



**LOS ANGELES COUNTY  
WORKFORCE DEVELOPMENT BOARD  
2021-2024  
WORKFORCE INNOVATION & OPPORTUNITY ACT (WIOA)  
LOCAL AREA PLAN**

America's **Job** Center  
of California<sup>SM</sup>  
LA County

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## EXECUTIVE SUMMARY

The Los Angeles County (County) Workforce Development Board (WDB) is one of seven (7) Local Boards that comprise the Los Angeles Basin Regional Planning Unit (LABRPU). The WDB is an industry-led body of executives appointed by the County's Board of Supervisors (Board) and charged with policy oversight of the County's Workforce Innovation & Opportunity Act (WIOA) workforce development system. The County's WDB has received the yearly High Performing Board certification consecutively since 2012. Los Angeles County Workforce Development, Aging and Community Services Department (WDACS) is the County's lead and fiscal agency for workforce development and a designated Local Workforce Development Area (LWDA) by the State of California. WDACS is responsible for administering the second largest public workforce system in the State. It administers approximately \$35 million annually in WIOA funding to provide workforce services to about 4 million of the County's 10 million residents and roughly 228,000 businesses in 57 of the County's 88 cities and approximately 125 unincorporated areas. The County administers about \$650 million a year in economic and workforce development programs and initiatives through its many departments.

WDACS is responsible for operating other workforce and economic development resources from the County Board with a mission to "deliver caring services that empower people, communities and businesses to grow, succeed and thrive". Moreover, to ensure equity across the County and to further expand upon the spirit of WIOA, WDACS administers programs designed for targeted populations such as Measure H funds to serve people experiencing homelessness (PEH), the INVEST program for formerly incarcerated individuals, and additional funds to serve youth. These braided funds further support regional efforts while harmonizing with County initiatives and priorities.

The County Board has a vision for more robust and coordinated workforce and economic development services and programming within the region. To that end, the County Board has ordered the phased-in creation of a new County of Los Angeles Economic and Workforce Development Department effective July 1, 2021. The new department will integrate workforce development policy, programs and services with economic development policy and program development activities currently housed within WDACS, the Chief Executive Office Economic Development Division, the Department of Consumer and Business Affairs (DCBA) and the Los Angeles County Development Authority.

In accordance with the vision and mission of the County Board, the WDB has adopted eight (8) Guiding Principles to transform the County's talent delivery system to build a thriving and sustainable local economy:

1. Prioritize direct support and facilitate access for disproportionately impacted workers, employers, and communities.
2. Revitalize economic mobility through High Road jobs.
3. Invest in programs and services that lead to economic mobility for all.
4. Elevate the profile, influence, and impact of the workforce system.
5. Expand technology to improve access and deliver quality services.
6. Maximize efficiencies for customers through regional coordination, integrated service delivery, and co-location of Youth and Adult programs.
7. Utilize data to measure impact beyond WIOA performance.
8. Prepare contingency plans to implement during emergent crisis events that cause economic or social disruption.

The County's Local Plan is aligned with the Regional Plan, California's Unified Strategic Workforce Development Plan, County Board of Supervisors' Priorities and Initiatives involving workforce and economic development and the America's Job Centers of California (AJCC) WIOA Memorandum of Understanding (MOU). The County's Local Plan will also inform a strategic plan to follow.

The Local Plan was developed with input from partners and key stakeholders representing education, labor, workforce, economic development, uniquely-abled, faith-based and community-based organizations, as well as customers, including job seekers, youth, and businesses. As the current health crisis necessitates social distancing, the County conducted five (5) virtual stakeholder forums attracting overwhelming participation and invaluable input that informed the development of both the Regional and Local Plans.

While the pandemic has required a significant shift for the County, WDACS has employed diligence, innovation, and compassion to meet the vast array of needs that residents and businesses require. Despite various closures due to COVID-19 exposure, the County workforce system remained open and responded effectively, maintaining its service-first approach, and supporting the region's economy and workforce in an unprecedented manner while following all local, state, and federal mandates.

## **1. Vision Statement, Guiding Principles, Board of Supervisors Initiatives & Strategy**

### **1.1 Strategic Vision**

The County WDB is a 21-member body which operates in partnership with the County Board to carry out functions mandated by the WIOA of 2014. The Local Plan of the WDB helps realize, align, and support the Priorities and Initiatives of the County Board, the Regional Plan and California's Unified Strategic Workforce Development Plan (State Plan). The

purpose of the Local Plan is to serve as a blueprint for the implementation of strategies to achieve the County’s WIOA goals.

**VISION**

Everyone in Los Angeles County has access to sustainable employment and increased income mobility, and every business has the talent they need to succeed in a global economy.

In support of regional economic growth and economic self-sufficiency, the County WDB’s Local Plan reflects a commitment to a vision that everyone in Los Angeles County has access to sustainable employment and increased income mobility, and every business has the

talent they need to succeed in a global economy. This vision upholds California’s State Plan vision to ensure upward mobility for all Californians through the alignment of workforce development programs with those of WIOA education partners to develop demand-driven skills among job seekers that meet the need of businesses and aligns with priorities and initiatives of the County Board.

To ensure the continued alignment of workforce development programs, the WDB recently re-negotiated its WIOA MOU with County WIOA MOU Mandated and Other System Partners (MOU Partners). The MOU Partners are committed to advancing the achievement of the WDB Vision, Local Plan, and the Regional Plan. The WDB continuously engages the partners to ensure the MOU commitments are implemented and any necessary system improvements and streamlining occur immediately to benefit job seekers and business.

**1.2 WDB Guiding Principles**

The WDB has established a set of eight (8) Guiding Principles that are aligned to the California State Plan’s three policy objectives: 1) fostering demand-driven skills attainment; 2) enabling upward mobility; and 3) aligning, coordinating, and integrating programs and services to economize limited resources.

The Guiding Principles developed by the WDB’s Workforce Modernization Workgroup are consistent with the vision of the County workforce system and the broader priorities of the County Board. The Principles also resonate with the LAEDC recommendations to rebuild the local economy and echo commentary gathered during the public stakeholder forums. Each principle will also lead to policy recommendations to ensure resources are dedicated and a clear strategy is in place to implement them.

**Los Angeles County Workforce Development Board Guiding Principles**

1. Prioritize Direct Support and Facilitate Access for Disproportionately Impacted Workers, Employers, and Communities
2. Revitalize Economic Mobility Through High Road Jobs

3. Invest in Programs and Services that Lead to Economic Mobility for All
4. Elevate the Profile, Influence, and Impact of the Workforce System
5. Expand Technology to Improve Access and Deliver Quality Services
6. Maximize Efficiencies for Customers through Regional Coordination, Integrated Service Delivery, and Co-location of Youth and Adult Programs
7. Utilize Data to Measure Impact Beyond WIOA Performance
8. Prepare Contingency Plans to Implement During Emergent Crisis Events that Cause Economic or Social Disruption

### 1.3 Alignment to County Board of Supervisors Priorities & Initiatives

The WDB’s Guiding Principles clearly align with the County Board’s Priorities and Initiatives listed below. The list represents a range from priority populations, economic development, healthcare, and sustainability to major systemic change in child welfare and the justice systems. Combined, the Guiding Principles and County Board Priorities and Initiatives provide the framework to establish economic equity and catalyze local and sustainable economic recovery. In addition, the County Board strongly supports the State of California’s High Road Training Partnership (H RTP) model. The core components of H RTPs are: 1) Equity, Job Quality and Climate Resilience Principles; 2) Industry-Driven; and 3) Worker-Centered. To implement this, WDACS developed a Countywide Apprenticeship Plan to help close the talent gap

County Board of Supervisors Priorities & Initiatives
Affordable Housing
Alternatives to Incarceration
Anti-Racism Initiative
Chief Sustainability Office
Economic Development
Healthcare Integration
Homeless Initiatives
Office of Child Protection
Justice Reform
Women & Girls Initiative

between the supply of skilled and trained workers and demand for this talent through the operation of the County’s workforce systems.

## 2. Pandemic Response

As the pandemic spread in Los Angeles County, the negative health and economic impacts became more evident in lower income communities, where most essential workers live, and where access to quality health care services is limited. Furthermore, WDACS was charged and entrusted by the County Board to address food insecurity and financial impacts to businesses through CARES Act funding. WDACS immediately responded and pivoted to

-  2. Placing Dislocated Workers in High Growth Industries
-  3. Increase Opportunities for Employees
-  4. COVID-19 Safety
-  5. Business Reopening Assistance
-  6. Land Use Optimization
-  7. Eliminate Digital Divide
-  8. Access to Childcare

forecast job loss and initiate recovery efforts to help effect the strategic vision, place people in jobs and help small businesses stay open. For instance, to address the overwhelming need for information and access to workforce services amidst safety orders, the County workforce system took immediate action and established a virtual presence to facilitate access to available jobs, employment services and unemployment information. This effort was well received and as a result, WDACS is committed to expand this and establish a fully staffed and funded standalone Virtual AJCC in its next procurement of the system.

On March 26, 2020, WDACS also launched, in partnership with DCBA, the Disaster Help Center, a call-in center for impacted workers and small business to speak to a live person to navigate through available resources. In 2017, the WDB established the Innovation Fund, an annual \$1 million set-aside of WIOA Title I Adult and Dislocated Worker training dollars to facilitate the creation and implementation of novel training programs to prepare County residents, particularly those with multiple barriers to employment, for careers in high growth sectors. The WDB focused this year’s funds to mitigate the uncertainty we are currently facing with a high unemployment rate and thousands of impacted businesses because of the pandemic. Our aim is to prioritize Incumbent Worker Training, On-the-Job training and Upskilling to meet current demands.

WDACS commissioned the Los Angeles County Economic Development Corporation (LAEDC) to draft a report designed to inform investment by the County to restore economic health and address inequalities that existed before the COVID-19 pandemic by providing a data-driven foundation for equitable recovery strategies. The [Pathways for Economic Resiliency: Los Angeles County 2021-2026](#) report provides eight (8) recommendations to create avenues towards sustainability and economic recovery, including strategies to improve equity, retrain impacted workers for well-paying industries, bolster capital and support services for small business, and close education and access gaps that historically have been limiting prosperity and growth for marginalized populations. The recommendations are categorized into 8 areas:



- 
**2. Placing Dislocated Workers in High Growth Industries**
- 
**3. Increase Opportunities for Employees**
- 
**4. COVID-19 Safety**
- 
**5. Business Reopening Assistance**
- 
**6. Land Use Optimization**
- 
**7. Eliminate Digital Divide**
- 
**8. Access to Childcare**

LAEDC was further enlisted to help launch a Safer at Work campaign to raise awareness amongst the County business community on how to return to work and reopen business operations safely and seamlessly, while complying with the County Health Orders.

**3. Local Plan Alignment to State Plan Policy Strategies**

**3.1 Description of Workforce Development System and Its Programs**

Our workforce area is comprised of eight (8) economic development planning areas that encompass all of Los Angeles County. To effectively reach communities across our LWDA, these planning areas are further divided into ten (10) workforce service delivery areas. Each AJCC is the One-Stop Operator as well as the Career Services Provider in the County’s one-stop delivery system and is responsible for coordinating all partner programs and services within the AJCC’s assigned workforce service delivery area made up of a specific city(s) and or unincorporated area(s) of the County. The role of the Career Services Provider includes but it not limited to the provision of basic career services, individualized career services, training services, follow-up services, and managing the daily operations of the AJCC. The

system is built upon the delivery of a full complement of services to businesses, workers, and job seekers delivered through our network of:

### Seven (7) Comprehensive AJCCs

Includes the co-location of State of California Employment Development Department (EDD) Wagner-Peyser (Title III). Our Comprehensive AJCCs are connected and responsible for the programming of the remaining AJCC sites. One of our Comprehensive AJCCs made workforce history in 2018 by being the first to be located at an adult school-Hacienda La Puente Adult School.

### Three (3) Standard AJCCs

These sites have access to EDD services through the Comprehensive AJCC.

### Seven (7) Affiliates AJCCs

- Three (3) are located at adult schools (Baldwin Park, Richard N. Slauson, and Whittier), One (1) is at the Willowbrook County Library
- One (1) at the Los Angeles Southwest College (community college). These sites also have access to EDD services through coordination at the main Comprehensive AJCC.

### Three (3) Specialized AJCCs

- One which serves veterans countywide, and the remaining two (2) service students only on the Main and South Gate campuses of East Los Angeles College.

### One (1) Unique AJCC

- We fund the City of Los Angeles with WIOA Title I and other local funding to serve the City of San Fernando and 12 unincorporated areas on our behalf. This site has direct access to EDD on location.

**7 Comprehensive AJCCs**, which includes the co-location of State of California Employment Development Department (EDD) Wagner-Peyser (Title III). Our Comprehensive AJCCs are connected and responsible for the programming of the remaining AJCC sites. One of our Comprehensive AJCCs made workforce history in 2018 by locating at the first adult school-- Hacienda La Puente Adult School.

- **Three (3) Standard AJCCs**

These sites have access to EDD services through the Comprehensive AJCC

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- **One (1) Unique AJCC**

We fund the City of Los Angeles with WIOA Title I and other local funding to serve the City of San Fernando and 12 unincorporated areas on our behalf. This site has direct access to EDD on location.

- The Economic and Business Development division (EBD) within WDACS is a centralized Business Services coordination team that leads the County's macro efforts to meet the needs of businesses and coordinates the work of business services representatives at each AJCC to ensure consistency across the system.

To support the system's integrated service delivery model, AJCCs house (to the extent possible) WIOA core and other required partner programs with colocated staff and/or direct access to partner staff through technology. These programs include WIOA Title I Adult, Dislocated Worker, Youth, Title III Wagner-Peyser, and Veterans employment programs, as well as, WIOA Title II Adult Basic Education & Basic Skills programs, Vocational Rehabilitation, Older Americans Act, Carl D. Perkins Career Technical Education, Trade Adjustment Assistance, Community Services Block Grant, HUD Employment and Training, State Unemployment Compensation, 2<sup>nd</sup> Chance Act, Social Security Act, Temporary Aid to Needy Families (TANF), Native American, Migrant Seasonal Farm Workers, Job Corps, YouthBuild, National Emergency Grants programs. Additionally, the County provides other dollars from State, federal and local resources to provide priority populations with additional resources to augment and leverage WIOA. Some examples include Youth@Work, INVEST, PEH, and system navigators for the reentry population. As part of its Continuous Quality Improvement (CQI) plan, the County provides monthly CQI meetings and continuous professional development and capacity building through the delivery of quarterly trainings to

cohorts of workforce development, core program and other required program staff in each of the ten workforce service delivery areas.

The programs in the County's workforce development system are inclusive of those of the core and other required partners. The programs directly operated by the County, by way of its contracted AJCC operators, are as follows:

### **WIOA Title I Adult and Dislocated Worker Program**

Services to assist individuals 18 years or older in achieving self-sufficiency by providing a menu of WIOA services. Individuals are provided access to Basic and Individualized Career Services, Training and Follow-Up services through our AJCC system and its partners.

**Youth@Work** – The WIOA Title I Youth program is leveraged and braided with additional other dollars and is offered as part of a three-tiered program structured to offer youth and youth adult, ages 16-24, a continuum of services to support their Career Path development, no matter in which Level of Service they are: Level I/Work-Based Learning; Level II/Academic and Career Development; or Level III/Advanced Career Services. Services are rendered in a progressive, simultaneous, or combined manner as needed and appropriate. Participants engage in a Level of Service based on their age, eligibility, and needs. Youth as young as age 14 are introduced to career exploration in Level I services only and this is supported through our other funds including General County Funds, Juvenile Justice Crime Prevention Act and TANF funds. Currently, one hundred percent (100%) of WIOA Youth program funds are designated to exclusively serve out-of-school youth ages 16-24. Also, should an eligible youth need Advanced Career Services such as occupational training the youth will be co-enrolled into our adult Level III services.

### **WIOA Title I Rapid Response Program**

Provides services that directly assist employers and workers affected by anticipated or scheduled mass layoffs, business closures, and natural or other disasters to mitigate the impact of these occurrences on the local economy.

### **Older Americans Act Title V Senior Community Services Employment Program (SCSEP)**

A job creation program for low-income individuals aged 55 years and older who have poor employment prospects. Provides hands-on job training through part-time, subsidized work at community service agencies and assistance with transitioning to unsubsidized employment.

### **Specialized Jail-Based Job Center**

A specialized program providing trauma-informed and gender-responsive re-entry employment services to inmates, including Second Chance Act recipients, before their

release. Individuals are also introduced to what an AJCC offers and then post-release, individuals are navigated to an AJCC for continued job preparation and career development services. This bridge reduces the mystery and provides the individual with the next step.

### **Veterans AJCC**

Operating out of Bob Hope Patriotic Hall, the Veterans AJCC is a specialized, dedicated job center that develops, leads, and supports employment and training initiatives for veterans and their eligible spouses countywide, within L.A. County's workforce service delivery areas. The center further supports the County's workforce system with regards to County veteran employment services and strategies.

### **Innovative Employment Solutions (INVEST)**

A partnership between the County of Los Angeles Probation Department and the Office of Diversion and Reentry (ODR) that aims to improve employment opportunities and outcomes for County Adult Probationers by using evidence-based practices proven successful in assisting former offenders in the workplace. This program coordinates Probation supervision programs with the WDACS' workforce development system to provide training and support that will help Probationers enter the workforce on a meaningful career path.

### **Prison to Employment (P2E) -**

In collaboration with key partners that include the California Department of Corrections and Rehabilitation (CDCR), LA County Probation, LA County Office of Diversion and Reentry, and the AJCCs that serve as P2E Hubs, this program ultimately seeks to build and sustain a pipeline by which all members of the community that have been involved in the justice system, feel welcome coming to one stop career centers and are sure that they will receive help that is relevant to their specific needs upon arrival. To address the specific needs of this often-underserved population the program has components that allow for individual services, supportive services, transitional subsidized employment and system navigation and support from individuals with lived experience.

### **Los Angeles: Regional Initiative for Social Enterprises (LA:RISE)**

An innovative and collaborative partnership that unites the Workforce Development System with employment Social Enterprises (SEs) to assist those impacted by homelessness into the workforce. LA:RISE originated by the City of Los Angeles Economic Workforce & Development Department with the assistance of Roberts Enterprise Development Fund (REDF). WDACS expanded this model into the County's workforce development service areas. In the LA:RISE model, SEs provide individuals currently, formerly or at-risk of experiencing homelessness, with Transitional Subsidized Employment (TSE) paired with wrap-around support and Barrier Removal Services to strengthen the connection to workforce.

**Alternative Staffing Organization (ASO)**

A specialized program that serves adults who are considered homeless as defined by the United States Department of Housing and Urban Development (HUD) with subsidized temporary employment paired with barrier removal services. This employment program aims to assist those affected by homelessness in the L.A. Basin into subsidized temporary employment positions with the long-term goal of financial stability through stable employment in high-growth industries.

**HireUP**

This is a career pathway program for job-ready adults who are experiencing homelessness or at risk of homelessness in the County. The program provides individuals with paid employment skills training & wrap around services through multi-agency collaboration. Upon successful completion, participants will be placed into high-road career pathways providing full-time, unsubsidized employment with Union partners within three (3) industries: Construction, Hospitality, and Civil Service.

**Regional Homeless Opportunities for Meaningful Employment (HOME)**

The Regional HOME program is being conducted by five (5) of the seven (7) WDBs in the County: Foothill, Pacific Gateway, SELACO, South Bay WIB (SBWIB), and Verdugo. Regional HOME combines transitional subsidized employment paired with employment services provided by the AJCCs to assist participants experiencing homelessness obtain unsubsidized employment. The WDBs provide wrap-around services and soft skills training to participants.

**3.2 Service Alignment with State Policy Strategies**

The County will lead the alignment of services of WIOA core and other required partners to ensure the implementation of the State Plan’s seven policy strategies through our local workforce service delivery system. Our Guiding Principles align with the State’s policy strategies and objectives as follows:



1. Prioritize direct support and facilitate access for disproportionately impacted workers, employers, and communities.	<ul style="list-style-type: none"> <li>• Sector Strategies</li> <li>• Career Pathways</li> <li>• Regional Partnerships</li> <li>• Earn and Learn</li> <li>• Integrated Service Delivery</li> <li>• Supportive Services</li> </ul>	<ul style="list-style-type: none"> <li>• Fostering “demand-driven skills attainment”</li> <li>• Enabling upward mobility for all Californians</li> <li>• Aligning, coordinating, and integrating programs and services</li> </ul>	<ul style="list-style-type: none"> <li>• Placing Dislocated Workers in High Growth Industries</li> <li>• Increase Opportunities for Employees</li> <li>• Childcare</li> <li>• Digital Divide</li> </ul>
2. Revitalize economic mobility through high road jobs.	<ul style="list-style-type: none"> <li>• Sector Strategies</li> <li>• Career Pathways</li> <li>• Regional Partnerships</li> <li>• Earn and Learn</li> <li>• Integrated Service Delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Fostering “demand-driven skills attainment”</li> <li>• Enabling upward mobility for all Californians</li> <li>• Aligning, coordinating, and integrating programs and services</li> </ul>	<ul style="list-style-type: none"> <li>• Training for High Growth Industries</li> <li>• Placing Dislocated Workers in High Growth Industries</li> <li>• Increase Opportunities for Employees</li> </ul>
3. Invest in Programs and Services that lead to economic mobility for all.	<ul style="list-style-type: none"> <li>• Sector Strategies</li> <li>• Career Pathways</li> <li>• Earn and Learn</li> <li>• Supportive Services</li> <li>• Integrated Service Delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Fostering “demand-driven skills attainment”</li> <li>• Enabling upward mobility for all Californians</li> <li>• Aligning, coordinating, and integrating programs and services</li> </ul>	<ul style="list-style-type: none"> <li>• Training for High Growth Industries</li> <li>• Placing Dislocated Workers in High Growth Industries</li> <li>• Childcare</li> <li>• Digital Divide</li> <li>• Business Reopening Assistance</li> </ul>
4. Elevate the profile, influence, and impact of the workforce system.	<ul style="list-style-type: none"> <li>• Sector Strategies</li> <li>• Career Pathways</li> <li>• Regional Partnerships</li> <li>• Creating Cross-System Data Capacity</li> <li>• Integrated Service Delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Fostering “demand-driven skills attainment”</li> <li>• Enabling upward mobility for all Californians</li> <li>• Aligning, coordinating, and integrating programs and services</li> </ul>	<ul style="list-style-type: none"> <li>• Training for High Growth Industries</li> <li>• Placing Dislocated Workers in High Growth Industries</li> <li>• Increase Opportunities for Employees</li> </ul>
5. Expand technology to improve access and deliver quality services.	<ul style="list-style-type: none"> <li>• Supportive Services</li> <li>• Integrated Service Delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Fostering “demand-driven skills attainment”</li> <li>• Enabling upward mobility for all Californians</li> <li>• Aligning, coordinating, and integrating programs and services</li> </ul>	<ul style="list-style-type: none"> <li>• COVID-19 Safety</li> <li>• Digital Divide</li> </ul>
6. Maximize efficiencies for customers through regional coordination, integrated service delivery, and co-location of youth and adult programs.	<ul style="list-style-type: none"> <li>• Regional Partnerships</li> <li>• Earn and Learn</li> <li>• Supportive Services</li> <li>• Creating Cross-System Data Capacity</li> <li>• Integrated Service Delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Fostering “demand-driven skills attainment”</li> <li>• Enabling upward mobility for all Californians</li> <li>• Aligning, coordinating, and integrating programs and services</li> </ul>	<ul style="list-style-type: none"> <li>• Training for High Growth Industries</li> <li>• Childcare</li> </ul>
7. Utilize data to measure impact beyond WIOA performance.	<ul style="list-style-type: none"> <li>• Creating Cross-System Data Capacity</li> </ul>	<ul style="list-style-type: none"> <li>• Fostering “demand-driven skills attainment”</li> <li>• Enabling upward mobility for all Californians</li> <li>• Aligning, coordinating, and integrating programs and services</li> </ul>	<ul style="list-style-type: none"> <li>• Childcare</li> </ul>
8. Prepare contingency plans to implement during emergent crisis events that cause economic or social disruption,	<ul style="list-style-type: none"> <li>• Sector Strategies</li> <li>• Career Pathways</li> <li>• Regional Partnerships</li> <li>• Creating Cross-System Data Capacity</li> <li>• Integrated Service Delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Fostering “demand-driven skills attainment”</li> <li>• Enabling upward mobility for all Californians</li> <li>• Aligning, coordinating, and integrating programs and services</li> </ul>	<ul style="list-style-type: none"> <li>• COVID-19 Safety</li> <li>• Business Reopening Assistance</li> <li>• Childcare</li> </ul>

### 3.3 Sector Strategies

The County’s workforce investments are strategically focused in

areas where economic returns are likely to be highest on education and training that prepares job seekers with skills needed by businesses in our identified priority sectors. These sectors were chosen based on indicators from the Pathways for Economic Resiliency: Los Angeles County 2021-2024 (<http://bit.ly/PathwaysLAEDC>) report that they would generate an increase of jobs that offer family sustaining wages in the pandemic and post-pandemic recovery for the County's industries, workers, and communities. The report further informs investment by the County to restore economic health and address inequalities that existed before the COVID-19 pandemic by providing a data-driven foundation for equitable recovery strategies. The report also provides recommendations to address the pandemic's toll on the County's economy including strategies to improve equity retrain workers for well-paying industries bolster capital and support services for small business, and close education and access gaps that are limiting prosperity and growth. The County will also continue to support Hospitality, Information Technology, and Entertainment including Film and Digital Media and the Creative Arts economy as the region anticipates hosting several major events in the next seven (7) years that will drive tourism and related jobs including Super Bowl LVI in 2022, FIFA World Cup in 2026 and the XXXIV Summer Olympics in 2028.

Los Angeles County's Recovery Growth Sectors
Healthcare
Infrastructure: Construction, Telecommunication & Utilities
Trade & Logistics
E-Commerce
Transportation & Warehousing
Advanced Manufacturing: Aerospace & Bioscience
Entertainment & Creative Arts (Film & Digital Media, Construction)

#### 4. Economic and Business Development

Employer engagement is paramount in determining the needs of business and industry, and in establishing regional and local strategies that provide them the tools and talent they need to succeed. On a regional level, as outlined in the Regional Plan, the County will work with the six (6) other WDBs to engage industry leaders in each priority sector to develop the process for determining which credentials are valued by each industry sector. The EBD will also work with the other WDBs, DCBA, LAEDC and EDD to examine the potential benefits of sharing intelligence on business and industry collected by the regional workforce system to promote analysis of the priority sectors and ensure efficacy of our services to the business community.

Amid the COVID-19 Pandemic, the Los Angeles County residents and small businesses experienced a substantial financial strain as the state and local governments took safety measures to protect the public including the closures of non-essential nonessential businesses. With a focus on supporting local businesses, WDACS launched the first-of-its-kind Employer Assistance Grant Fund (EAGF) to provide direct financial relief to the most affected businesses with an emphasis on layoff aversion. The program successfully granted 1,489 grants for a total of \$46.7 million in distributed funds, with 35% awarded to businesses or non-profit organizations led by people of color. This one-of-a-kind program



included multifaceted criteria to ensure equitable fund distributions to businesses most impacted by COVID-19 and businesses in vulnerable communities. The program's outcomes provide future opportunities to proactively support the local economy by providing direct financial support to community businesses. In total, EAGF award recipients reported averting more than 6,000 layoffs and retaining/earning about \$116M revenue as a direct result of the awarded funds.

Additionally, in the throes of the COVID-19 pandemic, in response to overwhelming business need, WDACS launched the Personal Protection Equipment (PPE) Unite program in October 2020 to distribute no cost PPE to small businesses, non-profits, and social enterprises to keep employees and customers safe. WDACS funded the distribution and partial procurement of 16.2 million units of critical PPE supplies for businesses with 100 employees or fewer. Through its public-private partnership, the PPE Unite program has streamlined an innovative distribution system to make masks, face shields, and hand sanitizer available to 23,399 eligible businesses – one of the largest such efforts in the County. PPE Unite has protected 363,235 employees with free 30-day supplies of PPE. Saving the average PPE Unite business recipient an average of at least \$182 in costs, this program has made a difference for businesses on the margins struggling to find reliable PPE survive and has stymied the economic fallout from the COVID-19 public health emergency.

The County leads the Aircraft Fabrication and Assembly (AFAB) Antelope Valley Northrop Grumman Partnership which will launch the Military Training Academy in 2021. The Military Training Academy will serve veterans, spouses of veterans and next of kin to complete customized manufacturing training specifically in AFAB. Despite the COVID-19 pandemic, WDACS and AJCC partners hosted virtual hiring events throughout 2020 that resulted in a total of 531 participants being hired at family sustaining wages including a full complement of benefits and generous tuition reimbursement.

## **5. Local Area Plan Stakeholder Input & Recommendations**

The WDB hosted five (5) meaningful and robust stakeholder forums with an average attendance of 180 people. Participants included business, education partners, community-based organizations, labor representatives, faith-based organizations, AJCC Operators, and interested members of the public. There were numerous public comments and recommendations; below are the common themes:

- Enhance communication across sectors and throughout the community including community-based and faith-based organizations.
- Increase alignment throughout the workforce system; AJCCs, education, health, and human services.
- Strengthen partnerships among businesses and AJCC system.

- Implicit bias, cultural competence, and mental health training for staff to mitigate inequities and disenfranchisement.
- Strategies to better serve individuals who are experiencing homelessness and/or housing insecurity.
- Streamline the participant intake processes.
- Rethink the phrase “streamlining the process to improving participant outcomes”.
- Strengthen wraparound services to eliminate and reduce barriers such as housing insecurity, transportation, childcare, mental health, and others.
- Bridging the digital divide and improve digital literacy including training for staff and participants on the use of electronic devices.
- Convene and engage employers in high growth sectors to understand and meet their labor force needs.
- Create a mobile application for participant use.
- Invest in technology that will strengthen connection, communication, and collaboration across the workforce system.
- Develop staff training to promote continuous capacity building and consistency throughout the AJCC system.

## 6. WIOA Core and Required Partner Coordination

### 6.1 WIOA Memorandum of Understanding

In accordance with the EDD Directive WSD18-12, the WDB and AJCC partners (Partners) developed and executed a WIOA MOU on October 1, 2020 which describes the delivery of services through the network of twenty-one (21) AJCCs. The AJCC system follows an Integrated Service Delivery (ISD) model with EDD. All AJCCs provide a single access point to education and training programs for business, youth, and adults. The parties to the MOU are as follows:

PROGRAM	MOU PARTNER
ACL; WIOA Title I-YouthBuild	Southern California Rehabilitation Services, Inc.
Carl D. Perkins Career and Technical Education Act	Antelope Valley Community College District College of the Canyons
Housing and Urban Development	Los Angeles County Development Authority
Temporary Assistance for Needy Families/ Community Services Block Grant	Department of Public Social Services
Title V Older Americans Act	SER Jobs for Progress National Asian Pacific Center on Aging
WIOA Title I Adult, Dislocated Worker, Youth	Workforce Development, Aging, and Community Services
WIOA Title I Indian and Native American Programs	United American Indian Involvement
WIOA Title I	Los Angeles Job Corps Center

Job Corps	
WIOA Title I YouthBuild	Compton YouthBuild and Whittier YouthBuild (EntreNous)
Second Chance Act	New Opportunities Organization♦
WIOA Title II Adult Education & Family Literacy Act (AEFLA)	Bassett Adult School Pomona Unified School District Tri-Community Adult Ed Covina-Valley Unified School District City of Covina/Covina Library Baldwin Park Unified School District♦ El Monte Union High School District (El Monte Rosemead Adult School) Mt. San Antonio College Hacienda La Puente Unified School District♦ Rowland Unified School District Antelope Valley Union High School District Azusa Adult Education Center Charter Oak Unified School District Compton Unified School District Culver City Unified School District Five Keys♦ Glendora Unified School District Lynwood Unified School District Monrovia Unified School District Monterey Park Bruggemeyer Library (LAMP Literacy Program) Paramount Adult School Santa Monica Adult Education Center Santa Monica College Whittier Union Adult School♦ William S. Hart Union High School District Golden Oak Adult School New Opportunities Organization♦
WIOA Title III TAA/Veterans/UI	State of California Employment Development Department ♦
WIOA Title IV Rehabilitation Act	Department of Rehabilitation ♦
Other	Advancing Communities Together (dba Antelope Valley YouthBuild)
♦= Indicates partner co-located at one or more AJCC	

To increase collaboration amongst AJCCs, mandated partners and other key stakeholders, the system is further established into four (4) major AJCC service region teams to facilitate high quality integrated workforce services, increase communication and coordination, and implement regional strategies in line with County Board priorities and initiatives. The service area clusters also provide for greater coordination resulting in maximized collective impact across the system to effectively meet business and job seekers' needs.

Los Angeles County Workforce System Regions	
Region I	Antelope Valley AJCC; Northeast San Fernando AJCC; Santa Clarita AJCC
Region II	East LA/West San Gabriel Valley AJCC; Southeast Los Angeles AJCC; Veterans AJCC
Region III	Pomona Valley AJCC; East San Gabriel Valley AJCC; Rio Hondo AJCC
Region IV	Rancho Dominguez AJCC; South Los Angeles AJCC; West Los Angeles AJCC

The following are goals shared by the Parties of the WIOA Partner MOU:

**Shared Goals of the WIOA Partner MOU**

- Develop industry-driven career pathways that prepare people for in-demand occupations in high growth industry sectors based on annual review of economic intelligence and labor market information.
- Support system alignment, service integration, and continuous improvement using data to support evidence-based decision-making.
- Strengthen communication, coordination, and decision-making between regional partners to meet labor market needs.
- Enhance existing networks between education, business and industry representatives, labor and other regional workforce development partners to develop new and align existing programs and services with regional and industry needs.
- Support the development and continued collaboration between regional workforce and economic development networks in the Los Angeles region to address workforce education and training priorities.
- Develop regional leadership and operational partnerships among community college, industry, labor, and other workforce and economic development entities to strengthen coordination and to improve the delivery of services.
- Increase the number of youth and adults who obtain marketable and industry-recognized middle skill credentials, with a priority on unemployed, underemployed, low-skilled, low income, recipients of public assistance, limited English speaking, veterans, individuals with disabilities, foster youth, reentry and other high priority at-risk populations.
- Increase the scope and breadth of opportunities for youth, especially low-income, at-risk, disconnected and out-of-school youth, and those from low-income communities, who graduate prepared for postsecondary vocational training, post-secondary education, and/or a career.

## 6.2 Co-enrollment and/or common case management

Co-enrollment, a crucial part of integrated service delivery, removes the barriers that our categorical customers experience by design. Following this “it takes a village” approach, AJCCs can effectively serve customers as most customers are enrolled into multiple programs and across funding streams with our system partners. Co-enrolling individuals in the right mix of programs that makes sense for the individual is a proven way to ensure the best outcomes. No single partner can be everything to every customer, so it is critical to leverage the limited resources, eliminate duplication, and meet the needs and expectations of customers through common case management.

As outlined in WSD19-09, the Partners work together to co-enroll and/or common case manage mutual customers to leverage resources and ensure access to all available services. As we continue to enhance our services and improve accessibility for our customers, we will work towards further integration as defined by WIOA, under which co-location and co-enrollment are two components of a comprehensive ISD model. The Department of Labor identifies several components for ISD:

- Co-enrollment
- Co-location
- Functionally aligned staff
- Integrated business services
- Integrated case management systems
- Integrated intake
- Integrated policies
- Staff cross-training

The County identifies sequential opportunities as part of a career path within a sector that can be accessed at different points based on progressive levels of skill attainment on the part of the job seeker or worker. Business partners are engaged to determine their current and future talent needs. Based on where the business is located, the appropriate AJCC identifies clients that meet these skill needs or provides training to prepare for the anticipated need. The regional teams are also involved in identifying potential talent should the lead AJCC not have a proper candidate. The AJCC also partners with the apt education partner to identify or develop trainings that meet the business’ talent needs. AJCC participants enrolled in WIOA Title I ADW or Youth would then co-enroll with the Title II Adult Basic Education and Basic Skills, and/or Carl D. Perkins CTE partner program.

