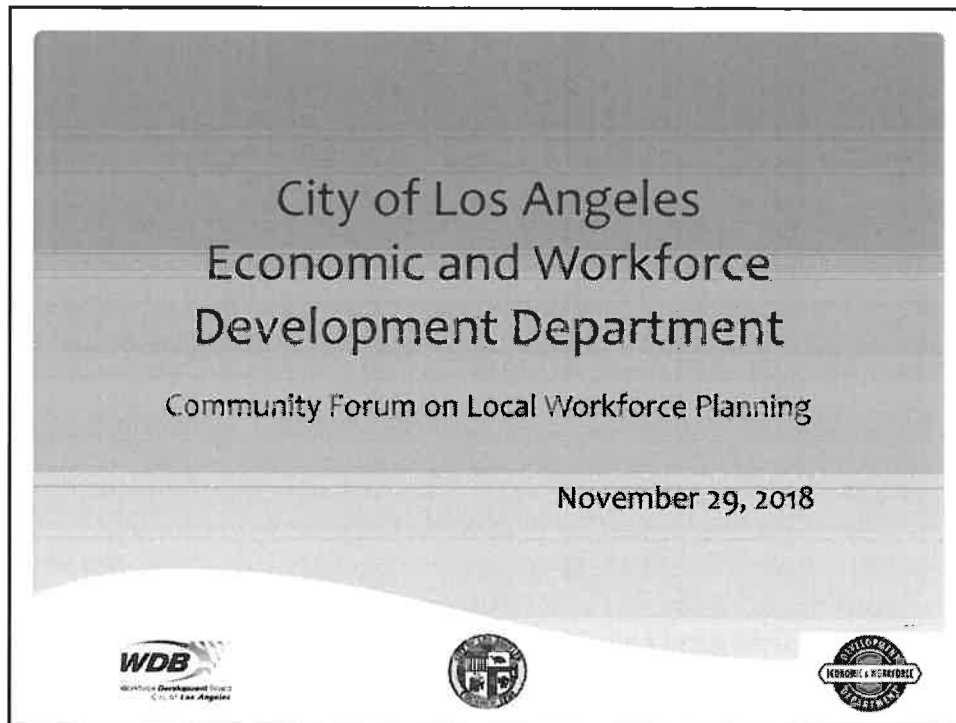


**Community and Stakeholder Forum on:
Community Forum on Local Workforce Planning
Friday, December 7, 2018
10:00 A.M. – 12:00 P.M.
Van Nuys Civic Center – Marvin Braude Building Conference Room B
6262 Van Nuys Blvd., Van Nuys, CA 91401**

AGENDA

- I. Call to Order
- II. Welcome: Background
Terry Jay, Senior Management Analyst II
Economic and Workforce Development Department
- III. Forum Presentation
Gary De La Rosa, Facilitator
 - A. Overview of the 4-Year Local Workforce Plans and Requirements for Biennial Review and Modification
 - B. Purpose & Objectives of the Community and Stakeholder Forum
 - C. Consideration of and Discussions on:
 - i. What services and support do job seekers need to help prepare for and find work?
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 - iv. Are there specific gaps between the services that are available and the services that people need? If so, how can we bridge those gaps?
 - v. If you were writing the local workforce plan, what would your priorities be and why?
- IV. Adjourn

Forum PowerPoint Presentations



Local Workforce Planning and Biennial Updates

- * Workforce development programs operated under the Workforce Innovation and Opportunity Act (WIOA) are administered in California by 45 distinct Local Workforce Development Boards (LWDBs).
- * In 2017, the LWDBs submitted 4-year Local Workforce Plans to the Governor.
- * In accordance with WIOA requirements, a biennial review of the 4-year Local Plans is required

Local Workforce Planning and Biennial Updates (cont.)

- * The State of California has established specific guidelines for the biennial review of Local Plans, including updates and addenda to bring the plans into alignment with California's update of its State Workforce Plan.

Local Workforce Planning and Biennial Updates (cont.)

- * Required modifications to the local plans must address:
 - * New partnerships with CalFresh Employment and Training Programs
 - * New Partnerships with Local Child Support Agencies.

Local Workforce Planning and Biennial Updates (cont.)

- * Required modifications to the local plans must address:
 - * Enhanced collaboration with local representatives of the California Department of Rehabilitation and other agencies within the disability services network to implement competitive integrated employment models.
 - * Enhanced partnerships with local education agencies, community-based organizations and other stakeholders to serve English language learners, foreign born individuals and refugees.

Why Hold a Community Forum?

- * To ensure that the interests of participant populations are placed at the center of planning conversations.
- * Community engagement.
- * To better understand the data, demographics, employment trends, and other relevant information specific to the populations targeted by the state and local plans to develop better strategies to serve them.

Objectives of the Community Forum

- * Give stakeholders and the community the opportunity to weigh in on the needs of the workforce.
- * Learn from practitioners about best practices in meeting service needs.
- * Identify where gaps in services may currently exist.
- * Hear recommendations on building and/or strengthening services and programs to address currently unmet needs.

