




Los Angeles County
Department of Economic
Opportunity and
Workforce Development
Board

**Building Frontline
Staff's Equity and
Cultural Competency
Skills**

2023 Local Plan Modification
A Virtual Community Forum
November 16, 2022



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.
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Building Frontline Staff's Equity and Cultural Competency Skills

The L.A. County workforce development system strives to ensure that its representatives, including the frontline staff of the America's Job Centers of California (AJCCs), have the training, knowledge, skills, and experience to work effectively with customers from all backgrounds, along with those with a wide range of life experiences. To build staff knowledge, the County will assemble a slate of training topics in which AJCC staff and system partners will participate. Cultural competency; trauma-informed service delivery; and diversity, equity, and inclusion are among the topics that should be addressed. The County wants to identify what other knowledge is critical to developing a more aware, empathetic, and effective team of workforce professionals.

For Your Consideration and Our Discussion...

- Definitions of cultural competency and “equity skills” vary. How should they be defined for workforce services staff?
- What are the best methods of building the cultural competency and equity skills of workforce services staff?
- What are the characteristics of cultural competency? How should these be demonstrated in workforce system staff’s interactions with customers?
- What tools and approaches should the County utilize to assess the cultural competency and equity skills of workforce services staff.

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