Co-enrollment necessitates a greater level of communication and coordination which we seek to address through usage of the ISD model and through using enhanced referral technologies, such as the Automated Referral System (ARS). Coordination of services within

a customer-focused approach minimizes the possibility of customer drop out due to lack of awareness of resources to overcome unforeseen circumstances, not receiving needed services, or leaving possible barriers to employment unaddressed. Coordination and communication among partners also enhance performance outcomes across individual programs and facilities and creates a community of practice. This leads to a “no wrong door” access to holistic service and a more consistent high-quality customer experience.

Our vision for the next four (4) years is to further enhance our community of practice and increase co-enrollments by expanding the ARS to ensure seamless and timely referrals among partners through shared policies and procedures and a commitment to maintaining cross-partner education. We are piloting aspects of this in partnership with the LABRPU, with Verdugo WDB under Slingshot – in which the region developed a referral flow and a common intake application. The common intake form will capture all that is needed for basic enrollment and is designed to capture additional information not typically provided by referring partner agencies. Ultimately, the goal is to eliminate duplication of work completed by applicants. Piloting of this process has been successful in seamlessly co-enrolling individuals into a variety of opportunities, such as HireLAX, and programs across the region.

### **6.3 Access to AJCC System Services**

The County is at the forefront of facilitating access to services provided through its AJCC one-stop delivery system primarily through physical centers and virtual services. The County embraces the notion that WIOA provides a basis for an integrated workforce system that further encourages integration of intake, case management, and reporting systems. To promote co-enrollment and common case management within the L.A. County AJCC system and partners, we first brought our adult and youth workforce programs together under one roof and second, we also provided a blueprint for the ISD model.

WDACS’ principles of ISD are embedded in a model that upholds co-location where feasible and necessary, as well as non-co-located integration practices. The ISD model represents the seamless delivery of one-stop workforce development services in a manner that maximizes collective impact and aligns all resources, whether these resources are in the form of infrastructure costs or of other types of leverage, all to address the training and employment needs of our system’s customers - job seekers and businesses. Our ISD model is intended to reduce duplication and administrative burdens to provide a better match between participants and employers through more coordinated screening and assessment, skill development, and skill certification opportunities to meet the need of employers and economies. The end goal is for individuals to obtain and retain high road jobs that pay family

sustaining wages and offer tangible career paths. As such, our ISD model includes three (3) core principles:

1. **Common Customer Pool** – Participants composed of, at a minimum, WIOA Adult, Dislocated Worker, WIOA Out-of-School Youth, Wagner-Peyser Job Service, Trade Adjustment Assistance, and Veterans programs. This common customer pool also includes customers served by our County family, such as TANF, General Relief and CalFresh participants from the Department of Public Social Services (DPSS), foster youth from the Department of Children and Family Services (DCFS) and adults and youths involved with the Justice system from Probation. Going forward, as we look to be more inclusive and expansive, we strive to grow service and outreach efforts to better fit the needs of these populations across all our AJCCs.
2. **Common Customer Flow** - A common set of Career and Training Services available to all customers that allows each the opportunity to access skills-based activities through self-directed services and staff-assisted services including skills development, skills marketing, and employment opportunities. Skills-based activities focus on the participant's skill set and abilities to obtain a job with a business in a high priority growth sector.
3. **Common Staffing** - is shared and integrated staffing by onsite partners for the support of common services, customer flow and shared goals. This includes WIOA and EDD Wagner-Peyser staff; however, our system makes every effort to include as many additional partner agency staff as feasible.

Key elements of ISD implementation going forward will continue to include not only co-location and other off-site integration through virtual and other means, but also collaboration and cooperation amongst partners. Collaboration entails a higher level of integration than co-location where agencies are working together through information sharing and creating a network of agencies to improve service our shared customers. Cooperation is the highest degree of integration where workforce development and other partner professionals are communicating and working together in a seamless and naturally synergistic fashion. When this occurs, benefits include the ability to lower costs to each partner program, services are not duplicated, resources leveraged, and the identification and response to participants' needs can occur more quickly.

At its core, our ISD model is to organize common staff by function, as follows:

- **Welcome/Talent Engagement Team** function welcomes and identifies the needs of each customer, conducts a basic assessment (triage), collects initial registration data,

and connects the individual to another team or outside resource based upon customer need.

- The Welcome/Talent Engagement Team is enhanced by usage of the VOSGreeter kiosk/module in CalJOBS. We have adopted this efficiency module to help streamline our centers through the CalJOBS system with thousands of customers each year. The VOSGreeter improves lobby management by eliminating the need for paper sign-in sheets by automating the queue and service-entry process. This virtual check-in module helps AJCCs meet their goal of reducing costs, protecting the environment, and improving efficiencies by moderating staff time, effort, and administrative costs. In addition, the use of VOSGreeter will lead to a decrease in customer wait time and improve data collection for service tracking and reporting. This includes the ability to update and modify “visit reasons” within the VOSGreeter to ascertain customer interests, requests for partner service connection, and generate data to be analyzed for process and service improvements.
- **Skills/Talent Development** function conducts a skills analysis, assessment testing, support requirements, career counseling, soft skills training, and referral to occupational skills training.
  - The Skills/Talent Development Team – is the bridge between the Welcome/Talent Engagement Team, various partners that are co-serving customers or could serve our customers, and the Employment Services Team. The Skills/Talent Development team ensures participants are provided with Individualized Career and Training services that include information and opportunities for them to receive the skills necessary to obtain and retain employment. They provide one-on-one career counseling and coaching, which will begin with the development of the participant’s Individual Employment Plan (IEP) for adults and the Integrated Service Strategy (ISS) for youth. The IEP/ISS further defines skills-based education and training opportunities, basic skills and skills-enhancing products/services, guidance in selection of education programs and training providers, need for supportive services and other related wraparound services.

## 6.4 Coordination of Supportive Services

As many of the participants served by the County’s workforce development system face barriers to employment that may undermine their ability to complete a training or educational program, the coordinated provision of supportive services to WIOA participants is of maximum importance to enable participation in services and obtain employment. For this



reason, we value collaboration amongst our partners and braid resources with them to ensure that participants are fully supported with a broad array of ancillary services to help them complete employment activities, training, or education programs, and successfully enter and remain in the labor market. The supportive services provided to participants through WIOA core and other required partner programs include, but are not limited to: subsidized childcare and dependent care, transportation assistance, referral to substance abuse treatment, linkages to community services, assistance with housing, assistance with educational testing legal aid services, referrals to health care and mental health, assistance with work-related payments and fees, accommodations to individuals with disabilities including the use of assistive technology, and other needs-related payments that are necessary to enable an individual to participate in career and/or training services.

Supportive services are awarded to individuals in financial need based on an individual needs' assessment, participation in approved program activities, and the availability of funds. The Youth program also provides supportive services and appropriate incentives to motivate youth to complete program goals and during the follow up period after program exit. The system will ensure that supportive services are provided to enhance an individual's ability to participate in workforce programs, or to enhance probability of job placement and retention. In leveraging supportive services, the system will maximize available partner program resources and services while avoiding duplication. The County's WIOA Title I program providers are required to set aside a minimum of 10% of their annual budget to address the Supportive Service needs of participants. At the same time, they are also mandated to identify and leverage the resources and supports of WIOA partner programs before WIOA supportive service dollars are used. For instance, regarding participants who are co-enrolled in both a WIOA Title I and/or Title II program and the CalWORKs' Greater Avenues for Independence (GAIN) program, participants are to first utilize the transportation, childcare, clothing, and other supports provided by GAIN. WIOA career development specialists coordinate with GAIN staff to ensure their supportive services are aligned, complimentary to one another and serve the IEP or ISS of each participant.

## **6.5 Accessibility for Individuals with Disabilities**

The County requires its AJCCs to ensure the physical and programmatic accessibility of facilities, programs, services, technology, and materials for individuals with disabilities. All the County AJCC sites are required to meet strict contractual stipulations regarding accessibility of facilities and services to remain in compliance with Americans with Disabilities Act of 1990 (ADA) and WIOA Section 188. They are also required to ensure that work-based learning sites are ADA compliant and meet the accessibility needs of those with disabilities. All Comprehensive AJCCs have a representative from the Department of Rehabilitation on-

site as a WIOA program partner for the system. The County works with DOR to develop and conduct training for AJCC staff on strategies and accommodations in serving persons with disabilities. The training is required as part of the County's Continuous Quality Improvement process in place to achieve and maintain standards of excellence throughout our system.

The trainings will include experiential learning with exercises that help staff understand the challenges customers with disabilities encounter. Sign Language interpreters will be engaged when needed. Every AJCC utilizes technology that accommodates the needs of individuals with disabilities including: Zoom Text Extra 7.0 software that magnifies text up to 16 times the normal size; Jaws for Windows software that allows individuals with low vision or who are blind to navigate Windows and the Internet; Magic Cursor 2000 software which performs all the functions of a mouse; hands-free manipulation equipment; and TTY telephone. All special equipment will be readily available and set-up to be self-directed. Provision of virtual services through web-based venues include accessibility features that include, but are not limited to, detailed, step-by-step directions of how to get access the and how to use the platform; presentations are in fonts that are easy to read and text is large and has good color contrast; and where images are used, alternative text and image descriptions are included.

To increase the number of individuals with disabilities who are served and placed in employment by our system, the County will identify and implement best practices and proven strategies for disability recruitment and hiring. Strategies will include posting job announcements on accessible web-based "job boards" that specialize in identifying qualified individuals with disabilities, in disability-related publications and with specific disability organizations. Another strategy that will be employed is the provision of job application documents, training materials and tests in alternative formats such as in large font or Braille other strategies will include centralizing all resources for people with disabilities in one location; promoting the availability of reasonable accommodations; publicizing the County's commitment to hiring those with disabilities; and creating an ad campaign featuring employed persons with disabilities. We have regular meetings with the Regional Centers which have helped to educate our AJCCs and informed service availability to individuals with developmental disabilities. Furthermore, ongoing meetings will be conducted through MOU Partnerships with all agencies serving the uniquely abled, i.e. Department of Rehabilitation and Regional Centers, all education partners providing Special Education services, and employers.

## **7. State Strategic Partner Coordination**

### **7.1 Partnerships & Strategies to Serve Individuals Who Access CalFresh Employment and Training Services**

WDACS has partnered with DPSS and other local CalFresh Employment & Training (CFET) partners to better serve our region's CalFresh population. The County leads the nation in this type of partnership. CFET in California, is a locally run, state-supervised federal program administered by the Food and Nutrition Service, a branch of the United States Department of Agriculture (USDA). The program offers funding to states (which distribute funding to counties where applicable) to provide a package of employment, training, and related supportive services to CalFresh participants to increase their employability. CFET 50/50 funding allows states to be reimbursed for 50 percent of eligible funds (typically non-federal funds) spent on CFET services to CFET participants. The 50/50 funds are an uncapped, fully accessible federal funding source and cover all costs outlined in an approved county plan. A common way for a county to leverage 50/50 funding is by partnering with third-party providers that access their own non-federal funding to deliver services and receive a partial reimbursement. This model is referred to as a "third-party partnership."

DPSS and WDACS launched the CFET Expansion Pilot Program (CEPP) this fiscal year. It is the first third-party partnership program to be offered in Los Angeles County and one of a small number of innovative state initiatives that integrate CFET into a local workforce development agency. Through this program, WDACS is serving as an intermediary for DPSS in providing oversight, billing, technical assistance, and training to third-party providers. Additionally, through the federal 50/50 CFET reimbursement, CEPP will bolster service providers' capacity and financial stability, allowing the County to grow workforce and training programs for low-income communities, reach more CalFresh participants, and improve employment outcomes for Los Angeles County residents.

In Los Angeles County, many workforce organizations generate and spend eligible funds on CFET-allowable services. However, these funds, which are considerable, were not leveraging CFET 50/50 funding. CEPP represents an essential strategy as the County increases access to workforce and training services by leveraging both federal and third-party provider dollars at no additional County cost. In our initial pilot, WDACS and DPSS are partnering with Goodwill and Chrysalis, both organizations are social enterprises, to deliver CFET services as third-party providers. Both organizations offer CFET participants paid transitional employment, job readiness skills, job placement and job retention through various non-federal funding sources, including funds from the County, the City of Los Angeles (e.g., Measure H, SB 678) and philanthropic funding. WDACS and DPSS plan to bring this program to scale across the entire workforce system while aligning services and increasing the capacity of our respective programs.

## **7.2 Partnerships & Strategies to Increase Engagement of Non-Custodial Parents in Workforce Development Services & Career Pathway Employment Opportunities**

To increase access to workforce development services, improve coordination of supportive services, enhance job retention assistance, and improve employment outcomes for unemployed, underemployed, and payment-delinquent noncustodial parents WDACS and the County's child support agency, the Child Support Services Department (CSSD), created the Persons Paying Support (PPS) referral program aimed at reducing this population's barriers to employment. (In Los Angeles County, non-custodial parents are now referred to as PPS). One of the barriers faced by a PPS that owes outstanding child support obligations is the suspension and revocation of State licenses such as a driver's licenses and other professional licenses. Most jobs in California require proof of a current and active driver's license, or professional license, where applicable. A PPS that has had their license suspended or revoked thus has a very challenging time obtaining a job, making it difficult to make child support payments. Enrollment of a PPS into our AJCC system can remove this barrier. Once enrolled in our workforce development program, if the PPS actively participates in services they may have their license(s) re-instated for a year, giving them a better chance at obtaining employment and remaining gainfully employed, which will also allow them to get on a support payment plan, and provide for their child through regular child support payments. To date, 277 participants have been referred to AJCCs for employment services.

## **7.3 Strengthened Collaboration with Competitive Integrated Employment Partners to Support Individuals with Intellectual and Developmental Disabilities (ID/DD) Into Integrated Employment Opportunities**

WDACS supports Competitive Integrated Employment (CIE) to support individuals with intellectual and developmental disabilities (ID/DD) to work in integrated settings with people without disabilities and to earn a livable wage. WDACS has partnered with Goodwill and the Verdugo WDB on the Uniquely Abled (UA) Program that focuses on the creation of vocational opportunities for the uniquely abled, including the ID/DD population by matching unique abilities to the needs of local employers in such sectors as Advanced Manufacturing and Hospitality.

## **7.4 Partnerships & Strategies to Increase Engagement of English Language Learners, Foreign Born Individuals and Refugees in Workforce Development Services & Career Advancement**

LA County has been operating a successful English Language Learner (ELL) co-enrollment pilot program through our Pomona Valley AJCC, branded as the Los Angeles Pomona Puente Collaborative (LAPPC). The LAPPC supports ELLs with a diverse set of services aimed at helping clients to earn in-demand industry credentials, complete short-term work experiences and gain sustained employment through intentional co-enrollment with WIOA Title I and Title II programs. The LAPPC targets monolingual and bilingual Spanish and Asian/Pacific Islander ELL job seekers using an authentic grassroots approach that leverages the unique community connections of local Community Based Organizations in the Greater Pomona Valley in addition to connecting them to educational opportunities with Mt. San Antonio College, Monrovia Adult School, and other Title II partners. We are looking to replicate best practices from this pilot and scale up across our entire AJCC system.

## **8. WIOA Title I Coordination**

### **8.1 Staff Training**

To ensure we provide high-quality services through our AJCCs, WDACS will continue to plan, develop, design and secure staff training and professional development to build AJCC system staff capacity particularly in the areas of digital fluency, distance learning cultural competencies and understanding of the experiences of trauma-exposed population, reskilling, and equity issues. These training topics were also identified as important subjects during our stakeholder forums. Frontline staff will receive ongoing training to strengthen rapport with participants which also improves outcomes while ensuring the AJCC system has high-quality, well-informed, and cross-trained staff. The WDB and WDACS will establish staff training priorities to equip the AJCC to deliver high quality, consistent services throughout the system.

#### Staff Training in Digital Fluency and Distance Learning

1. VOSGreeter Kiosk Training (July 24, 2018)
2. CalJOBS Document Imaging Training (September 12, 2018; May 1, 6, 16, 2019)
3. Virtual AJCC Resource Room and CalJOBS Pre-Application (April 24, 2020)
4. Adobe Sign Training (December 16, 2020)
5. Career EDGE Training (January 14, 2021)

#### Staff Training in Cultural Competency and Trauma-Exposed Populations

1. Inclusive Practices for Working with LGBTQ People Experiencing Interpersonal Violence (IPV): Trauma & Oppression Informed Approaches (May 2018) – Westside Anti-Violence Authority, Mary Case, Legal Services, Los Angeles LGBT Center and Mieko Failey, Legal Services and The LGBT Center Long Beach.

2. Trauma-Informed Reentry and Fair Chance Training Series (June 2018 and August 2018) - facilitated by Roots and Rebound.
3. Barrier Buster Workshop (October 2018) – In partnership with SELACO WDB (invitation for our system to participate from SELACO), Larry Robbin as Facilitator
4. California’s Diverse Immigrant Populations, and Best Practices on Serving Refugees Webinar (October 2018) - The California Labor and Workforce Development Agency (LWDA) in partnership with Orange County Asian and Pacific Islander Community Alliance (OCAPICA), and The California Department of Social Services (CDSS)
5. Cultural Diversity Certification Training Lunch & Learn (October 2018) – In partnership with LA City WDB (invited by LA City for our system to participate), with TransCanWork
6. Asian and Pacific Islander (API) Cultural Awareness Training (May 2019) - The Greater Los Angeles Federal Executive Board – Diversity and Inclusion Group
7. 2019 Multicultural Mental Health Conference (June 2019) – Los Angeles County Department of Mental Health (DMH)
8. Virtual Rapport Building with Youth (9/22/20)
9. Expectant and Parenting Youth (9/17/20)
10. Facilitating Virtual Meetings (5/28/20)
11. Substance Use Disorders in Youth(2/23/21)
12. Immigrant Community Sensitivity Training- County of Los Angeles Workforce Development, Aging and Community Services in partnership with the County of Los Angeles Department of Consumer and Business Affairs, Office of Immigrant Affairs (May 18 & May 20, 2020)
13. Targeted English Language Learner Recruitment: Pivoting Strategies Amid COVID-19- Full Capacity Marketing in Partnership with International Rescue Committee and CA EDD (February 19, 2020)
14. Engaging with Clients Remotely: Overcoming Digital Literacy Barriers and Best Practices for Remote Client Case Management- International Rescue Committee (April 29, 2020)
15. Workplace Health & Safety and Employee Rights during COVID-19- International Rescue Committee (October 23, 2020)
16. Inclusive Workforce Development Specialist (IWDS) Training, formerly known as Offender Workforce Development Specialist (OWDS) Training (January and September 2018, March and September 2019)
17. Los Angeles County Virtual Workforce Training for Inclusive Populations (December 2020)
18. Facing the Past to Design an Equitable Future: What Employers Need to Know (July 2020)
19. The Los Angeles Homeless Services Authority (LAHSA) Problem Solving (January-February 2020)
20. University of Ohio Kirwan Institute for the Study of Race and Ethnicity - Implicit Bias Training (November 2020)

21. University of California President's Office – Managing Implicit Bias Series (November 2020)
22. COVID-19, Disability & Mental Health (March 2020)
23. Cultural Sensitivity and Trauma Informed Care – Employment Service Engagements and Supports (February 2020)
24. Rapid Rehousing and Employment Training- Tools and Supports for Active Engagement of Rapid-Rehousing clients in Employment (January 2020)
25. Mental Health First Aid (MHFA) Training (March 2020)
26. Improving Job Readiness and Retention for Higher Risk Populations (August 2019)

## **8.2 Rapid Response Activities**

The Rapid Response (RR) Program is a pro-active, business-focused, and flexible program designed to respond to layoffs and plant closures by quickly coordinating services and providing immediate aid to companies and their affected workers. Rapid Response can provide customized services on-site at an affected company, accommodate any work schedule, and assist companies and workers through the painful transition associated with job loss. The County's RR activities are coordinated and administered by WDACS and delivered through three (3) Comprehensive AJCCs. RR protocols have been established through a standard of operations agreement led by EDD and in partnership with most WDBs across Southern California. The WDBs participate in RR Regional Roundtables on the third Thursday of every month where best practices are shared and protocols are updated, as needed. The monthly meetings provide a forum for ongoing input and feedback to ensure continuous improvement of all RR efforts in the region. The County's RR providers also attend monthly meeting to effect strengthened partnership, coordination, and continuous improvement of the County's program. These meetings support a community of practice framework and address best practices, impending layoffs, and specialty grants resources available to strengthen RR activities, capacity building and information sharing regarding regional RR activity in multi-jurisdictions. In response to the current pandemic, the County launched virtual RR Orientations and weekly meetings.

RR participants are referred to AJCC workforce services through an orientation process where they are introduced to their local AJCC and the services available to them now as Dislocated Workers. These orientations are held for each business experiencing layoffs and all affected employees are invited to join. In response to the current pandemic, these orientations are being held virtually with presentations from EDD, DOL, Covered California and other applicable services. To avoid layoffs, businesses are provided employer services such as: devising and overseeing strategies to prevent plant closures; provide referrals within

the community to government services; linkage with economic development activities at federal, State, and local levels; and linkage to federal Department of Commerce programs.

### **8.3 Adult and Dislocated Worker Employment and Training Activities**

The County's AJCC service delivery system provides WIOA Title I Adult and Dislocated Worker (ADW) programs and the full breadth of required Basic and Individualized Career services, Follow-Up services, and Training services. All Comprehensive AJCCs will provide, additional complementary Wagner-Peyser program employment services by way of co-located EDD staff. Qualifying dislocated workers will receive training services through the Trade Adjustment Assistance (TAA) program administered by co-located EDD staff. The AJCCs will also provide direct connection to employment and training services available through the TANF (CalWORKs) funded GAIN program and the County funded GROW program operated by DPSS by way of partnership and AJCC co-location. Department of Vocational Rehabilitation (DOR) specialized programs and specialized services will be available to ADW participants through co-located DOR staff. Specialized services will also be available to Veterans through a specialized Veterans Center, and to the re-entry population, through the County's Specialized Jail-Based Job Center.

The AJCCs have partnerships with adult schools and community colleges that provide WIOA Title II, Carl D. Perkins CTE, and Adult Education Block Grant (AEBG) programs in the workforce development service delivery areas to which they are assigned. AJCC Title I program participants will be co-enrolled in WIOA partner programs as needed per the participant's Individual Employment Plan (IEP). Individuals who are basic skills deficient, including those who are limited English proficient, will be co-enrolled Title II Adult Basic Education and Basic Skills partner programs.

### **8.4 Youth Workforce Activities**

The WIOA Title I Youth program is braided with additional funds from federal, State and County sources to provide comprehensive services and offered collectively as the "Youth@Work" program through the network of 21 AJCCs. Youth@Work offers youth ages 14-24 three Levels of Services, depending on the age and career development needs of each youth. Level 1 is Work-Based Learning and Career Exploration, Level II is Career Development, and Level III is Comprehensive Career Planning & Training. Youth@Work meets youth where they are and prepares them to enter career pathways in the priority sectors by introducing them to Earn & Learn opportunities as early 14 years old. Youth progress along their career path by matriculation through the levels of service as needed.



This career development approach supports youth in making informed career decisions over time based on Labor Market Information, real-life work experiences, and advanced education and/or training opportunities that move them deeper each year into the skilled labor force. Priority is placed on reengaging disconnected, out-of-school youth in employment and/or education that leads to viable career paths. Level I services are paired with paid Personal Enrichment Training (PET) modules that include financial literacy, life skills, work ethics, career exploration, and goal setting based on Stephen Covey's 7 Habits of Successful Teens. The PET is also aligned with the Transitional Age Youth World of Work (TAY-WoW) curricula—an evidenced-based and trauma informed model as provided through our partnership with the Los Angeles Opportunity Youth Collaborative (OYC) by way of Columbia University. The TAY WoW has brought consistency across the region as it is provided through our AJCCs, the other six (6) WDBs, Probation camps, and the Los Angeles Unified School District.

To further establish equity and consistency, the County provides funding to the other 6 WDBs for Youth@Work Level I services to carry out uniform, work-based learning to approximately 10,000 youth each year. Level II Career Development services combine education training and work experience, access to all the 14 WIOA Youth program elements. Level III Comprehensive Career Planning & Training bring young adults closer to their career goals through co-enrollment in the WIOA Adult program for the provision of training that prepares them for employment.

Under the umbrella of Youth@Work, the County launched its first public sector pathway program- to the Countywide Youth Bridges Program (CYBP). CYBP is in partnership with the County's Department of Human Resources (DHR) who coordinates worksites with the 35 County departments to provide youth an onramp to County employment or with the private sector after the internship ends. The COVID-19 health crisis completely halted in-person work experience including opportunities through CYBP. Recognizing the need to engage youth during these stressful times, the County developed a completely virtual component which includes a paid 20-hour soft skills component and developed telework policy to allow telework or project-based assignments that underserved youth can complete from home. The County has also made it a priority to improve digital literacy for its youth population by developing and implementing programs inclusive of computer training and virtual services.

WDACS needed to implement safety precaution and quickly engaged with the Los Angeles Opportunity Youth Collaborative (OYC) to transition the delivery of the PET from a traditional in-person model to a virtual model. Our deep-rooted partnership with OYC allowed for a quick pivot for the network of AJCCs and the other six (6) WDBs to deliver live virtual work-readiness training. OYC continues to provide technical assistance to all AJCC staff in developing their on-line facilitation skills and supports facilitators in engagement strategies

of youth via a virtual platform using Google Classroom and other similar systems. This quick transition and continual technical assistance are supporting the regions AJCCs in delivering seamless programming. This has allowed all participants to remotely develop soft skills and receive peer support in an engaging learning environment while getting paid for their participation. Subsequently the County partnered with the OYC, Arizona State University and the Schultz Family Foundation to offer the platform [Career Edge](#) a virtual platform that provides an introduction to skills development and careers to all workforce program participants and an additional hands-on platform -the Edge- which includes modules across three (3) primary domains: customer service, leadership, and personal development. This has allowed all participants to remotely develop soft skills and receive peer support in an engaging learning environment while getting paid for their participation. Moving forward we are working with Edge to develop sector focused career exploration prior to placement at a worksite.

Prior to the COVID-19 pandemic, paid work experience traditionally was conducted only at physical worksites; now, it has been expanded to include worksites that allow for remote work. Two major avenues of change for hands-on learning are being developed in this space – 1) telework and 2) Project-Based Learning (PBL). Telework consists of worksites that have agreed to host youth remotely; these youth are paid hourly for fulfilling the basic job duties and responsibilities for the position for up to 100 hours. PBL Learning opportunities connect private, public, and non-profit organizations to youth to complete projects with a pre-outlined deliverable. Following the assignment, the youth have created a product that can be added to their portfolio. In some cases, youth collaborate with their peers to complete components of larger projects, some of which will be in service to their communities. The AJCCs are identifying worksites that are committed to partnering in this endeavor.

As part of the LABRPU’s commitment to improve outcomes for Opportunity Youth including foster, justice involved, homeless and TANF youth, all 7 WDBs entered into a non-financial MOU to leverage our regional impact and prioritize 30% of the region’s collective WIOA Youth dollars to serve these most vulnerable populations. Our LABRPU has a shared aspirational vision that:

- By the age of 16, opportunity youth shall have completed 100 hours of work experience
- By the age of 18, opportunity youth shall have completed 300 hours of work experience; and
- By the age of 21, opportunity shall have graduated from high school, have permanent housing, and be connected to postsecondary education and/or have unsubsidized employment earning a Living Wage.

In addition, as Youth@Work is offered countywide through the workforce system, it will be expanded as part of the region's fundamental strategy to better engage with business by leveraging Levels I & II as we rebuild and recover the local economy.

## **8.5 Grant Administration and RFP Process**

The Board of Supervisors has designated WDACS as the administrator of the federal WIOA funding it receives each year. The WDB is responsible for obtaining feedback on the current system and developing Guiding Principles to inform the new competitive bid process of the workforce system by WDACS.

Once the Guiding Principles and policies are developed, they are provided to the WDACS team for the development of the Statements of Work. WDACS conducts the procurement of the WIOA AJCC system through a Request for Proposals (RFP) competitive bid process to award sub-grant contracts to AJCC One Stop Operators (OSOs) and WIOA Title I program service providers. When WDACS issues its RFP to procure AJCC OSOs to operate WIOA programs, a proposer's conference will be held. Proposals will be reviewed by a panel. Then, with the agreement of the County Board, the WDB selects operators and providers of one-stop, youth, training, and career services. Next, the winning proposers will be notified, contracts signed, and the County's modernized AJCC system will be rolled out upon contract execution.

The RFP will solicit proposers from for profit and non-profit organizations, public agencies, social enterprise agencies, and public and private institutions of higher education. Proposals will be solicited for OSOs for the Comprehensive AJCCs and inclusive of Affiliate AJCCs, other AJCCs, specialized AJCCs, and the countywide Veterans AJCC. (The Northeast San Fernando is the only AJCC that was not formally procured, and the City of Los Angeles receives funding to provide services on our behalf.) All AJCCs will provide WIOA Title I ADW and Youth programs. Some Comprehensive AJCCs will be awarded the WIOA RR and Older Americans Act (OAA) Senior Community Service Employment Program (SCSEP). With the recent reauthorization of the OAA, SCSEP services are aligned with those of WIOA and will be operated out of the Pomona Valley, Antelope Valley, and Southeast L.A. AJCCs in conjunction with the WIOA programs. To apply for the RR program and/or the SCSEP, proposers must have also applied to serve as the OSO for a Comprehensive AJCC. Agencies awarded Comprehensive AJCC contracts will implement the ISD model ensuring coordination with the other WIOA core and other required partner programs. They will also be responsible for implementing the workforce development aspects of County Special Initiatives, such as, but not limited to the Anti-Racism Initiative, Economic Development,

Justice Reform, Homeless Initiative, Sustainability, Child welfare, and Women & Girls Initiatives.

## **8.6 One-Stop Operator and the Career Services Provider**

The roles of the OSO and Career Services Provider are fulfilled by the same entity at each AJCC in the County. The role of the OSO is the coordination of services throughout the AJCC network including the Comprehensive AJCC, AJCC, specialized AJCC, AJCC Affiliate and its designated sub-region, as described in WIOA sec. 121(d). The OSO directly provides Title I Adult and Dislocated Worker and/or Youth@Work Program services at the designated sites noted above and ensures the following for the designated sub-region:

- Coordinates Service Delivery among Partners
- Coordinates Service Delivery among Physical and Electronic sites
- Coordinates services across the Local Area System
  - Per WIOA Final Rule §678.620(a), the OSO must coordinate the service delivery of required one-stop partners and service providers. The role of the OSO, includes but is not limited to, coordinating service providers across the one-stop delivery system, the primary provider of services at the AJCC, providing some of the services within the center, or coordinating service delivery in a multi-center area, which may include affiliated sites.
- Primary provider of services at physical sites
- Manage hours of operation at all sites
- Manage technological resources such as websites, case management information, business networking software, on-line testing sites
- Manage daily operations through coordination with County's WIOA Fiscal Agent for lease, utilities, and other invoice remittances;
- Manage partner responsibilities as defined in the WIOA Partner MOU
- Manage services for individuals
- Manage services for businesses
- Ensure provision of basic services such as orientations, information on careers and labor markets, and resource rooms
- Submit annual staffing, operational budgets and any other Contract required documents
- Follow federal and state regulations, including procurement policies relating to the calculation and use of profits, including those delineated in WIOA Final Rule § 683.295, the Uniform Guidance at 2 CFR part 200, and other applicable regulations and policies
- Ensure implementation of WDB and County policies

- Report to County on operations, performance accountability, and continuous improvements as required; and
- Manage the Comprehensive AJCC or AJCC Certification Process, as set forth by County.

