CITY OF LOS ANGELES
WORKSOURCE CENTER SYSTEM REDESIGN SUBCOMMITTEE OF THE WORKFORCE DEVELOPMENT BOARD (WDB) POLICY AND OVERSIGHT COMMITTEE

Thursday, September 14, 2023
10:00 AM

Goodwill Southern California - Auditorium

342 N. San Fernando Rd. Los Ángeles, CA. 90031

AGENDA

1.	Call to Order/Roll Call	
2.	Introduction of Members of the WSC System Redesign Subcommittee	
3.	Public Comment on Non-Agenda Items	
4.	Purpose of the WSC System Redesign Subcommittee	Gregg Irish/Gerardo Ruvalcaba/ Elizabeth Macias
5.	Overview of the Current WorkSource Center System (e.g., Number of Centers, Funding, Services, Partnerships, etc.)	Gerardo Ruvalcaba
6.	Calendar/Timeline for Completion of Related Tasks, Including the Issuance of a Request for Proposals (RFP) Procurement and Contract Awards	Gerardo Ruvalcaba
7.	California State University Northridge's Data Collection and Evaluation of the WSC System	
8.	Next Meeting	
9.	Adjourn	

WORKSOURCE CENTER SYSTEM REDESIGN SUBCOMMITTEE:

Nancy Hoffman Vanyek, Ace Anaya, Josh Copus, Jesse Cuevas, Greg Erickson, Hrag Hamalian, Abigail Marquez, LaShondra Mercurius, Kookie Murray, Joe Paul, Steven Simon, Maria Turrubiartes, Dr. Katrina VandeWoude

PUBLIC INPUT AT WORKFORCE DEVELOPMENT BOARD MEETINGS

The public will have an opportunity to address the Board on any agenda item at the time the item is considered.

Members of the public who wish to speak on any item are requested to complete a speaker card for each item they wish to address, and present the completed card(s) to the designated personnel of the Board. Speaker cards are available at the sign-in table at the back of the meeting room. Documents/reports on agenda items are available on the Board's website and may be distributed at the meeting. For updated meeting schedules please visit www.wiblacity.org. For more information call 213-744-7164.

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Phone: 213-744-7164 www.wiblacity.org

2.

DATE: September 14, 2023

TO: Workforce Development Board (WDB)

FROM:

SUBJECT: **Introduction of Members of the WSC System Redesign Subcommittee**

REQUESTED ACTION:

BACKGROUND:

ADDITIONAL BACKGROUND:

ATTACHMENTS:

Description

No Attachments Available

4.

DATE: September 14, 2023

TO: Workforce Development Board (WDB)

FROM:

SUBJECT: **Purpose of the WSC System Redesign Subcommittee**

REQUESTED ACTION:

BACKGROUND:

ADDITIONAL BACKGROUND:

ATTACHMENTS:

Description

- Item 4 - PowerPoint_Presentation_WSC_System_Redesign_Subcomm_Mtg_09.14.23

City of Los Angeles WorkSource System Redesign Subcommittee of the Workforce Development Board Policy and Oversight Committee

WDB Workforce Development Board City of Los Angeles

September 14, 2023



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AGENDA

September 14, 2023

1. Call to Order/Roll Call
2. Introductions of Members of the WSC Redesign Subcommittee
3. Public Comment on Non-Agenda Items



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4. Purpose of the WSC System Redesign Committee

To **guide the priorities, development, and implementation** of the WorkSource Redesign RFP in a way that **maximizes impact** and gives rise to **successful outcomes**.

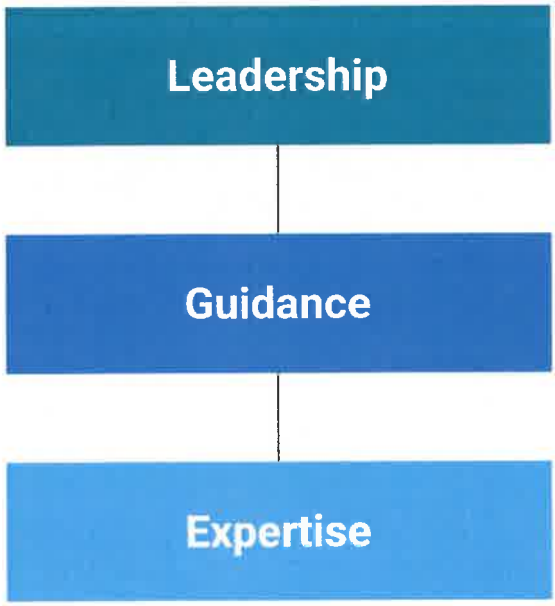
VISION

*It is the shared vision of the Mayor, the City Council, the Local Workforce Development Board (WDB), and EWDD to utilize the Workforce Development System (WDS) to **increase equity** and **economic opportunity** throughout the City, and that this be accomplished by **improving the delivery of workforce services**, but with reference to ever **changing** economic and labor **market conditions**. Improvements in equity and economic opportunity come about when services are **targeted at populations** that are traditionally left behind or excluded.*