For Your Consideration/Input

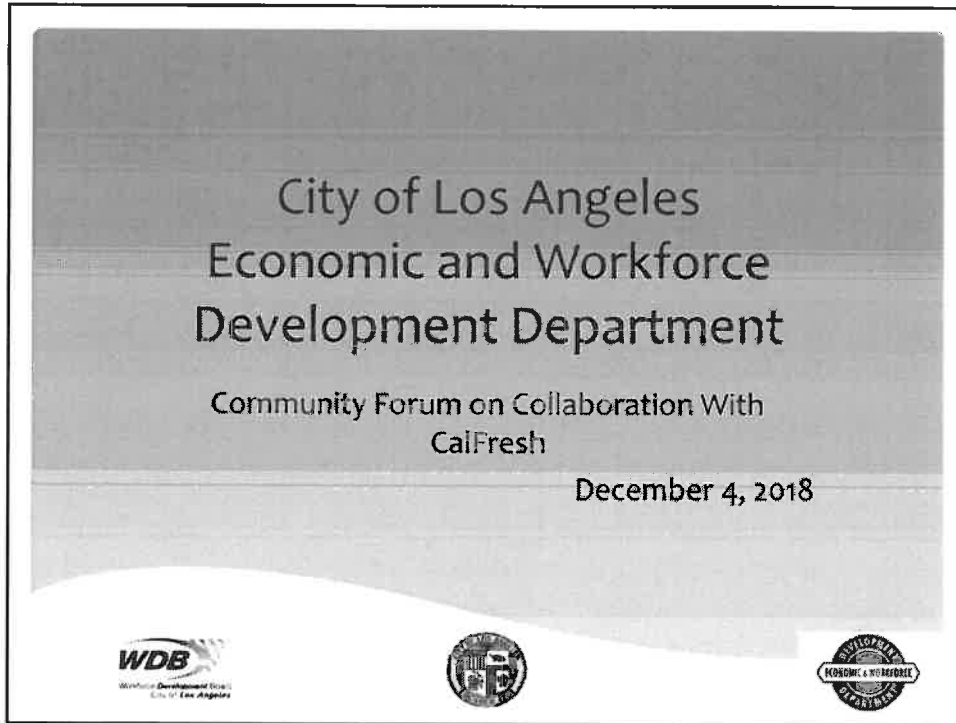
- * What services and support do job seekers need to help prepare for and find work?
- * What types of training are most needed in the area?
- * Do people in the community have a good understanding of the programs and services that are available to them? If not, what is the best way to get the word out?

For Your Consideration/Input

- * Are there specific gaps between the services that are available and the services that people need? If so, how can we bridge those gaps?
- * If you were writing the local workforce plan, what would your priorities be and why?

Thank you!

We greatly appreciate your input.



Local Workforce Planning and Biennial Updates

- * Workforce development programs operated under the Workforce Innovation and Opportunity Act (WIOA) are administered in California by 45 distinct Local Workforce Development Boards (LWDBs).
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Local Workforce Planning and Biennial Updates (cont.)

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- * Required modifications to the local plans must address:
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Local Workforce Planning and Biennial Updates (cont.)

- * Required modifications to the local plans must address:
 - * Enhanced collaboration with local representatives of the California Department of Rehabilitation and other agencies within the disability services network to implement competitive integrated employment models.
 - * Enhanced partnerships with local education agencies, community-based organizations and other stakeholders to serve English language learners, foreign born individuals and refugees.

CalFresh Employment and Training Program

- * CalFresh Employment & Training (CFET) supports workforce development and training for low-income clients.
- * Examples of services that can be funded through CFET include:
 - * Case management
 - * Unpaid on-the-job training
 - * Training in basic English or math skills, GED prep, and ESL

CalFresh Employment and Training Program

- * Examples of services that can be funded through CFET include (cont.):
 - * Vocational training
 - * Career counseling and workshops
 - * Peer mentoring
 - * Job readiness and soft skills training
 - * Resume writing and interview preparation
 - * Job search
 - * Job retention

CalFresh Employment and Training Program

- * *Strategic Goals*
 1. Increase job placement, retention, and wages
 2. Increase CalFresh E&T participation across a dynamic mix of people, communities and cultures
 3. Increase employability by removing barriers to employment
 4. Increase skills attainment and credentialing
 5. Lead an efficient and effective customer focused E&T program

Why Hold a Community Forum?

- * To ensure that the interests of participant populations are placed at the center of planning conversations.
- * Community engagement.
- * To better understand the data, demographics, employment trends, and other relevant information specific to the populations targeted by the state and local plans to develop better strategies to serve them.

Objectives of the Community Forum

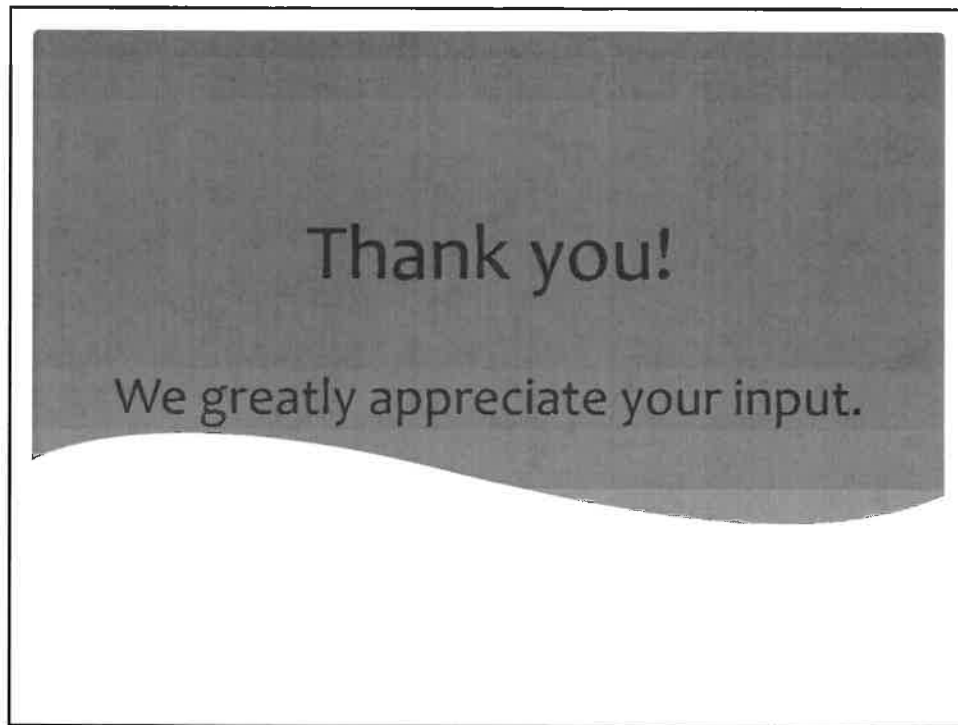
- * Give stakeholders and the community the opportunity to weigh in on the needs of the workforce.
- * Learn from practitioners about best practices in meeting service needs.
- * Identify where gaps in services may currently exist.
- * Hear recommendations on building and/or strengthening services and programs to address currently unmet needs.