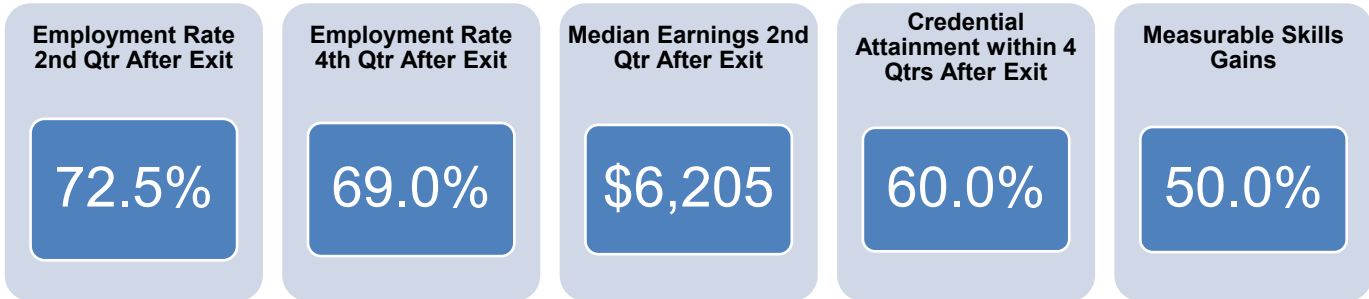
## Los Angeles County America's Job Centers of California By Region and One Stop Operator

Antelope Valley	San Gabriel Valley	Santa Clarita
<p><b>Antelope Valley Comprehensive AJCC*</b> <i>Jobs. Vision. Success. SoCal. (JVS)</i> 1420 West Avenue I, Lancaster, CA 93534 Tel (661) 726-4128 TTY (661) 208-4484 Fax (661) 265-8723</p> <p><b>Palmdale AJCC*</b> <i>(Affiliate to Antelope Valley Comprehensive AJCC)</i> <i>Jobs. Vision. Success. SoCal. (JVS)</i> 38510 Sierra Hwy., Palmdale, CA 93550 Tel (661) 265-7421 TTY(661) 208-4484 Fax (661) 265-7491</p>	<p><b>East San Gabriel Valley Comprehensive AJCC*</b> <i>Goodwill</i> Hacienda La Puente Adult School 14101 E. Nelson Ave. La Puente, CA 91746 Tel (626) 934-5700 TTY (626) 934-5777 Fax (626) 934-5778</p> <p><b>Pomona Valley Comprehensive AJCC*</b> <i>Managed Career Solutions (MCS)</i> 264 East Monterey Ave., Pomona, CA 91767 Tel (909) 242-7999 TTY (909) 865-2835 Fax (909) 242-7998</p> <p><b>Alhambra AJCC*</b> <i>(Affiliate to East L.A./West San Gabriel Valley Comprehensive AJCC)</i> <i>Catholic Charities of Los Angeles (AYE)</i> 2550 W. Main St., Ste. 103, Alhambra, CA 91801 Tel (626) 677-2600 TTY (626) 284-8061 Fax (626) 677-2698</p> <p><b>West Covina AJCC*</b> <i>(Affiliate to Pomona Valley Comprehensive AJCC)</i> <i>Managed Career Solutions (MCS)</i> 933 South Glendora Ave., West Covina, CA 91790 Tel (626) 814-8234 TTY (626) 856-2129 Fax (626) 337-2564</p> <p><b>East L.A./West San Gabriel Valley Comprehensive AJCC*</b> <i>Catholic Charities of Los Angeles (AYE)</i> 5301 Whittier Blvd. 2<sup>nd</sup> Floor, Los Angeles, CA 90022 Tel (323) 887-7122 TTY (323) 832-1278 Fax (323) 887-8236</p> <p><b>Baldwin Park AJCC*</b> <i>(Affiliate to East San Gabriel Valley Comprehensive AJCC)</i> <i>Goodwill</i> Baldwin Park Adult School, ACT Center 4640 Maine Ave, Baldwin Park, CA 91706 Tel (626) 856-4125 TTY (626) 214-4577 Fax (626) 214-4988</p>	<p><b>Santa Clarita AJCC*</b> <i>Goodwill</i> 20730 Soledad Street, Santa Clarita, CA 91351 Tel (661) 298-0152 TTY (661) 298-7349 Fax (661) 251-5643</p>
<b>Gateway Cities</b>		<b>Westside Cities</b>
<p><b>Southeast L.A. Comprehensive AJCC*</b> <i>Hub Cities Consortium</i> 2677 Zoe Ave., 2<sup>nd</sup> Floor, Huntington Park, CA 90255 Tel (323) 586-4700 TTY (323)586-4707 Fax (323) 586-4702</p> <p><b>Rio Hondo Comprehensive AJCC*</b> <i>Southeast Area Social Services Funding Authority (SASSFA)</i> 10400 Pioneer Blvd., Suite 9, Santa Fe Springs, CA 90670 Tel (562) 946-2237 TTY (562) 236-2899 Fax (562) 946-5818</p> <p><b>Rancho Dominguez Comprehensive AJCC*</b> <i>Community Career Development (CCD)</i> 2909 E. Pacific Commerce Dr., Compton, CA 90221 Tel (310) 762-1101 TTY (310) 762-1283 Fax (310) 762-1129</p> <p><b>Slawson AJCC*</b> <i>(Affiliate to Southeast L.A. Comprehensive AJCC)</i> <i>Hub Cities Consortium</i> Richard N. Slawson Southeast Occupation Center 5500 Rickenbacker Rd., Room A201, Bell, CA 90201 Tel (323) 729-6400 TTY (323) 729-6455 Fax (323) 729-6451</p> <p><b>Willowbrook AJCC*</b> <i>(Affiliate to Rancho Dominguez Comprehensive AJCC)</i> <i>Community Career Development (CCD)</i> Willowbrook Library 11737 Wilmington Ave, Los Angeles, CA 90059 Tel (323) 564-5021 TTY (323) 357-3819 Fax (323) 967-7702</p> <p><b>Whittier AJCC*</b> <i>(Affiliate to Rio Hondo Comprehensive AJCC)</i> <i>Southeast Area Social Services Funding Authority (SASSFA)</i> Whittier Adult School, Room B210 9401 Painter Ave. Whittier, CA 90605 Tel (562) 907-6995 TTY (888) 599-0128 Fax (562) 684-4414</p>		<b>Central L.A.</b>
		<p><b>Veterans AJCC**</b> <i>Jobs. Vision. Success. SoCal. (JVS)</i> <b>Temporary Re-location Due to Covid-19 Closure</b> Centro Maravilla Service Center 4716 East Cesar E. Chavez Ave. Los Angeles, CA 90022 Tel (213) 742-9560 TTY (213) 743-1423 Fax (323) 543-2427</p> <p><b>South L.A. AJCC*</b> <i>Catholic Charities of Los Angeles (AYE)</i> L.A. Southwest College, CTE Bldg., Room 115 1600 West Imperial Hwy. Los Angeles, CA 90047 Tel (323) 241-5016 TTY (323) 923-4822 Fax (323) 923-4824</p>
		<b>San Fernando Valley</b>
		<p><b>Northeast San Fernando Valley AJCC*</b> <i>Goodwill</i> 12502 Van Nuys Blvd. Pacoima, CA 91331 Tel (818) 482-1754</p>

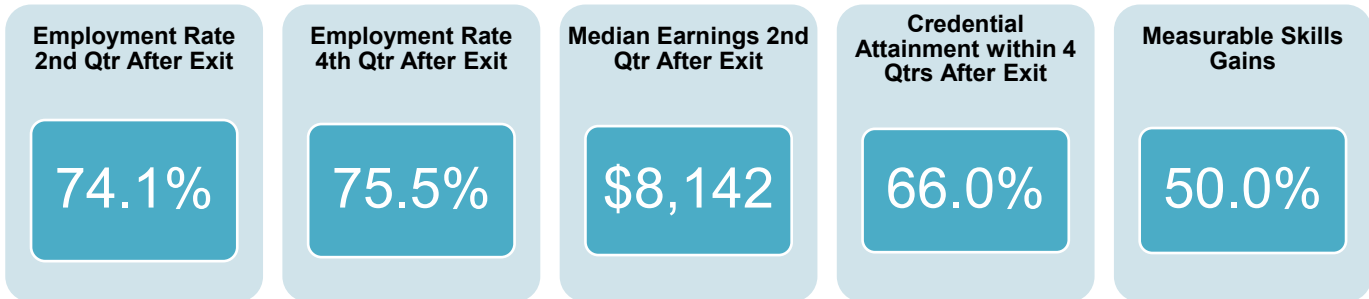
## 9. PERFORMANCE GOALS

### L.A. COUNTY STATE NEGOTIATED PERFORMANCE GOALS PY 2020-2021

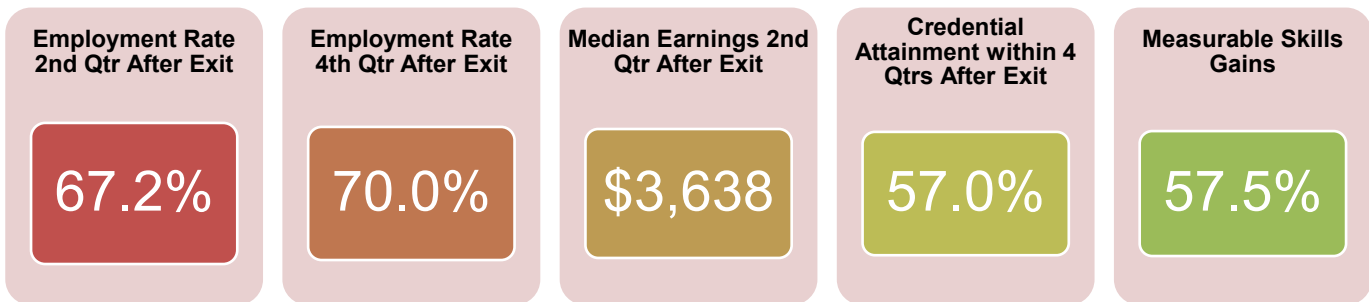
#### Adult



#### Dislocated Worker



#### Youth



WDACS has developed a dashboard system of reporting on WIOA performance goals as well as additional goals as determined by the WDB. The dashboard gives an at-a-glance snapshot of performance. The County's dashboard is a best practice and is responsive to stakeholders' request for easy-to-understand performance reports.



# WDB QUARTERLY REPORT

## ACCOUNTABILITY MEASURES

### 2nd QUARTER PLACEMENT

#### Adult, Dislocated Worker, and WIOA Youth

FY 2019-2020



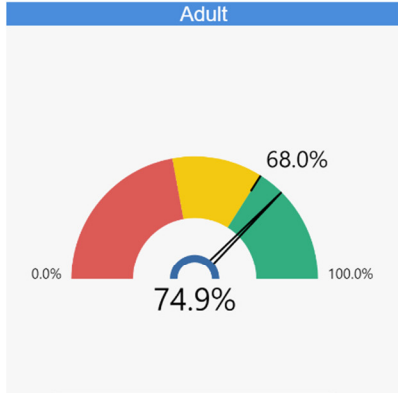
2nd Quarter Placement

4th Quarter Placement

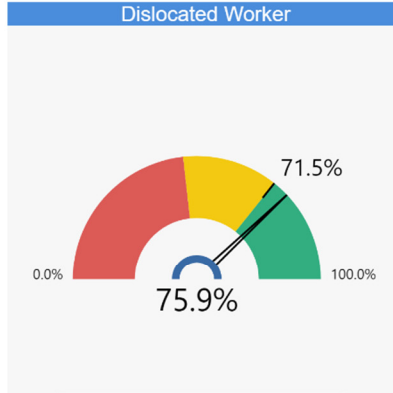
Credential Attainment

Measurable Skills Gain

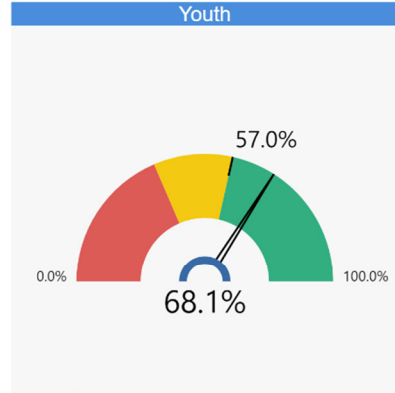
Median Earnings



Goal Met



Goal Met



Goal Met

\*\*Baseline outcome data on these performance measures was collected during PY 2018-19 and used to develop goals for subsequent years (WSIN 15-47)

# Exhibits



**ATTACHMENT I**  
**STAKEHOLDER AND COMMUNITY ENGAGEMENT**  
**SUMMARY**

## STAKEHOLDER AND COMMUNITY ENGAGEMENT SUMMARY

Date	Target of Outreach	Mode of Outreach	Summary of Attendance
<b>1/8/2021</b>	Employers, Labor Organizations, Education Partners, Community-Based Organizations, Faith- Based Organizations, AJCC System Partners	Virtual via Microsoft Teams	Average Attendance per Forum: 180
<b>1/15/2021</b>			
<b>1/27/2021</b>			
<b>1/29/2021</b>			
<b>2/5/2021</b>			

### Stakeholder Forum #1: High Road Training Partnerships – Jan. 8, 2021

This meeting was about identifying elements needed in the new local plan. The most common themes in this were related to enhancing or developing communication across sectors and organizations, diversifying partnerships, focusing on target population and their specific needs, inclusivity of special groups such as those with disabilities, and ensuring programs are doing more than just job placement. Another strong theme was about partnering with CBOs and FBOs that have close ties and connections with communities to help promote opportunities and to better understand each communities' unique needs.

Some major concerns included not having any or sufficient communication with various organizations that engage in similar work as well as having a need for creative initiatives and using a holistic approach to understand client needs and to help the client understand their own needs. Audience was asked to share what they think is working, what is not working and how to best prepare for a post-pandemic workforce in Los Angeles County and how to best serve the most vulnerable groups.

### Stakeholder Forum #2: Equity & Equitable Access – Jan. 15, 2021

This meeting highlighted the topic of equity and equitable access within the workforce. There were strong recommendations to create partnerships or solid linkages among AJCCs, businesses and other relevant organizations to better promote opportunities, programs and to better align with community/client needs. There were also suggestions for connecting with community colleges and working closely with them to interact with the most vulnerable members of the community. The audience was asked how equity can be advanced for BIPOC and LGBTQ populations so that we can develop a stronger workforce. Understanding implicit bias was the number one response for training needs in order to mitigate inequities and disenfranchisement, followed by cultural competence (poll). Several audience members shared a need to reach out to the homeless and provide adequate support for this community. Another theme was hiring people 'lived experience' for particular type of work and collaborating with community members to better engage the community.

### **Stakeholder Forum #3: Unserved & Underserved Populations – Jan. 27, 2021**

The goal of this meeting was to identify ways to better serve historically unserved and underserved populations which include but are not limited to those with disabilities, Immigrants, Youth, Older adults, Homeless, BIPOC and more. Audience members were asked to identify top needs and most critical barriers for helping these populations achieve job placement and success. Some of the barriers identified was building better communication and collaboration among AJCCs and lengthy intake processes that do not go beyond job placement support. Suggestions included developing accountability measures and mental health training for frontline staff to ensure staff know who they are helping and how to best support them. There was also strong support for including support and resources for older adults in or trying to enter the workforce.

### **Stakeholder Forum #4: Sector Clusters & Career Pathways – Jan. 29, 2021**

This forum focused on methods, strategies, existing programs, and new suggestions for helping youth/participants find and succeed in their career pathways. Further, this forum intended to understand how the workforce can best meet employers' needs and how the workforce can seek sustainable wages and navigate the system for career growth.

A common theme was a need for wraparound services to minimize housing, transportation, mental health, and financial barriers that can impede one's ability to succeed. Another strong theme was looking at existing models in community colleges and other organizations engaging in this work and doing well. The challenges identified were inconsistent communication across AJCCs and across organizations engaging in similar work, digital literacy skills, mental health, changes in training programs due to health restrictions, and a disconnect between what employers want and what the current workforce offers. Stakeholders suggested having cross-industry training programs, early exposure (middle school) to career pathways, engaging high school students through volunteerism, understanding employers' needs, offering stipends, enhancing internship experiences, and examining existing models.

A presentation by Caroline Torosis covered how WDACS is working closely with employers to understand their needs to ensure programs can provide the right tools and services to youth/participants.

### **Stakeholder Forum #5: The Digital Divide & Modernization of the AJCCs**

This meeting addressed the digital divide that has widened since the start of the pandemic. Audience members were asked to assess where organizations have opportunities to improve accessibility and support for clients. Strong and common themes included investing in technology that will strengthen connection, communication, and collaboration across AJCCs, developing a mobile application for clients, coordination technology and digital literacy trainings, aligning program and services to local school curriculums and fusing the workforce with housing and other wraparound needs.

It was noted that the digital divide will linger in a post-pandemic workforce, so being proactive now to

ensure staff and clients have adequate resources and accessibility to achieve goals in critical. It was also suggested that service providers allow youth to engage in co-facilitation of digital literacy trainings to further engage them. Mental health and homelessness were also strong barriers identified as well as how the pandemic has heightened these challenges for many. The key takeaway was for service providers, County and City to be proactive in addressing current needs and formulating strategies for meeting needs in a post-pandemic economy.

**ATTACHMENT II**  
**STAKEHOLDER AND COMMUNITY ENGAGEMENT**  
**LIVE VERBAL FEEDBACK/PUBLIC COMMENTS**

## PUBLIC STAKEHOLDER FORUMS

Los Angeles County  
Workforce Development, Aging and Community Services  
Date: January 8<sup>th</sup>, 2021

Number of Registered Attendees: 303

LA County Workforce Development Board (WDB) WIOA Local Plan Forum #1

Welcome and Introductions | LA County Local Area Plan

Welcome and purpose of meeting by Maritza Dubie-Urbe and Jose Perez. Acknowledgment of Commissioner Kim, Curt Cain, Phil Star. Audience introductions followed.

Facilitated Discussion: Identifying the elements that are needed in the Local Area Plan.

### Live Verbal Feedback

**Q1.** Workers are valuable members of HRTPs and their industry expertise is valued as much as employer knowledge. What approaches should be taken to ensure more community members gain equitable access to training programs that will help them achieve economic prosperity and upward mobility?

**Themes:** Liaison to and collaboration with FBOs, Community engagement, Follow-through with clients, Understanding and respecting the needs of different demographics, Focus on target populations, Linking different sectors and developing partnerships, Outreach, Program promotion.

**Rev James Rolf (Covered Community):** How do we connect the dots? There are a lot of organizations, but some small ones are doing a lot of work. I think having a liaison between a faith-based community to other organizations to come together and help with this initiative. How do we do that?

**Simon Lopez (Goodwill):** We have lots of smart-design programs. But who actually accesses those programs? We stop short at ensuring that people actually enroll and get into programs. We need more outreach to these communities and be proactive to engaging the community.

**Jonae Watts (People Assisting the Homeless):** When you consider working with communities, especially the homeless, the programs need to be skewed toward the demographics being served. The labor market is not conducive for single-mother households, so it is not a transferrable match between employers and the population I serve. I would love to talk more about how we can match appropriate services to specific demographics.

**Adrinh T. (Equus Workforce Solutions):** We cannot have just one plan feed all. We need to focus on target populations and look at the kind of barriers they have and eliminate those barriers before we even think about their equity with housing and education. We need to think about available resources within those communities and the work we need to do prior to providing any kind of advancement.

## PUBLIC STAKEHOLDER FORUMS

**Ilaf Esuf (CA Competes):** We are trying to make training more accessible with low-income Californians. We are partnering with community colleges, businesses, and workforce boards. I would like to hear more about what is being done in LA in addition to apprenticeship programs.

**Adine Foreman (Hospitality Training Academy)**

For the area plan, I suggest making a big link to sectors and start looking at sector partnerships with funding, and then you have at least 3 HRTPs that are labor management partnerships (labor unions). I am hoping there can be more linkages between us and the 'wib' so we can reach the AJCCs about various training opportunities.

**Q2.** What are ways HRTPs can improve equity for the communities hardest hit by COVID-19?

**Themes:** Corporate wellness, Emotional wellness, Mental illness, Resilience trainings, Creative strategies and approaches, Incentives/programs for the homeless & community clean-ups, Veterans, Community independence, Serving struggling communities that struggled pre-pandemic, Access to technology, Access to free trainings through small businesses, Diversifying partnerships especially with organizations that have close ties to target populations Expand promotion with new partnerships, Examine community colleges innovations, Promotoras, Anchoring communication across all partnerships.

**Laneay London (Serenity Village Developments):** I would encourage corporate wellness information in every sector. Holistic and corporate wellness are not introduced in the non-profit sector. To retain employment during a stressful time like this, we need to add corporate and emotional wellness in trainings and in practice.

**Robert K. (Retired consultant in Santa Monica and El Monte):** I suggest doing more work with small business development centers as they have free classes that will allow people to take these trainings without costs.

**Christine Buchanan (Mental Health America, Los Angeles):** It is difficult for people with mental illness to develop the skills needed to feel comfortable during a job search. With covid19 we have so many people feeling loss and depressed. We need resilience trainings to help people get back in the workforce and maintain it.

**Simon Lopez (Goodwill):** We need elevate the most vulnerable groups, meet communities where they are, partnerships should understand community needs. There is no one size fits all but there are common threads when helping these populations. We need to be creative and flexible with these approaches.

## PUBLIC STAKEHOLDER FORUMS

**Adrineh T. (Equus Workforce Solutions):** Covid19 showed how hard it was for small businesses to move their business online (uber eats, etc.). We need to also think about equity for employers and what can we do to support them in their automation processes.

**Coach Ron (Clean Up):** I want to see funding or collaboration that provides an incentive for homeless people to do community cleanups on freeways, ramps, and bridges. There is no funding being allocated to local agencies to do this. I would like to see funding and collaboration go towards directly lived-experience homeless employment for community clean ups.

**Daria (Affordable Living for the Aging):** I believe focusing heavily on incorporating corporate wellness would benefit everyone. There are service providers/wellness practitioners ready and willing to help.

**Victoria (YWCA):** One of the main barriers is lack of access to technology. There are too many barriers in the process for students or participants to borrow/access technology.

**Kenny Green (Centro CHA):** I agree with having a different approach based on the dynamics of the communities we serve.

**Antonio C. (US Vets Patriotic Call):** Veterans need volunteer and mentorship opportunities during this time.

**Hope4HipHop (Sho King):** Spend time and money on communities that were struggling prior to Covid19 based on where they are at as well as the future. We see equity as independence and freedom and retaining the independence of the community. We wish to see something that is more conducive to where the community wants to go instead of just making sure people get jobs.

**Rev James Rolf (Covered Community):** With Covid19, we have to have the regulations or standards of what we can do with this initiative. From May-Nov, I was able to hire 200 people because of Covid19. We brought in various organizations who were hiring and set up on-the-spot interviews and hiring at designated churches. Covid19 and its impacts need to be part of the plan.

**Miriam Hernandez:** I think it is important to include Promotora de Comunidades. They know the communities well and live in them. They also bring resources and educate the community on different topics. We should invite them to these conversations.

**Jonae Watts (People Assisting the Homeless):** If we can start being proactive in getting people up on their skills and competencies, we need to get creative. Community colleges are doing innovative



## PUBLIC STAKEHOLDER FORUMS

things during Covid19 and if we are ahead of the game, then we can start working with individuals from our communities now.

**Stella (GRID Alternatives-Greater Los Angeles):** There are grants and projects being done now to install equipment in communities that would help families lower their light bills and have access to charging stations. I hope LA County can include this in their planning.

**Natalie Camacho (CA Learns):** There are a lot of folks out here serving the same target populations so it would be great to consider partnering with pantries, clinics, nonprofits, after school programs (non-traditional workforce agencies)—these places have access to our target populations and could act as a bridge to these communities.

**Victoria (Fostering Kids for Life):** We should have deliberate anchors to keep us (various nonprofits/organizations) connected and stable in an environment that changes every day.

**Maryanne (Los Angeles County Office of Education):** Non-profits that are not in the workforce would be great to partner with. There is a lot of information these nonprofits need that they can give to their clients, but they do not have. A lot of education outreach needs to be done to inform nonprofits of the various opportunities available. Some educational institutions need to consider collapsing and intensifying their 18-month program into one semester because low-income people cannot afford to wait 18 months for a job during this time.

**Commissioner Kim:** We need to acknowledge that there are inequities in our communities in terms of access. We need to re-examine our current models in response to the current situation. We also need to utilize new avenues and identify new partnerships so we can reach all Angelenos. We do not need to limit ourselves to doing only what has been done in the past.

**Q3.** How can H RTPs be more responsive to industry needs post Covid-19? What new skills do job seekers need to align to the needs of employers?

**Themes:** Emotional intelligence, Psychological safety, Education, Remote work, Supporting employers to help support employees, Technical skills trainings, Partnerships with local small businesses to provide trainings, Program condensing, Individuals with disabilities.

**Antonio (US Vets Patriotic Call):** I think an area that job seekers and employers can focus on is emotional intelligence and creating psychological safety within the work environment. Just Culture is about creating an environment where mistakes are seen through the system rather than the workers.

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**Robert K. (Adjunct Professor, Santa Monica College):** Job seekers that I speak to say that they walk into jobs where they have to deal with contracts and clients, but they do not have the skills to deal with that. LA County needs to put more of their support into education.

**Kenny Green (Centro CHA):** With job market looking different now and with an unsure future, how do we prepare out folks for possibly working remotely? The job market may be shifting towards a remote platform and looking that way, how can we prepare our young people for this kind of future?

**Simon Lopez (Goodwill):** From our experience in engaging hundreds of employers, most employers do want to support their employees, see them grow, and be part of the economic recovery. But they the support and tools to do so. That targeted support to help companies will help them hire, develop, and retain employees, but they do not have the training to understand certain populations. We have to support businesses with this because they will also be getting employees from disrupted industries.

**Daria (Affordable Living for the Aging):** Provide employees the opportunity to work remotely when they are ill. A lot of people are worried about losing money if they do not go to work, so they go to work ill but then put their colleagues at risk.

**Justin Wallace (College of the Canyons):** We work with our local business community and they offer trainings on programming skills, advance information technology, cybersecurity. The skills and supply chain will be a critical need moving forward due to the pandemic. Other trainings include leadership skills, management skills, project management and big data analysis. We are condensing our programs during this time due to the pandemic.

**Jesse Lucas (ACTCDC):** Technical skills and web development skills is what is being sought, but most people do not have.

**Barbara Bruno (Exceptional Minds):** I think we need to focus on officially setting up guidelines for how our society will promote remote work, especially for those with disabilities. We provide employer educations as well and we can do a panel about employer education across programs.

**Q4.** What are the incumbent worker training needs? What are ways to implement training strategies that will ensure progression of incumbent workers along career pathways?

**Themes:** Holistic views & approaches, Financial literacy, Career-mapping system, Remote trainings, Education, Adapt to generational needs.

**Rev James Rolf (Covered Community):** We need to look at this holistically and ask what else a person needs besides a job. Do they need healthcare? What are the other needs? We should create an info-sheet for various issue people may have. This way we can address various issues and needs that people may have. Must include financial literacy in trainings for people.

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**Laneay London (Serenity Village Development):** I suggest other programs take a holistic approach on the people we serve (to reach all needs). We should also provide a career-mapping system where people can see how they can grow professionally from their positions.

**Justin Wallace (College of the Canyons):** I know many people are familiar with the employment training panel and my suggestion would be to continue to expand the number of industries that ETP considers a 'priority industry' in CA. Anything we can do to advocate for the stats and ETP would be beneficial.

**David London (ACGC Training Management & Consulting):** Incumbent workers want to advance within the organizations they work for, but they do not have the opportunity to attend an in-class session, and this is when remote learning and training comes into play. We need to bridge a gap between employers and community colleges to give incumbent workers the opportunity to learn a skill set.

**Anthony Carter (Compton Youth Build):** I want to ask young people to commit to being a life-long learner so that you can pivot yourself when things go wrong. Encourage young people to begin to save up to 8 months' worth of living expenses. I ask young people to listen to a podcast called 'pretend you're fired today' and it's about thinking what you would do if your life fell to the bottom.

**Yvette (Green Thumb AB Youth):** Our organization is addressing individuals with what they would consider 'cracked employment trades' to increase and accommodate as well as address the demand of what we're dealing with now with Covid. A lot of individuals lack educational and financial literacy and providing workshops to enhance these skills and well-being.

**Kimberly Hall (Community Business Owner, Parent of Special Needs Children):** One, helping employers and identify and manage remote jobs that would be available. The younger generation is not reading as much, so people need visuals to better understand what kind of work they could get into.

**Q5.** If you were writing the local workforce plan, what would your priorities be and why?

**Themes:** Support employers & employees, Holistic approach, Helping individuals understand their own needs, Measure HHH, Moratoriums & their impact on the vulnerable, Cultural acceptance, Communication & collaboration with HRTPs and County.

**Daria (Affordable Living for the Aging):** Make sure employers and employees have any and all resources available to them to get their jobs done efficiently, effectively and to understand that they have support if they need it.

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**Yvette (Green Thumb AB Youth):** A holistic approach of addressing all immediate needs coming through the door. During intake, we should allow people to make a choice of what their needs are. A wraparound sheet can also help identify underlying needs.

**Laneay London (Serenity Village Developments):** Something along the lines of helping individuals understand their needs holistically. Not many people understand their needs that range from finances to mental, physical, and social well-being.

**Natalie Camacho (CA Learns):** Youth. Making sure youth have the college and career readiness but with a special emphasis on social and emotional competencies, soft skills and hard skills. The earlier, the better.

**Jonae Watts (People Assisting the Homeless):** Emphasize that work sources should at least work with the homeless (based on federal language). On our local level, we should have been working with various programs on Measure HHH.

**Jeffrey Forrest (College of the Canyons):** We have these rich moratoriums that now exist, which will create these huge financial payments that are going to be due to landlords. This needs to be integrated into the plan and find a way to reach individuals who are going to be greatly impacted by this (that way they can worry about training and not about how they are going to pay bills). Healthcare, we need to ensure equitable and efficient vaccine distribution and consider how some people are more prone to Covid because of their living arrangement.

**Barbara (Exceptional Minds):** There are 5 basic things that apply to all and one is basic computer skills (in addition to work readiness, soft skills, professional skills, employer education. Wraparound services are also a priority.

**Yvette (Green Thumb AB Youth):** Cultural acceptance. We need to consider the cultures in which our youth come from and their environment to adequately provide any service.

**Adine Foreman (Hospitality Training Academy):** There should be a meeting with the H RTPs and the County to keep everyone on the same page and so they can see what we are doing under these funding streams.

*Meeting adjourned.*

Summary:

This meeting was about identifying elements needed in the new local plan. The most common themes in this were related to enhancing or developing communication across sectors and organizations,

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diversifying partnerships, focusing on target population and their specific needs, inclusivity of special groups such as those with disabilities, and ensuring programs are doing more than just job placement. Another strong theme was about partnering with CBOs and FBOs that have close ties and connections with communities to help promote opportunities and to better understand each communities' unique needs.

Some major concerns included not having any or sufficient communication with various organizations that engage in similar work as well as having a need for creative initiatives and using a holistic approach to understand client needs and to help the client understand their own needs. Audience was asked to share what they think is working, what is not working and how to best prepare for a post-pandemic workforce in Los Angeles County and how to best serve the most vulnerable groups.

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**Los Angeles County**  
**Workforce Development, Aging and Community Services**  
**Date: January 15th, 2021**  
**Number of Registered Attendees: 230**  
**LA County Workforce Development Board (WDB) WIOA Local Plan Forum #2**

Welcome and Introductions | LA County Local Area Plan

Welcome and purpose of meeting by Maritza Dubie-Uribe. Acknowledgment of Commissioner Hewitt.  
Facilitated Discussion: Equity and equitable access.

### Live Verbal Feedback

**Q1.** In what ways can the workforce system be streamlined to increase public awareness and use of the system?

**Themes:** Link community colleges and families, Funding for FBOs, Co-locations for AJCC staff, Mental health funding, Paperless processes when possible, Manual resources for communities, Linking prison systems to resources/programs, Community capacity building, Mature curriculums (older adults), Consistent information across AJCCs, Language, Enthusiasm, Trust in the system from community members.

**David (El Monte USD):** I hope we can increase the links between community colleges and 'families', and not just individuals. People do not know about dual enrollment (Grade 5-12) and we can link up with the entire family (the adults join, then the children). So we can help a unit of people, rather than just one person.

**Sean Glenn (Hospitality Training Academy):** Make sure it is not only AJCCs that get funding, but also community and faith-based groups.

**Dara (Corporation for Supportive Housing):** It is important that Workforce Development staff are co-located in places where people are already accessing services and have established relationships (family centers, access centers, multi-service centers).

**Adrienne (Doctors Without Borders/US African Institute):** We need to reach immigrants/do more outreach. We need more funding in mental health.

**Jean Franklin:** Utilize the faith-based collaboratives that consists of churches, ministers, and pastors to do outreach for programs (focusing on Workforce Development, mental health, case management, job readiness) being offered. Some churches are developing employment ministries.

**Amelia Ruiz (Better Action Youth Center):** There should be a paperless/electronic signature process because we get sunk into the paperwork and we lose interaction with colleagues and participants.

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During this time, people are scared of getting sick so going paperless could help with staying connected to and engage more freely with community members.

**Madeline (Hospitality Training Academy):** Getting to connected to community and faith-based groups is key to staying connected with the community. Offer these communities technological tools and trainings to teach them how to navigate online and social to seek resources.

**Adrineh (Equis Workforce Solutions):** Create manual resource for communities. We can show people what is available and how to access them. People often get lost in various systemic processes. Cross-trainings should be made available to the system for job seekers.

**Alesha (DOR):** Look into connecting the prison systems and recently released prisoners to programs to help them transition society.

**Monica (LA LGBTQ Center):** Have AJCC entry points at community-based organization that specialize in serving the underserved.

**Juan (Whittier Union adult School):** We have a great relationship with our AJCCs, which makes a huge difference in terms of improving job readiness and enrolling more students. The biggest strengths we have was the AJCC was able to bring us to the table with electrician union reps and we started an electrician class. The electricians told us what they needed and shared sample tests, so we were able to develop a math class with this information. Other schools have similar programs, but the math course was missing, and students were unable to get into apprenticeships. We want to help sustain living wages, especially during this pandemic.

**Jesse De La Cruz:** Emphasize on community capacity building. I would like to see the department work with partners to provide coaching and workshops to help nonprofits improve their administrative infrastructures, financial systems, evaluations, and other services. We need a single-point entry system and there should be a minimum percentage rate considered for the reentry population.

**David (El Monte USD):** Pasadena Community College has a program that serves incarcerated individuals. These programs need to be promoted more.

**Jerry Gaines:** We need to inform centers about the mature adult curriculum by LA County. The older adult segment needs to be networked into this system.

**Khalif (African American Museums of Beginnings):** As a collective, we need to have access to other people/agencies in this meeting and we need to be connected.

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**Leandra Martinez (Hollywood Homeless Youth Partnership):** Contracting with CBOs will help because they are experts on understanding how to provide services to their clients. This will help not only increase access but also participant retainment.

**Simon Lopez (Goodwill):** If the community does not trust the system, our outreach will only make incremental changes. We have to build trust with communities.

**Salvador (Nampa Civic Engagement Project Inquiry):** To do changes in our communities with residents, we need to give the same information to organizations and speak to the parents about community needs and share their feedback.

**Danny (Skidrow Coffee and People):** How we talk (in a way that excites the soul and spirit) about jobs can help attract and retain people to our programs.

**Q2.** Describe how the workforce system is collaborating to ensure access to appropriate interventions and supportive services, to increase successful completion of training, earn and learn opportunities and other workforce services.

**Themes:** Communication barriers for FBOs, Collaboration between industries and educational institutions, Change messaging for trainings, Identifying skills and barriers for better job placements, Promotoras, hiring those with lived experiences.

**Jean Franklin:** Unless you are identified as an AJCC or education system or union, you are not really well connected. That has been a barrier for FBOs. Recognize that the system only supports CBOs, but not FBOs. We need to collaborate with FBOs and formally connect with them.

**David London (ACG Training Management & Consulting Inc.):** Collaboration is key. My company is trying to link industry to educational institutions and FBOs. We are trying to make programs and information accessible at all levels. We want to help people move up in their positions.

**Antonio (US Vets Patriotic Call):** Collaborate with other organizations that serve similar populations. Started re-naming meetings (changed messaging) to 'coffee hour', 'networking hour', 'talk to HR' and so on. This helped people ask the right questions to the right people.

**Miriam Hernandez (Vision y Compromiso):** We are working with promotoras and incorporating them into the workforce. We also need to collaborate with other organizations in different parts of the state.

**Phil Star (Pomona Valley AJCC):** To serve underserved job seekers, I feel a lot of it is in the assessment to identify skills and barriers. With knowledge of barriers, we can then refer people to appropriate partners during their time in the program. It is incumbent for the center to have a relationship with their community.



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**Cortex Chandler (Timeless Group):** I understand lived experience, and we tend to hire people who do not have that lived experience. We had to partner with other organizations to help us help our participants. Through this partnership, we were exposed to other people and resources and have been able to expand service.

**Marcus Savage (LAWA):** LAWA is a template for everything being discussed today. [msavage@lawa.org](mailto:msavage@lawa.org).

**Andres Zuniga (Center for Living and Learning):** We have monthly meetings to collaborate with different organizations and we also have workshops with County departments.

**Q3.** What staff training and/or resources do you recommend to ensure equity and increase access to opportunities for individuals facing barrier to employment?

**Themes:** Foster youth & juvenile system, Community/client culture & language, Culturally specific training, Client first impressions, LGBTQ, Free community services.

**Laurie Collier (LA Opportunity Youth Collaborative):** We have been partnering with WDACS and the 7 other WDBs. We have been doing capacity building around trauma informed care, motivational interviewing, compassion fatigue, foster youth, juvenile justice. Training is a start, but how do we weave it into the fabric of what is actually happening and make a human-centered design system?

**Sho (Hope4HipHop):** Reach people through their language and culture. Remember those organizations who are doing front-line work right now without any funding at all.

**Lilliana (AMPPM):** A participant's first impression in the office is important as well as how we treat them. Positive communication is very important. Can we also continue creating network opportunities among the various groups here?

**Alesha (DOR):** These organizations should hire people that they are trying to help to make interactions more relatable.

**Dara (CSH):** Make sure the training and trainers are culturally specific to make it relatable and appropriate and so that workforce can learn better.

**Adrienne:** The Boys and Girls Club has a structure we should look at as they provide many free services and resources. The US can be challenging to grow professionally because a degree is frequently required.

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**Monica (Los Angeles LGBT Center):** Having staff trained in the LGBTQ cultural competency and adulthood.

**Miriam Hernandez (Vision y Compromiso):** We train promotoras on theory and practice (hands-on). Our curriculum is based on the popular education and its important to keep interactive, but we also need to look at the needs of the promotoras and the needs of other organizations.

**Q4.** What service-delivery strategies do you suggest to ensure equitable access to, and successful completion of career pathways and industry recognized post-secondary credentials.

**Themes:** Diversify location of trainings, Barriers for career pathways, Juveniles, Comprehensive support.

**David London (ACG Training Management & Consulting Inc.):** We find that many participants are intimidated to go on college campuses, so community colleges really need to engage and connect with their communities and be embedded into the churches and industries where training is provided. This way community members will have access to these various trainings. We also need to look at how we can use technology to assist with training.

**Dara (CSH):** GED as an eligibility requirement is a big barrier for career pathways. Is there funding that can be directed this way? Taking a look at eligibility requirement for launching point for career growth is something we need to consider.

**Paulette (Stopping Pressure on Teens):** When youth are released from the justice system, we let them choose if they want a certificate in a field that interests them. I think it would be a good idea that giving these youth a soft introduction to community college would be helpful so they don't feel forced to do anything but feel they can pursue what they want.

**Laurie Collier (LA OYC):** Case management or partnerships with organizations are needed to provide comprehensive support. Foster care youth need basic needs and housing as these are huge barriers to persistence. We need to find a way to integrate goals into plans that are cross-system.

**Q5.** If you were writing the local workforce plan, what would your priorities be to advance equity and equitable access to workforce system programs and services? Why?

