



COUNTY OF LOS ANGELES  
WORKFORCE DEVELOPMENT, AGING  
AND COMMUNITY SERVICES



WORKFORCE DEVELOPMENT  
PROGRAMS DIRECTIVE

DATE: March 23, 2022

NUMBER: WDP D21-23

## English Language Learner (ELL) Program: Puente Plus Collaborative (PCC)

### EXECUTIVE SUMMARY

This directive provides policy and guidance for the English Language Learner (ELL) Program: Puente Plus Collaborative (PCC). The ELL Program seeks to support Spanish and Chinese (Mandarin/Cantonese) speaking English Language Learners (ELL) by providing a diverse set of services aimed at helping participants to earn in-demand industry credentials, complete short-term work experiences and gain sustained employment while expanding their English language acquisition. The program focuses on use of the Integrated Education and Training (IET) model to combine adult education and literacy activities with training services in high growth sector industries to prepare and place ELL participants in jobs with career pathways and sustainable wages.

### REFERENCES

- [Workforce Innovation and Opportunity Act 2014 \(WIOA\) Section 188](#)
- Employment Development Department [WS Directive 19-06 CalJOBS Activity Codes](#)
- County of Los Angeles One Stop Operator for the America's Job Centers of California (AJCCs) Subaward
- [LA County WDP D19-37 CalJOBS Activity Codes Policy and Procedures](#)
- [LA County WDP D19-16 WIOA Supportive Services Policy and Procedures](#)
- [WDP D18-13 CalJOBS Document Imaging and Scanning](#)

### BACKGROUND

Underrepresented individuals, specifically monolingual ELLs, face many barriers such as limited higher education and digitally literacy which leads to lack of access to quality jobs that pay sustainable wages and limits employment opportunities for the population to low

paying/high covid risk occupations with little upward mobility. ELLs face long-term unemployment owing to the heavy hit to industry sectors including hospitality and tourism and have borne the brunt of COVID-19 inequality, a contracted economy, and a far narrower job market. The needs of ELLs are great, most requiring education and training assistance, including re-training, and upskilling to re-compete in the narrowed economy. Many other ELLs require basic supportive services including technology tools assistance (e.g., access to reliable internet and devices) and support for their return to work (e.g., tools and uniforms).

The intent of the ELL program is to provide ELLs with IET program opportunities in high growth sector industries to help unemployed and underemployed ELLs with barriers to employment enter high quality jobs.

## **Policy and Procedures**

---

ELL program eligibility follows general WIOA Adult eligibility requirements as noted below and as indicated in the County of Los Angeles One Stop Operator for the AJCCs Subaward WIOA ADW Statement of Work. Eligible ELL program participants must be:

- 18 years of age or older,
- be authorized to work in the US and
- be registered with Selective Service, if applicable

In addition, eligible individuals must be ELLs and appropriately identified as such in the participant's CalJOBS application and records. The ELL program primarily focuses on assisting Spanish and Chinese (Mandarin/Cantonese) ELLs in the wider East LA County; however, any ELLs with barriers to employment residing within any area of LA County can be eligible.

## **Services**

Program Navigators shall provide all participants with an Initial Assessment, Individual Employment Plan (IEP), and an Objective Assessment (OAS) to identify skills gaps, better understand previous employment and education levels and to tailor a plan of service for each participant that details specific service needs and matches participants to viable IET career pathways.

All traditional WIOA services such as career guidance, job skills development, training, and supportive services as guided by the participant's IEP and a year of follow-up services after job placement are available to every participant.

## ***Training Services***

The ELL program offers certified training options leading to industry recognized certificates and/or credentials in five industry sectors:

- Healthcare
- Construction
- Logistics and Transportation
- Advanced Manufacturing
- Protective Services

Training programs in other industry sectors may be made available upon request and approval from WDACS LA County Workforce Development Division. Additionally, Work Based Learning (WBL) including but not limited to On-the-Job-Training; Transitional Jobs, Customized Training, and Pre- and Registered Apprenticeships are also available. The chart below notes available WBL program services and descriptions for each.

<b>Type of Work-Based Learning/Training and Definition</b> <a href="#">(LA County WDP D19-37 CalJOBS Activity Codes Policy and Procedures)</a>	
<b>Work Experiences and Internships (218/219)</b> A planned, structured paid or unpaid learning experience in a workplace for a limited period of time.	<b>Customized Training (304)</b> Meets specific employer requirements with the commitment of participant employment upon successful completion of the training.
<b>Pre-Apprenticeship Programs/Training (224)</b> Designed to prepare individuals to enter and succeed in a registered apprenticeship program.	<b>Incumbent Worker Training (308)</b> Meets the needs of an employer to retain a skilled workforce or avert layoffs.
<b>On-The-Job Training (OJT) (301)</b> Provides reimbursement to employers to compensate for the costs associated with skills upgrade training for newly hired employees and the lost production of current employees providing the training.	<b>Transitional Jobs (321)</b> Type of work-experience local boards may provide under WIOA and are considered an individualized career service. Time-limited and wage-paid that can be subsidized up to 100 percent.
<b>Registered Apprenticeship (325)</b> Employer-driven, “learn while you earn” model that combines on-the-job training with job-related instruction in curricula tied to the attainment of industry-recognized skills standards.	