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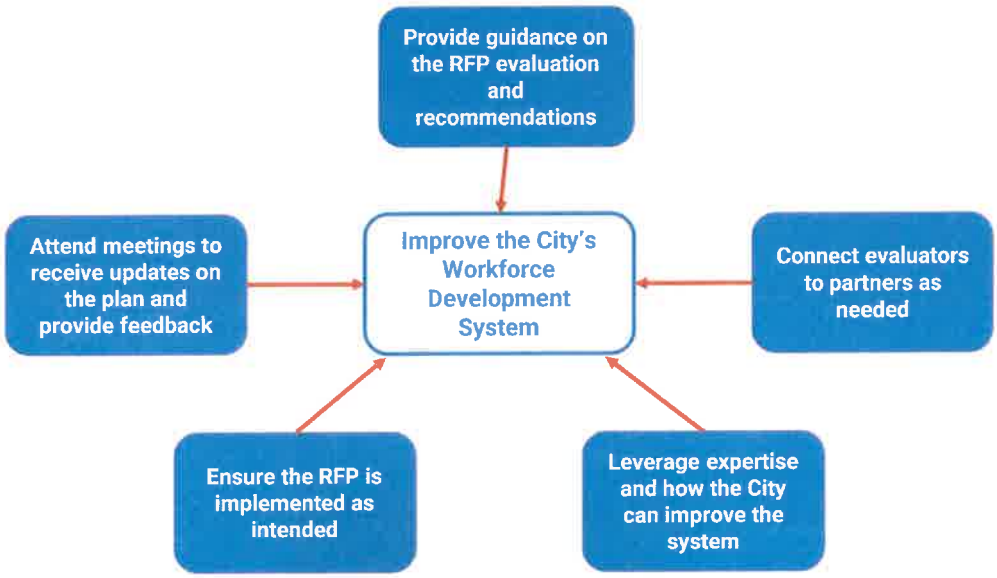
VISION

How do we make the system better?

- Los Angeles as a world class system, best in its class – quality services for job seekers and employers alike
- Advance equity in the workforce
- Create and expand living wage jobs and access to middle skilled jobs
- Help employers meet demand of high growth industries
- Create economic opportunities for all Angelenos.
- Effectively leverage regional and local partners.

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4. Purpose of the WSC System Redesign Committee - Members



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5. Overview of the Current WorkSource Center System

WIOA AND WSC SYSTEM MANDATES

The Workforce Innovation and Opportunity Act (WIOA):

- The City's America's Job Centers of California (AJCCs) – locally known as WorkSource Centers- are funded through the Department of Labor's (DOL) WIOA Fund.
- WIOA is designed to strengthen and improve our nation's public workforce system and help get Americans, including youth and those with significant barriers to employment, into high-quality jobs and careers and help employers hire and retain skilled workers.
- WIOA establishes a framework under which Local Boards are responsible for maintaining a network of high quality, effective AJCCs: requires State Certification (Baseline and Hallmarks of Excellence)

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5. Overview of the Current WorkSource Center System

WIOA AND WSC SYSTEM MANDATES

State Certifications of AJCCs - "The Hallmarks of Excellence"
1. The AJCC Physical Location and Facility Enhances the Customer Experience
2. The AJCC Ensures Universal Access, With An Emphasis of Individuals with Barriers to Employment
3. The AJCC Actively Supports the One-Stop System Through Effective Partnerships
4. The AJCC Provides Integrated, Customer-Centered Services
5. The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathways.
6. The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.
7. The AJCC Has High-Quality, Well-Informed, Cross-Trained Staffing
8. The AJCC Achieves Business Results Through Data-Driven Continuous Improvement

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5. Overview of the Current WorkSource Center System

WIOA AND WSC SYSTEM MANDATES

WIOA Performance Measures:

All customers served with WIOA funds are subject to the performance indicators established under WIOA. These performance indicators are primarily focused on the long-term results of the WIOA programs. For adults, dislocated workers, and youth, the measures are as follows:

- Employment Rate Second Quarter after Exit;
- Employment Rate Fourth Quarter after Exit;
- Median Earnings (second quarter after exit);
- Credential Attainment;
- Measurable Skills Gain; and
- Effectiveness in Serving Employers.