**Themes:** Homeless population, Apprenticeships programs, Engage with clients or community being served, Safety nets, Pilot programs, Benefits counseling, Promotoras.

**Maisha:** My priority would be dealing with the homeless. Reusing unoccupied property, community gardens, hiring homeless to actually work for themselves and sustain their own living. Giving them their

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own program and letting them work at their own pace could be helpful since they rarely like to be in other programs.

**Juan (Whittier Union Adult School):** It would be important to ensure that we bring apprenticeship programs to the table. People are looking for something that is quick and does not take years. We would be bringing unions to the table but also giving people a chance to sustain themselves during the pandemic and change their lives significantly.

**Jonae Watts (PAH):** We need to be able to come up with a pilot program. The homeless need more attention than what the workforce departments can provide. There are many barriers related to trauma and education. We need to be able to align our programs with the homeless that really meet the timing of it. A work-study type of program that is extended and lets them get paid for training in their industry of interest. We need to focus on some type of labor industry that is going to thrive post COVID-19 as many low-income people cannot rely on jobs like Postmates.

**Laurie Collier (LA OYC):** Engaging the people that we want to reach and asking them what would be to help with access to services. What has worked, what were their barriers? Our clients have helped us realize how we can improve our system and close the gap between policy and practice.

**Kenny Green (Centro CHA):** A big concern is that we focus on getting folks back to work, especially the young people and a lot of times that is the main priority. We need to start building true safety nets that can help people sustain their employment and uplift them from poverty. We also need to build up financial literacy. We do not want to set up our youth for failure by addressing their other needs after a getting a job.

**Marcus Savage:** Our homeless population has mental issues, and we need to fall heavily on our government to create some type of way for that to be identified, and then we can help them get back to work. We also need to introduce the workforce to youth as early as middle school.

**Miriam Hernandez (Vision y Compromiso):** One of my priorities will be promotoras comunitarias and train them to be ready for the workforce, and how we can open more opportunities for them to demonstrate and show all the skills they have to work in any industry. They can help build trust with communities we serve and motivate the community to participate in their own process (Community Transformation Model).

**Dara (CSH):** Providing benefits counseling (entitlement benefits organizations). There is a big gap between the fear of losing benefits and changing jobs. The system is set up to keep their jobs/benefits and are not as willing to change jobs or positions. Raise awareness, provide comfort, and help make the transition smoother.

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**Jonae Watts (PATH):** Have a pilot program to work with those that are homeless. You have different groups under the homeless umbrella. Homeless mothers tend to not have an education to move forward. When we can truly understand the demographics we serve, we can better focus on services and addressing barriers. More people will be homeless because of the pandemic and we need to be proactive to reach those who were homeless prior to the pandemic. We can strengthen the collaboration, programs, and opportunities for low-income and homeless populations.

*Meeting adjourned.*

### Summary:

This meeting highlighted the topic of equity and equitable access within the workforce. There were strong recommendations to create partnerships or solid linkages among AJCCs, businesses and other relevant organizations to better promote opportunities, programs and to better align with community/client needs. There were also suggestions for connecting with community colleges and working closely with them to interact with the most vulnerable members of the community. The audience was asked how equity can be advanced for BIPOC and LGBTQ populations so that we can develop a stronger workforce. Understanding implicit bias was the number one response for training needs in order to mitigate inequities and disenfranchisement, followed by cultural competence (poll). Several audience members shared a need to reach out to the homeless and provide adequate support for this community. Another theme was hiring people 'lived experience' for particular type of work and collaborating with community members to better engage the community.

## PUBLIC STAKEHOLDER FORUMS

**Los Angeles County**  
**Workforce Development, Aging and Community Services**  
**Date: January 27th, 2021**  
**Number of Registered Attendees: 251**  
**LA County Workforce Development Board (WDB) WIOA Local Plan Forum #3**

Welcome and Introductions | LA County Local Area Plan

Welcome and purpose of meeting by Martha Molina-Aviles. Acknowledgment of Commissioner Hewitt and Commissioner Medina.

Facilitated Discussion: Historically unserved & underserved populations.

### Live Verbal Feedback

**Q1.** What barriers to employment are faces by those who are unserved or underserved members of the County?

**Themes:** Gaps in employment, Older adults, Higher bracket careers, Going beyond job placement, Digital divide and access to trainings, Funding.

**Donna (USC Family Caregivers Support Center):** A gap for our population is finding work post family caregiving. This is a barrier because they are returning to the job markets after several years and tend to have low skills.

The workforce may also not be sensitive to older adults (50+).

**Guadalupe (IDEPSCA):** The challenge has been to get access to job trainings as most places require an SSN. Immigrant workers are facing barriers related to language and getting access to trainings.

**Michael (Health Good):** The kinds of opportunities that these folks are able to pursue are limited to certain kinds of jobs it seems like. There are no pathways to careers that are in a higher bracket like technological opportunities as opposed to being a custodian.

**Chander (Studentnest Foundation):** We have a tutoring contract with the Texas workforce commission. We have noticed that people are getting their GED and the tutoring program we put together has been very beneficial to meeting their needs.

**Enrique Medina (Commissioner LA County WDB):** My concern is that we assume the individuals we serve have access to the internet. In Pomona, we know that many of our parents and community members adults do not have access to the internet. We could create regional training centers where we can virtually train people virtually in our facilities now and after the pandemic. We can provide training opportunities to employment that connects them to middle-class lifestyle.

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**Coach Ron (Mailing Pros Inc):** My concern is getting funding for supplies. We want to see funding allocated to help with training that can connect people to job placements.

**Elias Cortez (Heartland Coalition):** We notice that due to the pandemic, there are challenges related to the digital divide. It has flipped our plan to have 80% hands on work and 20% training. We are giving participants access to Chromebooks in the parking lots of AJCCs if they do not have access at home. Covid Funding for education should be considered to help close the digital divide between AJCCs and our participants.

**Kim Watson (Project Joy):** The barrier we see is that the foster youth programs AJCCs offer do not provide sufficient skills to help youth move forward in life. Most are working, but have challenges meeting their bigger aspirations and get caught in a cycle. We developed a program to address the digital divide (laptop donations) and they can participate in the program from home. Youth are also expressing the frustration of not being able to get entry-level employment because of the pandemic, and they are competing with adults that have years of experience.

**Mark Hanson (Heartland Coalition):** We have a construction career program, and we connect with unions to ensure better wages and have benefits. We provide certificates for a variety of jobs (plumber, carpenter, etc.). We are an eligible training provider, but it is now more expensive due to the pandemic, but we provide training virtually.

**Q2.** What are the specific gaps between the services that are available and the services that people need? How do we bridge those gaps?

**Themes:** Trauma-informed training for staff, Traditional job inaccessibility, Compressing programs and shortening length.

**Dara (CSH):** The services that are needed are not being requested properly. We need staff to be trauma-informed so they can really engage meaningfully with people who are coming to their doors and appropriately referring people to the right resources.

**Joanne:** Traditional jobs require exams that are designed to weed people out rather than help them pass. Unless you have an educational degree, it is very hard to move up the ranks of these jobs (receptionist, typist clerk, filing clerk, etc.).

**Donna (USC Family Caregivers Support Center):** Young Black and Brown family caregivers need access to funding for elder care respite, alternate care so they can attend training and educational programs. There should be collaborations between job centers and social support programs like the USC center. The experiences as a family caregiver could be a pathway to CNA and nursing. And proving food during trainings can help.

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**Elias Cortez (Heartland Coalition):** A best practice idea is that we found that compressing time to get the individual training assessment that these kids have to go through. Some have waited for 2 months, and we have been working on how to streamline this process. In some cases, we brought the time down to 2 weeks. Students have also been redirected to programs within the AJCCs and students have expressed that this is helpful, but job placement is not always guaranteed. With our program, we guarantee job placement with unions. We need to rethink how AJCCs are bringing in the students that we spent months recruiting—they were redirected to wrong programs and now they have no jobs.

**Q3.** What types of staff trainings and best practices are needed to serve those who have been historically been unserved and underserved gain equitable access to workforce development programs and services?

**Themes:** Cultural humility, Trauma-informed staff, Building rapport, Wraparound services, Accountability measures, Older BIPOC adults, Mental health training and support.

**Dara (CSH):** Person centered approaches, different case management, modalities (harm reduction, trauma informed approach, cultural humility) and just recognizing different soft skills trainings for AJCCs. Re-learning and un-learning what the assessments are asking so they can make sure they are building rapport with clients and referring them to proper services. There needs to be accountability measures on the frontline staff to make sure they know who they are serving and can better help them meet their needs.

**Elias Cortez (Heartland Coalition):** Wraparound services tied to these programs and a 24-hr hotline. The AJCCs could do better job to in filtering out services that can be provided quickly to these students. County integrating their services to this program would be a great asset.

**Kim Watson (Project Joy):** The intake process takes too long and multiple appointments can be a hardship for some clients due to transportation barriers. We need trauma informed training and a strengths-based approach—clients already know what their deficits are so focusing on what they do have can make all the difference in the rapport building.

**Donna (USC Family Caregivers Support Center):** Training is needed on how to teach older adult learners from BIPOC groups, identifying social barriers so participants can be referred to the right services. Young BIPOC are more likely to be providing caregiving while trying to work.

**Joanne:** Ages across the board ranging from HS dropout to a single mother. On-the-job training would be great for this population where they can learn to use computers and develop their resumes. We also need more staff with similarly lived experiences, have empathy and humility. We need to reach out to these people and show how to groom, have phone etiquette, conduct mock interviews and so on.

## PUBLIC STAKEHOLDER FORUMS

**Guadalupe (IDEPSCA):** Training on mental health is needed to better mediate situations and to de-escalate hard situations without police.

**Q4.** What strategies or systems change should be put in place to help communities recover; particularly those that include workers who have been disproportionately impacted by COVID-19? Who should be involved?

**Themes:** City/County connect with AJCCs, OJT option, Enhance connection to industries.

**Elias Cortez (Heartland Coalition):** Job developers from city/county need to connect with AJCCs and expand the trainings to give students multiple options for a career pathway. There is a lot of opportunities to work together and provide connections back to the industries help guarantee job placement.

**Kim Watson (Project Joy):** As far as system changes, I would make incentivize employers to utilize the OJT option because it is already there. Also, the support system needs to be in place for OJTs to be effective.

**Dara (CSH):** There is missing piece of job development that can lighten the load between the BSRs and the AJCCs case workers. Job development can help by being the liaison for the client and employer up until job placement. This way relationships can stay warm with service providers and employers.

**Donna (USC family caregiver support Center):** The link is for the master plan on aging and has 5 goals related to workforce. [MPA.aging.ca.gov/goals/](https://mpa.aging.ca.gov/goals/)

**Joanne:** I would like to help clean up the homeless neighborhood where indigenous people live, skid row, Long Beach. We need to talk to our legislators about this and if we take pride in our city, we take pride in ourselves.

**Q5.** If you were writing the local plan, what would your priorities and service strategies be to ensure members of historically unserved and underserved communities have opportunities for high quality and upward mobility?

**Themes:** Include a plan for COVID19 in local plan, Identifying barriers such as GEDs and exams for traditional jobs, Wraparound services, Partner different generations.

**Elias Cortez (Heartland Coalition):** The state already has a program like that and focuses on investment (DAC programs). I notice that many of the cities have access to this information and are working to entice entities that come in and invest in these disadvantaged communities to provide jobs



## PUBLIC STAKEHOLDER FORUMS

and career paths. We need to tie these programs to include the impacts of Covid19 and provide more wraparound services. We should also tie County to these programs together.

**Lisa Chan (LACOE):** We have to identify barriers and we are finding that we have a lot of folks getting their high school diploma. We need to create a clear pathway to have mobility and build partnerships with industries.

**Donna (USC family caregiver support Center):** Provide wraparound, meals and stipends for BIPOC, partner generations so they can learn from each other, have collaboration with older adult services within WDACS to help set up these mentorships.

**Joanne:** Let people apply to traditional jobs without an exam.

*Meeting adjourned.*

### Summary:

The goal of this meeting was to identify ways to better serve historically unserved and underserved populations which include but are not limited to those with disabilities, Immigrants, Youth, Older adults, Homeless, BIPOC and more. Audience members were asked to identify top needs and most critical barriers for helping these populations achieve job placement and success. Some of the barriers identified was building better communication and collaboration among AJCCs and lengthy intake processes that do not go beyond job placement support. Suggestions included developing accountability measures and mental health training for frontline staff to ensure staff know who they are helping and how to best support them. There was also strong support for including support and resources for older adults in or trying to enter the workforce.

## PUBLIC STAKEHOLDER FORUMS

### Los Angeles County Workforce Development, Aging and Community Services

Date: January 29<sup>th</sup>, 2021

Number of registered attendees: 345

#### LA County Workforce Development Board (WDB) WIOA Local Plan Forum Sector Forum #4

Welcome and Introductions | LA County Local Area Plan

Welcome and purpose of meeting by Martha Molina-Aviles. Acknowledgment WDB staff, Commissioner Hewitt, Larry Spicer, Patricia Castellanos.

Facilitated Discussion: Cluster & Career Pathways.

#### Live Verbal Feedback

Caroline Torosis' Presentation on Business Services:

**Themes:** Connecting AJCCs to various programs and agencies (community colleges, business services etc.), Technological resources to improve connection and communication with partners, ways to promote opportunities.

**Elias Cortez (Heartland Coalition):** How can BIZFED and the AJCCs get connected with this program?

**Jennifer G (EYP Ventures):** For those of us in business and technological sector, are there way for us to get connected faster and get up-to-speed with different stakeholders and organizations? What technological skills can help us achieve this?

Are there specific business contacts that can help?

**Dario Rodriguez (EC Hispanic Media):** Wants to partner with organizations that are trying to reach the Latinx community.

**Ilaf (CA Competes):** Is there a potential for connecting AJCCs to Community Colleges for those training opportunities and is this already happening?

**Sam Scully (Sam Scully Staffing):** I have a lot of tech opportunities and I want to know how I can further share these opportunities.

When I know of opportunities, how can I align with various departments, states, colleges, and schools to promote these opportunities to local individuals (rather than relying on LinkedIn).

## PUBLIC STAKEHOLDER FORUMS

**Q1.** How can we help businesses strengthen the skills of its workforce?

**Themes:** Improved communication with businesses, Understanding business needs, Specified trainings, Promoting opportunities (in specific regions).

**David London (ACG Training Management & Consulting Inc.):** Developing a direct relationship with the industry is key as well as reaching out and connecting to employers. We need to speed-up the process in which we get new skills needed by the workforce and then embed that into the curriculum. We need to shorten this time because some industries move on fast, and there is not time to review the curriculum.

**Araxie (Annie Foundation in DTLA?; The Right Connection):** Employers do not know how to review resumes and they do not know what they are looking for. Candidates also do not have the knowledge or resources to learn how to market themselves and their resumes. Networking is also a skill that most candidates do not know. We should find a way to help employers and candidates network.

**Elias Cortez (Heartland Coalition):** There has to be more constant communication between existing organization (like BIZFED's model). This way we can interconnect the AJCCs and build up communication and outreach.

**Kim Hughes (EntreNous Youth Services):** It would be great if County could connect non-profits that do pre-apprenticeships and workforce trainings to businesses. This can help with producing soft skills (to work well with others) and technical skills.

**Ryan Whetstone (Mt. SAC Regional Consortium for Adult Ed):** Businesses should share their immediate needs and bring in a partner (Adult school, Community College, non-profit) and satellite an instructor to that particular business or that business can send their employees to a solid location for training.

We need to talk specifically to the businesses and clarify exactly what they need.

**Diane Walker (Antelope Valley Union High School District):** How can we scale up opportunities in Antelope Valley and Northern LA County?

**Sheila Wiley (YWCAGLA):** Paid work experience helps to alleviate costs that an employer would accrue for training.

**Carol Gonzalez (Stardust Realty):** Getting a real estate license costs less than \$500 and no required qualifications. This can be an 'easy' route for people looking for work, but motivation and determination is needed.

## PUBLIC STAKEHOLDER FORUMS

**Kenny Green (Centro CHA):** Businesses need to look at how work will be done remotely in a post-COVID world and assess how we can prepare youth for these opportunities.

**Monica Guardian (AltaMed)**

### Public Comment Form

Looking to work with health officials in regard to having funds for healthcare students to provide vaccines at their vaccination sites (local health centers).

**Q2.** What services, training and supports do job seekers need to help prepare for and keep work with family sustaining wages and economic mobility?

**Themes:** Financial literacy, Early training for youth, Individuals with disabilities, Student needs, Budgets, Complications caused by pandemic, Interpersonal skills, Mental health (Wraparound services), Foster Youth, Stipends, Community role models, Digital literacy skills.

**Fran S. (L.A.County OLDER ADULTS):** Start the training younger (high school). A lot of kids do not go to college, so we need to start training high school students who want to learn a trade.

**Maryanne (BIZFED):** People should have a chance to learn how to find sustainable work and wages. We should help people realize their potential and encourage them to find a career that can sustain their families.

**Jenna (Pula Legal Interpreting):** What does the WDB/Offices do to serve deaf individuals seeking jobs?

**Mark Hanson (Heartland Coalition):** The pandemic and health restrictions have complicated trainings and certification programs.

**Ryan Whetstone (Mt. SAC Regional Consortium for Adult Education):** Trainings should offer an aspect that helps youth work with different personalities and develop interpersonal skills. Young people are more rapid to quit a job because they have been offended in some way or another (not manageable to HR). Youth do not have a level of tolerance or a thick skin to deal with different people in the workplace. Focus on comprehensive financial literacy in trainings.

**Elias Cortez (Heartland Coalition):** We are finding that students have a need for transportation, housing and now mental health services. The County has these services available, but we need to connect these resources back to AJCCs (wraparound services).

## PUBLIC STAKEHOLDER FORUMS

**Veronica Soto (Hire LAX):** Youth Cohort will start this summer (July). Cohort will be ages 17-24. In order to keep students in these programs, we must have a stipend and we also need to focus on foster youth.

We also need to start integrating program while students are in high school so they can have that exposure, support and enthusiasm for various career paths.

**Adrienne:** We should seek community role models for students/youth. Encourage parents to open a bank account at 13 years old so that kids can learn to manage funds early on.

**Keisha:** The pandemic has highlighted the need for digital literacy skills and the workforce has been going in this direction anyway, so we should focus on these skills.

**Q3.** What are the impacts of COVID-19 on workforce training and education programs that lead to industry-recognized credentials?

How should we address those impacts?

**Themes:** Cross-industry and skills trainings, Digital literacy skills, Inconsistent trainings due to public health restrictions.

**Elias Cortez (Heartland Coalition):** OSHA Trainings provide national certificate. Training can be applicable to almost any vocational job or career.

**Kim Watson (Project Joy):** There is a strong need for technology so participants can take full advantage of the job market. The pandemic has created a strong need for digital literacy skills.

**Kim Hughes (EntreNous Youth Empowerment Services (Compton YouthBuild):** The pandemic has changed training practices. There is more physical space between trainer and trainees, trainings are now spread out over time. The pandemic has also made it challenging to identify what job is essential and what is not, causing inconsistencies in trainings. A lot of training is held virtually, but not everyone has the capacity or skill set to learn virtually.

**Diane Walker (Antelope Valley Union High School District):** We are hoping to get small cohorts of students back into high schools for proper training (like community colleges). There is liability for training online since students can risk hurting themselves with certain equipment.

**Veronica (Hire LAX):** The pandemic has forced us to cut 32 students down to 15 in cohorts. Most of the in-classroom training is now virtual. Hands-on training and physical fitness is still happening on campus (Southwest College).

## PUBLIC STAKEHOLDER FORUMS

**Jeffrey Forrest (College of the Canyons):** The pandemic has created a need to look at an a-la-carte type approach for what companies need and what they are willing to accept. We need to know how long trainings will take and what kind of training that will be done. A training program should have to adjust to what a company needs to accelerate that training. The workforce training community needs to look out for this change.

**Daisy Nip (LA County):** There is on-going pressure for education within the ITS field. There is a lot of advertisement to get people interested in different fields. Advertisements will highlight Ivy League schools, but the trainers themselves do not come from those Ivy League schools.

**Q4.** Describe ways to expand “Earn & Learn” models including:

**Themes:** Wraparound services, Examining other models and publications (iFoster, Community College models, Heartland Alliance, etc.), Bridging funding and resources, High school volunteerism in industries, Shadowing career pathways, Project-based learning.

**Elias Cortez (Heartland Coalition):** We have been working with a construction employer and students are ensured to be on specific projects. Students also get paid, and this is great for those who have financial hardships.

**Kim Hughes (EntreNous Youth Empowerment Services (Compton YouthBuild):** We run a pre-apprenticeship program and we pay stipends. The challenge is working from a grant, and when the grant is finished, there is always a gap between getting a new grant. We need wraparound services and bridge funding so that we can support participants learn and earn.

**Kim Watson (Project Joy):** I agree with the need for wraparound services and bridge funding. Look at models like iFoster.

**Jonae (PATH):** Community College in Baton Rouge has wraparound services and connects with employers who want to hire those students full-time and through apprenticeships. Some demographics are harder to serve than others. We should look at community colleges who are doing extremely well working with various demographics and addressing needs.

**Dara (Corporation for Supportive Housing):** Heartland Alliance – does policy and sits at the intersection of employment and homelessness. A good model to look at.

**Veronica Soto (Hire LAX):** Ensure you have the industry and employers fully engaged and committed by meeting their demands. Internships need to be substantive in order for participants to be successful in the long-term.

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**David London (ACG Training Management & Consulting Inc.):** Look at models that let high school students volunteer in industries of interest to give them an early and better understanding of where they want to go with their career goals.

**Mark Hanson (Heartland Coalition):** Will work with anyone who wants to serve veterans and foster youth in Los Angeles. Contact is 619 261 7180.

**Diane Walker (Antelope Valley Union High School District):** The Future Ready IOS system partners schools and employers to work on projects. For internships, many employers think there is liability, but the school districts cover that. There should be an educational campaign to clear up the confusion. Bring together smaller employers, those who think they could do more if they had extra help, to provide internships.

**Q5.** What strategies could increase participant access to and completion of trainings that align with priority sectors and career pathways? At what age should the strategies begin?

**Themes:** Middle School/High School, Social media marketing, Success stories, Convert interests to career paths, Exposure (early), Partnerships and collaboration with various agencies and sectors

**Elias Cortez (Heartland Coalition):** Middle schools would be a good place to start to apply skills and learning beyond the book.

Even if you don't apply for a job or don't work during this age, this would be a good chance to ask students "what they like to do" as opposed to teaching them about different jobs. Convert their interests to career paths.

**Ryan Whetstone (Mt. SAC Regional Consortium for Adult Education):** Middle School level. Strategies: social media marketing to promote pathways, salaries, sustainability in a 'human' way so that the participants we serve will understand; use success stories.

**Araxie (Annie Foundation in DTLA?; The Right Connection):** From a parent's perspective, youth become more interested in responsibilities during high school. Keep students grounded by helping them make money and exposing them to various career opportunities.

**Jonae (PATH):** If our practices do not make sense to the people on 'ground zero', then we can not apply these practices. All of us need to take advantage of the intellect of stakeholders we have to start pulling together ideas and collaboration and to ensure it makes sense to the clients.

**Kim Hughes (EntreNous Youth Empowerment Services/Compton YouthBuild):** By partnering and collaborating, everyone will know what everyone's needs are. How can County connect all the agencies and differing sectors doing this type of work?

## PUBLIC STAKEHOLDER FORUMS

*Meeting adjourned.*

### Summary:

This forum focused on methods, strategies, existing programs, and new suggestions for helping youth/participants find and succeed in their career pathways. Further, this forum intended to understand how the workforce can best meet employers' needs and how the workforce can seek sustainable wages and navigate the system for career growth.

A common theme was a need for wraparound services to minimize housing, transportation, mental health, and financial barriers that can impede one's ability to succeed. Another strong theme was looking at existing models in community colleges and other organizations engaging in this work and doing well. The challenges identified were inconsistent communication across AJCCs and across organizations engaging in similar work, digital literacy skills, mental health, changes in training programs due to health restrictions, and a disconnect between what employers want and what the current workforce offers. Stakeholders suggested having cross-industry training programs, early exposure (middle school) to career pathways, engaging high school students through volunteerism, understanding employers' needs, offering stipends, enhancing internship experiences, and examining existing models.

A presentation by Caroline Torosis covered how WDACS is working closely with employers to understand their needs to ensure programs can provide the right tools and services to youth/participants.



## PUBLIC STAKEHOLDER FORUMS

### Los Angeles County Workforce Development, Aging and Community Services

Date: February 5th, 2021

Number of registered attendees: 228

### LA County Workforce Development Board (WDB) WIOA Local Plan Forum Sector Forum #5

Welcome and Introductions | LA County Local Area Plan

Welcome and purpose of meeting by Martha Molina-Aviles. Present: Commissioners Hewitt, Medina and Saucedo.

Facilitated Discussion: The digital divide & modernization of the AJCCs.

#### Live Verbal Feedback

**Q1.** What are ways to bridge the digital divide? How can we increase digital literacy to improve access and deliver quality services?

**Themes:** Access to internet, Essential workers & remote working, STEM pipeline, Accessibility to sites and platforms, Digital equipment budgeting, Giving opportunities for youth to co-facilitate tech and digital trainings.

**Jennifer Thomas (City of LA Housing Authority):** Our clients are mainly essential workers, so they do not have the luxury to work from home. They also need childcare and they are not computer literate. We have explored partnering with Starry Internet Services (provide 5g internet) and service are affordable at \$49.99. We need to partner with community colleges to provide workshops on Zoom, Google Suite, etc. We also need to engage our youth through summer youth employment programs where they co-facilitate the teaching of these online platforms and perhaps create a STEM pipeline.

**Delia:** These platforms should be easy, so people are not intimidated by these platforms.

**Elias Cortez (Heartland Coalition):** Submitted Digital Plan to WDB. There are state programs that offer loans to entities to invest in energy saving products and practices. The money can then be invested into Wi-fi services and kids can then use this resource in the parking lots.

**Kim Watson (Project Joy):** We have an Explore AI program that is virtually based. On a broader scale, if the AJCCs could provide the technology with their funding. Digital equipment should be under 'needed services'.

**Arthur (East San Gabriel Valley AJCC):** LA County public libraries will start having laptops and mobile hot spots to lend out to the community.

## PUBLIC STAKEHOLDER FORUMS

**Q2.** How can AJCCs be modernized and made easier for customers to navigate? Include ways to streamline the customer process.

**Themes:** Current options, Re-framing questions, Website accessibility, Connect agencies that can support each other, Teaching clients to use current tools (cell phones), Develop a County or AJCC application software for clients.

**Elias Cortez (Heartland Coalition):** The options you have now is to do a high-level review of 3 components- people, technology, process. Take a look at the whole thing to be able to deliver better services. AJCCs need to improve on their recruitment and retainment and there is case management technology (longitudinal database) to help track student progress and create a student portfolio.

**Simon Lopez (Goodwill):** We should rethink the framing around 'streamline' and focus on making improvements. Efficiencies do not always result in better outcomes for students, so I suggest we think about this a little differently. We should focus on getting better. A gap in our system is that we give people technology but how are we ensuring that they know how to use the technology? Support training for clients is not consistently embedded in the system and the pandemic has made this more of a challenge.

**Jaime (City of Los Angeles, Department on Disability):** We need to ensure all websites are easily accessible to everyone.

**David (SMC student):** What we are taught in school is to do interviewing with the users of your product, going through those trouble spots, and re-design based on that feedback.

**Ted (Ahmad Institute):** Different agencies have different capacities and, in those instances, where agencies have some employment related services available, there should be a way to connect these agencies. Job developers also need to help clients successfully land a job placement.

**Kirk Kane (AJCC Rio Hondo):** One thing we did was work with clients to learn how to use tools they already have like cell phones. For example, they were taught how to download forms from their phones. Some issues we had were that some clients did not know how to take a photo and submit a document online, so we created a cheat-sheet to help them with the steps. Small things like that can make a big difference.

**Simon Lopez (Goodwill):** There has been a declining investment in workforce services at the federal level for the last 30 years. We are working with 60% of the budget but have more tasks to do. This is a legislative issue that needs to be tackled and not just an LA County issue.

**Derrick Gordon (Project Joy):** Having an app that everyone can download on their phones.

## PUBLIC STAKEHOLDER FORUMS

**Elias Cortez (Heartland Coalition):** An app is good idea and there are 'diy' YouTube videos. AJCCs should embrace these technologies to help the process be easier for clients.

**Q3.** Our system currently has shifted to a comprehensive Virtual One-Stop. How can we expand virtual service delivery throughout the workforce system? What are challenges?

**Themes:** Hotline for clients, Language barriers and cultural awareness, Digital literacy skills, Invest in digital technology, Communicate with employer HR staff to identify, and understand critical barriers, Promoting awareness of resources through various mediums.

**Elias Cortez (Heartland Coalition):** Provide a hotline or a blog so students online can actually interact with someone.

**Ripsime M. (Pomona Valley AJCC):** Realize the community we deal with. Language barriers become an issue when we have to provide services virtually and not everyone is digitally literate and therefore, uncomfortable.

**Ted (Ahmad Institute):** I have a lot of clients who do not have digital literacy skills. Trainings should be made available and connect with agencies that are working with clients who need this support. This can also help staff better understand staff.

**Delia (Retired Teacher):** I think you will be delivering lots of laptops and then the rest will take care of itself.

**Jonae Watts (PATH):** Train job seekers on using technology by having pre-recorded job readiness trainings (interview skills, resume writing, how-to use technology). This will also benefit people who cannot make these trainings in-person.

**Magdalena (El Proyecto):** On a system-wide effort, both the city and County should look at a strong investing in digitizing in building the technology needed for the workplace now. There needs to be a real effort to fund and build these capacities to better serve our communities.

**Elias Cortez (Heartland Coalition):** The typical way to hire people now starts online. You do not get to talk to a person right away and technical skills are needed to apply online. Technology access and changes in processes have disenfranchised people.

**Juan (Whittier Union Adult School):** Our communities may have not have an idea of what they are missing as the world changes, which is why I suggest reaching out to communities through the radio, newspapers and so on. It must be consistent across the board and AJCCs are still not well known, so we need to popularize the AJCC brand.

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**Jonae Watts (PATH):** When BSRs are also collaborating with various companies and businesses, they should talk to the HR staff because they already acknowledge the company's having problems in getting people to apply online through their phones. HR staff are realizing they need more sensitive material to help people apply to their companies.

**Q4.** In light of this discussion about the digital divide and modernization of the AJCCs, how do we benefit from COVID-19 and turn adversity into out collective advantage? What have we learned?

**Themes:** Housing and employment, Adapting to digital divide for the long-term, Incorporating digital literacy to curriculums, Align organizational efforts with local curriculums, AJCC advisory council with a member from every type of program.

**Ted (Ahmad Institute)::** the digital divide is not going anywhere. We are learning the significance of its use and its power (technology). We have the chance now to fix the flaws. For many clients, they have never been forced to use a digital device so more and more of them are now open to this idea. We need to look at different systems and connect with various agencies for support. We also need to streamline services related to housing and employment.

**Jennifer (EYP Ventures):** the pandemic is an amazing opportunity to talk about upscaling. We are more worried about placing people in jobs rather than placing them on career paths. This is an opportunity to broaden their (clients) perspective. We are not doing a great job about teaching about workforce literacy/the context of how they enter the workforce. We do not teach people to identify where they want to go with their lives, and we need to have these conversations during this pandemic. This is a great chance to help clients be digitally literate and workforce literate.

**Juan (Whittier Union Adult School):** We created a Google Suite class for our ESL curriculum and the more students heard about it, the more they would be likely to take it. They get digital literacy training and language learning.

**Jacqueline (WCAEC):** I would like to see our organizations aligned with curriculums (EX: LAUSD) and engage people as early as middle school.

**Elias Cortez (Heartland Coalition):** The AJCCs should create an advisory council with a member from every type of program to ensure communication.

**Q5.** What would your priorities be if you were writing the local plan?

**Themes:** Pilot program tailored to homeless and other special populations, Fuse housing with workforce development, Collaboration, Leveraging, Wraparound services, Primary needs, Higher education and variation of options for clients, Financial hardships, System navigators, Addressing bias from service providers, Clients with disabilities, Standardization.

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**Jonae Watts (PATH):** Implement a pilot program (that offers mental health support) that is specifically designated to work with those individuals experiencing homelessness that just have a short attachment to employment. They are job-ready and are not on drugs and do not have mental issues. It has been a challenge working with other programs as they may have biases or just refuse to work with certain people. Fuse housing with workforce development. An AJCC had a homelessness program but the program ended after a newly hired manager joined the AJCC.

**Ariel (First Institute Training and Management, Inc.):** This is a great chance for all of us to be able to reinvent and repackage ourselves to ensure that when our customers return to some kind of normalcy, we are able to build an environment where they feel safe and welcomed to express themselves. We need to also respond to the needs of local employers. We need to prepare people for the workforce, but we often forget the financial hardships they have. We also have to accept the fact that not everyone will pursue a 4-year college.

**Ted (Ahmad Institute):** Collaboration and leveraging. Our funds are not always sufficient to meet the needs of our clients. There is not enough effort around housing and employment. State funding should be connected to AJCCs and AJCCs should know about us so we can help. Primary needs must be met right away to eliminate the strongest barriers.

**Kenny Green (Centro CHA):** We need to make sure folks get wraparound services to eliminate various barriers. System navigators can help mitigate the effects of the digital divide within the community.

**Carmen J. (FDLRC):** Increase collaboration with LA County AJCCs to support members with disabilities.

**Elias Cortez (Heartland Coalition):** Develop standardized recruiting and engagement early on and identifying needs across AJCCs.

*Meeting adjourned.*

### Summary:

This meeting addressed the digital divide that has widened since the start of the pandemic. Audience members were asked to assess where organizations have opportunities to improve accessibility and support for clients. Strong and common themes included investing in technology that will strengthen connection, communication, and collaboration across AJCCs, developing a mobile application for clients, coordination technology and digital literacy trainings, aligning program and services to local school curriculums and fusing the workforce with housing and other wraparound needs.

It was noted that the digital divide will linger in a post-pandemic workforce, so being proactive now to ensure staff and clients have adequate resources and accessibility to achieve goals is critical. It was also suggested that service providers allow youth to engage in co-facilitation of digital literacy trainings

## **PUBLIC STAKEHOLDER FORUMS**

to further engage them. Mental health and homelessness were also strong barriers identified as well as how the pandemic has heightened these challenges for many. The key takeaway was for service providers, County and City to be proactive in addressing current needs and formulating strategies for meeting needs in a post-pandemic economy.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/5/2021 12:03:50 PM	<b>Please provide your Full Name</b> A.K. Trikha
<b>Please provide your contact information</b> will@keyskillsacademy.com Will Trikha Executive Director, Key Skills Academy	
<b>What is the name of your Organization?</b> Key Skills Academy	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Business;Education (Adult Ed);Education (Community College);	

<p><b>Please use this section to state your comment.</b></p> <p>Key Skills Academy provides certification focused online courses with personalized career coaching. Most working professionals want higher-income job opportunities, but they sometimes don't have the skills or knowledge on how to land high-income job opportunities. At Key Skills Academy we help these professionals bridge the skills gap by giving them online training on high-income skills. We also provide them with an online career coach who prepares them by giving them the leverage they need to obtain high-income job opportunities</p>
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## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/7/2021 2:30:16 PM	<b>Please provide your Full Name</b> Michelle Fluke
<b>Please provide your contact information</b> Michelle Fluke Executive Director Antelope Valley Partners for Health 44226 10th St West Lancaster, CA 93534 Phone:(661) 942-4719 ext. 202 Cell: (661) 645-8422 Fax: (661) 951-9715 mfluke@avph.org www.avph.org Follow us on Facebook! www.Facebook.com/AVPartnersforHealth	
<b>What is the name of your Organization?</b> Antelope Valley Partners for Health	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization;	

<b>Please use this section to state your comment.</b> no comment
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## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/8/2021 11:32:21 AM	<b>Please provide your Full Name</b> Laneay London
<b>Please provide your contact information</b> Laneay London laneayl@serenityvillagelife.org 661-789-7286	
<b>What is the name of your Organization?</b> Serenity Village Development www.serenityvillagelife.org	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization;	

<p><b>Please use this section to state your comment.</b></p> <p>I would love to see more career pathway development from high school to doctoral level education in behavioral/mental health industries. Mentorships, Internship, and Apprenticeship program will be vital. Our nonprofit features such programs.</p>
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## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/8/2021 11:34:22 AM	<b>Please provide your Full Name</b> Amber Roth
<b>Please provide your contact information</b> 1545 Wilshire Blve., Los Angeles, CA 90027 Email: aroth@we-rc.org	
<b>What is the name of your Organization?</b> Worker Education & Resource Center	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization;	

**Please use this section to state your comment.**

We should make sure that programs include an array of services that target different populations who need to access employment services. Everyone is at different stages and how do we eliminate barriers to accessing employment services, support needed (case management), and include the worker's voices who need the services.