### **Supportive Services**

An essential part of the program is the availability of supportive services to help mitigate the various employment barriers faced by ELLs. The ELL Program Navigator will determine participant supportive service needs based on their unique personal circumstances. Supportive services offered through the grant include but are not limited to online/digital technology support (i.e., internet assistance, device provision); child-care assistance; books; work clothing; Personal Protective Equipment (PPE); or work tools. A full listing of available supportive services are listed in *WDP D19-16 WIOA Supportive Services Policy and Procedures*, along with requirements for provision of supportive services.

Additional wrap-around leveraged supportive services must be made available to ELL participants through the ELL PPC extensive partner network and through other workforce development programs where possible.

**Co-enrollment**

Co-enrollment of ELL program participants into other WIOA and/or local funded programs and initiatives is encouraged, as appropriate, to ensure that wraparound services are made available to ELL participants to mitigate the many barriers faced by this priority population. Additionally, ELL program participants shall be referred to appropriate Title II Educational partners for Vocational English Second Language (VESL)/English Second Language (ESL) courses. Upon referral, Activity Code 214 Adult Literacy, Basic Skills or GED Preparation shall be opened in the participant record to capture the referral in CalJOBS.

The AJCC shall also ensure that Title II partner co-enrollments are tracked accurately by opening Activity Code 222 English Language Learner in the CalJOBS system whenever ELL program staff receive confirmation of a Title II partner co-enrollment. ELL program staff shall coordinate with Title II partners to ensure these co-enrollments are also captured in the Title II partner’s customer relationship management system CASAS TOPSPro.

**Program Performance and Reporting**

The chart below provides the performance measures for the ELL program. Performance targets may be adjusted based on guidance provided by the State or by WDACS. The ELL program requires submission of quarterly performance reports to report on program activities and outcomes; Attachment 1 shall be used for this purpose. Quarterly reports will be due on the 17<sup>th</sup> day after the end of the quarter. If the 17<sup>th</sup> lands on a weekend or holiday the report shall be submitted on the next business day.

<b>Performance Goals</b>	<b>Total</b>
<b>Total Enrollment</b>	120
<b>Entered Soft Skill Training include Job readiness Training</b>	112
<b>Entered Occupational Training Include College Classes</b>	112
<b>Work-based Learning/Training</b> (*See definition at end of form)	25
<b>Attained Certificate(s)</b>	90
<b>Entered Unsubsidized Employment</b>	87

**Waivers**

A waiver request and written approval from WDACS Workforce Development Programs and Operations Division is required to serve any ELLs residing outside of LA County and to provide trainings outside the approved industry sectors. Out of area waiver requests will need to show a clear benefit for participant and inability to receive services from the participant’s local county. Training waiver requests outside the grant approved industry sectors must be in a high growth

industry and/or occupation and have an employer commitment to hire in order to be considered. Waiver requests can be sent to [ajccops@wdacs.lacounty.gov](mailto:ajccops@wdacs.lacounty.gov).

## **CalJOBS**

Grant code 1226 shall be used for individuals enrolled in this ELL program. Case notes must be entered continuously into CalJOBS as program services occur, and participant documentation must be stored in CalJOBS following the guidelines provided in [WDP D18-13 CalJOBS Document Imaging and Scanning](#) directive. Additionally, AJCC ELL staff must ensure Activity Code 214 *Adult Literacy, Basic Skills or GED Preparation* is opened in CalJOBS for any participants referred to Title II for VESL/ESL courses and that Title II partner co-enrollments are tracked by opening Activity Code 222 *English Language Learner* in CalJOBS for any Title II partner co-enrollments.

## **ACTION**

---

---

The requirements described herein shall be communicated throughout the operations, management, and governance structures of the AJCC organization and that this directive is appropriately maintained until further notice.

## **INQUIRIES**

---

---

Inquiries regarding this directive and the policies and procedures described herein should be directed to [AJCCOPS@wdacs.lacounty.gov](mailto:AJCCOPS@wdacs.lacounty.gov).

*Irene Pelayo*

---

**Irene Pelayo, Program Manager  
Workforce Development**

**Attachment 1- Quarterly Performance Report Template**