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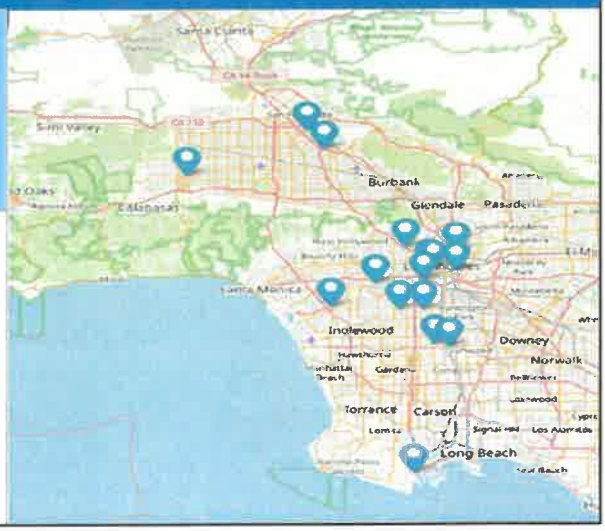
5. Overview of the Current WorkSource Center System

CITY OF LOS ANGELES

EWDD currently operates 14 WorkSource Centers and 2 portal offices located throughout Los Angeles

- Central & East Los Angeles (4)
- South & West Los Angeles (6)
- Harbor (1)
- San Fernando Valley (3)

WSCs are strategically located in communities designated with the highest level of need based on poverty data and census tract information.



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5. Overview of the Current WorkSource Center System

WORKSOURCE SYSTEM FUNDING

WIOA FUNDING AND SERVICE LEVELS

WSC System Total Funding		WSC System Service Goal	
PY 23-24	$16,778,212	PY 23-24	11,250 individuals
Funding Allocation per WSC		**Service Goal per WSC**	
PY 23-24	$1,118,547	PY 23-24	750 individuals

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5. Overview of the Current WorkSource Center System

INDIVIDUAL WSC MEASURES AND SERVICE LEVELS

PERFORMANCE MEASURES AND SERVICE LEVELS		WORKSOURCE CENTER	
DOL MEASURES*		ADULT	DISLOCATED WORKER
1	Employment Rate 2nd Quarter After Exit	64%	65%
2	Employment Rate 4th Quarter After Exit	57.5%	63%
3	Median Earnings 2nd Quarter After Exit	$6,800,	$8,300
4	Credential Attainment Within 4 Quarters After Exit	65.5%	68.6%
5	Measurable Skills Gain	55%	53%
6	Minimum number of participants trained (including sector training)	150	
7	Minimum number of participants in selected sector training	100	
8	Training Related Placements (of those trained)	80%	
9	Amount to be expended on training as a percentage of formula dollars (an amount equal to 14% of formula dollars may be in approved, training leveraged resources)	44%	

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5. Overview of the Current WorkSource Center System

INDIVIDUAL WSC MEASURES AND SERVICE LEVELS

10	Job Seeker Satisfaction Level (Intercept)		9.0	
11	Enrolled Customer Satisfaction Level		8.6	
12	Total NEW Enrollments	750	525	225
13	Minimum number of **NEW** enrollments required by December 31, 2023 (50% of WIOA Enrollment Goal)		263	112
14	Minimum number of enrollments for persons with disabilities		90	
15	Minimum number of reentry enrollments		125	
16	Minimum number of veteran enrollments		90	
17	Minimum number of homeless enrollments		125	
18	Number of Employer Customers (including 10 referrals to BusinessSource)		70	
19	Percentage Number of Hard-to-Serve Adult Enrollments		80%	

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5. Overview of the Current WorkSource Center System

WORKSOURCE CENTER SERVICES

WSCs provide the following services at no cost to the public:

Employment Support	Employer and Entrepreneurial Support
• Job Training, Resume Building and Interview Skills • Phone and Computer Access, Skills Workshops • Employment Referrals • Customized Job Matching via CalJOBS℠ • Career Guidance and Placement Assistance	• Free Job Advertising and Referral Information • Phone Banks, Computer Access and Workshops • Downsizing, Layoff and Closure Assistance • Customized Recruitment Services • Interview Facilities • Qualified Candidate Screening and/or Testing • On-the-Job and Pre-Employment Training

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5. Overview of the Current WorkSource Center System

TYPE OF SERVICES DELIVERED

WSCs contractual services include:	
○ Outreach ○ Recruitment ○ Assessment ○ Orientation ○ Referral ○ Registration/enrollment ○ Case management ○ Counseling ○ Supportive services ○ Job search assistance	○ Work experience (WE) ○ On-the-job training (OJT) ○ Customized training ○ Registered apprenticeships ○ Entrepreneurial training ○ Vocational Skills training ○ Basic skills remediation ○ English as a second language remediation ○ Unsubsidized employment leading to self-sufficiency ○ Post placement and post-exit follow-up and retention services for twelve (12) months.