Partnerships are also important and leverage resources from each other.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/8/2021 11:34:41 AM	<b>Please provide your Full Name</b> John Milburn
<b>Please provide your contact information</b> John Milburn Executive Director, Employee Training Institute College of the Canyons john.milburn@canyons.edu	
<b>What is the name of your Organization?</b> College of the Canyons	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Education (Community College);	

**Please use this section to state your comment.**

To ensure more community members gain equitable access to training programs that advance their careers, we need increased incumbent worker funding for lower wage employees and others who are not eligible for Employment Training Panel (ETP) funded training programs.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/8/2021 11:39:26 AM	<b>Please provide your Full Name</b> Marianne Haver Hill
<b>Please provide your contact information</b> Marianne Haver Hill marianne.haver.hill@gmail.com 626-664-5133	
<b>What is the name of your Organization?</b> BizFed	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Member;	

<p><b>Please use this section to state your comment.</b></p> <p>There are many nonprofits that work with target populations for the WIOA plan but are not a part of the workforce system -- i.e. food pantries, mental health organizations, after school programs, etc. I recommend that the Plan include specific strategies to reach these organizations so that they in turn can refer their clients, as part of the Workforce Development Board's efforts to ensure greater equity and access to effective job training and placement programs, as well as access into livable wage career pathways.</p>
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## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/8/2021 11:40:03 AM	<b>Please provide your Full Name</b> Lynell Wiggins
<b>Please provide your contact information</b> lwiggins@compton.edu	
<b>What is the name of your Organization?</b> Compton College	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Education (Community College);	

**Please use this section to state your comment.**

What approaches should be taken to ensure more community members gain equitable access to training access that will allow them to gain equitable access to upward mobility?

Foundation - Interests and Values - Career Ladder. It's important to help clients understand that we are mandated to offer training in areas with high road promise. That means understanding sectors and industries in our region and how their opportunities can help clients. Often I hear, but that's not what I'm interested in. However, that's where the greatest opportunity for increased training and earnings reside. Help clients find an area of interest and something they can value within that area of promise. The last component is to be able to see at least one level beyond the training/position they are considering.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/8/2021 11:55:20 AM	<b>Please provide your Full Name</b> Leeane Knighton
<b>Please provide your contact information</b> knighton_Leeane@LACOE.edu	
<b>What is the name of your Organization?</b> LA County Office of Education	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Education (K-12);	

**Please use this section to state your comment.**

Please consider how training and employment will bring a family or individual closer to goals of self-sufficiency, but far from complete. Higher wages won't mean much if they do not have there is no financial literacy needed to make decisions about spending and saving. We need to have a presence in high schools so that those young people can learn about life expenses, such as rent and utility bills. These lessons need to be revisited as a person's income increases.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/8/2021 11:56:03 AM	<b>Please provide your Full Name</b> Coach Ron
<b>Please provide your contact information</b> 626-277-3457 Ron.crockett@yahoo.com	
<b>What is the name of your Organization?</b> World famous Skidrow Community Clean Up	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization;	

**Please use this section to state your comment.**

🙌🏻🙏🏻💖🙌🏻 Amen to that brother and sister in Christ Jesus name Amen 💖 like to joyfully get support and or funding to joyfully provide work to our beloved homeless people's to positively joyfully clean up world famous downtown Los Angeles CA and fwy off ramps and overpass in World Famous South Los Angeles CA asap 💖

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/8/2021 11:56:46 AM	<b>Please provide your Full Name</b> Justin Wallace
<b>Please provide your contact information</b> Director, Business Partnerships & Workforce Engagement justin.wallace@canyons.edu 661-362-3788	
<b>What is the name of your Organization?</b> College of the Canyons	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Education (Community College);	

<p><b>Please use this section to state your comment.</b></p> <p>The Community College system is a great avenue to get people back to work through No-Cost programs, Fast Track training programs and fast credentialing programs.</p> <p>In addition, we welcome the opportunity to partner with LA County WDB to work towards to building an Advanced Technology Center (ATC) to expand the opportunities for community members to get training so they can get into well paying jobs. This is a great opportunity to partner with the AJCC's and Community Colleges because it helps to meet the needs of the community, employers and mandates from WIOA.</p>
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## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/8/2021 11:57:22 AM	<b>Please provide your Full Name</b> Laneay London, MSW/CEO
<b>Please provide your contact information</b> Laneay London 661-789-7286 laneay@serenityvillagelife.org	
<b>What is the name of your Organization?</b> Serenity Village Developments www.serenityvillagelife.org	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization;	

**Please use this section to state your comment.**

Corporate wellness program development to support the mental and emotional wellness for frontline workers and entry-level workers such as mental health providers.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/8/2021 12:00:00 PM	<b>Please provide your Full Name</b> Barbara Bruno
<b>Please provide your contact information</b> Barbara Bruno Exceptional Minds Director of Development barbara@exceptional-minds.org	
<b>What is the name of your Organization?</b> Exceptional Minds	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> nonprofit job training for young adults on autism spectrum;Community Based Organization;	

**Please use this section to state your comment.**

I concur with the comments about needing funding for the training so participants don't have to pay or pay as much. We are a private nonprofit. We train people with autism in digital arts and animation and help them launch careers in the entertainment industry. It costs \$45,000 to train one student through our 3-year full-time program. We have a tuition of \$33K and are providing more and more tuition assistance - but it all comes from private fundraising. We do not have a large enough staff to independently seek government funding due to the man-hours requirements for all of these government resources funds. We really need funding to make our program more accessible to people who are economically disadvantaged - scholarship funds or apprentice program funding or job training funding to help us offset our program which is essentially teachers from the entertainment industry who are specially training in autism education.

We have worked with one job center to help pay our apprentice graduates in the employment support, OJT phase, but we also need program funding for training. Working under the umbrella of the job center still requires hours and hours of paperwork and results in only about \$3K per qualifying graduate apprentice per year. Is there a way for us to link with more umbrella orgs for our training and for paying our apprentices once they graduate? Community Colleges jobs programs? More Job Centers?

Is there a clearing house to help us link up to qualify for funding? We are told that we can't qualify under Division of Apprenticeship standards for the apprentice part of our program because we can't afford to pay apprentices for the vocational career advancement training part of our OJT - only for the work part. Any input or help in accessing workforce OJT or training funding for a small program like ours that relies on a teacher:student ratio of 1:6 maximum? I know that there are funds for job training and placement for individuals with intellectual disabilities - we are a fundraising group of 2 and have very limited manpower.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/8/2021 12:04:33 PM	<b>Please provide your Full Name</b> Amber Roth
<b>Please provide your contact information</b>	
<b>What is the name of your Organization?</b> Worker Education & Resource Center	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization;	

<p><b>Please use this section to state your comment.</b></p> <p>Getting the voices from the community members who are being hardest hit by COVID to help guide our planning in workforce development and training programs.</p> <p>Work towards creating quality permanent job opportunities and permanent career pathways for all the workers who have been hired during this time of COVID in temporary employment positions.</p>
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## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/8/2021 12:06:37 PM	<b>Please provide your Full Name</b> Robert Klepa
<b>Please provide your contact information</b> rklepa@ucla.edu	
<b>What is the name of your Organization?</b> Adjunct instructor at Santa Monica College and retired Small Business Development Center consultant.	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Business;Community Member;Education (Community College);	

**Please use this section to state your comment.**

I recommend working with Small Business Development Centers and Community Colleges to provide necessary training classes to County workers. I worked with two SBDC's in the past that were affiliated with Community Colleges (El Monte and Santa Monica), but am now retired from this position. However, the value of their classes remain and one remaining SBDC in the L.A. area that the County could work with in this regard is Pacific Coast Regional (PCR). I previously facilitated legal classes for SBDCs and through them was able to provide a great deal of value to my L.A. County students with little or no cost to them. I still give low cost classes on important legal topics for people contemplating starting their own business through Santa Monica College on Zoom (e.g. contracts, corporate formation and maintenance, small claims court, negotiation, mediation and arbitration). If the County chooses to support these classes with scholarships or in other ways, its support would greatly help many more County residents obtain the training they need.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/8/2021 12:10:02 PM	<b>Please provide your Full Name</b> Lynell Wiggins
<b>Please provide your contact information</b> lwiggins@compton.edu	
<b>What is the name of your Organization?</b> Compton College	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Education (Adult Ed); Education (Community College);	

**Please use this section to state your comment.**

HRTPs can improve equity outcomes by collaborating with Community Colleges in their region that have sought to support similar targeted populations with training resources. Compton College is offering a noncredit (free) educational program in Apple Swift programming to teach coding (from basic to more advanced level). They also are planning to offer the Apple Consultant Network (noncredit), where clients are trained to work for technology companies or start their own businesses fixing Apple products in technology deserts throughout LA County. There will always be issues with creating condensed programs in the community colleges because they work on a primarily faculty instructional (Carnegie) model and not necessarily a training model (workforce oriented). However, Compton College offers computer rentals for enrolled students, daily meals through EveryTable in Compton, student grants to support student success, and support programs such as EOPS, CalWORKs, and Disabled Student Programs and Services.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/8/2021 12:15:05 PM	<b>Please provide your Full Name</b> Jean Franklin
<b>Please provide your contact information</b> jfranklin@aohministry.org 149 E Norton Street Long Beach CA. 90805 (562) 200-9174 4112 South Main Street Los Angeles, Ca. 90037	
<b>What is the name of your Organization?</b> Anchor of Hope International Ministries, Inc.	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Church/Faith-Based Ministry;Community Based Organization;	

**Please use this section to state your comment.**

Collaborative and identify Ministry Collaborative Networks coordinating and connecting churches and houses of worship that provide practical program services such as pre-employment, referral, job training, mentoring, supportive services to members of their congregations and community residents. Churches are a valuable network to provide outreach. There are an extreme number of members of congregations who are in need to employment, and access to training. These churches need to be brought in the fold and identified as part of the Workforce Development Network. Anchor of Hope International Ministries, Inc. has a collaborative of 25 churches where we provide training and connect the churches to other churches to share resources to assist members of their congregants and community to workforce services. It's important that churches connect to Workforce agencies to connect them with Unsubsidized Employment opportunities. We work with members and individuals who are receiving GAIN services but they are unaware of opportunities available to participate in TSE (Transitional Subsidized Employment) programs. Partnering with the churches and houses of worship will be a win-win.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/8/2021 12:45:49 PM	<b>Please provide your Full Name</b> da
<b>Please provide your contact information</b> lketterer@sdmissionacademy.org	
<b>What is the name of your Organization?</b> Mission Academy Linda Ketterer Community Liaison	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Education (K-12);	

**Please use this section to state your comment.**

Include the use of lived experience and use of Family/Youth Support partners who have been resilient through their own Trauma. Train employers and employees on Trauma-Informed Care, so they can see that trauma does not define them, and once recognized they move forward despite it.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/8/2021 5:34:02 PM	<b>Please provide your Full Name</b> Kate Vacanti
<b>Please provide your contact information</b> Kate Vacanti Senior Manager, Reentry Workforce Initiatives Office of Diversion and Reentry Los Angeles County Department of Health Services 222 South Hill Street, 3rd floor Los Angeles, CA 90012 kvacanti@dhs.lacounty.gov	
<b>What is the name of your Organization?</b> LA County Department of Health Services Office of Diversion and Reentry	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> County Staff;	

**Please use this section to state your comment.**

I work for the LA County Office of Diversion and Reentry where I manage employment services for LA County's reentry population. I attended the stakeholder meeting today (1/8) on high road training partnerships. In response to the questions about ensuring equity in access to training opportunities, particularly for communities most impacted by COVID-19, I believe it is important to include approaches that will expand opportunities for people impacted by the justice system. Many underserved communities, particularly communities of color, have also been disproportionately impacted by justice system involvement. People with justice involvement face greater barriers to obtaining employment and higher rates of unemployment.

An approach to improving equity should include efforts to help system impacted people get connected to high-quality training programs and career opportunities that offer family-sustaining wages. Particularly as more individuals return home from jail and prison, the reentry population should not be overlooked as a growing pipeline of talent that can meet employer needs. This approach should also include engaging employers to change mindsets about hiring people with justice involvement and provide education about fair chance hiring.

In response to the question about the local workforce plan, I would make sure that some funds are prioritized for services tailored to the reentry population to address the unique barriers faced by people with justice system involvement, reduce the impact of collateral consequences that result from having a criminal record, and expand access to opportunities in different sectors and career pathways.



## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/8/2021 5:40:34 PM	<b>Please provide your Full Name</b> Min Kim
<b>Please provide your contact information</b> mjkim%@ncsu.edu	
<b>What is the name of your Organization?</b> Kristie Kim Design	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Business;Community Member;County Staff;	

<b>Please use this section to state your comment.</b> I want to participate in other workshops related to owning a business in Los Angeles County
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## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/8/2021 5:55:03 PM	<b>Please provide your Full Name</b> Victoria Markle
<b>Please provide your contact information</b> victoria.markle@ywcagla.org	
<b>What is the name of your Organization?</b> YWCA Greater Los Angeles Digital Learning Academy (DLA)	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Workforce Development; LA:Rise case manager;Community Based Organization;Education (Adult Ed);	

**Please use this section to state your comment.**

Thank you for the opportunity to comment. As a workforce development educator, I believe it would benefit us to give as many people as possible personal computer and internet access at home. There would be so many advantages and positives to this potentially costly Computer Relief program, but it could be worth it. Imagine if, along with the stimulus payment, everyone also got a decent laptop computer and internet for a year. Think of the access to education, goods and services, and other resources not typically available in local communities. This could be a life changer especially for those with physical, mental and emotional disabilities, as well as single parents, students, seniors still in the workforce, those without access to transportation, and countless others. As we know, the job search process has become disproportionately digital. Now job seekers would have the ability to search and apply for employment online and be able to reply to any interview or job offers promptly and easily. People in every community could access useful tutorials, including basic computer and soft-skills training, create and revise resumés, as well as share the computer with their school-aged children and other family members which would create more value per computer. They could also attend online vocational training classes and view how-to videos such as those offered through the LA County Library on Linked-in Learning which would help them in their job search. From what I've seen, many of the jobs listed online do not provide a company name or physical address with which to apply and require a remote, digital application. Currently, if someone with no internet access wants to apply to a job they have to come up with a plan B. The Library, WorkSource Center, a friend etc. Simply finding time, possibly child care, possibly time off work, transportation costs... all to get to a library during limited open hours just to apply for the job. And, as someone mentioned in the forum, there are a lot of indicators that many companies will continue to promote Remote Work post-COVID. It would be extremely difficult for someone without easy computer access to break into this rapidly modernizing work world. Those who are on a pathway to a career involving technology would need computers that were equipped with hard drive space, a good processor and plenty of RAM, so it would also need to be a tiered program. For instance, right now the LA Library has a loaner Chrome Book program which is great for those just needing basic access to the internet, but insufficient for those previously mentioned pursuing creative or tech careers. Classroom training for these types of jobs typically does not provide enough time with the necessary programs for students to practice and explore them in-depth. In reality, students need to continue working independently at home – a big part of learning complex material. As was mentioned in the forum, we need to give people rapid intensive training and get them to work as soon as possible. However if they had access

## INTERNET/WEB PUBLIC COMMENT FORM

to computers, software and connectivity at home we could shorten the amount of time it takes to get people trained and competing in today's job market.  
According to projections by 2025 technology, health care, and transportation jobs will REQUIRE advanced computer skills. Let's set our sights to getting our workforce prepared.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/8/2021 7:14:39 PM	<b>Please provide your Full Name</b> Hyepin Im
<b>Please provide your contact information</b> Hyepin Im, President & CEO Faith and Community Empowerment hyepin.im@facela.org (213) 216 3676 3550 Wilshire Blvd. #736, LA, CA 90010	
<b>What is the name of your Organization?</b> Faith and Community Empowerment	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization;	

<p><b>Please use this section to state your comment.</b></p> <p>Please be sure to outreach to Asian American community for job services, internships and training opportunities. Currently, not enough is being done to service this group.</p>
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## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/11/2021 11:44:20 AM	<b>Please provide your Full Name</b> Magaly Lopez
<b>Please provide your contact information</b>	
<b>What is the name of your Organization?</b> UCLA Labor Center	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Research;	

**Please use this section to state your comment.**

With regard to the high road, the local plan should include modifying current systems or creating new ways to gain participation of organizations that serve the most vulnerable populations but don't usually engage with the workforce development system. In other words, the local plan should identify how to make adjustments that give access to the organizations are closest to underserved populations like immigrants, homeless, etc., yet are usually left out of funding opportunities because they are limited in capacity, they use non-traditional workforce development approaches, and/or are not as well-known or well-connected to the system as others.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/11/2021 11:46:29 PM	<b>Please provide your Full Name</b> Jose Sanchez
<b>Please provide your contact information</b> jsanchez415@gmail.com / 909 618-9431 / 2967 Eton Pl Pomona Ca, 91767	
<b>What is the name of your Organization?</b> University of California Los Angeles	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Business;Community Member;Community Based Organization;Education (K-12);Education (Adult Ed);Education (Community College);County Staff;Labor;	

**Please use this section to state your comment.**

people need real help real answers hands on not just u figure it out . starting by understanding who people are and help the ones that have the drive and commitment but not resources and upbringing hard work should all ways pay of its not and people sea that no ones going to comet .

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/15/2021 11:36:22 AM	<b>Please provide your Full Name</b> Joseph Quintana
<b>Please provide your contact information</b> jquintana@uaii.org	
<b>What is the name of your Organization?</b> United American Indian Involvement, Inc. (UAI)	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization;	

**Please use this section to state your comment.**

We are at an opportunity to address the recovery efforts of our community by expanding our efforts working with local CBOs that have established relationships with the communities we serve. We should also better prepare our members for a changes economy either by addressing unemployment, new job skill development, or prepare our seniors/ elders if they choose to return to the labor market. Lastly we need to focus on gender equity, American Indian women make almost half for every dollar a non-Hispanic white male makes in workforce, but within the AI community women are most likely received a high education degree. Our members also have tremendous gaps in educational achievement even prior to the pandemic and had a 2% higher rate of unemployment for men and women than all other minority groups.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/15/2021 11:42:14 AM	<b>Please provide your Full Name</b> Tony Crews
<b>Please provide your contact information</b> (202) 607-4477 cell (301) 986-1595 x 106 Office tcrews@mbihs.com	
<b>What is the name of your Organization?</b> MBI Health Services, LLC	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization;	

<b>Please use this section to state your comment.</b> Very interested in providing behavioral health services
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## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/15/2021 11:54:23 AM	<b>Please provide your Full Name</b> Elia Evans
<b>Please provide your contact information</b> Elia Evans EvansE@uei.edu (626)404-3622	
<b>What is the name of your Organization?</b> International Education Corporation	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Education (Private Sector);	

**Please use this section to state your comment.**

Forms: Electronic WIOA applications, shorter versions, accept electronic versions. LA county WIB indicates forms are now electronic. However, AJCCs websites do not reflect that. Entry points: To be inclusive and increase WIOA awareness, partner with the private sector and not just the public adult schools and community colleges.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/15/2021 11:56:21 AM	<b>Please provide your Full Name</b> Joseph Quintana
<b>Please provide your contact information</b> jquintana@uaii.org	
<b>What is the name of your Organization?</b> United American Indian Involvement, Inc. (UAI)	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization;	

**Please use this section to state your comment.**

The opportunity to co-enroll is a tremendous benefit in expanding our reach especially as our organization provides services across LA County where there is no one central location of American Indian/ Alaskan Natives, who are the members who we serve. The ability to make sure that we have the support of the County provides added legitimacy to this partnership, and ensures our clients feel that they are wanted in a space outside our walls. It may be beneficial for community advisory councils be established by the CBOs themselves with their recommendations be added to reporting or taken into record in order to assist with impact or recommendations for progress.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/15/2021 11:59:23 AM	<b>Please provide your Full Name</b> Lisa Thong
<b>Please provide your contact information</b> lisa@napca.org 213-984-2779	
<b>What is the name of your Organization?</b> National Asian Pacific Center on Aging	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization;	

**Please use this section to state your comment.**

Many monolingual communities are not concentrated in any one particular area/region and organizations with unique ability to serve monolingual populations need more support from agencies in the workforce system. All workforce agencies and entities need to commit to hiring bilingual staff and providing in-language resources and materials in order for those working with monolingual communities to confidently refer to others within the workforce system and leverage all resources available.

For limited English proficient communities, in-language media is the only way that they receive information. The workforce system needs to increase it's outreach and marketing through ethnic media channels and online social media platforms. The county should convene a task force for culturally relevant and appropriate outreach to address this issue/challenge.

NAPCA serves 55+ primarily limited English proficient older workers with multiple barriers to employment. We are challenged in referring our clients to resources within the workforce system because other agencies are lacking in bilingual providers or resources. More than half of Asian American and Pacific Islanders are NOT English Proficient. For AAPIs 55+, many received education in native countries that is not transferrable to similar industries or positions in the United States. Language and education is a high hurdle for this population to overcome.

It would be great to work directly with Adult Schools and Community Colleges to develop education and curriculum that can address some of the biggest challenges we see to employment for the population we serve which includes ESL classes and bilingual instructors for topics such as technology basics (how to use a smartphone or tablet) or vocational training in-language (food services, retail, etc.).

The need for the AAPI community for workforce support is more than what we can serve. We need increased funding, resources, and support from the greater workforce system in order to meet the needs.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/15/2021 11:59:38 AM	<b>Please provide your Full Name</b> Dave Giammarco
<b>Please provide your contact information</b> dgiammarco23@gmail.com	
<b>What is the name of your Organization?</b> N/A	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Member;	

**Please use this section to state your comment.**  
Include designers who are part of unrepresented population for social and online information.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/15/2021 12:03:59 PM	<b>Please provide your Full Name</b> Corinne Eldridge
<b>Please provide your contact information</b> Corinne Eldridge President & CEO California Long-Term Care Education Center 213.210.6389   corinne@cltcec.org   cltcec.org	
<b>What is the name of your Organization?</b> California Long-Term Care Education Center	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization;	

**Please use this section to state your comment.**

At the California Long-Term Care Education Center, we train IHSS caregivers and nursing home workers, including brining new CNAs into the workforce. California will face a labor shortage up to 3.2 million paid direct care workers. Direct care workers earn less than half of California's median annual income and one in four falls below the federal poverty line. As both a CBO and a Taft-Hartley Labor Management partnership, we have direct relationships with workers, employers and SEIU Local 2015. I want to echo and emphasize what others on the webinar stated, in that as a CBO, funding for training programs should be accessible to support the success of our programs in building the workforce of highly trained caregivers that many Californians can't live without.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/15/2021 12:10:24 PM	<b>Please provide your Full Name</b> Joseph Quintana
<b>Please provide your contact information</b> jquintana@uaii.org	
<b>What is the name of your Organization?</b> United American Indian Involvement, Inc. (UAI)	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization;	

**Please use this section to state your comment.**

We have done our best to think outside our comfort zone. We have sought to build strong partnerships starting with the local governments in County and City of Los Angeles. We have also expanded our efforts to first ensure that we have access to data. Often our community is either lumped into "other" or may not be clearly defined. We have also started to collect and maintain data, and have also sought to work with our partners at the State and DoL levels. We have also sought partnerships and better educating our academic community, our business sector, our philanthropic community, and other CBOs across the County. Although it does take time and trust building this has been beneficial as we can understand the perspectives and overcome challenges of entry into improving access into these areas.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/15/2021 12:23:52 PM	<b>Please provide your Full Name</b> Amber Roth
<b>Please provide your contact information</b>	
<b>What is the name of your Organization?</b> Worker Education & Resource Center	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization;	

**Please use this section to state your comment.**

It is important to implement a High Road Training Model, which is what we do. We need to make sure there are good, permanent jobs secured first so at the end of the training programs individuals have a job. Also, it is important that supportive services and retention services are funded for longer period as individuals transition into jobs. Lastly, having more funding for stipends when individuals are completing training programs and to continue to reduce barriers that impact individuals from completing the programs.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/15/2021 12:24:20 PM	<b>Please provide your Full Name</b> Lauri Collier
<b>Please provide your contact information</b> lauri@laoyc.org	
<b>What is the name of your Organization?</b> Alliance for Children's Rights	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Partner and Collective Impact Initiative ;	

**Please use this section to state your comment.**

Describe how the workforce system is collaborating to ensure access:  
 The Los Angeles Opportunity Youth Collaborative partners with public workforce and child welfare agencies in L.A. County in devising collaborative, systemic solutions to improve foster youth connection to work readiness training, early work experiences, and pathways to sustainable careers.

**Universal Referral Process**  
 OYC successfully created, piloted, and launched the Universal Referral Process, which is now a web-based automated referral system to improve connections between DCFS and the county's seven workforce boards. When we launched out collaboration in 2013, we could only identify 89 foster youth enrolled in the Youth@Work program. Our collaboration has led to a over a 1000% increase in foster youth enrollments. From July 2019 - June 2020, 866 youth in foster care were placed in paid work experience, an increase of over 15% from the previous year. Since July 1, 2020, over 671 youth in foster care have been referred through the process and 49% enrolled.

**Advancing Youth Employment Opportunities in Response to COVID**  
 Working with Los Angeles County's workforce system, the OYC successfully advocated to maintain youth employment funding despite the county's billion dollar-shortfall. While subsidized work experiences have been put on hiatus for many workforce providers nationwide, OYC partners successfully advocated for the County Board of Supervisors to maintain the \$20.8M budget for the Youth@Work program, with \$2.5M earmarked for youth in foster care.

**Going Online with TAY WOW Curriculum**  
 Historically, TAY completed 20 hours of the TAY WOW work-readiness curriculum and 100 hours of work experience at a worksite. In March, the entire curriculum was converted to a virtual format, and technical assistance has been provided to front line practitioners to develop their online facilitation skills by providing support to 56 sites reaching 141 workforce system practitioners.



## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/15/2021 12:41:48 PM	<b>Please provide your Full Name</b> Marga Limon
<b>Please provide your contact information</b> Marga Limon Senior Office Assistant CE&WD at East Los Angeles College LimonM@elac.edu	
<b>What is the name of your Organization?</b> N/A	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Education (Community College);	

<p><b>Please use this section to state your comment.</b> This is a great forum for community input. Thank you.</p>
--

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/15/2021 12:44:19 PM	<b>Please provide your Full Name</b> Lauri Collier
<b>Please provide your contact information</b> lauri@laoyc.org	
<b>What is the name of your Organization?</b> Alliance for Children's Rights	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> partner;	

<p><b>Please use this section to state your comment.</b></p> <p>--service-delivery strategies do you suggest to ensure equitable access to... Case Management and building relationship is key to persistence - how can the workforce system partner with agencies who provide case management and integrate workforce services.</p>
--

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/15/2021 12:49:55 PM	<b>Please provide your Full Name</b> Lauri Collier
<b>Please provide your contact information</b> lauri@laoyc.org	
<b>What is the name of your Organization?</b> Alliance for Children's Rights	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> partner;	

**Please use this section to state your comment.**

If I was writing the local workforce plan...

I would engage the stakeholder populations that you want to target to ask them what they want and need to help with access. The populations you want to reach will tell you the barriers and strengths of programming and how to improve.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/15/2021 12:57:11 PM	<b>Please provide your Full Name</b> ADRIENNE BAMBOU DIAGNE
<b>Please provide your contact information</b> abdiagne@acladnow.org	
<b>What is the name of your Organization?</b> US-AFRICA INSTITUTE	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Education (Community College);	

<p><b>Please use this section to state your comment.</b> Thanks for this amazing meeting.</p>
---

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/15/2021 1:00:20 PM	<b>Please provide your Full Name</b> Seth Sundberg
<b>Please provide your contact information</b> seth@commissary.club	
<b>What is the name of your Organization?</b> 70 Million Resources, Inc: www.70millionjobs.com; www.commissary.club	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b>  Technology & Apprenticship;Business;Labor;	

<p><b>Please use this section to state your comment.</b></p> <p>We focus on men and women who are post-incarcerated. 70 Million Jobs is an employment platform (national but we are based in Los Angeles) at <a href="http://www.70millionjobs.com">www.70millionjobs.com</a>, and Commissary Club is our social media platform for directly and indirectly impacted men and women of the criminal justice system as well as the Orgs in the space.</p>
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## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/15/2021 1:01:02 PM	<b>Please provide your Full Name</b> Joseph Quintana
<b>Please provide your contact information</b> jquintana@uaii.org	
<b>What is the name of your Organization?</b> United American Indian Involvement Inc (UAI)	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization;	

**Please use this section to state your comment.**

I feel we should make a more concerted effort to understand that the economic health of our members is linked to physical and mental behavioral, and more than ever the housing health. We should find our opportunities to link and offer a holistic model to assist our clients to realize long term empowerment and self determined success in the future.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/15/2021 5:44:48 PM	<b>Please provide your Full Name</b> Kate Vacanti
<b>Please provide your contact information</b> Kate Vacanti Senior Manager, Reentry Workforce Initiatives Office of Diversion and Reentry Los Angeles County Department of Health Services 222 South Hill Street, 3rd floor Los Angeles, CA 90012 kvacanti@dhs.lacounty.gov	
<b>What is the name of your Organization?</b> LA County Office of Diversion and Reentry	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> County Staff;	

**Please use this section to state your comment.**

I work for the LA County Office of Diversion and Reentry where I manage employment services for LA County's reentry population. I attended the stakeholder meeting today (1/15/21) about equity and equitable access to workforce services.

Los Angeles County is home to one of the largest populations with justice system involvement in the country. Before the pandemic, the LA County Jail system had an average daily jail population of 17,000 people. Each year, nearly one third of all individuals released from the California Department of Corrections and Rehabilitation return to LA County. And over 30,000 people are on adult supervision with LA County Probation Department.

Additionally, underserved communities of color are disproportionately impacted by justice system involvement.

With a continued increase in releases from jail and prison due to the pandemic, and as LA County advances its "Care First, Jail Last" approach to its criminal justice system, it will be critical to ensure that people with justice involvement have equitable access to employment services and career pathway opportunities.

To answer the last question proposed during the stakeholder meeting, if I were writing the local workforce plan, one of my priorities for advancing equity and equitable access would be to invest in the public workforce system's services and capacity to effectively address the service needs of jobseekers with justice involvement to help them obtain fulfilling careers. The following is a summary of best practices in the field of reentry employment that I would recommend the WDB consider adopting or expanding for the workforce system:

- Working with community-based organizations who specialize in serving the reentry population and are led by and employ people with lived experience of justice system involvement who can serve as trusted mentors to clients.
- Engaging people prior to release from prison and jail when possible to enroll them in services and partnering with probation and parole to recruit and enroll people in services.

## INTERNET/WEB PUBLIC COMMENT FORM

-Actively engaging employers and industry leaders to break down implicit and explicit biases against hiring people with justice involvement and to expand career pathway opportunities across a variety of high-growth sectors for the reentry population including technology and healthcare.

-Providing a mixture of both transitional employment opportunities so individuals can earn income immediately and gain work experience and access to occupational skills training in high-growth sectors that offer family-sustaining wages.

-Training workforce staff on evidence-based practices to prevent recidivism and help people maintain employment. This includes assessing for risk of recidivism to identify service needs and incorporating cognitive behavioral approaches, motivational interviewing, and trauma-informed care to help prepare people for success at work.



## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/19/2021 1:20:18 PM	<b>Please provide your Full Name</b> Miesha ogans
<b>Please provide your contact information</b> Aintshecute3333@gmail.com 6615745989-txt	
<b>What is the name of your Organization?</b> Moving mountains	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Member;	

<p><b>Please use this section to state your comment.</b></p> <p>I just wanted everyone to have my information I didn't get everyone's information As I do not know how to visit the commenting section.</p>
---

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/22/2021 6:19:34 PM	<b>Please provide your Full Name</b> Randell Sygal
<b>Please provide your contact information</b> 818-915-3932 5753 Hesperia Ave Encino Ca.91316	
<b>What is the name of your Organization?</b> N/A	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Member;	

**Please use this section to state your comment.**

EDD cut off my unemployment funds contingent with the additional release of federal government funds. I have a balance but I was told without warning or notice or anything else, that my certification for unemployment was in an eternal pending position.

I was under the assumption that federal money coverage was good until March 2021.

I was told otherwise. I now have to wait for another "award letter" from EDD and nobody could tell me when an fmd if that might happen.

I found out all this after the miracle of getting through to EDD customer service and a 2 hour hold time!!

What a complete failure the EDD is among other state agencies.

I heard a recording how they revamped the system to alleviate this untenable process. What a laughable thing to say. Ask anyone who has attempted to make contact with the EDD!!!

I am now turning 65 in February and I am in jeopardy of losing my housing and vehicle due to this poorly run state government entity.

What a great birthday EDD has provided me!

Respectfully,  
 Randell Sygal  
 818-915-3932

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/24/2021 3:26:21 AM	<b>Please provide your Full Name</b> Pleashett Eason
<b>Please provide your contact information</b> 7608182230	
<b>What is the name of your Organization?</b> N/a	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Education (Adult Ed);	

<b>Please use this section to state your comment.</b> Want to be a electrician
---

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/25/2021 10:48:39 AM	<b>Please provide your Full Name</b> Claudia Valladares
<b>Please provide your contact information</b> (323) 243-0268 cch9820@gmail.com	
<b>What is the name of your Organization?</b> Healthy Start	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Parent Workshop Facilitator;	

**Please use this section to state your comment.**

I have facilitated workshops for parents since 2000 and I've noticed many single parents who are struggling to find affordable child care so they can go to work. They are talented, smart women using last resort scam "jobs" such as selling avon, or Tupperware because they are expected to care for their children and work at the same time. If you're serious about getting more Angelinos hired, you need to work with existing child care providers to expand their programs and make them available to more single parents, especially now that so many adults have perished. Latinos tend to rely on grandparents and extended family members as affordable sources of child care, but with so many adults and elderly people dying of COVID there will be more single parents staying home to care for their children for lack of trustworthy adults they can afford to pay. In Home Supportive Services (IHSS) works well because the parent/guardian chooses a person to work with their child/disabled adult and subsidizes a few hours of care, but they only serve disabled consumers. Perhaps, that model could be duplicated to facilitate child care for unemployed single parents of children who do not meet the requirements for IHSS? Since COVID 19 has made large groups of people a hazardous working environment, the choice to work from home and in smaller groups would put 2 more adults back in the workforce (the adult who needs child care can go back to work, and the adult paid by subsidized child care has a job at home caring for their own child or elderly parent and caring for the child they're getting paid to supervise). There's also less liability because the consumer chooses the caregiver and signs their approval to paying this person as someone they believe to be trustworthy.