For Your Consideration/Input

- * Are CalFresh Employment and Training programs currently available in the local area? If so, what services are provided and what organizations are providing them?
- * What types of workforce services are most needed to help individuals receiving CalFresh benefits succeed in obtaining and retaining employment?
- * What barriers to employment are faced by CalFresh recipients and what resources are available to address those barriers?

For Your Consideration/Input

- * What partnerships exist or could be developed between DPSS, the local workforce system, and other organizations that provide or could provide services to CalFresh recipients? How do partners work with one another and how do they share information?
- * Are CalFresh recipients being referred to programs that prepare them for high demand jobs in the region's priority sectors? What services or systems are in place to help these recipients succeed in such programs and on the job?



Meeting Notes of Each Forum

Community Forum on Local Workforce Planning

Boyle Heights Technology Youth Center

November 29, 2018

Attendees:

1. Carlos Vasquez - Coalition for Responsible Community Development
2. Sophia Mayora – LAUSD Adult Programs Teacher & Advisor
3. Paul Kratzer - LAUSD Teacher Advisor
4. Pablo Altazo – Director of Technical College
5. Jessica Espinoza – Boyle Heights Worksource Center

City Staff: TJay, GRuvalcaba, DEder, GDLRosa, DRandall, Robert Sainz (SBWIB)

Necessary Skills for Job Retention:

- Critical thinking
- Ability to Show Up/ Proper Attendance
- Soft Skills
 - Re-entry population often needs even more help navigating tech, the internet, etc.
- Financial Literacy

Identified Needs in the Community

- Work-readiness workshops
- Work internships that require a week-long project to prove work readiness
 - McDonalds' "Hamburger University" has a good training program that allows for college students to work part-time (more competitive for HS students)
- **Single parent households**— (usually women) need affordable child care
- **Mature workers**—need additional hard skills and financial planning for retirement

- **Homeless population** –need variety of interrelated resources (housing, mental health, work readiness skills, etc.)
- **Veterans** – mental health needs
- **Undocumented workers** – how to serve them? Provide supportive services, and enroll - how to assist? What is the official policy?
 - New initiative - street vending is legal as of yesterday
 - Comes down to what can legally do with WIOA.
 - Selective services - many individuals with problems are not enrolled.
 - LAUSD offers these trainings regardless of documentation.
- Wrap-around services needed (AJCC staff do not always aware)
 - Dept. of Rehabilitation
 - Legal services for re-entry population
- Can sometimes be hand-holding to get people from step 1 to step 2
- Unions would like to have workers, but they need to be mentally prepared
- **Capacity Building**
 - Need more communication between partners, orgs, etc.
 - Need better referral system to rely on a community of experts to answer questions
 - Need regional webinars
 - P3 partnerships - doing a good job - starting collaborations to share info and resources, wrap around services
 - Have lunch with community champions - quarterly event - use scenarios to train and build capacity.
 - Get staff [of multiple providers] to meet each other and interact.

How To help job seekers

- Be clear w/ jobseekers about what an AJCC can and cannot do

- Because the employment rate has improved, AJCCs can work with populations that have more barriers
- Make center feel welcoming

What services and support do job seekers need to help prepare for and find work?

- Example: client who wanted to be speech pathologist
 - Mentor client on how to navigate education pathway and employment
 - Showed specific pathway
- AJCC is a good step one
- Community college is good at step 10
- Few orgs can be good at all the steps
- AJCC should be realistic and clear on what training can do in 11 months
- Employers manage human capital same way they manage any other inventory systems = last in, first out.
 - Need in-demand, instant (not in advance), building training types and models that can adapt quickly to multiple employers
 - i.e. - clinical medical assistant.
 - Shortened training hours with intensive employer input
 - Difficulty of training funding [being] so low.

How are AJCC's involved in processes of educational partners?

- Difficult for small orgs to meet large job orders by employers
- Setting policies in annual and regional plans - to coordinate - otherwise, why would partners come out of silos?!
- How will students stay in class without pay or stipend?

Construction trades

- Due to huge amount of construction, who will take care of the venues after built?

- Construction employers need so great, hiring out of state staff.
 - Need local residents to get these jobs.
- Jumping through hoops to get into the unions.
- System has to be more understanding that training takes more than \$1,200 each. It costs more.
 - Costs must be absorbed by the system.
 - Customized training costs a lot.
 - Have to have capacity to pay for it.
 - Pell grant is 900 hours. Has nothing to do with need for 900 hours. Not needed for medical assistant - but 900 hours nonetheless. So result is we build systems around the funding needs

What types of training are most needed in the area?

- HSET [High School Equivalency Test] - most students test out in three months.

Do people in the community have a good understanding of the programs and services?

- Yes - LAUSD uses texts and emails.
- When LAUSD closed schools in 2012, it was an obstacle - they went out and door knocked to create awareness to local community that school was reopened.
- CRCD [AJCC contractor] has highly visible van - to promote services - pop-up style
- Would be great if city would do a campaign, centralized number - looking for employment based
- Technology - doing it quickly - use social media platforms

How do clients hear about services?

- Usually through word of mouth

Are there specific gaps between the services that are available and the services that people need?