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5. Overview of the Current WorkSource Center System

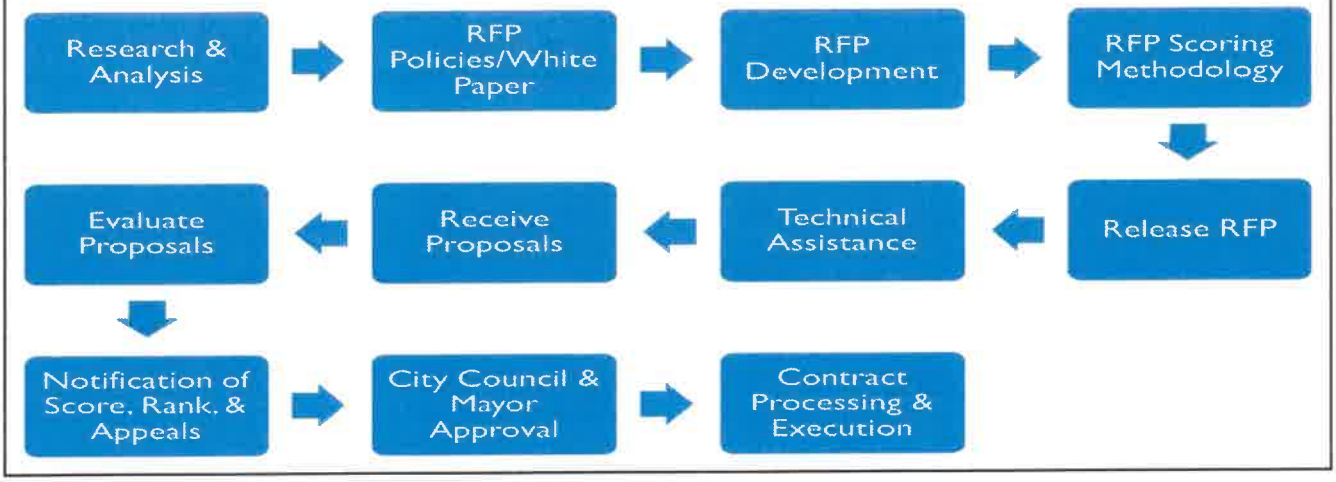
HIGH GROWTH INDUSTRIES AND COLLABORATIONS

Promote employment in high growth sectors:	Collaborative Partnerships include:
1. Advanced/clean manufacturing 2. Construction 3. Financial services 4. Hospitality/entertainment 5. Healthcare 6. Security 7. Utilities 8. Green technology 9. Transportation/logistics 10. Biotechnology 11. Information technology	1. Employers including social enterprises 2. State of CA Employment Dev Dept (EDD) 3. Labor Unions 4. LAUSD Adult Schools 5. Community Colleges and Trade Schools 6. County Department of Rehabilitation 7. City Department of Aging 8. Industry Councils 9. Other government agencies 10. Other social service organizations

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6. Calendar/Timeline for Completion of Related Tasks Including the Issuance of a Request for Proposal (RFP) Procurement and Contract Awards