Please find alternative ways for parents to access affordable child care so they can get back to work with peace of mind that their children will be safe and supervised appropriately.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/26/2021 2:37:56 AM	<b>Please provide your Full Name</b> Jamie Isip
<b>Please provide your contact information</b>	
<b>What is the name of your Organization?</b> CSUN	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> public health;Education (Adult Ed);	

<b>Please use this section to state your comment.</b> n/a
--

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/26/2021 11:07:59 AM	<b>Please provide your Full Name</b> Amanda Berger
<b>Please provide your contact information</b> Amanda@insightgardenprogram.org	
<b>What is the name of your Organization?</b> Insight Garden Program	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> We are a CBO that offers programming in 11 prisons in CA and wrap around re-entry support to our participants.;Community Based Organization;	

<b>Please use this section to state your comment.</b> We are a CBO that offers programming in 11 prisons in CA and wrap around re-entry support for our participants. We are interested in making better connections with the LA workforce development board to increase our work in LA County and our ability to refer people to work in the green economy, as well as they, leave prison.
--

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/26/2021 3:25:51 PM	<b>Please provide your Full Name</b> Amanda Berger
<b>Please provide your contact information</b> amanda@insightgardenprogram.org	
<b>What is the name of your Organization?</b> Insight Garden Program	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> We offer programing in 11 prisons in CA and re-entry support to people leaving CSP Lancaster--LA County and to men and women returning to SOCAL;Community Based Organization;	

<b>Please use this section to state your comment.</b> can we set a time to talk with you about oppotunities through the WIB in LA County
---

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/27/2021 2:46:19 PM	<b>Please provide your Full Name</b> Pleashett Eason
<b>Please provide your contact information</b> 760-818-2230	
<b>What is the name of your Organization?</b> Electrician	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> America's Job Center of California (AJCC) Representative; Education (Adult Ed);	

<p><b>Please use this section to state your comment.</b></p> <p>I just want the application to sign up for the program so I can get a certificate for electrician</p>
---



## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/27/2021 6:43:24 PM	<b>Please provide your Full Name</b> eli cortez
<b>Please provide your contact information</b> eli cortez 909 8008918 cioprousa@gmail.com	
<b>What is the name of your Organization?</b> Heartland coalition	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization;	






**Please use this section to state your comment.**

We are working with Municipalities and non profits to implement "Safe and Smart parks and Lots" to enable the community access to free Wi-Fi for job development, online education in a safe environment. We are proactively developing municipal and non profit solutions to help close the digital divide. All WIOA entities should consider implementing these "Safe and Smart IoT solutions" to provide a more comprehensive and quality service to the communities it serves, especially in Disadvantaged designated communities.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/27/2021 7:07:34 PM	<b>Please provide your Full Name</b> Coach Ron
<b>Please provide your contact information</b> 626-277-3457 Ron.crockett@yahoo.com	
<b>What is the name of your Organization?</b> World famous skid row Community Clean Up	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization;	

**Please use this section to state your comment.**

   Amen to that  like to joyfully see funds go to cbo to joyfully train and job placement our beloved homeless people's to joyfully clean up homeless encampments asap 

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/27/2021 7:15:52 PM	<b>Please provide your Full Name</b> Michael Bellavia
<b>Please provide your contact information</b> michael@helpgood.com	
<b>What is the name of your Organization?</b> HelpGood	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Business;Community Member;	

<p><b>Please use this section to state your comment.</b></p> <p>We are interested in providing training services for these populations to access digital marketing training and job placement. Who do we connect with about partnering with LA County?</p>
--

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/27/2021 7:44:32 PM	<b>Please provide your Full Name</b> Betty Avila
<b>Please provide your contact information</b> betty.avila@selfhelpgraphics.com (323) 881-6444	
<b>What is the name of your Organization?</b> Self Help Graphics & Art	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization;	

**Please use this section to state your comment.**

We need to see more training and accessibility for the creative workforce of Los Angeles County. Southern California produces \$77.9 Billion in creative jobs income and 1 in 7 jobs in Los Angeles is related to the creative industries (facts are pulled from the Otis Report on the Creative Economy, 2019). We must create more pathways for low-income and BIPOC into the many creative industries and their corollary industries. Please look at organizations like Self Help Graphics and so many others in the region who are rooted in the community as sites for this training for youth and adults - we can build this path with you, we have the arts expertise and can reach the community. This is the creative capital of the world and those most underserved communities need to be accessing these opportunities.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/27/2021 7:57:31 PM	<b>Please provide your Full Name</b> Stacie Ottley
<b>Please provide your contact information</b> ottles@dcfs.lacounty.gov	
<b>What is the name of your Organization?</b> LA COUNTY DCFS, Volunteers and Interns Program VIP/ Workforce Development	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> County Staff;	

**Please use this section to state your comment.**

How do we prepare our youth, especially foster youth who need all of the services on the poll especially stable housing, employment that allows them to be able to get said housing and many times they need medical and mental health services that may be available but they were never taught how to access and follow up to receive said services. In addition, we need to figure out ways for more of our youth to achieve higher educational goals so they are able to be marketable and obtain employment that will assist with upward mobility. We need our youth to learn some skills that will enable them to be prepared for employment that is lucrative to being self sufficient.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/27/2021 8:05:50 PM	<b>Please provide your Full Name</b> Claudia Valladares
<b>Please provide your contact information</b> cch9820@gmail.com 323-243-0268	
<b>What is the name of your Organization?</b> N/A	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Education (K-12);	

**Please use this section to state your comment.**

Students with IEPs have difficulty with transition from K-12 public education to community college or vocational schools because the registration process and the financial aid application is too complicated for them. Many times their caregivers attended college in foreign countries or no one in the family has attempted a college education before, therefore, the student is at a loss on how to troubleshoot the red tape and other barriers. ELAC and LATTC are notorious for allowing students to get discouraged with the financial aid process. The office exists on campus but the staff is not helpful in answering the questions the first time students have; especially the students with learning disabilities. Perhaps staff needs more training on how a disability impacts an adult who is trying to complete an application with multiple questions? The DSPP offices may be overwhelmed now that we are working remotely/virtually but that's a gap that needs to be mitigated for youth who are the first in the family to attend college or who have learning disabilities. As you may already know, the counselors in high school only help students who are currently attending high school. For students who have been promoted or graduated, there's no support at home or at school anymore. The LATTC and ELAC financial aid office and DSPP offices are their only resort. Please give parents and college students a way to leave comments, give suggestions and file a complaint if necessary so colleges know what they need to improve to reduce barriers to enrollment, registration and learning for our underserved and vulnerable populations.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/27/2021 8:44:25 PM	<b>Please provide your Full Name</b> Winnie Wang
<b>Please provide your contact information</b>	
<b>What is the name of your Organization?</b> N/A	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Member;	

<p><b>Please use this section to state your comment.</b></p> <p>Many immigrants/limited English proficient clients cannot access training or employment services through WIOA or AJCC because they lack social security number or legal immigration status. It is difficult for immigrants without legal status to obtain family sustaining jobs. They have the will to learn and be trained for better jobs, but they cannot access any training programs funded through WIOA due to the social security number/work authorization requirement. Many ancillary or supportive services such as child care, transportation, or counseling can only be accessed if the clients are eligible to enroll in the WIOA funded programs as well. I understand the obvious reason for the work authorization requirement (job placement/program evaluation purpose). However, there could be programs created for clients who might be interested in training to work as independent contractors using ITIN. If the state can invest separate funding aside from the federal fund to provide access for immigrants who are not eligible for federal funding, it could be an efficient way to utilize existing infrastructure while providing service access to the immigrant population. It would be great if the state can consider this approach. Thank you.</p>
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## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/28/2021 10:56:07 PM	<b>Please provide your Full Name</b> Maribel Montoya
<b>Please provide your contact information</b> 6263414160	
<b>What is the name of your Organization?</b> EDD Unemployment department	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Unemployment ;Community Member;	

<b>Please use this section to state your comment.</b> Edd unemployment department verification
---



## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/29/2021 6:11:13 AM	<b>Please provide your Full Name</b> Pleashett Eason
<b>Please provide your contact information</b> 760-818-2230 pleashetteason.24@hotmail.com	
<b>What is the name of your Organization?</b> N/A	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> America's Job Center of California (AJCC) Representative;Community Based Organization;Education (Adult Ed);Education (Community College);Labor;	

<b>Please use this section to state your comment.</b> What kind of work development jobs
---

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/29/2021 11:03:11 AM	<b>Please provide your Full Name</b> Derek Gordon
<b>Please provide your contact information</b> DEREK GORDON PROJECT JOY DGORDON@PROJECTJOYUSA.COM	
<b>What is the name of your Organization?</b> PROJECT JOY	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> NON PROFIT;	

<b>Please use this section to state your comment.</b> THANK YOU FOR THE DISCUSSION
---

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/29/2021 11:18:50 AM	<b>Please provide your Full Name</b> Carolyn stewart
<b>Please provide your contact information</b> Carolyn Stewart	
<b>What is the name of your Organization?</b> Empowered church International/empowered learning Academy	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Ministry ;Business;Education (K-12);	

<p><b>Please use this section to state your comment.</b> Empchurch.intl@gmail.com PO Box 902662 Palmdale Ca 93690</p>
---

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/29/2021 11:37:38 AM	<b>Please provide your Full Name</b> Monica Guardian
<b>Please provide your contact information</b> Monica Guardian 323-604-8112 mpinedo@altamed.org	
<b>What is the name of your Organization?</b> AltaMed Health Services	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> former partner ;	

**Please use this section to state your comment.**

Would love to speak to those that work directly with healthcare employers. Local community health centers may become vaccine sites for LA County. This may become difficult as health centers have difficulty meeting basic workforce needs. Might there be funds to support health profession students who can provide vaccines within their learning scope. Volunteer efforts are often difficult to set up - it is imperative to provide some sort of compensation

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/29/2021 12:26:21 PM	<b>Please provide your Full Name</b> Sean Wildgoose
<b>Please provide your contact information</b> 805 309 5161 Wildgooseinc@gmail.com	
<b>What is the name of your Organization?</b> Wildgoose Foundation Inc.	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization;	

<b>Please use this section to state your comment.</b> Thanks for having us.
--

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/29/2021 12:37:46 PM	<b>Please provide your Full Name</b> Diane Walker
<b>Please provide your contact information</b> dwalker@avhsd.org	
<b>What is the name of your Organization?</b> Antelope Valley Union High School District	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Education (K-12);	

**Please use this section to state your comment.**

For project-based learning, even in a virtual environment, facilitate matching employers with CTE programs, similar to the Future Ready Iowa system.

For internships, districts provide the workers' comp insurance, so educate employers that the liability issue is addressed. Provide incentives to employers to participate in programs in place with districts.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/29/2021 1:05:09 PM	<b>Please provide your Full Name</b> Claudia Valladares
<b>Please provide your contact information</b> 323-243-0268 cch9820@lausd.net	
<b>What is the name of your Organization?</b> Healthy Start	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Education (K-12);	

**Please use this section to state your comment.**

Elizabeth Learning Center has attempted to set up apprenticeship and shadow programs with Kaiser (a block away from the school site) multiple times. There has been some progress but it's intermittent due to administrator changes and now COVID19 limitations. Can you help LAUSD and Kaiser figure out how to give students access to shadow and apprenticeship opportunities that are more streamlined so that the connections are more stable and reliable for student participation and learning? Also, a stipend for apprenticeships would help since so much interaction depends on virtual work and many students and their families cannot afford access to wifi (LAUSD hot spots have limitations on gigabytes; helps bridge the digital gap but not very effective). At Elizabeth LC we have an award winning teacher Mr. McGyver who leads the way with students interested in Optometry. A unique program that may be lost when he retires unless the school receives support from a strong partner such as LAC workforce. Our community in SELA needs improved access to culturally appropriate healthcare, but we will not bridge that gap in care if we don't help our students find better pathways to healthcare careers.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 1/29/2021 7:49:28 PM	<b>Please provide your Full Name</b> Rhonda Layton-Jones
<b>Please provide your contact information</b> rhonda.layton1@gmail.com/ rlayton@dmh.lacounty.gov cell:323.313.2691	
<b>What is the name of your Organization?</b> Los Angeles County Dept. of Mental Health	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> County Staff;	

<p><b>Please use this section to state your comment.</b></p> <p>As a county employee moving up in the ranks once hired seems very difficult when employed as a Peer Advocate/Community Worker. I am attending university to become an LPCC but you have no internship programs available. Will this be changing soon? Or reimbursement programs for this field which is expanding?</p>
--



## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 2/3/2021 2:00:24 AM	<b>Please provide your Full Name</b> Pleashett Eason
<b>Please provide your contact information</b> 7608182230	
<b>What is the name of your Organization?</b> N/A	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Electrician;	

**Please use this section to state your comment.**  
I really am changing for the better and I need a career so I can really take care of my family

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 2/4/2021 11:32:45 AM	<b>Please provide your Full Name</b> VirgilioCalzada
<b>Please provide your contact information</b> 6263422845	
<b>What is the name of your Organization?</b> Myself	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Self employed;	

<b>Please use this section to state your comment.</b> Los Angeles California
---

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 2/4/2021 11:36:45 AM	<b>Please provide your Full Name</b> Iown Fields
<b>Please provide your contact information</b> 661-400-0584	
<b>What is the name of your Organization?</b> Garlandw Homecare Agency LLC	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Business;Community Member;	

<b>Please use this section to state your comment.</b> Garlandw Homecare Agency LLC 1220 east Ave S Ste L Palmdale ca 93550
---

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 2/4/2021 8:08:06 PM	<b>Please provide your Full Name</b> ELi Cortez
<b>Please provide your contact information</b> ELias S. Cortez retired - California Cabinet Secretary of Technology, State CIO CIOprousa@gmail.com 909 8008918	
<b>What is the name of your Organization?</b> Heartland Coalition	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Member;	

**Please use this section to state your comment.**  
Per our previous discussion, I am submitting a Vision of closing the Digital Divide for the AJCCs via power point as discussed in a previous work session.

# INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 2/5/2021 11:09:36 AM	<b>Please provide your Full Name</b> Kris Ankney
<b>Please provide your contact information</b> Kris Ankney Assistant Director, Energy & Environmental Services  1055 Wilshire Blvd., Suite 900E, Los Angeles, CA 90017 Tel: 213-989-3249 Fax: 213-353-1224 www.pacela.org	
<b>What is the name of your Organization?</b> PACE -Pacific Asian Consortium in Employment	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization;	

<b>Please use this section to state your comment.</b> none.
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## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 2/5/2021 3:19:06 PM	<b>Please provide your Full Name</b> Sonia Roman
<b>Please provide your contact information</b> srr_ruiz97@yahoo.com	
<b>What is the name of your Organization?</b> N/A	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community clean up organizer civic work ;Community Member;	

**Please use this section to state your comment.**

California needs an education program with put trash in trash can, more budget for caltrans workers to schedule regular clean ups on freeways, ramps and bridges.... homeless Rvs sanitaton services... a safe parking program for all Rvs... industrial area environment regulations for clean air.. speed bumps through out LA county..mental illness services and outreach

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 2/5/2021 3:21:30 PM	<b>Please provide your Full Name</b> Kristie Kim
<b>Please provide your contact information</b> Mjkim5@ncsu.edu	
<b>What is the name of your Organization?</b> Kristie Kim Design, also part time at Universal Studios Hollywood	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Business;Community Member;Education (Adult Ed);	

**Please use this section to state your comment.**

I hope there will be more training programs for workers to go through during the pandemic. I am a student again and my school is finding resources to help students who don't have enough income to still develop skills to get a job. I own a business and I have to find new resources to pay my workers and keep them hired.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 2/8/2021 12:26:55 PM	<b>Please provide your Full Name</b> Victoria Castro
<b>Please provide your contact information</b> 3237039435	
<b>What is the name of your Organization?</b> Vicangeles	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Business;	

**Please use this section to state your comment.**

I never been on forum  
Like that. Wanna see and for better understanding County Development area. I'm real estate agent. That's why for me it's very interesting



## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 2/8/2021 12:41:27 PM	<b>Please provide your Full Name</b> Jean Franklin
<b>Please provide your contact information</b> Minister Jean Franklin, Executive Director 4112 S Main Street Los Angeles, Ca. 90037 jfranklin@aohministry.org (562) 200-9174	
<b>What is the name of your Organization?</b> Anchor of Hope International Ministries, Inc.	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization; Faith-Based;	

**Please use this section to state your comment.**

Identify Faith-Based Organizations (Churches & Houses of Worship) need to be specifically recognized as Workforce Development Partners. Community Based Organizations are separate from Community Based Organizations.

Faith-Based Organizations are not analogous to Community Based Organizations. Faith-Based Organizations (Churches and Houses of Worship) are considered essential institutions and provide essential programs and workforce development services to poor, disfranchised, homeless and chronic unemployed community residents located at various churches and houses of worship. Faith Based Organizations provide Employment Ministries (Job Coaching, Mentoring, Pre-Employment Training, Intake, Mental Health, Job Referrals, Outreach and Case Management) on church sites to the chronically unemployed; and reentry population. It is critical that Faith-Based (Churches and Houses of Worship) as valued and equal workforce development partners. Until Faith-Based Organizations (Churches and Houses of Worship) are recognized and identified as such these essential service providers are not identified in RFP's and on Line-Item budgets they not eligible to receive Workforce Development Grants or Funding.

# INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 2/8/2021 1:11:25 PM	<b>Please provide your Full Name</b> Rosemarie Christopher
<b>Please provide your contact information</b> Rosemarie Christopher, President & CEO RXRS (MEIRXRS) Cell: (213) 999-0138 Fax: (928) 585-2036 Email: rchristopher@meirxrs.com URL: <a href="https://meirxrs.com/auditors">https://meirxrs.com/auditors</a>	
<b>What is the name of your Organization?</b> Rx Research Services Inc	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Business;	

<b>Please use this section to state your comment.</b> Is there a STEM Apprenticeship Committee?
--

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 2/8/2021 2:41:13 PM	<b>Please provide your Full Name</b> Gina Chan, Exploring Director
<b>Please provide your contact information</b> Gina Chan, Exploring Director 2333 Scout Way, Los Angeles, CA 90026 O: 213-718-5754 E: gina.chan@exploringla.org W: www.glaacbsa/exploring	
<b>What is the name of your Organization?</b> Greater Los Angeles Area Council - 33, Exploring Division part of the Boy Scouts of America	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> America's Job Center of California (AJCC) Representative;Business;Community Member;Community Based Organization;Education (Adult Ed);Education (K-12);Education (Community College);Non-profit youth serving organization.;	

<p><b>Please use this section to state your comment.</b></p> <p>Exploring would like to collaborated with organizations that are willing to train young adults in career of their selection. To provide education, training to hire and understanding the services that the businesses in their communities provide. How to become a partner: Click here: <a href="https://www.exploring.org/organizations/">https://www.exploring.org/organizations/</a></p>
---

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 2/8/2021 2:46:27 PM	<b>Please provide your Full Name</b> Debi Howard
<b>Please provide your contact information</b> Debi Howard Program Advocated dhoward@calif-ilc.org	
<b>What is the name of your Organization?</b> CALIF	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Based Organization;	

**Please use this section to state your comment.**  
Employment for senior women of color in wake of the Covid pandemic.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 2/8/2021 5:42:39 PM	<b>Please provide your Full Name</b> Etta Hindra
<b>Please provide your contact information</b> (424) 381-6504; ehindra@yahoo.com	
<b>What is the name of your Organization?</b> GSW Oil Drilling Equipment Supplier/Export	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Business;	

**Please use this section to state your comment.**

I would like to do and to get the business from LA County, I had a attended various seminar and hopefully I could assist and earn a little money from the City in the near future or the long future.

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 2/8/2021 5:51:32 PM	<b>Please provide your Full Name</b> Teo Durosseau
<b>Please provide your contact information</b> Teo@dei-ca.com	
<b>What is the name of your Organization?</b> Durosseau electrical Institute non union electricians trainee program new start up school # 164 Dir division of labor	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b>  Community Member;Community Based Organization;Change our community;	

<p><b>Please use this section to state your comment.</b></p> <p>We can make a difference in your community by using new methods</p>
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## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 2/8/2021 10:48:09 PM	<b>Please provide your Full Name</b> PHYLLIS CHESTANG
<b>Please provide your contact information</b> EMAIL: PEACHTREE5319@GMAIL.COM 323-879-1915	
<b>What is the name of your Organization?</b> PHYLLIS M. CHESTANG	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Community Member;Business;	

**Please use this section to state your comment.**

February 8, 2021  
 To: Whom It May Concern  
 From: Phyllis M. Chestang, State of California  
 Subject: Public Comments for Strategic Plan

My comments follow. I am available to work on this project on a per diem/project basis. I can be reached via email: peachtree5319@gmail.com. Attached is a resume.

A SIGNIFICANT MAJORITY OF AMERICANS ARE RENT BURDENED. MAKE & ASSURE THAT DIGITAL USERS ARE HOUSED AND SECURELY AND PERMANENTLY HOUSED LONG TERM RESIDENTS. MAKE TECHNOLOGY, AVAILABLE AND THEN DO NOT RENEGE ON OFFER OF TECHNOLOGY, SWITCH PARTS REQUIREMENTS AND MAKE SURE THE RELIABLE SECURE INTERNET IS AVAILABLE.

STOP THE 'HATE MESSAGING' AND 'DIVISIVENESS' – SUCH AS “APE”, “GIMP WHORE’ AND THEN REPEATED DAILY HARASSMENT MESSAGING OF ‘ NOW, DON’T SUE ME’. THERE APPEAR TO BE SOME INCENTIVES- MOSTLY EVIL PSYCHIC --- TO PERPETUATE SUCH ILLEGAL BEHAVIOR SO CREATE EVEN STRONGER INCENTIVES AND NEGATIVE CONSEQUENCES FOR SUCH ILLEGAL RACIST,SEXIST AND AGE-IST WORKPLACE BEHAVIOR--- YES, EVEN WHILE TELEWORKING DURING REMOTE,VIRTUAL MEETINGS.

IT BREAKS WHATEVER ATTEMPTS TO BRIDGE A DIGITAL DIVIDE IF COMPUTER EQUIPMENT IS DELIVERED, UNBOXED,WITHOUT PACKING SLIPS, AND WITHOUT ASSEMBLY INSTRUCTIONS ACCOMPANIED BY DEMANDS BY THE SAME SUPERVISOR TO LOG-ON/REPORT TO AND CONDUCT WORK---- WITH SOMEHOW ‘MIRACULOUSLY’ ---- ASSEMBLED COMPUTERS, KEYBOARDS, MONITORS AND WIRING.

A RECIPE FOR FAILURE—OR PERHAPS, ANOTHER EFFORT TO DEMONSTRATE THE MYTHICAL SUPREMACY BY SABOTAGE—FROM THE OUT SET OF A VIRTUAL, TELEWORKING ARRANGEMENT AKA A DIGITAL SUICIDE MISSION--- WITH NO EXPECTATIONS OF SUCCESS.

THAT I HAVE PERSONALLY ENCOUNTERED IN THE SPECIFICALLY, PAST TWO TO THREE YEARS ON THE JOB RACIST, UNDERHANDED INSULTING COMMENTS AND OVERALL DISDAIN FOR

## INTERNET/WEB PUBLIC COMMENT FORM

EFFORTS BY PRIMARILY AFRICAN AMERICAN PROFESSIONALS TO WORK AND EARN AND HONEST LIVING USING DIGITAL SKILLS AND MASTERED/TECHNICALLY EXCEPTIONAL DIGITAL TECHNOLOGY (EMOTIONAL AND PSYCHOLOGICAL ABUSE/TOXIC WORKING ENVIRONMENTS)- INCLUDING TELEWORKING. STOP THIS RACIST ILLEGAL BEHAVIOR.

BEST PRACTICES AND METRICS FOR VIRTUAL SERVICE PROVIDERS MAY BE STUDIED BUT IT IS MY UNDERSTANDING THAT AJCC'S ARE CLOSED DUE TO COVID19 PANDEMIC WHICH MAY STRETCH ANOTHER TWO YEARS.

MORE EDUCATION, MARKETING AND SKILLS BASED OUTREACH USING DIGITAL AND SOCIAL MEDIA. FOR EXAMPLE, TWITTERS- WITH INFORMATION ABOUT SERVICES.

MAPS SHOWING VIRTUAL ONE-STOP & PHYSICAL LOCATIONS AND DETAILS REGARDING SPECIFICALLY WHAT ARE THEIR SERVICES DURING THE COVID19 LOCKDOWN.

CHALLENGES INCLUDE STATEMENTS/ACTIONABLE BELIEFS?? THAT EDUCATION DOES NOT MATTER- TO ONE WHO EARNED A BA, MBA, PHD (8 YEARS TO DISSERTATION STAGE), LAW SCHOOL TRAINED PLUS 30 YEARS PROFESSIONAL EXPERIENCE. IT IS HIGHLY IMPLAUSIBLE/UNBELIEVABLE/DELUSIONAL FALLACY THAT ONE WITHOUT ANY EDUCATION CAN WORK FOR THIS STATE AGENCY. I UNDERSTOOD THAT AT LEAST HIGH SCHOOL EDUCATION OR EQUIVALENT IS A REQUIREMENT FOR MOST JOBS.

ANOTHER WORK/JOB RELATED CHALLENGE IS REAL WHEN EMPLOYEES DO NOT RETURN CALLS, AND IGNORE APPLICATIONS FOR EMPLOYMENT. I MENTIONED MONTHS AGO THAT A CONSULTING PROJECT ECONOMIST JOB WAS ADVERTISED BY SOUTH BAY WORKFORCE INVESTMENT BOARD.

I SUBMITTED MY RESUME, PROJECT PROPOSAL MANY TIMES AND STILL HAVE NEVER EVEN RECEIVED A RETURN CALL ACKNOWLEDGING RECEIPT, JOB INTERVIEW, EVALUATION, ETC. IT SERVED NO USEFUL PURPOSE TO REACH OUT TO EMPLOYEES THAT ARE 'NEVER IN THE OFFICE' AND TELEWORKING AND STILL IGNORING CLIENTS. IF THE TEAM INVESTIGATES FURTHER, EACH OF THESE 'CHALLENGES' ARE PERPETRATED IN A COMMON PATTERN BY INDIVIDUALS THAT SHARE A COMMON TRAIT/OR CHARACTERISTIC.

Ms. Justina Munoz -is the SBWIB staff member who is the contact for the following consulting/project opportunity and again, who has ignored my efforts to find professional level economics/finance employment. SBWIB, Inc. 11539 Hawthorne Blvd. Suite 500 Hawthorne, CA 90250

Timely pay and living wages. Knowledge about real, and available jobs fr



## INTERNET/WEB PUBLIC COMMENT FORM

<p style="text-align: center;"><b>Completion Date/Time</b></p> <p style="text-align: center;">2/10/2021 11:31:03 AM</p>	<p style="text-align: center;"><b>Please provide your Full Name</b></p> <p style="text-align: center;">Joey Hernandez, Director of Policy and Mobilization</p>
<p style="text-align: center;"><b>Please provide your contact information</b></p> <p style="text-align: center;">joey.hernandez@lalgbtcenter.org or (323) 993-7661</p>	
<p style="text-align: center;"><b>What is the name of your Organization?</b></p> <p style="text-align: center;">Los Angeles LGBT Center</p>	
<p style="text-align: center;"><b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b></p> <p style="text-align: center;"><b>Select all that apply</b></p> <p style="text-align: center;">Community Based Organization;</p>	

**Please use this section to state your comment.**

“One of the areas that continue to be a barrier for our young people that was omitted in the report is the role of Youth Source Centers providing culturally relevant workforce preparedness training for young people experiencing homelessness. While the Youth Source Centers play a pivotal role for the young people that can access and navigate that program, expecting young people experiencing homelessness to succeed in the model is a fallacy. In order for our clients to succeed in workforce development programming, it is critical to utilize a trauma informed care model in conjunction with a harm reduction approach to create specialized programs that effectively meet the needs of the most underserved diverse populations. Community based organizations specialize in this approach, therefore making essential for YouthSource Centers to collaborate and co-locate at community-based organizations. We see an exponential growth of their success once entering workforce development programs, like internships. However, suppose the City expects young people experiencing homelessness to navigate employment growth the same way that other young people not experiencing homelessness, we as a City are saying that young people experiencing homelessness cannot be successfully served by the existing strategies.”

## INTERNET/WEB PUBLIC COMMENT FORM

<b>Completion Date/Time</b> 2/10/2021 1:02:02 PM	<b>Please provide your Full Name</b> Jong ja yeo
<b>Please provide your contact information</b> Asap trend international Inc 1100 s. Maple unit 6 La ca90015	
<b>What is the name of your Organization?</b> Asap trend international inc.	
<b>What best describes your affiliation to the AJCCs/LA County Workforce Development System?</b> <b>Select all that apply</b> Business;	

**Please use this section to state your comment.**

We have a good information from this section

**ATTACHMENT III**  
**30-DAY PUBLIC COMMENTARY THAT DISAGREE**  
**WITH LOCAL PLAN DRAFT**

## **PUBLIC COMMENTARY THAT DISAGREE WITH LOCAL PLAN DRAFT**

In accordance with WSD 20-05 and to gain public input on the draft Los Angeles County 2021-2024 Local Plan, the Workforce Development Board provided the public a 30-day opportunity to comment on the draft Local Plan from March 26, 2021 to April 24, 2021. As a result of the Local Plan feedback process, a total of 16 comments in response to the draft publication during a 30-day public comment period. Following are comments in disagreement with the draft plan, listed in order in which they were received.

<b>Commenter</b> Ms. P.K. Harris	
<b>Date Received</b> 3/24/2021	<b>Method By Which Comment Communicated</b> Email
<p>I am not entirely sure what your board is proposing on the subject work for older Los Angeles County residents.</p> <p>But i have a suggestion that i made only the other day to my caseworker at DPSS. I am one of those unfortunate homeless seniors [that i would like to suppose your body is there to help]. We were talking of how to help Me do something to raise my pitiful income until i can finally start getting SSI and not have to keep stressing along with GR.</p> <p>I said why doesn't the county have a program like PeopleReady, ManPower or any one of dozens of "day labor" type companies??? You tell folks if you want to continue to get benefits they have to go and look for work. Knowing that people over a certain age, and particularly, Homeless people over a certain age, are never gonna get hired anyway.</p> <p>There are hundreds of jobs that need doing every day within the city. county and state that may not be so labour intensive as to be unworkable by an older person for a few hours a month. Why not simply pool those names and their skill sets and when you have such an "all hands on deck" type of project come up, just phone up a few bunches of names a week and simply put them to work. You put a portion of their pay into a savings fund and they pocket the rest if they choose. What kind of work you say?</p> <p>How about:  Parking space spotters  Traffic counters  Ticket takers  Seated Sign Holders  Product Demonstrators  Uniform Repairs (Hand Patching)  Light Duty Bundlers  Light Duty Order Fillers  Undercover security (who notices a little old man or woman on a park bench??)</p> <p>Or contract with companies like People Ready and make them obligated to hire a certain quota of laborers from your compiled WDACS workforce??</p> <p>I may not have all the bugs of this thing worked out but I'm sure you see what I mean.</p> <p>The point is why stress an old person out "looking" for a job. if they have already told you they want work, have proved they are able to handle it, just put them to work.</p>	

<b>Committer</b> Wendell Glenn	
<b>Date Received</b> 3/25/2021	<b>Method By Which Comment Communicated</b> Email
Please be sure to include languages to specify your outreach to unemployed Transgender applicants.	

<b>Commenter</b> Alexandra Torres Galancid	
<b>Date Received</b> 3/25/2021	<b>Method By Which Comment Communicated</b> Email
<p>Greater access to apprenticeships in the skilled trades can help women achieve economic security and fill predicted skills shortages in construction. The construction trades provide good careers with family sustaining earnings. Employment prospects are favorable here in Los Angeles, not least because many skilled workers are close to the age where they may want to retire, and the industry needs to train the next generation of workers. WINTER can train women to close the gap. However, there is a lack of commitment in investment in women's training. the system that is set-up to help poverty-level communities does not take in consideration and invest in women's pre-apprenticeship training. In order to close the work segregation of women and change the face of construction we need a commitment from governmental agencies to seriously invest in women's pre-apprenticeship training so they can enter the workforce with the skill sets needed by industry.</p>	

<b>Commenter</b> Yvette Crayon	
<b>Date Received</b> 3/26/2021	<b>Method By Which Comment Communicated</b> Email
Why? can't we develop special training programs that would allow individuals with background to utilize craft skills to assist with the demand of our economy.	



<b>Commenter</b> Marie Haver Hill	
<b>Date Received</b> 04/22/2021	<b>Method By Which Comment Communicated</b> Email
<p>As the fallout from the pandemic winds down and the economy in our region reopens, the Los Angeles area Workforce Investments Boards have a unique opportunity to use federal stimulus funds and other financial resources to alleviate the growing challenge of income inequality by facilitating and expediting SHORT-TERM workforce training. Many minimum wage workers in food service, hospitality, and restaurants may not have jobs to return to. But as you have noted in your Local Plan, there are many high demand, good wage career pathways in Los Angeles that offer benefits and job growth potential in business sectors such as advanced manufacturing, biotech, healthcare, logistics, IT, and more. However, specialized training is required to get into these careers.</p> <p>Local community colleges offer the job training that is needed for many of these entry- and mid-level positions. But there are several barriers for low-income workers to get into this training. First, <b>MANY OF THE TRAINING PROGRAMS TAKE TOO LONG TO COMPLETE</b>: a minimum wage worker receiving unemployment benefits is only getting part of a former salary, and needs to get back to work – ideally, full-time work -- quickly. Many college training programs require one or two years of courses to finish the required certification that would allow participants to gain access to strong career fields that can become family-sustaining. Second, <b>POTENTIAL STUDENTS FOR THESE PROGRAMS OFTEN DON'T KNOW THAT THEY CAN GET FREE OR GRANT-FUNDED JOB TRAINING AT A LOCAL COMMUNITY COLLEGE</b>. Third, low-income trainees need extra supports such as childcare while they are in class, transportation assistance, soft skills development, etc. Last but not least, many long-time immigrants need help to strengthen their English language skills in order to move up the career ladder.</p> <p>Together with the the Los Angeles County Business Federation – BizFed – and its Anti-Poverty Committee, I recommend that the Los Angeles area Workforce Investment Boards in your 2021-24 Local Plan designate funds to community college job training programs in high demand industries for these specific purposes:</p> <ol style="list-style-type: none"> <li>1. Provide stipends to community college faculty who teach in job training programs to spend the time needed to re-tool their curricula for more <b>TIME CONDENSED PROGRAMS</b> that can be completed in <b>ONE SEMESTER OR LESS</b>. Los Angeles Valley College has a highly regarded and successful model for this type of training in their six-week intensive Advanced Manufacturing, Biotech and Transportation Academies. We recommend that this model be replicated on other community college campuses.</li> </ol>	

2. Designate or hire college employees who can partner with local nonprofits to recruit their low-income, unemployed service recipients who would benefit from upskilling and re-training programs. Specifically, THIS OUTREACH SHOULD TARGET AGENCIES THAT ARE NOT IN THE WORKFORCE SYSTEM, i.e. food pantries, healthcare clinics, after school programs, etc. Also, additional job developers could be employed at America's Job Centers who can connect former workers in downsized industries with community college job training programs leading to careers in high demand industries.
3. Fund on-campus childcare centers or Family Resource Centers, or contracts with nearby childcare facilities where trainees can drop off their children while they are in class; provide vouchers for transportation to and from campus when needed; and include as part of the training programs a strong soft skills component.
4. Expand the offerings of English as a Second Language classes, including courses that are designed for those who are functionally illiterate or who have had limited educational experiences in their native countries.

Workforce Investment Boards need to include strategies in your local plan to QUICKLY move minimum wage workers into family sustaining "jobs of the future." We recommend that the strategies noted above be incorporated into your plan.