- Carlos – [asking group of youth] “if you had a 100K what would you do?”
 - Youth: I would buy a car - former foster youth – haven’t had mature person to mentor what is real.
 - Mentoring is needed.
 - One of the biggest gaps is thousands of youth aging out of foster system = they require a lot of work before get to employability level.
 - Youth do not necessarily know technology in a professional setting. Like opening windows, saving files, Microsoft suite (18-24 years age group)
- Gaps in services - think of it on a broader level - what happens to them?
 - Connecting to resources.
 - If more people come in, maybe more leverage in what we have, more money for training.
- Terry - Anecdotally, we hear that folks want to get trained but don't want to take time without pay. They want a job - bills to pay
 - Bills to pay - if go into centers - EDD - can get CTE
- Multiple enrollment processes of various agencies.
- If a DPSS participant why are we spending hours and hours validating the same documentation.
- Need an adequate referral system.
- The complexities of silos and eco-systems
- Necessities of separate contracts
- Create a franchise system - a uniform system -
- EWDD looks at individual goals of contractors, not system goals
- Recycling info on a continuing client - like multiple agencies - but idea to consider, city and county create a system for one database, all agencies use

- And also create a universal release statement - allowing all agencies to release info
 - Link employers in this system, too.
- CalJOBS - number of social services that do not use the program internally. They use it for basic workforce programs but not their own internal system
- Issues of confidentiality -.
Want access to base wage job file. State limits. Employers don't want to be bothered by inquiries.
- Be mindful of employer - reduce forms and duplication
- Without EDD onsite, it's challenging to make work at AJCCs

If you were writing plan what would you say?

- Difficulty enrolling disabled workers
- Serve older youth 21-24 - would like to see more interaction on how to connect with EDD for these clients
 - EDD is focused on adult services
- Priority of services to LGBTQ students, trans-youth, veterans, mature workers, mono-lingual persons.
 - City doing great on this, but can take 10 times the amount of work to prepare/employ
- Homeless clients increasing - from one out of 100, to now one out of 15
- Enumeration of outcomes - system priority and highlight of quality of outcomes

Community and Stakeholder Forum on Collaborating with CalFresh Employment and Training Programs

LA Valley College (LAVC) – Academic & Career Advancement Building

5800 Fulton Ave, Valley Glen, CA 91401

December 4, 2018

Attendance:

1. Fatema Baldiwala – Los Angeles Valley College (LAVC)
Workforce/ Adjunct Faculty
2. Llanet Martin – LAVC / Associate Dean, WDB Board Member
3. Rhonda Pose – Community Career Development (CCD) / Director
4. Carlene Gepner – CCD/BRA
5. Adelas Angeles – CCD/TSE Program Coordinator
6. Eleanor Comegys – Department of Adult and Career Education (DACE)/LAUSD – WOIA Navigator
7. Julietta Karapetyan – DPSS/ CalFresh Program – Program Assistant

City Staff: Terry Jay, Gary de la Rosa

Are CalFresh Employment and Training programs currently available in the local area? If so, what services are provided and what orgs are providing them?

- LA County does have program, but they offer to participants receiving CalFresh and General Relief (GF) Services
- Various contracts with nonprofit orgs that offer
 - Job search
 - Job retention
 - Vocational training
- Goal is to partner more to offer services for CalFresh population
- As of now, we do not mandate CalFresh work requirements
 - But waiting for upcoming changes
 - Eventually they will be mandated to comply with work requirements and will need to have services available to them
- CalFresh population is very different population than other demographics
- Community colleges are contending with the issue that a lot of students in community colleges (CC's) would automatically be eligible for CalFresh
 - Challenge is case management component that is not there with CC
 - Students who are homeless and/or have some type of disability are able to use those services in CC but the outreach is not there to engage
- Disenfranchised population
 - Often living at or below poverty level w/ chronic food insecurity
 - Trying to leverage available opportunities
 - A lot of community colleges are interested, but capacities are limited
 - Staff, marketing materials, and a lot of follow-up are required to make sure that the participant can follow up additional paperwork/ etc.

- This issue can be solved by partnering up as an “assister”
 - Processing and compliance will be taken care of by DPSS [local CaFresh administrator]
- Ideally it would be to have a CalFresh representative to meet on the campus once a week
 - Walk through the online application
 - Process them and they would follow up w/ the individual

What types of workforce services are most needed to help individuals receiving CalFresh benefits succeed in obtaining and retaining employment?

- Even if someone is not job-ready yet, you can still write them up on a job lead list/digital newsletter
 - Improve their morale as they start to be more engaged about what job leads there are and what they will have to do to be ready for those jobs

Community Career Development – LAVC

- General Services Program
 - For individuals who do not have children
 - Welcome to be enrolled if they are job ready, looking for work, etc.
 - Paid work experience/internship program for GR
 - Help identify worksite
 - Work with worksite supervisor
 - Identity what the day to day skills would be needed
 - Paid for through different funds – usually between 220 -280 work hours
 - Mainly get referrals from DPSS that the applicants can go to the WIOA program
 - Every center works differently depending on how many/what other types of grants they have aside from WOIA

- Other centers would need to have additional funding to be able to provide this internship program
- Need better way to connect btw different organizations and a point person at those orgs
- LAVC has noncredit classes for workforce readiness
 - Perhaps a possibility for WorkSource Centers [AJCCs] to utilize
 - 10- week course but students can take whichever workshops they want to (don't have to go to all 10 weeks)
 - Job readiness class (no cost). To get a certificate they have to take 8 of the sessions.
 - For the community so anybody can sign up
- Job readiness training is strongly needed

What barriers to employment are faced by CalFresh recipients and what resources are available to address those barriers?