Evaluation and Redesign of WSC System & RFP Process



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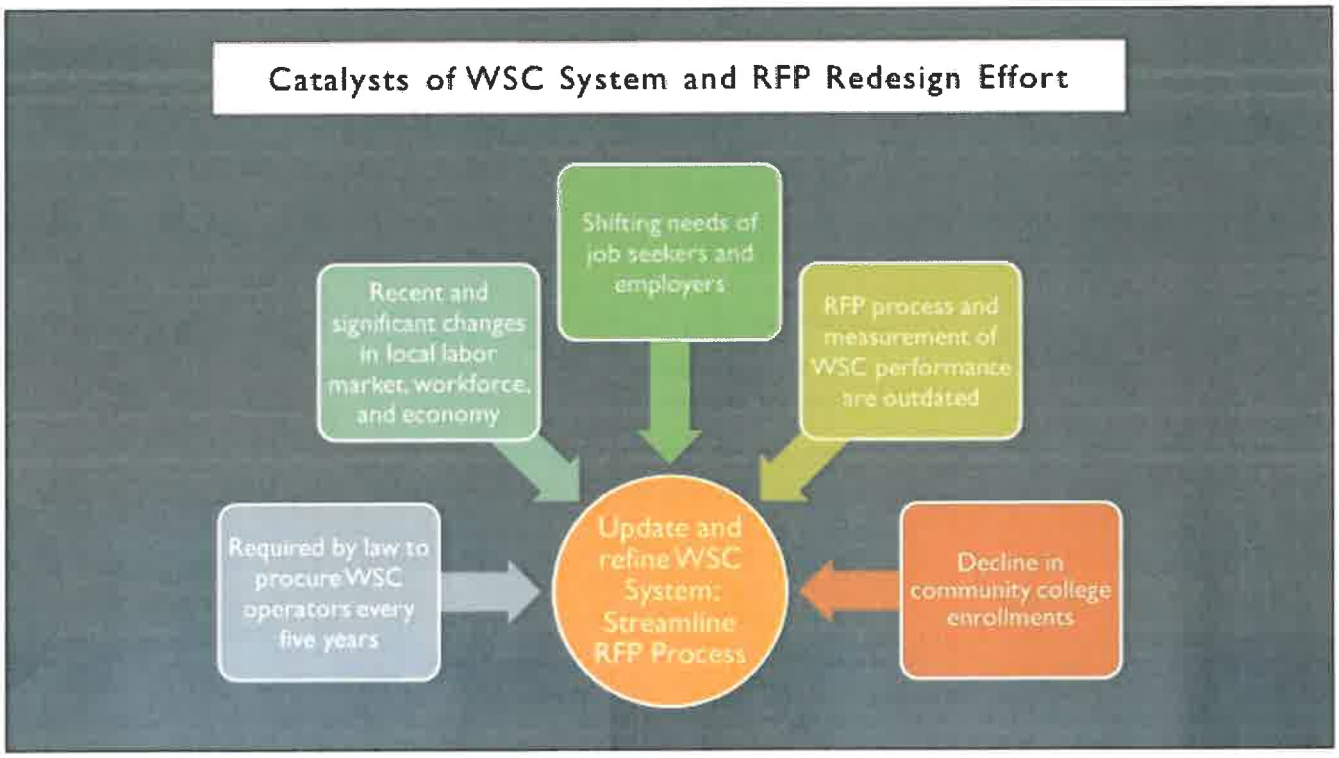
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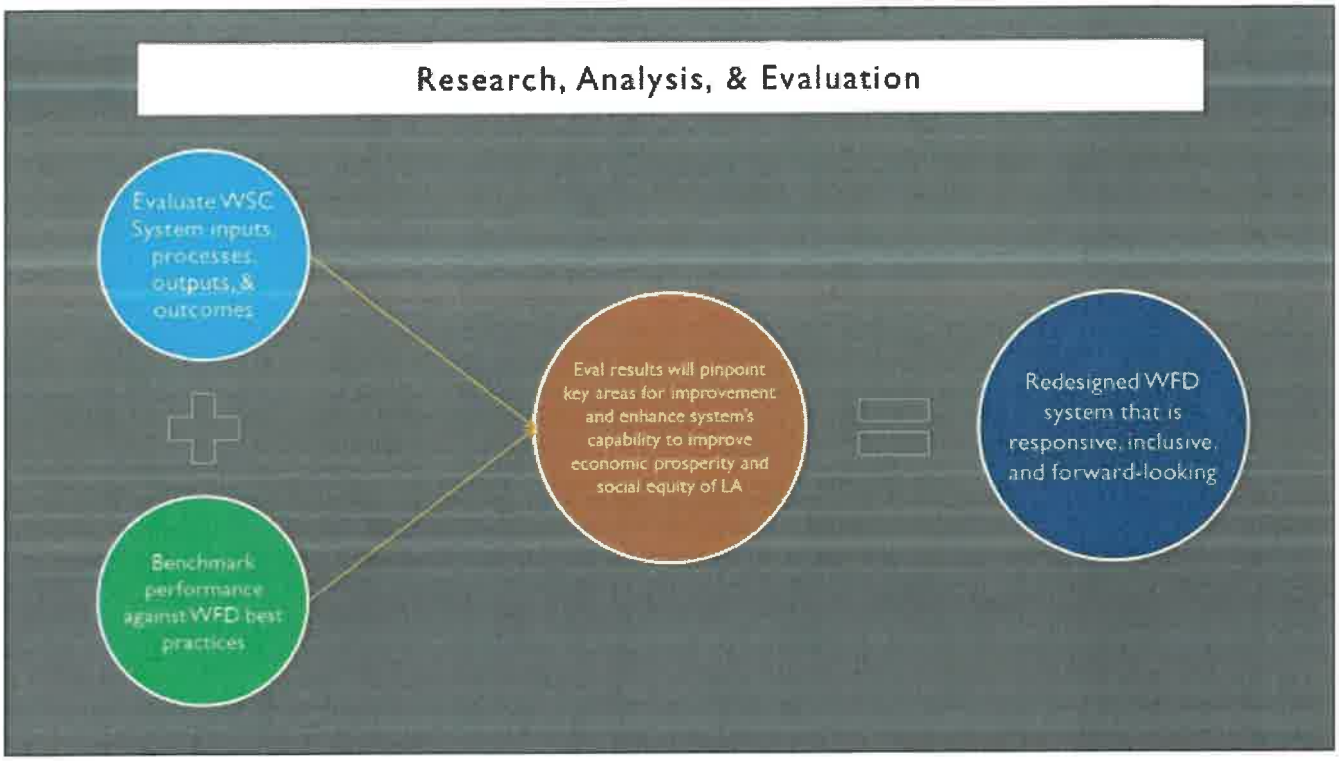
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7. California State University Northridge's Data Collection and Evaluation of the WSC System