<b>Commenter</b>	
Philip Kahn-Pauli for RespectAbility	
<b>Date Received</b>	<b>Method By Which Comment Communicated</b>
04/22/2021	Email
<p>To: Los Angeles Regional Planning Unit, Attention: Martha Molina-Aviles, Executive Director, Los Angeles County Workforce Development Board.</p> <p>From: The Board of Directors, Senior Leaders and Staff Members, RespectAbility</p> <p>Re: Public Comments on regional and local WIOA Plans for the LA Basin Region</p> <p>Date: April 22nd, 2021</p> <p>Dear Ms. Molina-Aviles,</p> <p>RespectAbility, a nonprofit disability organization that fights stigmas and advances opportunities for people with disabilities, writes to submit public comment on the regional and local WIOA Plans for the LA Basin Region (“Regional Plan” or” RP”) and LA County Local Plan (“Local Plan” or “LP”) from 2021 to 2024.</p> <p>RespectAbility is a national non-profit that focuses on the disability community. However, since 2017, we have been working extensively throughout the wider Los Angeles metropolitan area and we have gained critical organizational understanding about the challenges faced by planners in L.A. We have actively collaborated with the California Economic Development Department, the Department of Rehabilitation, the City of Long Beach, and the City of Los Angeles itself.</p> <p>However, during the pandemic we dramatically expanded in order to meet the needs of people with disabilities and we continue to address the pandemic related challenges faced by the disability community.</p> <p>As an overall observation, we note that although people with disabilities are a specific subcategory identified in many of the exciting programs and opportunities mentioned in these plans, these plans do not fully explore what is needed for the workforce success of 452,879 working-age people with disabilities in Los Angeles County and 185,973 working-age people with disabilities in the City of Los Angeles. Today the labor force participation rate of working age Angelenos with disabilities is only 22 percent, which is significantly lower than the pre-pandemic national average of 38.8 percent. Thus, we are writing with many ideas for how this ambitious Regional Plan could be beneficial for workers with disabilities and the lives they touch. We strongly encourage you to make these changes so that people with disabilities can have jobs and a better future, just like anyone else, and so Los Angeles can benefit from the considerable talents of people with disabilities.</p> <p>We have broken up our topics thematically with reference to both plans.</p> <p><b>The Plans Must Expressly Include a Focus on People with Disabilities.</b></p> <p>Almost from the onset, the need to use good disability data becomes apparent, as well as the need to make sure that disability data is included within both plans. The Local Plan starts out</p>	

with an admirable goal, “In support of regional economic growth and economic self-sufficiency, the County WDB’s Local Plan reflects a commitment to a vision that everyone in Los Angeles County has access to sustainable employment and increased income mobility, and every business has the talent they need to succeed in a global economy”. (LP. p 6) Yet, neither plan follows up this aspiration by including people with disabilities in their demographic sections. In fact, when the Local Plan refers to a common customer pool on LP p. 22, there are 15 potential pools identified, but people with disabilities are not included. We do note that that same section then does refer to providing accommodations on the top of p.24, but there is little indication that people with disabilities are really being thought of as a population. The data must also show disaggregated data, so we know how things are progressing as Los Angeles works to reduce the effects of ableism and racism.

The gap in including the important intersection between disability and the issues tracked continues throughout. In the first paragraph on Regional Plan p. 1, there is an impressive breakdown of the income disparity between LA County and the rest of the state, but the Regional Plan does not mention that while 13.4 percent of LA County residents are living in poverty, for LA County residents with disabilities, that number jumps to 25 percent. The Regional Plan’s following paragraph appropriately recognizes the disproportionate impact on people of color and English language learners but does not reference the percentage of people in LA County for people with disabilities; another disproportionately affected group. For reference, that percentage is 9.9 percent.

On RP p. 2, it notes that at the height of the pandemic, the unemployment rate in the county jumped from 4.5 percent to 20.8 percent. We urge that the report also note the disability unemployment rate, which was already more than double that of the general population at 10.5 percent pre-pandemic. Likewise, we believe that looking at the labor force participation rate is a better metric of the economy, and better reflects those who are striving to work or already have jobs. As such, it is critical to note that as of March 2021, 76.1 percent of people without disabilities were engaged with the labor force nationally, compared to people with disabilities at 33.4 percent. Closing this gap is a crucial measure which we hope will guide your future workforce efforts.

On RP p. 5 you note that 58 percent of those who left the labor force by January 2021 were women, but failed to note the equally impactful reality that a high percentage of the individuals who left the labor force were people with disabilities. To the extent that we do not have that data, it in fact shows the importance of tracking these rates for individuals with disabilities as we continue with the Regional Plan workforce efforts.

On RP p. 6 a similar challenge can be found in the discussion of educational attainment, which rightfully breaks down the disparities by race but fails to show that the gaps are even more profound for people with disabilities. For example, while Los Angeles Unified School District

(LAUSD) students without disabilities have an 81.3 percent high school graduation rate, Los Angeles students with disabilities have a high school graduation rate of only 63.7 percent. Further, it is critical to recognize that the students enrolled in LAUSD's special education programs reflect the diversity of the Los Angeles metropolitan area. Out of the approximately 191,000 students with disabilities enrolled in LAUSD's K-12 system, fully 78.3 percent are Latinx, 10 percent are African American, and only 8.7 percent are white. Fully 11.5 percent of LAUSD students are students with disabilities and their unique needs require support, investment, and focused programmatic efforts. Lastly, in terms of the intersectional identities of LAUSD's students with disabilities, it is worth recognizing that 26.8 percent of LAUSD students have Limited English Proficiency (LEP) and that number increases to 46.6 percent when looking at students with disabilities. Meeting the educational needs and employment aspirations of these students will require closer cooperation between workforce programs and the area's educational authorities.

#### This Focus Must Be Reflected in Your Performance Goals

We congratulate the County on meeting its performance goals as outlined on LP 35 and 36, regarding youth, adults, and displaced individuals. However, given the disproportionate employment disparities for people with disabilities, and especially BIPOC people with disabilities, the County should also establish clear educational and employment goals for these populations.

#### The Plans Must Expressly Focus on Academic Achievement and Opportunity for People with Disabilities to Work by Leveraging Community College Resources to Improve Employment Outcomes for Students with Disabilities

The Regional Plan spends the entirety of pages 5 and 6 focusing on educational attainment, precisely because of the importance of this attainment in employment. And yet, as mentioned in the previous section, outcomes for people with disabilities continue to lag the general population. Community colleges are crucial pieces of the nation's workforce development infrastructure, and help direct the investment of WIOA dollars in programs or agencies in many states.

#### Leverage the Potential Impact of Community Colleges to Support Students with Disabilities

State and local Workforce Investment Boards can build sector partnerships that leverage community colleges and other education and training providers to develop career pathways that align workforce supply and demand. WIOA emphasizes the value of recognized postsecondary credentials, and the attention given to career pathways in the act provides a way for community colleges to contribute to the growth of skilled and credentialed workers in their local areas.

Community colleges in California received state funding for Disabled Student Programs and Services (DSPS) to assist in providing support services and educational accommodations to

students with disabilities so they can have full and equitable access to the community college experience. Part of the community college experience can include job training and readiness. The Rehabilitation Act of 1973 (Act), as amended by WIOA emphasizes the provision of services to students and youth with disabilities to ensure they have opportunities to receive the training and other services necessary to achieve competitive integrated employment. It also expands the population of students with disabilities who may receive services and the kinds of services that the VR agencies may provide to youth and students with disabilities who are transitioning from school to postsecondary education and employment. Making the connection/partnership with Disabled Student Programs across every state with WIOA Eligible Training Provider programs at community colleges creates a pipeline of trained/certified workers with disabilities ready for the local competitive integrated job market.

On pages 23 and 24, the Regional Plan talks about several powerful initiatives to reconnect youth to schools and colleges, which includes mention of justice involved, homeless, and TANF youth. This is fantastic, but again leaves behind the critical population of people with disabilities. The Regional Plan must ensure that people with disabilities are included in these innovative programs. Indeed, many people with disabilities are contained in groups of people who are homeless and/or justice involved, and they need specific strategies and goals that will enable them to succeed.

#### People with Disabilities Need to Be a Part of Economic Recovery Efforts

The Regional Plan admirably recognizes that the massive disruptions in the labor market must be taken as an opportunity to help individuals re-skill workers and assist them onto new career paths, but while the Regional Plan says “The LABRPU will be vigilant in identifying those opportunities as they arise” on RP p. 10, the entire section fails to explore opportunities for individuals with disabilities. Similarly, the Local Plan lays out seven principles, (LP p.7) but none of these principles appear to embrace people with disabilities.

Three of the principles, (the focus on disproportionately impacted individuals, the focus on access to technology, and the coordination of co-location services) have very specific disability implications, but as we will see in our further discussion of the County and Regional plans, the needs of this community are not considered.

In fact, The Local Plan set aside \$1 million “of WIOA Title I Adult and Dislocated Worker training dollars to facilitate the creation and implementation of novel training programs to prepare County residents, particularly those with multiple barriers to employment, for careers in high growth sectors. The WDB focused this year’s funds to mitigate the uncertainty we are currently facing with a high unemployment rate and thousands of impacted businesses because of the pandemic.” (LP p8) Yet there is no indication that people with disabilities were considered as a part of these funds that were set aside, despite the need for novel training programs. It is important to remember that in addition to rehabilitation, people with disabilities who were already working were disproportionately impacted and displaced by the pandemic.

It is true and laudable that the region has launched a pilot program to train individuals with intellectual and developmental disabilities in Glendale, as is mentioned on RP p. 21 and 22, but while such small programs are interesting, and the 88 percent placement rate is amazing, the Regional Plan fails to address twin realities: first, people with disabilities can work in any industry where the board has taken an interest. Secondly, small targeted programs, even if replicated as the Regional Plan suggests, will not be enough to serve the tremendous numbers of people with disabilities that are looking for jobs.

The Local Plan is even more sparse, for despite listing 10 specialty plans on LP p. 11-13, including programs for people experiencing homelessness, veterans, justice involved individuals, and youth, there is no mention of programs to serve people with disabilities. In fact, even within these programs, which experience high overlap with the disability community, there is no discussion of their ability to serve people with disabilities. In fact, the only partner specifically listed in the plan for serving people with disabilities is the Department of Rehabilitation. (LP p.18). While much of the work of DOR is exemplary, they also can benefit from even further partnerships with the disability community, providers, employers, and other stakeholders.

We feel that in addition to the stated programs, the plan should consider working even more extensively with successful disability employment programs in California. The models worth your attention to significant expansion are Project SEARCH and Bridges from School to Work. Project SEARCH is a transformational school-to-work transition program for youth with intellectual and developmental disabilities that prepares them for good paying careers in hospitals, elder-care and the Caring Economy. It is a key part of the Caring Economy that we have heard so much from the White House recently. The SEARCH model is a win-win-win for the host employer, the workers with disabilities, and the many older Americans helped by Project SEARCH trained workers. As a model it has already been replicated in 47 states, with hundreds of satisfied employers, and thousands of workers with disabilities earning minimum wage or more. This model is perfectly suited to the challenges of the present and could be expanded widely. Likewise, through Bridges, over 15,000 youth with disabilities have been placed with over 4,500 employers.

Both models offer proven strategies for businesses to incorporate the talents of students with disabilities into the workforce. Locally, there are SEARCH sites worth visiting at the Kaiser Permanente LA Medical Center, Kaiser Permanente West LA Medical Center, and the Ronald Reagan UCLA Medical Center. Currently, the Los Angeles office of Bridges coordinates with LAUSD, the Compton Unified School District and L.A. County Office of Education – LA South Bay District.

Outside of disability-specific programs, there are multiple opportunities to include people with disabilities that seem to be missed within the plans. For example, on RP p. 12, the Regional Plan lists Construction, Healthcare, and Transportation and Warehousing as places of

opportunity. On pages 15 through 19, the Regional Plan list out various apprenticeship programs in these fields, and while different programs appear to focus on race, re-entry, homeless individuals, veterans, and disconnected youth, (RP p. 16) as well as single parents, jobseekers have not completed high school, and women, (RP p. 17) nowhere does it mention people with disabilities being a part of your apprenticeship program. There is a similar lack in the discussion of the County apprenticeship plan. (LP p.7) It is urgent for this to be fixed. In fact, apprenticeship, including virtual apprenticeship for knowledge workers, is a powerful model, especially for people with disabilities, and especially as more work, including some of the case management work referenced in the Regional Plan, can be done virtually.

#### Continuing to Support Remote Work, even in a Post-COVID Working World

The pandemic's expansion of virtual work has made this a key strategy for people with disabilities, by expanding and normalizing a common reasonable accommodation request long championed by workers with disabilities. Microsoft, for example, has dramatically expanded their accessibility features, including built-in speech to text technology which makes it possible for people with even the most limited mobility to use computers. Zoom now offers instant live captioning which opens a new world of opportunity for people who are Deaf or Hard of Hearing. Technological progress has opened an unprecedented window for people with disabilities to contribute to the success of nonprofits, communities and beyond.

Remote work also has great promise at expanding apprenticeship programs into more diverse sectors of the American economy, especially the knowledge economy. RespectAbility has retooled our own National Leadership Program from being a cohort-based, in person internship program into an all-virtual, work-from-anywhere skills-based training program. RespectAbility has innovated an online apprenticeship programs for people with disabilities to work in Entertainment Media. (Get graphs from Frank on the fellowship and the LAB program). We invite you to do a site visit on Zoom and to provide support for such programs in the future as we and/or others could expand or replicate these cohort-based job placement programs for diverse people with disabilities. Such approaches have major implications for efforts to train workers for good paying jobs in the knowledge economy and the non-profit sector.

At the same time, to truly achieve this goal, the plans must ensure that they both stand behind the County's stated prioritization of addressing the digital divide (LP p. 9) includes people with disabilities, who in addition to assistive technology often need help simply to obtain modern computers and affordable Internet.

#### The Plans Must Embrace a Broader Set of Target Industries

The Local Plan has a paragraph that indicates a desire to better serve people with disabilities, but the strategies include nebulous promises to "identify and implement best practices," on targeted efforts such as "regular meetings with Regional Centers to educate our AJCC's" and bare minimum practices like promoting accessible job postings. (LP p.25) Much like the far



more targeted efforts for other populations in the plan, we recommend some specific targets be adopted around disability.

The Huge Potential of the Entertainment Industry for Jobs and to Reduce Stigmas that are Barriers to Work.

The focus on the three industries in the previous paragraph belies other opportunities. For instance, on RP p. 11, the Regional Plan appropriately identifies that Entertainment and Infotech remain areas of powerful opportunity for job growth, and yet it does not appear anywhere in the substance of the Regional Plan. This is a missed opportunity given the unique potential created by the increased investment by Hollywood studios and employing people with disabilities.

What people see on-screen impacts what they think, feel, and do. This includes perceptions around if employers are willing to even imagine hiring qualified people with disabilities. Stigma dampens disability employment in every employment sector. However, our previous success with placing participants in employment at major Hollywood studios (discussed below) has shown that PWD are just as capable as people without disabilities – and when it comes to advocating for accurate representation, even more so. And by showing PWD on screen as individuals who are capable in a variety of careers, we can impact employment broadly.

Los Angeles County is home to Hollywood, the capital of the Entertainment industry in the U.S., and, to a great extent, the world. In 2018, there were 740,000 wage and salary workers in entertainment and digital media. The sector added 138,000 wage and salary jobs between 2013 and 2018, signifying a growing industry. Nearly half of these jobs are in film production, while emerging digital media and broadcasting account for nearly 25 percent. The industry has lost approximately 284,000 creative jobs because of the pandemic. However, Hollywood is rapidly accelerating plans to rebuild the creative economy and further expand production schedules to meet consumer demand.

The best source of accurate portrayals is authentic real-world experience, so there is a virtuous circle: increasing the number of people with disabilities working in the entertainment industry leads to more diverse and authentic representation on screen, further reducing stigma and increasing employment in all sectors. This is a prime opportunity to improve the disappointing statistics because (although the pandemic has put some productions on hold) projects are being pipelined for development. Likewise, more animation projects are being greenlit. Therefore, as writers and animators (key targets of our program) are being hired, our program will help ensure that PWD are filling these roles to create this systemic change. Despite the pandemic, our proven virtual model provides an opportunity to move the needle in Hollywood. Even though 25 percent of adults in America has a disability, only 3.1 percent of series regular characters on television have a disability (Where We Are On TV, GLAAD, 2019). In film, there has been no meaningful change in the percentage of speaking characters with disabilities, with just 2.3 percent of characters analyzed in the 100 top-grossing films of 2019 by the USC

Annenberg School having a disability. While statistics for disability representation for people working behind the camera are not available, our extensive experience working with the industry confirms the numbers are similarly disheartening.

The representation that does exist is misleading. Almost all portrayals of people with disabilities in media are white, but disability impacts all. Anyone can join the disability community at any point and people with disabilities come from all communities – including African American, Asian, Hispanic, Native American, LGBTQ and other communities. According to Nielsen Research, consumers with disabilities represent a \$1 billion market segment. When you include their families, friends, and associates, that total expands to more than \$1 trillion. Americans with disabilities represent the third largest market behind Baby Boomers and the mature market. It is clear that studios are getting the message. For the past two years, RespectAbility has run a Summer Lab Program for Entertainment Professionals with Disabilities. This job placement program was designed to offer 30 people with disabilities (both emerging Entertainment talent as well as mid-level career professionals) the connections and access necessary to secure employment in development, production, and post-production. This includes careers as writers, directors, producers, cinematographers, animators and other production and executive roles. Not only is the program so popular that we regularly receive four times the number of qualified applicants that we can accept, but it is so popular with the industry that we have partners including Creative Artists Agency, NBCUniversal, Sony Pictures Entertainment, the Sundance Institute, ViacomCBS, the Walt Disney Company, Writers Guild of America West and more. In fact, Blue Ant Media, Bunim-Murray Productions, CAA, Cast and Crew, Final Draft, NBCUniversal, Netflix, Sony Pictures Entertainment, and more are now coming to us for specialized training on accommodating and recruiting individuals with disabilities. In fact, while this program was originally funded by the state workforce development Board under an accelerator grant, it is now largely paid for by the studios themselves. Given the combination of opportunity and need, it is critical that this important industry be represented in the Regional Plan. Such programs are key to breaking down stigmas and changing on-screen portrayals of people with disabilities so they can be seen for what they CAN do instead of for what they cannot.

#### The Tremendous Success of Self-Employment

Prior to the pandemic, the number of Angelenos with disabilities who were either entrepreneurs or self-employed was very high. Among Angelenos with disabilities who are employed, 15 percent of workers with disabilities are self-employed and 5.6 percent of workers with disabilities are self-employed in their own incorporated business.

Encouraging entrepreneurship or self-employment offers a tremendous opportunity for the City to empower more and more people with disabilities to enter the workforce. Setting specific goals to expand entrepreneurship/self-employment funding, training, and programs could be a tremendous chance to address inequality directly. We would encourage the Board to explore

ways in which workforce development/disability agencies (such as vocational rehabilitation, SNAP, TANF, developmental disability and mental health) could incorporate entrepreneurship and self-employment training as an option for job seekers with disabilities.

To do this, the County could build on the tremendous success of Iowa. Iowa's Vocational Rehabilitation agency has embraced the current crisis by adopting a range of new virtual strategies, approaches, and procedures for providing high quality workforce service even amid a virtual pandemic. Some of those innovative approaches, have major implications for the future of VR. Iowa quickly invested in the technological infrastructure to provide virtual services statewide, adopted a cohort-based model for fostering social connections among VR clients on Zoom and tested other emerging practices throughout 2020. Iowa VR has embraced entrepreneurship and self-employment as one of the key virtual services provided to the youth with disabilities that they serve. This is a topic that merits deeper attention as the County looks for innovative solutions to the challenge of building back better.

**The Plan Must Acknowledge and Address Current Gaps in the Ability of the AJCC System in the County to Serve People with Disabilities**

There is no question that the Local Plan expressly acknowledges the legal requirement for the AJCC's to be fully accessible to people with disabilities. The last paragraph on page 24 and the first paragraph on page 25 detail an impressive list of accommodations, from sign language interpreters to software. It even references a continuous quality improvement process (LP p. 24). And yet, numerous pieces of anecdotal evidence, as well as outreach to each AJCC in the County as part of our Workforce Accelerator Grant, where we received responses up to and including, "we don't serve people with disabilities here," show us that the paragraph has fallen far short of the reality. The plan should acknowledge the current shortfall and make affirmative plans to improve, rather than represent that everything is okay.

The disconnect is perhaps made most clear by the fact that the training paragraph expressly refers to experiential learning, (LP p.25) which has been completely discredited as a method of training people to accommodate individuals with disabilities. This is made even more starkly clear once the Local Plan with the trainings that occurred in the last three years. Of the five types of digital training listed, (LP p.28) there is no training listed on accessibility for people with disabilities. (ibid) On the list of 26 training on cultural competency, there is only one regarding disability, and it is specifically regarding mental illness and COVID-19, an important topic to be sure, but hardly the only important topic.

We recommend that the plan calls for increased training in everything from workplace accommodation to employment opportunities for people with disabilities, self-employment opportunities for people with disabilities, and digital accessibility for people with disabilities. To be clear, there is no need to reinvent the wheel on this type of training, as the information is readily available from the Job Accommodation Network and Employer Assistance and

Resource Network on Disability Inclusion, and is also a topic on which we offer training at RespectAbility.

#### One Cannot Truly Serve the Justice Involved without Making a Strategy to Serve People with Disabilities

On RP p. 23, the Regional Plan lays out admirable efforts to serve justice-involved individuals. However, while there is some reference to mental illness, the Regional Plan must contend with the tremendous barrier posed by disability. The Bureau of Justice Statistics shows that 40 percent of the prison population has a disability. Further, 95 percent of incarcerated people will be released and returned home. To prevent recidivism and ensure success, re-entry services, and training programs need to be prepared to assess returning citizens for disability and then address disability issues as they arise. These programs need to understand reasonable accommodations and have access to assistive technology including mental health support or other phone-based applications. As such, we want to commend the Board for making the reentry population the focus of both strategic initiatives and new investments.

Congratulations for the multi-million-dollar investment you and your colleagues have secured through the Prison to Employment (P2E) grant. We would challenge the Board and your regional partners to consider the disability elements of this critical work. Do your programs serving the reentry population have the capacity to track if a returning citizen has a disclosed disability? Can arrangements be made to coordinate with the Department of Corrections and the Department of Rehabilitation to provide disability assets before citizens leave the correctional system? If someone does disclose disability issues, how do program professionals react? Have they received training on disability employment best practices? If not, can connections be made to disability organization or can self-advocates be recruited to provide trainings? As a starting point, we would recommend that you consider RespectAbility's 2016 report Disability and Criminal Justice Reform: Keys to Success. The report contains a series of recommendations to reduce the school-to-prison pipeline for people with disabilities, to enable incarcerated individuals with disabilities to receive the skills they need to succeed, and best practices on how to help returning individuals integrate back home.

#### It is Critical That Your Youth Programs Properly Serve Individuals with Disabilities

The Local Plan offers truly laudable services to youth on LP 31-32, and yet while your identified partners, CYBP, OYC and TAY-WoW appear to have impressive experience for foster youth and youth on probation, it is not clear that they have the special skills and training to serve people with disabilities. It is critical that the Local Plan include people with disabilities in these life skills building programs, with appropriate competence.

#### Leveraging Federal Contractors to Drive Disability Employment Opportunities

A key partner and potential collaborator in terms of finding more workforce solutions for Angelenos with disabilities are the wide network of Federal Contractors doing business in the

L.A. metropolitan area. Because of Section 503 of the Rehabilitation Act, companies doing business with the federal government are supposed to recruit, hire, and retain qualified workers with disabilities. Examples of major federal contractors in the L.A. metropolitan area include Boeing, Northrup Grumman, the Aerospace Corporation, Aerojet Rocketdyne, the California Institute of Technology, Chevron, and Lockheed Martin. These companies represent billions of dollars of business for the local economy and are natural partners in efforts to get more Angelenos with disabilities into the workforce. A full inventory of federal contractors in L.A. can be found on our website here: Appendix F: Los Angeles Area Federal Contractor Information (respectability.org)

#### Utilizing and Educating Job Seekers with Disabilities about Existing Resources

One of the consistent problems that RespectAbility has observed among job seekers from across the country is a lack of knowledge about the full extent and wide range of services offered by the workforce development system. Despite the \$17 billion dollars invested annually by the federal government, far too many people with disabilities and others with barriers to employment do not understand the different services, supports and programs available to them under the broad umbrella of the Workforce Innovation and Opportunity Act (WIOA).

To address this gap, RespectAbility has organized several different projects over the years to help Angelenos with disabilities to navigate their local workforce system. Back in 2017, we collaborated with a wide network of local partners to develop and release the first ever Long Beach Disability Community Resource Guide. Developed in direct response to the needs of surveyed needs of the local community, this guide cataloged local programs, agencies and provided clear advice to support the aspirations of residents with disabilities. We have since expanded on this work by developing and releasing our “Finding a Job as a Person with a Disability in Los Angeles” jobs guides. This LA jobs guide was developed in partnership by RespectAbility, The Los Angeles City Department of Disability, UNITE-LA, and Fiesta Educativa. It was released last year, during the darkest days of the COVID-19 pandemic. This guide was deliberately structured around a variety of different pathways to meet the needs of youth with disabilities, their families, older workers with disabilities and those who had recently lost their jobs due to the economic crisis.

Likewise, during the final months of 2020, our organization released another covering critical topic around employment best practices, civil rights in the workplace, accessing services, closing the gap in education outcomes, and expanding career options for jobseekers with disabilities. Developed by Ollie Cantos, People with Disabilities at Work is another comprehensive

We share these resources with you to emphasize the critical importance of ensuring that the thousands of Angelenos with and without disabilities be made aware of the extensive resources offered by your Board.

In Conclusion:

Our organization is motivated by the fundamental fact that if we find the right jobs for the right people with disabilities, it can and will benefit the bottom line of companies. In closing, we want to reiterate several critical facts that underpin our work:

- Out of the 652,358 working-age Angelenos with disabilities, there are 456,650 ready and eager to enter the workforce. In the economic expansion prior to COVID-19, approximately 169,322 of them had jobs, though many of them are underemployed and/or working part time.
- Over 340,000 people with disabilities joined the American workforce in 2017. As noted by the White House Council of Economic Advisors, “no group has felt the benefits of accelerated economic growth more than Americans with a disability.” However, people with disabilities’ jobs were wiped out during the pandemic and it is vital to help them get back into work.
- Companies including JP Morgan Chase, Coca-Cola, UPS, EY, IBM, Walgreens, Starbucks, and SAP are case studies that show people with disabilities can succeed.
- Accenture completed a major study that shows that such companies have seen “28 percent higher revenue, double the net income, and 30 percent higher economic profit margins” over a four-year period.
- The cost-benefit value of employees with disabilities is clear. From lower rates of absenteeism and turnover to improved training processes, there are clear business benefits to hiring people with disabilities.

As this work moves forward, it is important that we leverage our mutual resources in the County of Los Angeles. As such, we look forward to working with you.

Regards,

Philip Kahn-Pauli

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Pronouns: he/him/his

# respect ability

FIGHTING STIGMAS. ADVANCING OPPORTUNITIES.

## **RESPECTABILITY**


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To: Los Angeles Regional Planning Unit, Attention: Martha Molina-Aviles,  
Executive Director, Los Angeles County Workforce Development Board.

From: The Board of Directors, Senior Leaders and Staff Members, RespectAbility

Re: Public Comments on regional and local WIOA Plans for the LA Basin Region

Date: April 22<sup>nd</sup>, 2021

Dear Ms. Molina-Aviles,

RespectAbility, a nonprofit disability organization that fights stigmas and advances opportunities for people with disabilities, writes to submit public comment on the regional and local WIOA Plans for the LA Basin Region (“Regional Plan” or “RP”) and LA County Local Plan (“Local Plan” or “LP”) from 2021 to 2024.

RespectAbility is a national non-profit that focuses on the disability community. However, since 2017, we have been working extensively throughout the wider Los Angeles metropolitan area and we have gained critical organizational understanding about the challenges faced by planners in L.A. We have actively collaborated with the California Economic Development Department, the Department of Rehabilitation, the City of Long Beach, and the City of Los Angeles itself.

However, during the pandemic we dramatically expanded in order to meet the needs of people with disabilities, and we continue to address the pandemic related challenges faced by the disability community.

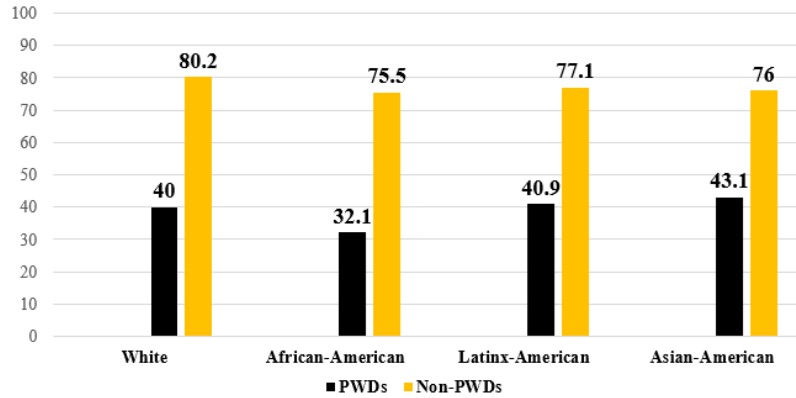
As an overall observation, we note that although people with disabilities are a specific subcategory identified in many of the exciting programs and opportunities mentioned in these plans, these plans do not fully explore what is needed for the workforce success of 452,879 working-age people with disabilities in Los Angeles County and 185,973 working-age people with disabilities in the City of Los Angeles. Today the labor force participation rate of working age Angelenos with disabilities is only 22 percent, which is significantly lower than the pre-pandemic national average of 38.8 percent. Thus, we are writing with many ideas for how this ambitious Regional Plan could be beneficial for workers with disabilities and the lives they touch. We strongly encourage you to make these changes so that people with disabilities can have jobs and a better future, just like anyone else, and so Los Angeles can benefit from the considerable talents of people with disabilities.

We have broken up our topics thematically with reference to both plans.

**The Plans Must Expressly Include a Focus on People with Disabilities.**

Almost from the onset, the need to use good disability data becomes apparent, as well as the need to make sure that disability data is included within both plans. The Local Plan starts out with an admirable goal, “In support of regional economic growth and economic self-sufficiency, the County WDB’s Local Plan reflects a commitment to a vision that everyone in Los Angeles County has access to sustainable employment and increased income mobility, and every business has the talent they need to succeed in a global economy”.

**(LP. p. 22)** neither plan follows up on this aspiration by including people with disabilities in their demographic sections. In the Local Plan refers to a customer pool on **LP p. 22** are 15 potential pools but people with disabilities are not included. We do note that this section then does refer to accommodations on the one hand but there is little indication that people with disabilities are really thought of as a population. The data must also show disaggregated data, so we know how things are progressing as Los Angeles works to reduce the effects of ableism and racism.



*Figure 1 Employment Rates for Working-Age Americans w/ & w/o Disabilities, by Race – 2019 (Pre-COVID)*

**6)** Yet, this people with fact, when common **22**, there identified, are not that same providing top of **p.24**, that people being

The gap in including the important intersection between disability and the issues tracked continues throughout. In the first paragraph on Regional Plan **p. 1**, there is an impressive breakdown of the income disparity between LA County and the rest of the state, but the Regional Plan does not mention that while 13.4 percent of LA County residents are living in poverty, for LA County residents with disabilities, that number jumps to 25 percent. The Regional Plan’s following paragraph appropriately recognizes the disproportionate impact on people of color and English language learners but does not reference the percentage of people in LA County for people with disabilities; another disproportionately affected group. For reference, [that percentage](#) is 9.9 percent.

On **RP p. 2**, it notes that at the height of the pandemic, the unemployment rate in the county jumped from 4.5 percent to 20.8 percent. We urge that the report also note the disability unemployment rate, which was already more than double that of the general population at [10.5 percent pre-pandemic](#). Likewise, we believe that looking at the labor force participation rate is a better metric of the economy, and better reflects those who are striving to work or already have jobs. As such, it is critical to note that as [of March 2021](#), 76.1 percent of people without disabilities were engaged with the labor force nationally, compared to people with disabilities at 33.4 percent. Closing this gap is a crucial measure which we hope will guide your future workforce efforts.

On **RP p. 5** you note that 58 percent of those who left the labor force by January 2021 were women but failed to note the equally impactful reality that a high percentage of the individuals who left the labor force were people with disabilities. To the extent that we do not have that data, it in fact shows the importance of tracking these rates for individuals with disabilities as we continue with the Regional Plan workforce efforts.



On RP p. 6 a similar challenge can be found in the discussion of educational attainment, which rightfully breaks down the disparities by race but fails to show that the gaps are even more profound for people with disabilities. For example, while Los Angeles Unified School District (LAUSD) students without disabilities have an 81.3 percent high school graduation rate, Los Angeles students with disabilities have a high school graduation rate of only 63.7 percent.

Further, it is critical to recognize that the students enrolled in LAUSD’s special education programs reflect the diversity of the Los Angeles metropolitan area. Out of the approximately 191,000 students with disabilities enrolled in LAUSD’s K-12 system, fully 78.3 percent are Latinx, 10 percent are African American, and only 8.7 percent are white. Fully 11.5 percent of LAUSD students are students with

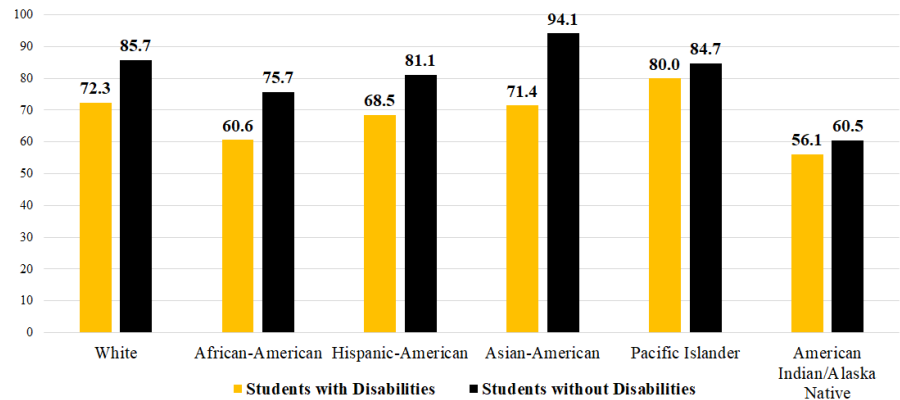


Figure 2 Source: 2018-19 Four-Year Adjusted Cohort Graduation Rate LA County Report

disabilities and their unique needs require support, investment, and focused programmatic efforts. Lastly, in terms of the intersectional identities of LAUSD’s students with disabilities, it is worth recognizing that 26.8 percent of LAUSD students have Limited English Proficiency (LEP) and that number increases to 46.6 percent when looking at students with disabilities. Meeting the educational needs and employment aspirations of these students will require closer cooperation between workforce programs and the area’s educational authorities.

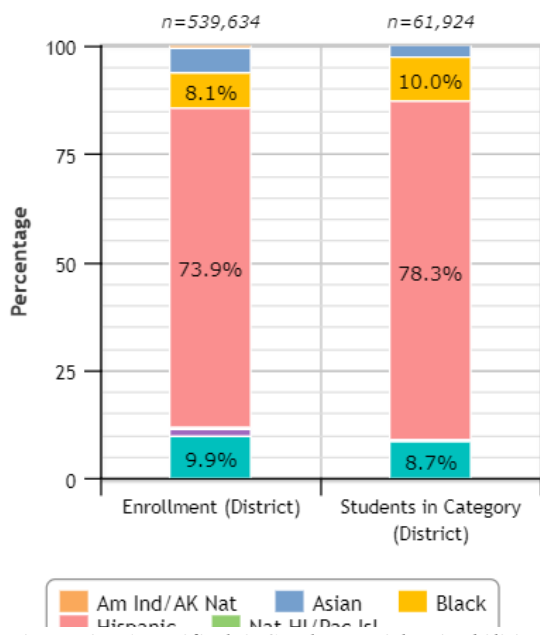


Figure 3 LA Unified & Students with Disabilities - Source: Civil Rights Data Collection:

**This Focus Must Be Reflected in Your Performance Goals**

We congratulate the County on meeting its performance goals as outlined on LP 35 and 36, regarding youth, adults, and displaced individuals. However, given the disproportionate employment disparities for people with disabilities, and especially BIPOC people with disabilities, the County should also establish clear educational and employment goals for these populations.