- [Example of] South Bay WIB and LAVC
 - Mandatory “blueprint for success” job readiness program first
 - Week-long program

There is no sense of community

- Clients go from center to center, etc.
- They need to learn what it is to be part of a community and be answerable to
- Not just a one shot deal
- Get people in a cohort/group of people and that way they exchange information
- Have someone checking in on each other/ facilitator
- Training programs that are more than just once, then it gives them a sense of being accountable and learning essential soft skills
- Have to create bridges!

- Create bridges between adult schools and work source centers, etc.
- Need warm handoffs, so that they feel that they are being taken care of
- Not just being taken care of by one person, but also community
- Need partnership with WorkSource Center

What partnerships exist or could be developed btw DPSS, the local work source system, and other orgs that provide or could provide services to CalFresh recipients? How do partners work with one another and how do they share information?

- Incorporate essential skills to hardcore training
- Have found that people ask “What kind of job am I going to get?”
 - Have to hook them into a training where they have their “job card”
 - Get a certification of some
- Some are successful through blueprint success and some are not
- 60% are very successful and 40% are not – homeless population, domestic violence, pregnant participants, mental health
 - Need mental health services for the population
 - Nonprofits, counseling w/in departments,
 - Biotech bridging academy – have afternoon marriage/family therapist come in and talk within the six weeks and stress management course
 - Dept. of Rehab and Dept. of Mental Health
 - Mandated to be partners already
 - Have partnered w/ USC to have licensed Masters of Social Work MSWs [Masters of Social Work] in the office and just depending on what their concentration is
 - Some are youth, some are vets, some are domestic violence
 - Get 2-3 in their first and second year and do their whole internship with us
 - Completely free and private

Is there a way to provide outreach/ information about mental health and other “Taboo” services in marginalized communities?

- During Intake – “there are questions on here that will benefit you if you answer these questions [such as] referral and or money for other services. If you feel uncomfortable answering them in a group session then you are welcome to come up in private”
- Need to educate communities over the stigma of certain topics
- Always have room for improvement
- Meetings like this, exchanging cards, but with more partners → get DHSS [Los Angeles Department of Social Services] and DOR [California Department of Rehabilitation] here, etc.
- Once a quarter would be good → hear about new grants, initiatives, etc.
- P3 – 18- 24 old demographic
 - Expand to not just those demographic
 - Monthly meetings -> warm handoff because much more effective
- Resource Fair on community colleges that work around employment/etc.

Are CalFresh recipients being referred to programs that prepare them for high demand jobs in the region’s priority sectors? What services or systems are in place to help these recipients succeed in such programs and on the job?

- Have to first tell them that they need to get a job to move on to a career
- Have to be realistic and then develop so that they can look forward to an attainable goal
- Have to change the mindset so that they can reestablish or establish skills
- Majority are being referred to programs that are training programs working with work placement services
- Targeted local hire program with the city–go through a whole process before they are even referred.
 - Comes back to that support

- Thinking of CalFresh participants who are willing to do what local hire does:
 - Definite career ladder
 - Once they see that they can work their way up then they will be more successful
- What types of employers are there?
 - Project management and different levels of project managements
 - Can go from custodial, retail, hospitality, etc.
 - It's all about the participants who do the training programs as volunteers. They are more successful than those who are mandated
 - Good relationship with employers is a must

Encouragement and success stories are very motivating

- It just takes one person to come back and tell them about how they did it
- Getting the word out of "Don't be afraid to apply" etc.
- Having one-on-one mentor

Why are all these great services not that well known?

- People are told, but sometimes all you need is someone to handhold them
- The warm handoff is necessary
- Not necessarily that they are not told about services, but of really getting there
- Hard to get individuals to go out of their comfort zone
 - Have staff at organizations that go to you
 - It's about having partnership w/ partner school/org and have staff meet them there
- Community college messaging → will transfer to four year university → **Change the messaging that community colleges offer / re-brand!!**
 - But what college communities offer needs to be re-marketed
 - Job readiness training is not marketed

- Other services that community colleges offer are not marketed
 - Taking childhood education classes to be a better parent; gaining skills for sectional vocations; etc.
- Need to do community outreach to show that community members can come in for a variety of services!!!

Community Forum on Local Workforce Planning

Watts YouthSource Center December 6, 2018

What Services and support do job seekers need to help prepare for and find work?

- Mental Health Services: very important services to help prepare for work readiness
- Quicker/better streamlining of financial aid for classes
- Access to quicker funding can provide for more participants to continue and finish training
- Allowance for participants as they participate in job training. Social services get cut once they start any type of job training (CalFresh, General Relief, and Medical).
- Financial Literacy courses
 - What types of training are most needed in the area?
- Financial Literacy Program
- Life Skills Courses: proper work etiquette (calls in when late or sick, how to interact with peers, how to pay personal bills etc.).
- Life Coach/Job Coach
- Do People in the community have a good understanding of the programs that are available to them? If not, what is the best way to get the word out?
- More communication with family members or mentors to get them involved in the various programs that are available in the community for youth seeking employment.
- More advertisement: community events, radio ads, television, flyers, billboards.
- Word of mouth from people that have been involved in various programs or have had a positive experience in job training or obtaining full employment.

Are there specific gaps between the services that are available and the services that people need? If so, how can we bridge those gaps?

- Assessment of job readiness in between job training and gaining employment
- More options for child daycare services
- More accessibility to work-source centers, youth-source centers after hours for those that work during the day, have child care issues and don't have the opportunity to later in the evening to walk into a work-source center.

If you were writing the local workforce plan, what would your priorities be and why?