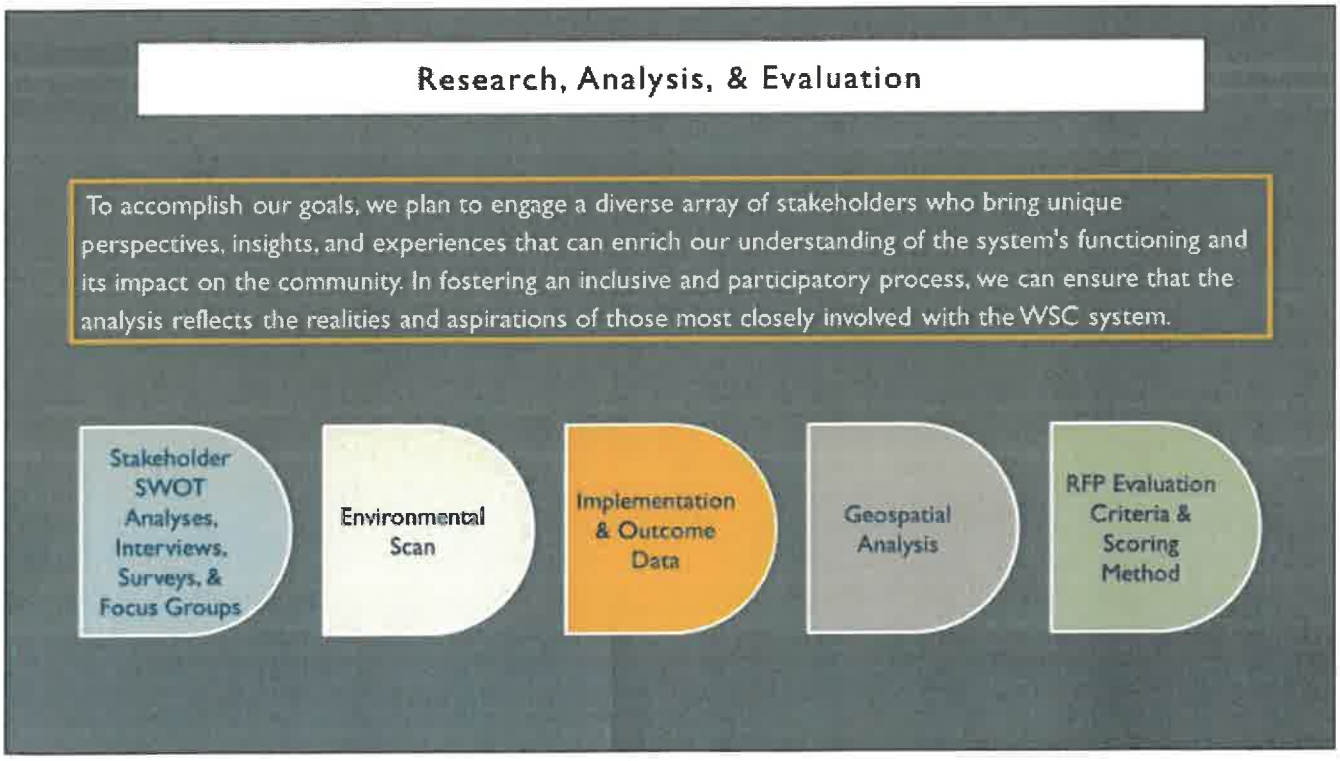
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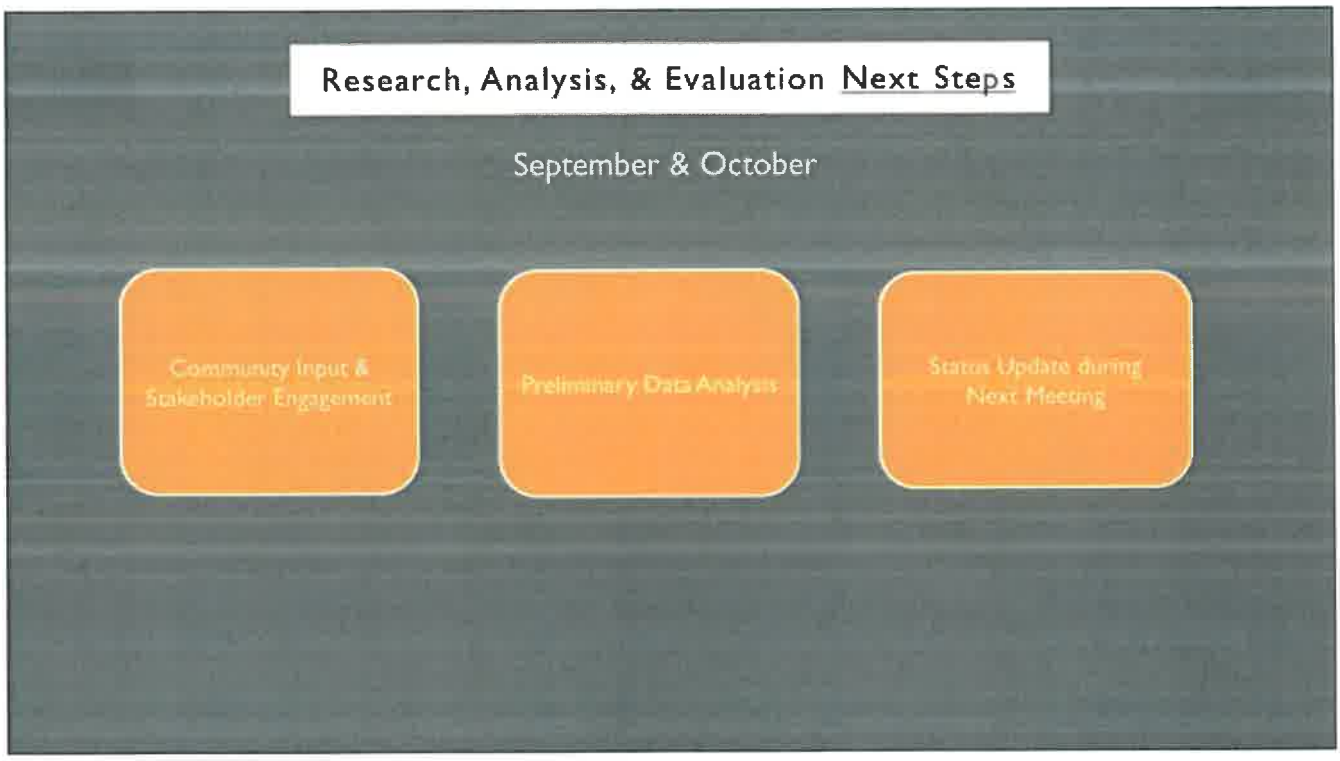
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Research, Analysis, & Evaluation
Evaluate WSC System inputs, processes, outputs, & outcomes
Benchmark performance against WFD best practices
Eval results will pinpoint key areas for improvement and enhance system's capability to improve economic prosperity and social equity of LA
Redesigned WFD system that is responsive, inclusive, and forward-looking

