



**Getting Hybrid Service Delivery Right:
*Finding the Right Mix of In-Person and Virtual
Services to Meet Customer Needs***

2023 Local Plan Modification

A Community Forum

November 16, 2022

**LOS ANGELES COUNTY
DEPARTMENT OF ECONOMIC OPPORTUNITY
AND
WORKFORCE DEVELOPMENT BOARD**

Some Background on Workforce Development Local Plans

- ▶ Under the federal Workforce Innovation and Opportunity Act (WIOA), local workforce development boards must develop and submit to the Governor a **comprehensive 4-year plan**. Los Angeles County WDB's current Local Plan identifies and describes partnerships, services, and workforce development activities carried out in the County.
- ▶ No later than March 31, 2023, the County must submit to the State a **biennial (two-year) update** to the current 4-year Local Plan, which covers July 1, 2021 through June 30, 2025.

Getting Hybrid Service Delivery Right



A biproduct of the earliest phases of the pandemic was the immediate and comprehensive adoption of virtual services by businesses and organizations of all types. For the workforce development system partners (including career centers, institutions providing training, and various state and county agencies), a shift to virtual service delivery enabled us to continue to meet the needs of job seekers and employers at a time when in-person contact was inadvisable.

With public health restrictions now largely lifted, the full range of in-person services can once again be made widely available. However, like other industries, the workforce system is grappling with decisions on how to balance the use of virtual and in-person services to best address needs and preferences of all customers.

For Your Consideration and Our Discussion...

1-How well have AJCCs, adult schools, community colleges, and other workforce system partners **adapted** their programs and services to **virtual platforms**?

2-Which customers are most likely to **utilize virtual services**?

Conversely, are there key customer groups that **prefer and benefit most from in-person service delivery**?

3-Are there services that are **best delivered online**? What services are of **higher quality when delivered in person**?

4-What **actions or changes** are needed so that County **residents** can **effectively access virtual services**?

Next Steps:



November 2022 – Gather the public input from these meetings



December 2022 – Synthesize public input and update the Local and Regional Plans



January – February 2023 – Release Local Plan draft for 30-day public commentary period



March 2023 – Submit Local and Regional Area Plans to the California Workforce Development Board