- Better data access for job searches, social services and call centers.
- Better streamlining of funds for job training and data sharing.
- Extend WorkSource hours later into the afternoon/evening.
- More training for work-source center staffers to have better knowledge on available and upcoming programs and services to better serve the community in their area and guide them in the right direction.
- Ride along programs: Where the individual gets to shadow the person for a whole day learn about the job and see if the career is something they would like to pursue

Workforce Development Community and Stakeholder Forum

Van Nuys Civil Center - Marvin Braude Building, Conference Room B

Friday, Dec. 7, 2018

Notes

Attendance:

1. Alberto Uribe – Community Career Development Inc (CCD) , Executive Director
2. John Alvarez – LAUSD Division of Adult and Career Education (DACE), WOIA Navigator
3. Alex Martinez – Goodwill SoCal South Valley YouthSource Center, Service Coordinator
4. Michelle Jones - Office Trainee, Admin Clerk, EWDD
5. Donny Brooks – EWDD

City Staff: Michelle Jones, Donny Brooks, Gary de la Rosa, Terry Jay, Devin Randall, Minerva Solis

I. Welcome/ Background

Terry provides background on local plan modification

- Los Angeles Basin Region has to develop/ continue to develop partnerships w/ CalFresh (run by DPSS)
- Employment and Training Program at CalFresh
- No current work requirement for CalFresh but pending legislation
- Strengthening ties w/ DOR - esp. for those w/ developmental disabilities,
- strengthen relationships w/ services for single parents, ESL, foreign born and refugees

III. Forum Presentation (Gary de la Rosa)

What services and support do job seekers need to help prepare for and find work?

Alberto: Nothing new → challenges that job seekers have using services are

- transportation

- child care
- not new concepts; very basic
- but issues that come into play with clients trying to access services
- if they can't get to training facility or AJCC because of transportation issues or child care then it immediately stops the process

Gary: What can we do to address that?

Alberto: In the short term, we can do something in the AJCC's

- It's triage aka going to an emergency room
- It's not long term in nature (what we can do)
- Not sure what can be done to address long term

John: One of populations - trying to work with more folks referred through DPSS (Esp. transitional subsidized employment program (TSE))

- Go to paid work experience program
- Seen through Sun Valley is that a vast majority don't have a HS diploma, which makes it very difficult
- Most people have children and are in a 40-hour per week work assignment
- Trying to get them to squeeze in time to get High School Equivalency or diploma
- We've been to a couple meetings and still trying to find answers to better serve those participants
- Super critical to job market is getting a HS diploma
- Carving out some time for them to get some type of skills training
- Usually have some type of poor work history

Alberto: Yes, important piece especially as unemployment has declined

- Unemployment is 3.7% nationally as of this morning and has declined drastically over last 8 years
- Need to upskill people w/ whom we work
 - Vast majority are women and what can we do to help them improve their skills
- Thoughts but no tangible action
- I worked in GAIN 10 years again Chatsworth/ Antelope Valley so I have some knowledge

G: Are these supports and trainings leading to middle class lifestyle?

John : Some of them do, some don't

- For example, as an aircraft mechanic (the training program is 2 years long) you definitely make a good living but the trade off is that it's 2 years and full time
 - Most of the students are paying for it on their own
 - Small handful of veterans getting GI benefits in program
 - WIOA approved but because it's 2 years it's impossible to find workforce partner
 - Aircraft mechanic has 3 major modules
 - Last one is power plant
 - Working to get power plant on CalJOBS - just to get that listed on I-TRAIN
- Make more attractive for partners
- Others are medical assistant (def a pathway)
- 4 1/2 months of medical training
 - Majority get full time job w/ full time benefits
- Keep in touch to get them into training
- Electricians and welders
 - Also middle class/ good income

Outcomes aren't there for:

- Graphic design (will go into freelance work)
- Computer operation classes (very entry level office occupations)

Alberto : The challenge is that there is a network of community colleges trying to set up programs like [these] but it's matter of scale, lack of funding,

- Cannot scale up and replicate what are good programs
- Always been a challenge
- More of a challenge now than before
- Back in the 70's and 80's for what was called workforce development was very robust
- Programs exist, but it's about making them scalable

Alex: Have been doing this for 19 years – it's more about getting those that get the support to know about it:

- Marketing and branding issue
- We work together in marketing it, and am working w/ John LAUSD but it's getting

- WorkSource Centers used to have a marketing budget where we could get community to know via community organizing style
- People who are following current social media accounts are not really the community members, it's usually more partners
- Need to get out on the street and really let the community know
- Dealing w/ with 16-24 year olds / HS dropouts
- Trying to get them engaged by being able to provide funding for extended amount of time
 - They need a job and they need money
- Mid 2000's, after Bush, where we were helping people get training → to some degree that's the model
- It's getting that transportation assistance and the materials, helping them pay their rent
- Most of the young people are in-between home and in the street

G: A common theme I keep hearing is, "I don't have the time to take advantage of this."

Alberto : Unique to LA is the issue of homelessness

- Exists on a scale here that really is not scene in most of the country
- Haven't really wrapped our heads around on how to work w/ the homeless
- What can we do in terms of workforce development, which is going to be much more intense than what is currently being done
- Very unique/ LA challenge

G: There's a program that's looking at providing housing before getting into workforce. Perhaps that's something that we need to look into.

Alberto: United Way [and] CCD → focused on homelessness

- Rapid rehousing is first
- Housing/ rehousing is the principle priority
- Workforce development plays a role
- Part of the plan in measure H, for example,
- Important support
- Many individuals who once you are able to stabilize they can then access services
- In addressing issues w/ income we become part of the solution in addressing homelessness
- We are aware of it, but haven't really grappled with it

G: What types of training are most needed in this area?

John: School district needs to expand health and medical training

- Have some really high quality programs at two main campuses
- One of the challenges we have is the many steps it takes to be able to hire a teacher, so maybe we can focus on internally in the division of adult career education

Alberto : I would agree. Also manufacturing as well.