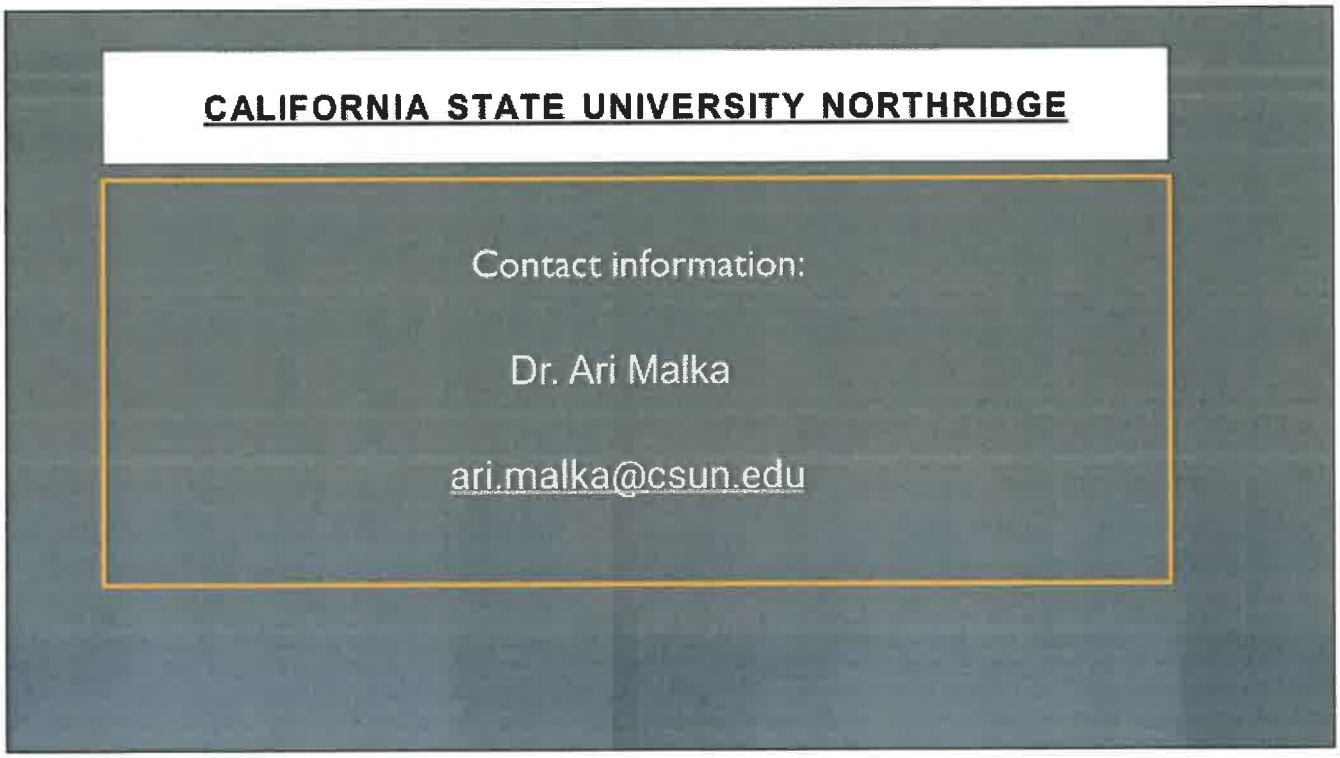
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Research, Analysis, & Evaluation
To accomplish our goals, we plan to engage a diverse array of stakeholders who bring unique perspectives, insights, and experiences that can enrich our understanding of the system's functioning and its impact on the community. In fostering an inclusive and participatory process, we can ensure that the analysis reflects the realities and aspirations of those most closely involved with the WSC system.
Stakeholder SWOT Analyses, Interviews, Surveys, & Focus Groups
Environmental Scan
Implementation & Outcome Data
Geospatial Analysis
RFP Evaluation Criteria & Scoring Method