- Big field/industry
- For the youth the opportunity is not graspable
 - Try to design maps to paint a picture for them
 - Have to explain how the process works
- That's what's needed --> more exposure --
- There used to be a bridge where if you had a job you could get up to 6 months of support for rent/etc. -Someone who can actually afford to pay their rent, but not today.
- [In] the youth system it's happening under the P3
 - Have various providers
- - get the resources but it's also the process it takes to connect them

Alberto : Important for the AJCCs to work closely with community colleges in the area

- They are going to know the training environment in the area
- It's what's required
- Communities are going to differ dramatically by region
- Certain fields that are seemingly universal (such as healthcare, construction, etc.) - but others that are more specialized in nature

T: To share what's come up before - one of them was "Essential skills" in folks that we are serving aka soft skills

- Showing up on time
- Getting along with others
- Taking direction

Alberto: I agree with all of that. It is not 2010, 2009, in the midst of the great recession. So we are now working w/ hardest to serve populations, working with individuals who don't have many of the most basic skills that are required - what we consider to be as basic, it not always very self-explanatory

A: I agree that we definitely have that issue with some of our youth, but one issue is marijuana:

- “Because it's legal, I can just do it anytime”
- Have to train them because it's not the same thing
- Have to teach our youth that it's not okay [in the job environment]

John: LAUSD did come up with soft skills course but the enrollment numbers just weren't there. [It was] 20 hours total w/ a certificate at the end, but campuses all over did not have enough enrollment in summer of 2017, so much work went in getting course outline.

A: Can have it as a requirement as part of the training so that you can't miss it

T: Requirements are good, but then how do you sell the program? So, if there's obviously not an innate interest, then how do you market it?

G: I used to teach LAUSD, and if you can explain why, then they will more likely to pay attention.

- Show them / explanation
- Everybody learns differently so it's an issue of explaining why

Do people in the community have a good understanding of the programs and services that are available to them? If not, what is the best way to get the word out?

John: No, and part of it is on our schools as well as other student organizations

- One of the things that our school is missing out on --> getting more onboard w/ technology based marketing
- “Steal” a few [marketing] techniques from a few companies-just taking a fraction of that, then we would have a lot more students
- Some of it is on us
- Really grassroots efforts and going out and doing presentations there
- If we had a way to do that type of technology based marketing we would probably have tremendous success
- Don't see school district doing that soon
- Might have to pull in company

Alberto: I think with the Latino community, it's important to get to the families and parents that there are programs.

- Good to let youth know as well

- Have to communicate to all the parents
- Have to market it in spanish/ any other language/ etc
- Idea of "how does a bank communicate their services? they do everything possible"
- Have to think of it in the same terms
- It's hard to communicate across cultures --> how is that possible? I don't know

G: Are there any other barriers/stigmas?

Alberto: I'm at a YouthSource. We haven't had that.

Terry: "Michelle, Devin, Minerva [Community Administrative Service Workers and Tagetted Local Hire], how did you guys find out about your positions?"

Michelle : I found out about through Target Local Hire [Program].

Devin: I found out about a program through local union 18. I am very familiar with some city employees. I also found out about local hire.

T: At lead 95% of people often respond in the survey that they found out about our programs through word of mouth. The more we can share [about our programs] with folks going through the door then it multiplies.

Alex : Maybe if there was a regional approach using regional funding for marketing of the system

- The city and county are working a lot closer these days
- The challenge of course is that it's 7 different areas, but putting this regional plan together it's gone a great deal towards different WDBs working together in general.
- It's better than before

Are there specific gaps btw the services that are available and the services that people need? If so, how can we bridge those gaps?

John : I know I have worked a lot with you, Gary with dislocated workers. But there's not a lot of language support for monolingual speakers. With the support we have right now they can do 2 hours of ESL and 2 hours of workforce training. We have rolled out 2 programs (Entry level) and technician program

- - Very small scale

- - People are continuing to be laid off and we haven't offered our progress to match the number of people
- If they are collecting unemployment insurance then it's their chance

Alberto : United Way is putting together a response to the fires in the valley further west.

- Address the needs who have lost their homes and employment
- What United Way is doing, since funds are strictly from them, everyone regardless of their legal status can avail themselves to this service
- By design did this
- It is thought that a significant number of individuals who have lost homes and/or employment opportunities are in fact those who are undocumented
- So gaps between services and people who need them --> undocumented community
- Another area that, if not unique, is most certainly very prominent than other parts of the country
- We have to do something

Alex : It's always been an issue. Yes. At the end of the day you train someone who is undocumented, then they go get deported. Then you just deported a skilled worker and that's somewhat positive side that they can go back and do the work the work they were trained to do.

G: Bridging the gaps?

Alberto : Money and legislation is another.

- What can this region do if you have funding that restricts funding that you can provide to a certain population?
- There is private money available and is going to be used to serve everyone.
- What can the system do to work and serve everyone?

G: If you were writing this local workforce plans, what would your priorities be and why?

Alberto: Since funding is more limited, then programs in LA County have to be more focused on populations of need;

- Homeless (has to be a priority, if not, the priority)
- Workforce development has to be part of the larger whole. It is a crisis.
- Build programs around it
- Give individuals jobs and careers that are sustainable in nature which are going to foster independence.

John: Homelessness needs to be at the forefront.

- Based on some of the work, we need to step up efforts probably more to offer more training that will serve people the right way
- The language support is a huge area of weakness
- What about the folks who would be a great pharmacy tech/medical assistant but don't have the language right now?
- [VESL is] one of the places we need to have in the plan.

A: When we mention the homeless, we have to talk about housing.

- Have to have usually two families in the city of LA
- Huge issue when family can't afford comfortable housing for their family
- I haven't seen anything this serious before
- We are losing a lot of people.

ENDING COMMENTS:

T: Good idea to have open forums (heard the message loud and clear). A common concern with service providers has been top-down engagement so far. City plans to have forums such as these on an ongoing basis.