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Research, Analysis, & Evaluation Next Steps
September & October
Community Input & Stakeholder Engagement
Preliminary Data Analysis
Status Update during Next Meeting

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CALIFORNIA STATE UNIVERSITY NORTHRIDGE
Contact information:
Dr. Ari Malka
ari.malka@csun.edu

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INITIAL COMMITTEE MEMBER IMPRESSIONS OF THE EXISTING WS SYSTEM?

1. What impression, if any, do you have of the current system?
2. Do you see the system as a vehicle for employers?
3. Are there any items you'd like to see immediately incorporated into the redesign?

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AGENDA

8. Next Meeting

9. Adjourn



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5.

DATE: September 14, 2023

TO: Workforce Development Board (WDB)

FROM:

SUBJECT: **Overview of the Current WorkSource Center System (e.g., Number of Centers, Funding, Services, Partnerships, etc.)**

REQUESTED ACTION:

BACKGROUND:

ADDITIONAL BACKGROUND:

ATTACHMENTS:

Description

No Attachments Available

6.

DATE: September 14, 2023

TO: Workforce Development Board (WDB)

FROM:

SUBJECT: **Calendar/Timeline for Completion of Related Tasks, Including the Issuance of a Request for Proposals (RFP) Procurement and Contract Awards**

REQUESTED ACTION:

BACKGROUND:

ADDITIONAL BACKGROUND:

ATTACHMENTS:

Description

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7.

DATE: September 14, 2023

TO: Workforce Development Board (WDB)

FROM:

SUBJECT: **California State University Northridge's Data Collection and Evaluation of the WSC System**

REQUESTED ACTION:

BACKGROUND:

ADDITIONAL BACKGROUND:

ATTACHMENTS:

Description

No Attachments Available