SUPPLEMENTAL NARRATIVE

DEMOGRAPHIC DATA

CALFRESH PARTICIPANTS

Overview of CalFresh Recipients Population & CalFresh E&T Participants Of the approximately 10.5 million people in Los Angeles County, about 1.1 million receive CalFresh. The County ranks among the lowest of all the counties in the state in terms of CalFresh program participation rate among those eligible to participate in the program. The county's participation rate is 66 percent compared with the state average of nearly 70 percent.

Most participants are families with children. At least 700,000 more people may be eligible. In response to this, in January 2018 the L.A. County Board of Supervisors moved that the Department of Public Social Services create a unit with existing staff to develop ways to increase participation in CalFresh by improving the enrollment process as well as customer service. It is expected that increased participation will result in a \$2.1 billion bump in economic activity in the county.

Of the total CalFresh recipient population, approximately 200,000 participate in the County's CalFresh Employment and Training (CFET) program. The City of Los Angeles is home to 92,773 of these participants.

UNEMPLOYED, UNDEREMPLOYED, AND PAYMENT DELINQUENT NON-CUSTODIAL PARENTS

A data overview of population statistics from the Los Angeles County Child Support Services department (see next page) shows that 35 percent (39,061) of the local non-custodial population reside in the City of Los Angeles. Men represent 87% of the population, where women represent only 13%. In terms of race and ethnicity, the majority are Hispanic (55%), though African Americans represent a disproportionate 24%, compared with the 8% they represent in the overall population of the region.

Child Support Program Participants

Gender	Count
FEMALE	8,893
MALE	102,640
NULL	459
OTHER	4
UNKNOWN	305
Grand Total	112,301

Race	Count
AFRICAN	178
ALASKA NATIVE / NATIVE AMERICAN	11
ALASKAN NATIVE	2
ARMENIAN	160
ASIAN INDIAN	61
ASIAN	527
BLACK	27383
CAMBODIAN	218
CHINESE	199
FILIPINO	795
GUAMANIAN	20
HAWAIIAN	53
HISPANIC	61,698
JAPANESE	64
KOREAN	111
LAOTIAN	15
MULTI-RACIAL	747
NATIVE AMERICAN	129
NO RACE GIVEN	1,014
NULL	9,531
OTHER	694
PACIFIC ISLANDER	106
SAMOAN	168
UNKNOWN	1,407
VIETNAMESE	168
WHITE	6,842
Grand Total	112,301

LWDA	Count
Los Angeles	39,061
Grand Total	39,061

Reentry Indicator	Count
INC	12,184
(blank)	100,117
Grand Total	112,301

Active Employers	Count
0	49,449
1+	72,852
Grand Total	112,301

Public Comments Received That Disagree With the City of Los Angeles Local Plan
Modification

No such comments received.

Local Board Assurances

Through Program Year 2017-20, the Local Workforce Development Board (Local Board) assures the following:

- A. The Local Board assures that it will comply with the uniform administrative requirements referred to in the *Workforce Innovation and Opportunity Act* (WIOA) Section 184(a)(3).
- B. The Local Board assures that no funds received under the WIOA will be used to assist, promote, or deter union organizing (WIOA Section 181(b)[7]).
- C. The Local Board assures that the board will comply with the nondiscrimination provisions of WIOA Section 188.
- D. The Local Board assures that the board will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIOA Section 188.
- E. The Local Board assures that funds will be spent in accordance with the WIOA, written Department of Labor guidance, and other applicable federal and state laws and regulations.
- F. The Local Board assures it will comply with future State Board policies and guidelines, legislative mandates and/or other special provisions as may be required under Federal law or policy, including the WIOA or state legislation.
- G. The Local Board assures that when allocated adult funds for employment and training activities are limited, priority shall be given to veterans, recipients of public assistance and other low-income individuals for Individualized Career services and training services. (WIOA Section 134[c][3][E], and California Unemployment Insurance Code [CUIC] Section 14230[a][6])
- H. The Local Board certifies that its America's Job Center of CaliforniaSM (AJCC) location(s) will recognize and comply with applicable labor agreements affecting represented employees located in the AJCC(s). This shall include the right to access by state labor organization representatives pursuant to the *Ralph Dills Act* (Chapter 10.3 [commencing with Section 3512] of Division 4, of Title 1 of the Government Code, and CUIC Section 14233).
- I. The Local Board assures that state employees who are located at the AJCC(s) shall remain under the supervision of their employing department for the

purposes of performance evaluations and other matters concerning civil service rights and responsibilities. State employees performing services at the AJCC(s) shall retain existing civil service and collective bargaining protections on matters relating to employment, including, but not limited to, hiring, promotion, discipline, and grievance procedures.

- J. The Local Board assures that when work-related issues arise at the AJCC(s) between state employees and operators or supervisors of other partners, the operator or other supervisor shall refer such issues to the State employee's civil service supervisor. The AJCC operators and partners shall cooperate in the investigation of the following matters: discrimination under the *California Fair Employment and Housing Act* (Part 2.8 [commencing with Section 12900] of Division 3, of Title 2 of the Government Code), threats and/or violence concerning state employees, and state employee misconduct.
- K. The Local Board assures that it will select the One-Stop Operator with the agreement of the Chief Elected Official (CEO), through a competitive process, or with approval from the local elected official and the Governor's Office. (WIOA Section 121[d][2][A]). The AJCC Operator is responsible for administering AJCC services in accordance with roles that have been defined by the Local Board.

SIGNATURE PAGE

Instructions

The Local Board chairperson and local CEO must sign and date this form. Include the original signatures with the request.

By signing below, the local CEO and Local Board chair agree to abide by the Local Area assurances included in this document.

**Local Workforce Development Board
Chair**

Local Chief Elected Official

Signature

Signature

Name

Name

Title

Title

Date

Date