**The Plans Must Expressly Focus on Academic Achievement and Opportunity for People with Disabilities to Work by Leveraging Community College Resources to Improve Employment Outcomes for Students with Disabilities**

The Regional Plan spends the entirety of pages 5 and 6 focusing on educational attainment, precisely because of

the importance of this attainment in employment. And yet, as mentioned in the previous section, outcomes for people with disabilities continue to lag the general population. Community colleges are crucial pieces of the nation’s workforce development infrastructure and help direct the investment of WIOA dollars in programs or agencies in many states.

## **Leverage the Potential Impact of Community Colleges to Support Students with Disabilities**

State and local Workforce Investment Boards can build sector partnerships that leverage community colleges and other education and training providers to develop career pathways that align workforce supply and demand. WIOA emphasizes the value of recognized postsecondary credentials, and the attention given to career pathways in the act provides a way for community colleges to contribute to the growth of skilled and credentialed workers in their local areas.

Community colleges in California received state funding for Disabled Student Programs and Services (DSPS) to assist in providing support services and educational accommodations to students with disabilities so they can have full and equitable access to the community college experience. Part of the community college experience can include job training and readiness. The Rehabilitation Act of 1973 (Act), as amended by WIOA emphasizes the provision of services to students and youth with disabilities to ensure they have opportunities to receive the training and other services necessary to achieve competitive integrated employment. It also expands the population of students with disabilities who may receive services and the kinds of services that the VR agencies may provide to youth and students with disabilities who are transitioning from school to postsecondary education and employment. Making the connection/partnership with Disabled Student Programs across every state with WIOA Eligible Training Provider programs at community colleges creates a pipeline of trained/certified workers with disabilities ready for the local competitive integrated job market.

On **pages 23 and 24**, the Regional Plan talks about several powerful initiatives to reconnect youth to schools and colleges, which includes mention of justice involved, homeless, and TANF youth. This is fantastic, but again leaves behind the critical population of people with disabilities. The Regional Plan must ensure that people with disabilities are included in these innovative programs. Indeed, many people with disabilities are contained in groups of people who are homeless and/or justice involved, and they need specific strategies and goals that will enable them to succeed.

## **People with Disabilities Need to Be a Part of Economic Recovery Efforts**

The Regional Plan admirably recognizes that the massive disruptions in the labor market must be taken as an opportunity to help individuals re-skill workers and assist them onto new career paths, but while the Regional Plan says “The LABRPU will be vigilant in identifying those opportunities as they arise” on **RP p. 10**, the entire section fails to explore opportunities for individuals with disabilities. Similarly, the Local Plan lays out seven principles, (**LP p.7**) but none of these principles appear to embrace people with disabilities.

Three of the principles, (the focus on disproportionately impacted individuals, the focus on access to technology, and the coordination of co-location services) have very specific disability implications, but as we will see in our further discussion of the County and Regional plans, the needs of this community are not considered.

In fact, The Local Plan set aside \$1 million “of WIOA Title I Adult and Dislocated Worker training dollars to facilitate the creation and implementation of novel training programs to prepare County residents, particularly those with multiple barriers to employment, for careers in high growth sectors. The WDB focused this year’s funds to mitigate the uncertainty we are currently facing with a high unemployment rate and thousands of impacted businesses because of the pandemic.” (**LP p8**) Yet there is no indication that people with disabilities were considered as a part of these funds that were set aside, despite the need for novel training programs. It is important to remember that in addition to rehabilitation, people with disabilities who were already working were disproportionately impacted and displaced by the pandemic.

It is true and laudable that the region has launched a pilot program to train individuals with intellectual and developmental disabilities in Glendale, as is mentioned on **RP p. 21 and 22**, but while such small programs are interesting, and the 88 percent placement rate is amazing, the Regional Plan fails to address twin realities: **first, people with disabilities can work in any industry where the board has taken an interest. Secondly, small, targeted programs, even if replicated as the Regional Plan suggests, will not be enough to serve the tremendous numbers of people with disabilities that are looking for jobs.**

The Local Plan is even more sparse, for despite lifting 10 specialty plans on **LP p. 11-13**, including programs for people experiencing homelessness, veterans, justice involved individuals, and youth, there is no mention of programs to serve people with disabilities. In fact, even within these programs, which experience high overlap with the disability community, there is no discussion of their ability to serve people with disabilities. In fact, the only partner specifically listed in the plan for serving people with disabilities is the Department of Rehabilitation. (**LP p.18**). While much of the work of DOR is exemplary, they also can benefit from even further partnerships with the disability community, providers, employers, and other stakeholders.

We feel that in addition to the stated programs, the plan should consider working even more extensively with successful disability employment programs in California. The models worth your attention to significant expansion are [Project SEARCH](#) and [Bridges from School to Work](#). Project SEARCH is a transformational school-to-work transition program for youth with intellectual and developmental disabilities that prepares them for good paying careers in hospitals, elder-care and the Caring Economy. It is a key part of the Caring Economy that we have heard so much from the White House recently. The SEARCH model is a win-win-win for the host employer, the workers with disabilities, and the many older Americans helped by Project SEARCH trained workers. As a model it has already been replicated in 47 states, with hundreds of satisfied employers, and thousands of workers with disabilities earning minimum wage or more. This model is perfectly suited to the challenges of the present and could be expanded widely. Likewise, through Bridges, over 15,000 youth with disabilities have been placed with over 4,500 employers.

Both models offer proven strategies for businesses to incorporate the talents of students with disabilities into the workforce. Locally, there are SEARCH sites worth visiting at the Kaiser Permanente LA Medical Center, Kaiser Permanente West LA Medical Center, and the Ronald Reagan UCLA Medical Center. Currently, the Los Angeles office of Bridges coordinates with LAUSD, the Compton Unified School District and L.A. County Office of Education – LA South Bay District.

Outside of disability-specific programs, there are multiple opportunities to include people with disabilities that seem to be missed within the plans. For example, on **RP p. 12**, the Regional Plan lists Construction, Healthcare, and Transportation and Warehousing as places of opportunity. On pages **15 through 19**, the Regional Plan list out various apprenticeship programs in these fields, and while different programs appear to focus on race, re-entry, homeless individuals, veterans, and disconnected youth, (**RP p. 16**) as well as single parents, jobseekers have not completed high school, and women, (**RP p. 17**) nowhere does it mention people with disabilities being a part of your apprenticeship program. There is a similar lack in the discussion of the County apprenticeship plan. (**LP p.7**) It is urgent for this to be fixed. In fact, apprenticeship, including virtual apprenticeship for knowledge workers, is a powerful model, especially for people with disabilities, and especially as more work, including some of the case management work referenced in the Regional Plan, can be done virtually.

### **Continuing to Support Remote Work, even in a Post-COVID Working World**

The pandemic's expansion of virtual work has made this a key strategy for people with disabilities, by expanding and normalizing a common reasonable accommodation request long championed by workers

with disabilities. Microsoft, for example, has dramatically expanded their accessibility features, including built-in speech to text technology which makes it possible for people with even the most limited mobility to use computers. Zoom now offers instant live captioning which opens a new world of opportunity for people who are Deaf or Hard of Hearing. Technological progress has opened an unprecedented window for people with disabilities to contribute to the success of nonprofits, communities and beyond.

Remote work also has great promise at expanding apprenticeship programs into more diverse sectors of the American economy, especially the knowledge economy. RespectAbility has retooled our own National Leadership Program from being a cohort-based, in person internship program into an all-virtual, work-from-anywhere skills-based training program. RespectAbility has innovated an online apprenticeship programs for people with disabilities to work in Entertainment Media. (Get graphs from Frank on the fellowship and the LAB program). We invite you to do a site visit on Zoom and to provide support for such programs in the future as we and/or others could expand or replicate these cohort-based job placement programs for diverse people with disabilities. Such approaches have major implications for efforts to train workers for good paying jobs in the knowledge economy and the non-profit sector.

At the same time, to truly achieve this goal, the plans must ensure that they both stand behind the County's stated prioritization of addressing the digital divide (**LP p. 9**) includes people with disabilities, who in addition to assistive technology often need help simply to obtain modern computers and affordable Internet.

### **The Plans Must Embrace a Broader Set of Target Industries**

The Local Plan has a paragraph that indicates a desire to better serve people with disabilities, but the strategies include nebulous promises to "identify and implement best practices," on targeted efforts such as "regular meetings with Regional Centers to educate our AJCC's" and bare minimum practices like promoting accessible job postings. (**LP p.25**) Much like the far more targeted efforts for other populations in the plan, we recommend some specific targets be adopted around disability.

### **The Huge Potential of the Entertainment Industry for Jobs and to Reduce Stigmas that are Barriers to Work.**

The focus on the three industries in the previous paragraph belies other opportunities. For instance, on **RP p. 11**, the Regional Plan appropriately identifies that Entertainment and Infotech remain areas of powerful opportunity for job growth, and yet it does not appear anywhere in the substance of the Regional Plan. This is a missed opportunity given the unique potential created by the increased investment by Hollywood studios and employing people with disabilities.

What people see on-screen impacts what they think, feel, and do. This includes perceptions around if employers are willing to even imagine hiring qualified people with disabilities. Stigma dampens disability employment in every employment sector. However, our previous success with placing participants in employment at major Hollywood studios (discussed below) has shown that PWD are just as capable as people without disabilities – and when it comes to advocating for accurate representation, even more so. And by showing PWD on screen as individuals who are capable in a variety of careers, we can impact employment broadly.

Los Angeles County is home to Hollywood, the capital of the Entertainment industry in the U.S., and, to a great extent, the world. In [2018](#), there were 740,000 wage and salary workers in entertainment and digital media. The sector added 138,000 wage and salary jobs between 2013 and 2018, signifying a growing industry. Nearly half of these jobs are in film production, while emerging digital media and broadcasting account for nearly 25 percent. The industry has lost approximately 284,000 creative jobs because of the

pandemic. However, Hollywood is rapidly accelerating plans to rebuild the creative economy and further expand production schedules to meet consumer demand.

The best source of accurate portrayals is authentic real-world experience, so there is a virtuous circle: increasing the number of people with disabilities working in the entertainment industry leads to more diverse and authentic representation on screen, further reducing stigma and increasing employment in all sectors. This is a prime opportunity to improve the disappointing statistics because (although the pandemic has put some productions on hold) projects are being pipelined for development. Likewise, more animation projects are being greenlit. Therefore, as writers and animators (key targets of our program) are being hired, our program will help ensure that PWD are filling these roles to create this systemic change. Despite the pandemic, our proven virtual model provides an opportunity to move the needle in Hollywood.

Even though 25 percent of adults in America has a disability, only 3.1 percent of series regular characters on television have a disability (*Where We Are On TV*, GLAAD, 2019). In film, there has been no meaningful change in the percentage of speaking characters with disabilities, with just 2.3 percent of characters analyzed in the 100 top-grossing films of 2019 by the USC Annenberg School having a disability. While statistics for disability representation for people working behind the camera are not available, our extensive experience working with the industry confirms the numbers are similarly disheartening.

The representation that does exist is misleading. Almost all portrayals of people with disabilities in media are [white](#), but disability impacts all. Anyone can join the disability community at any point and people with disabilities come from all communities – including African American, Asian, Hispanic, Native American, LGBTQ and other communities. According to [Nielsen Research](#), consumers with disabilities represent a \$1 billion market segment. When you include their families, friends, and associates, that total expands to more than \$1 trillion. Americans with disabilities represent the third largest market behind Baby Boomers and the mature market.

It is clear that studios are getting the message. For the past two years, RespectAbility has run a [Summer Lab Program for Entertainment Professionals with Disabilities](#). This job placement program was designed to offer 30 people with disabilities (both emerging Entertainment talent as well as mid-level career professionals) the connections and access necessary to secure employment in development, production, and post-production. This includes careers as writers, directors, producers, cinematographers, animators and other production and executive roles. Not only is the program so popular that we regularly receive four times the number of qualified applicants that we can accept, but it is so popular with the industry that we have partners including Creative Artists Agency, NBCUniversal, Sony Pictures Entertainment, the Sundance Institute, Viacom CBS, the Walt Disney Company, Writers Guild of America West and more. In fact, Blue Ant Media, Bunim-Murray Productions, CAA, Cast and Crew, Final Draft, NBCUniversal, Netflix, Sony Pictures Entertainment, and more are now coming to us for specialized training on accommodating and recruiting individuals with disabilities. In fact, while this program was originally funded by the state workforce development Board under an accelerator grant, it is now largely paid for by the studios themselves. Given the combination of opportunity and need, it is critical that this important industry be represented in the Regional Plan. Such programs are key to breaking down stigmas and changing on-screen portrayals of people with disabilities so they can be seen for what they CAN do instead of for what they cannot.

### **The Tremendous Success of Self-Employment**

Prior to the pandemic, the number of Angelenos with disabilities who were either entrepreneurs or self-employed was very high. Among Angelenos with disabilities who are employed, 15 percent of workers

with disabilities are self-employed and 5.6 percent of workers with disabilities are self-employed in their own incorporated business.

Encouraging [entrepreneurship](#) or self-employment offers a tremendous opportunity for the City to empower more and more people with disabilities to enter the workforce. Setting specific goals to expand entrepreneurship/self-employment funding, training, and programs could be a tremendous chance to address inequality directly. We would encourage the Board to explore ways in which workforce development/disability agencies (such as vocational rehabilitation, SNAP, TANF, developmental disability and mental health) could incorporate entrepreneurship and self-employment training as an option for job seekers with disabilities.

To do this, the County could build on the tremendous success of Iowa. Iowa's Vocational Rehabilitation agency has embraced the current crisis by adopting a range of new virtual strategies, approaches, and procedures for providing high quality workforce service even amid a virtual pandemic. Some of those innovative approaches, have major implications for the future of VR. Iowa quickly invested in the technological infrastructure to provide virtual services statewide, adopted a cohort-based model for fostering social connections among VR clients on Zoom and tested other emerging practices throughout 2020. Iowa VR has embraced [entrepreneurship and self-employment](#) as one of the key virtual services provided to the youth with disabilities that they serve. This is a topic that merits deeper attention as the County looks for innovative solutions to the challenge of building back better.

### **The Plan Must Acknowledge and Address Current Gaps in the Ability of the AJCC System in the County to Serve People with Disabilities**

There is no question that the Local Plan expressly acknowledges the legal requirement for the AJCC's to be fully accessible to people with disabilities. The last paragraph on page 24 and the first paragraph on page 25 detail an impressive list of accommodations, from sign language interpreters to software. It even references a continuous quality improvement process (LP p. 24). And yet, numerous pieces of anecdotal evidence, as well as outreach to each AJCC in the County as part of our Workforce Accelerator Grant, where we received responses up to and including, "we don't serve people with disabilities here," show us that the paragraph has fallen far short of the reality. The plan should acknowledge the current shortfall and make affirmative plans to improve, rather than represent that everything is okay.

The disconnect is perhaps made most clear by the fact that the training paragraph expressly refers to experiential learning, (LP p.25) which has been completely discredited as a method of training people to accommodate individuals with disabilities. This is made even more starkly clear once the Local Plan with the trainings that occurred in the last three years. Of the five types of digital training listed, (LP p.28) there is no training listed on accessibility for people with disabilities. (ibid) On the list of 26 training on cultural competency, there is only one regarding disability, and it is specifically regarding mental illness and COVID-19, an important topic to be sure, but hardly the only important topic.

We recommend that the plan calls for increased training in everything from workplace accommodation to employment opportunities for people with disabilities, self-employment opportunities for people with disabilities, and digital accessibility for people with disabilities. To be clear, there is no need to reinvent the wheel on this type of training, as the information is readily available from the [Job Accommodation Network](#) and [Employer Assistance and Resource Network on Disability Inclusion](#), and is also a topic on which we offer training at RespectAbility.

## **One Cannot Truly Serve the Justice Involved without Making a Strategy to Serve People with Disabilities**

On **RP p. 23**, the Regional Plan lays out admirable efforts to serve justice-involved individuals. However, while there is some reference to mental illness, the Regional Plan must contend with the tremendous barrier posed by disability. [The Bureau of Justice Statistics](#) shows that 40 percent of the prison population has a disability. Further, 95 percent of incarcerated people will be released and returned home. To prevent recidivism and ensure success, re-entry services, and training programs need to be prepared to assess returning citizens for disability and then address disability issues as they arise. These programs need to understand reasonable accommodations and have access to assistive technology including mental health support or other phone-based applications. As such, we want to commend the Board for making the reentry population the focus of both strategic initiatives and new investments.

Congratulations for the multi-million-dollar investment you and your colleagues have secured through the Prison to Employment (**P2E**) grant. We would challenge the Board and your regional partners to consider the disability elements of this critical work. Do your programs serving the reentry population have the capacity to track if a returning citizen has a disclosed disability? Can arrangements be made to coordinate with the Department of Corrections and the Department of Rehabilitation to provide disability assets before citizens leave the correctional system? If someone does disclose disability issues, how do program professionals react? Have they received training on disability employment best practices? If not, can connections be made to disability organization or can self-advocates be recruited to provide trainings? As a starting point, we would recommend that you consider RespectAbility's 2016 report [Disability and Criminal Justice Reform: Keys to Success](#). The report contains a series of recommendations to reduce the school-to-prison pipeline for people with disabilities, to enable incarcerated individuals with disabilities to receive the skills they need to succeed, and best practices on how to help returning individuals integrate back home.

## **It is Critical That Your Youth Programs Properly Serve Individuals with Disabilities**

The Local Plan offers truly laudable services to youth on LP 31-32, and yet while your identified partners, CYBP, OYC and TAY-WoW appear to have impressive experience for foster youth and youth on probation, it is not clear that they have the special skills and training to serve people with disabilities. It is critical that the Local Plan include people with disabilities in these life skills building programs, with appropriate competence.

## **Leveraging Federal Contractors to Drive Disability Employment Opportunities**

A key partner and potential collaborator in terms of finding more workforce solutions for Angelenos with disabilities are the wide network of Federal Contractors doing business in the L.A. metropolitan area. Because of [Section 503 of the Rehabilitation Act](#), companies doing business with the federal government are supposed to recruit, hire, and retain qualified workers with disabilities. Examples of major federal contractors in the L.A. metropolitan area include Boeing, Northrup Grumman, the Aerospace Corporation, Aerojet Rocketdyne, the California Institute of Technology, Chevron, and Lockheed Martin. These companies represent billions of dollars of business for the local economy and are natural partners in efforts to get more Angelenos with disabilities into the workforce. A full inventory of federal contractors in L.A. can be found on our website here: [Appendix F: Los Angeles Area Federal Contractor Information \(respectability.org\)](#)

## **Utilizing and Educating Job Seekers with Disabilities about Existing Resources**

One of the consistent problems that RespectAbility has observed among job seekers from across the country is a lack of knowledge about the full extent and wide range of services offered by the workforce

development system. Despite the \$17 billion dollars invested annually by the federal government, far too many people with disabilities and others with barriers to employment do not understand the different services, supports and programs available to them under the broad umbrella of the Workforce Innovation and Opportunity Act (WIOA).

To address this gap, RespectAbility has organized several different projects over the years to help Angelenos with disabilities to navigate their local workforce system. Back in 2017, we collaborated with a wide network of local partners to develop and release the first ever [Long Beach Disability Community Resource Guide](#). Developed in direct response to the needs of surveyed needs of the local community, this guide cataloged local programs, agencies and provided clear advice to support the aspirations of residents with disabilities. We have since expanded on this work by developing and releasing our “[Finding a Job as a Person with a Disability in Los Angeles](#)” jobs guides. This LA jobs guide was developed in partnership by RespectAbility, The Los Angeles City Department of Disability, UNITE-LA, and Fiesta Educativa. It was released last year, during the darkest days of the COVID-19 pandemic. This guide was deliberately structured around a variety of different pathways to meet the needs of youth with disabilities, their families, older workers with disabilities and those who had recently lost their jobs due to the economic crisis.

Likewise, during the final months of 2020, our organization released another covering critical topic around employment best practices, civil rights in the workplace, accessing services, closing the gap in education outcomes, and expanding career options for jobseekers with disabilities. Developed by Ollie Cantos, *People with Disabilities at Work* is another comprehensive

We share these resources with you to emphasize the critical importance of ensuring that the thousands of Angelenos with and without disabilities be made aware of the extensive resources offered by your Board.

## **In Conclusion:**

Our organization is motivated by the fundamental fact that if we find the right jobs for the right people with disabilities, it can and will benefit the bottom line of companies. In closing, we want to reiterate several critical facts that underpin our work:

- Out of the 652,358 working-age Angelenos with disabilities, [there are 456,650 ready and eager to enter the workforce](#). In the economic expansion prior to COVID-19, approximately 169,322 of them had jobs, though many of them are underemployed and/or working part time.
- Over 340,000 people with disabilities joined the [American workforce in 2017](#). As noted by the White House Council of Economic Advisors, “[no group has felt the benefits of accelerated economic growth more than Americans with a disability](#).” However, people with disabilities’ jobs were wiped out during the pandemic and it is vital to help them get back into work.
- Companies including JP Morgan Chase, Coca-Cola, UPS, EY, IBM, Walgreens, Starbucks, and SAP are [case studies](#) that show people with disabilities can succeed.
- [Accenture](#) completed a major study that shows that such companies have seen “28 percent higher revenue, double the net income, and 30 percent higher economic profit margins” over a four-year period.
- The [cost-benefit value](#) of employees with disabilities is clear. From lower rates of absenteeism and turnover to improved training processes, there are clear business [benefits](#) to hiring people with disabilities.



As this work moves forward, it is important that we leverage our mutual resources in the County of Los Angeles. As such, we look forward to working with you.

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Cover

# respect ability

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**LA Workforce Comments**  
**April 22<sup>nd</sup>, 2021**

<https://www.respectability.org/>

# Disability Statistics in California (Pre-COVID)



**Gov. Gavin Newsom (D)**

- There are 4,131,700 Californians with disabilities.
- There are 1,910,288 working-age Californians with disabilities.
- Out of that number, 731,093 working-age Californians with disabilities had jobs in 2019.
- California's disability employment rate was 38.2 percent in 2019.
- The employment rate for working-age Californians without disabilities was 76.4 percent in 2019.
- There was a 38.1 percentage point Gap in Labor Force Participation Rates between PWDs and non-PWDs.
- The poverty rate for working-age Californians with disabilities was 22.8 percent.

**Source:** Annual Disability Statistics Compendium: 2020 Durham, NH: Univ. of New Hampshire, Institute on Disability

<https://disabilitycompendium.org/>

# Disability Statistics in Los Angeles



**Mayor Eric Garcetti (D)**

- In total, there are 992,719 Angelenos with disabilities living in L.A. County.
- There are 466,385 working-age Angelenos with disabilities living in L.A. County.
- In the economic expansion prior to COVID-19, only 169,322 working-age Angelenos with disabilities had jobs.
- L.A. County's disability employment rate was only 36.3 percent in 2019.
- By contrast, the employment rate for Angelenos without disabilities was 74.7 percent.
- That means that there is a 38.4 percentage point gap in the labor force participation rates between Angelenos with and without disabilities.

**Source:** Annual Disability Statistics Compendium: 2020 Durham, NH: Univ. of New Hampshire, Institute on Disability

<https://disabilitycompendium.org/>

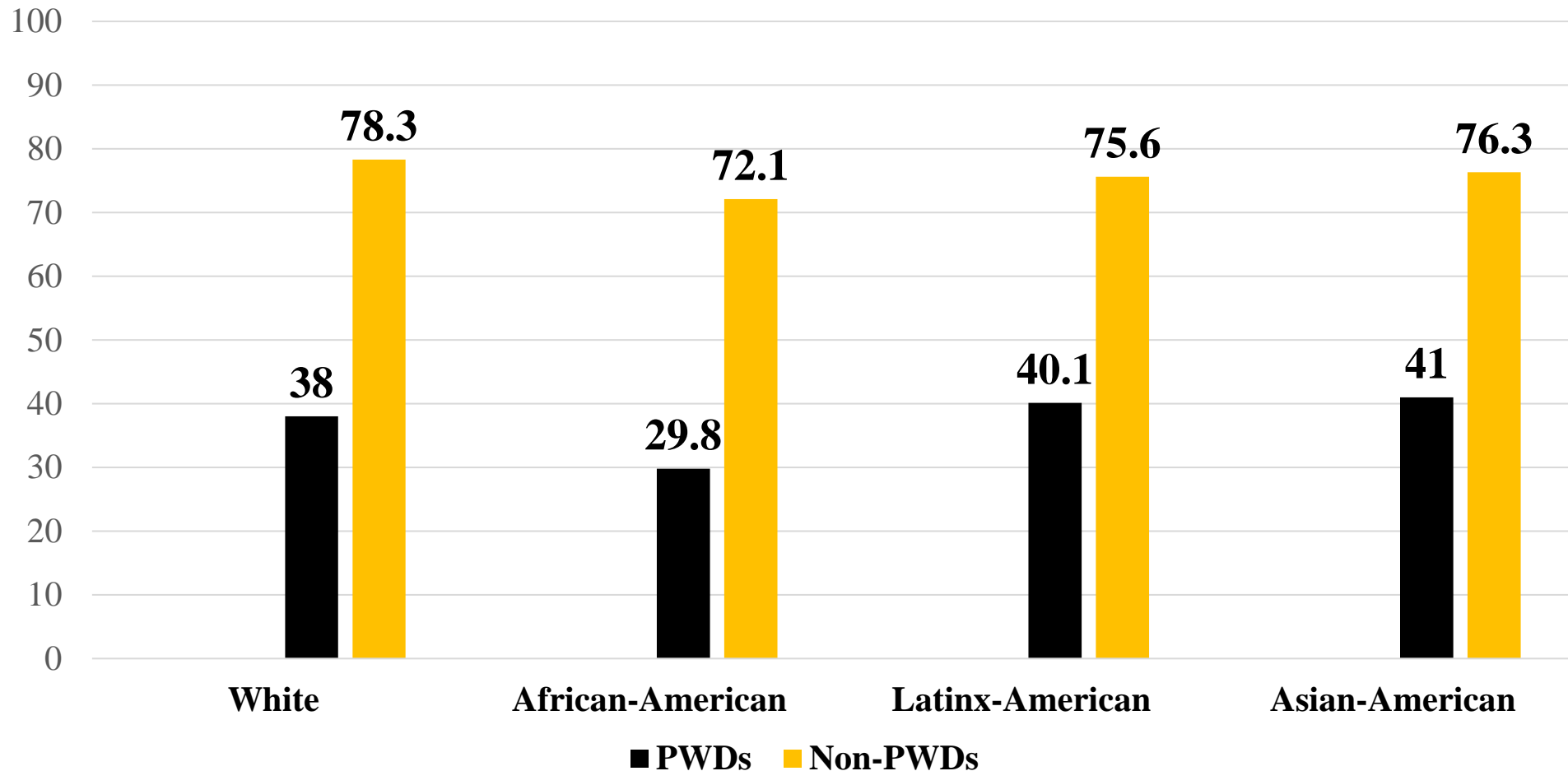
# Recognizing Racial Disparities in California

- There are 180,888 working-age African Americans with disabilities. Out of that number, only 53,874 or 29.8 percent had jobs in 2019.
- Fully 28.5 percent of African Americans with disabilities live in poverty compared to 18.9 percent of African Americans without disabilities.
- There are 684,515 working-age Latinx people with disabilities. Out of that number, fully 274,399 or 40.1 percent had jobs in 2019.
- Fully 21 percent of Latinx people with disabilities live in poverty, compared to only 15.6 Of Latinx people without disabilities.
- There are 167,672 working-age Asian Americans with disabilities. Out of that number, only 68,725 or 41 percent have jobs.
- Fully 18.4 percent of Asian Americans with disabilities live in poverty compared to 9.3 percent of Asian Americans without disabilities.

**SOURCE:** Annual Disability Statistics Supplement: 2020. Univ. of New Hampshire, Institute on Disability.

<https://disabilitycompendium.org/compendium/2020-annual-disability-statistics-supplement>

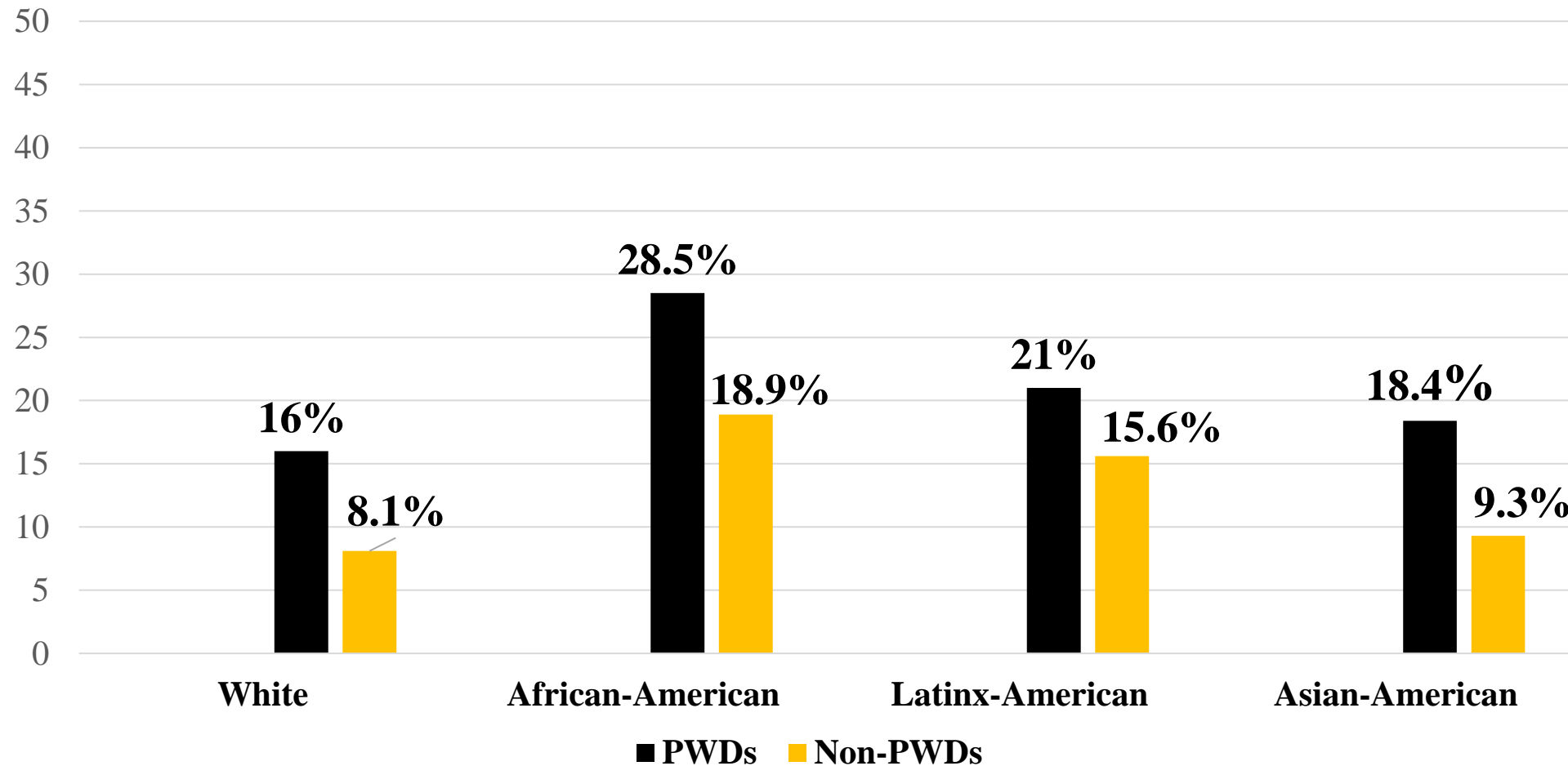
# Employment Rates for Working-Age Americans w/ & w/o Disabilities, by Race – 2019 (Pre-COVID)



SOURCE: Annual Disability Statistics Supplement: 2020. Univ. of New Hampshire, Institute on Disability.

<https://disabilitycompendium.org/compendium/2020-annual-disability-statistics-supplement>

# Poverty Rates for Working-Age Americans w/ & w/o Disabilities, by Race – 2019 (Pre-COVID)



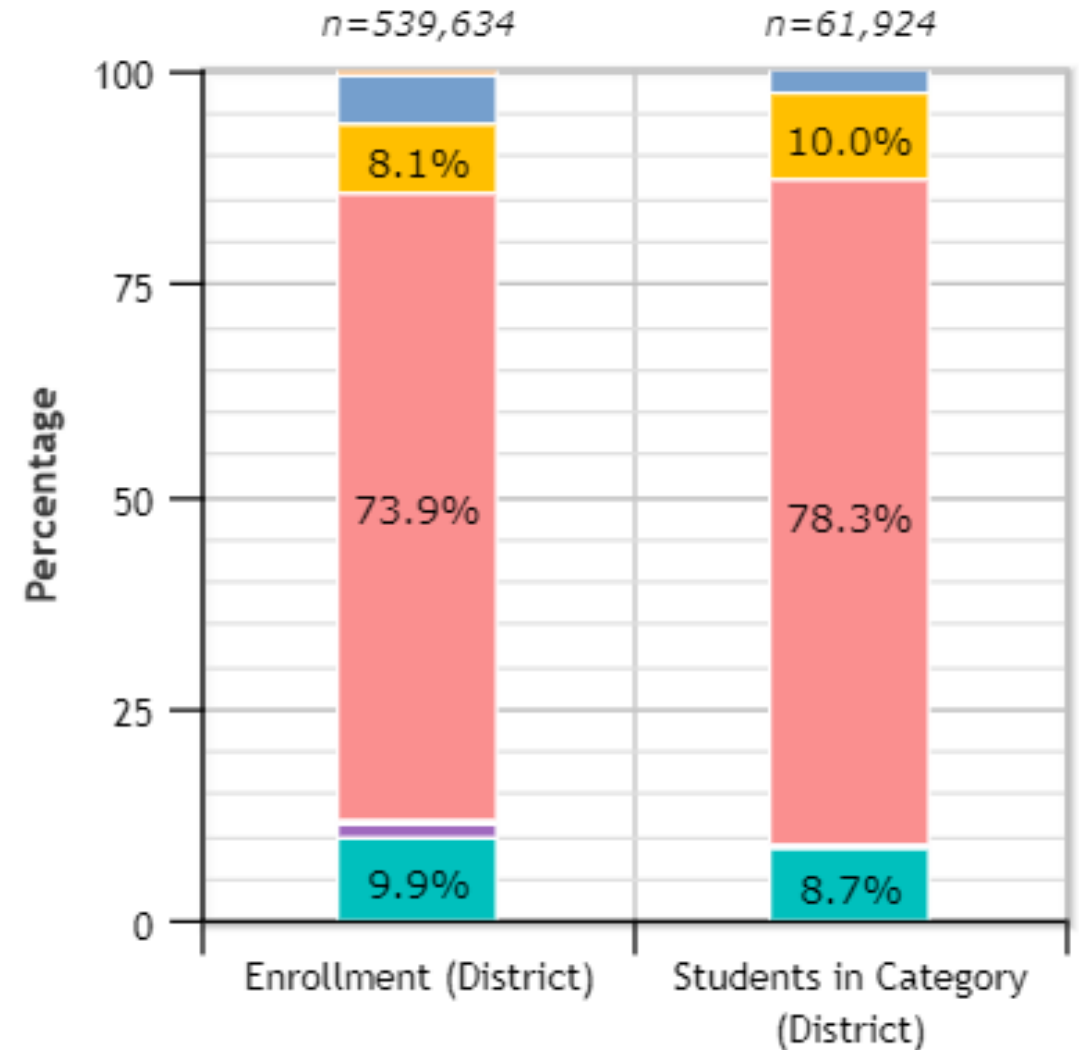
**SOURCE:** Annual Disability Statistics Supplement: 2020. Univ. of New Hampshire, Institute on Disability.  
<https://disabilitycompendium.org/compendium/2020-annual-disability-statistics-supplement>

# LA Unified & Students with Disabilities

- **78.3 percent of LAUSD's students with disabilities are Hispanic**
- 10 percent of LAUSD's students with disabilities are African-American
- 8.7 percent of LAUSD's students with disabilities are White
- **Overall, 11.5 percent of LAUSD students are students with disabilities.**

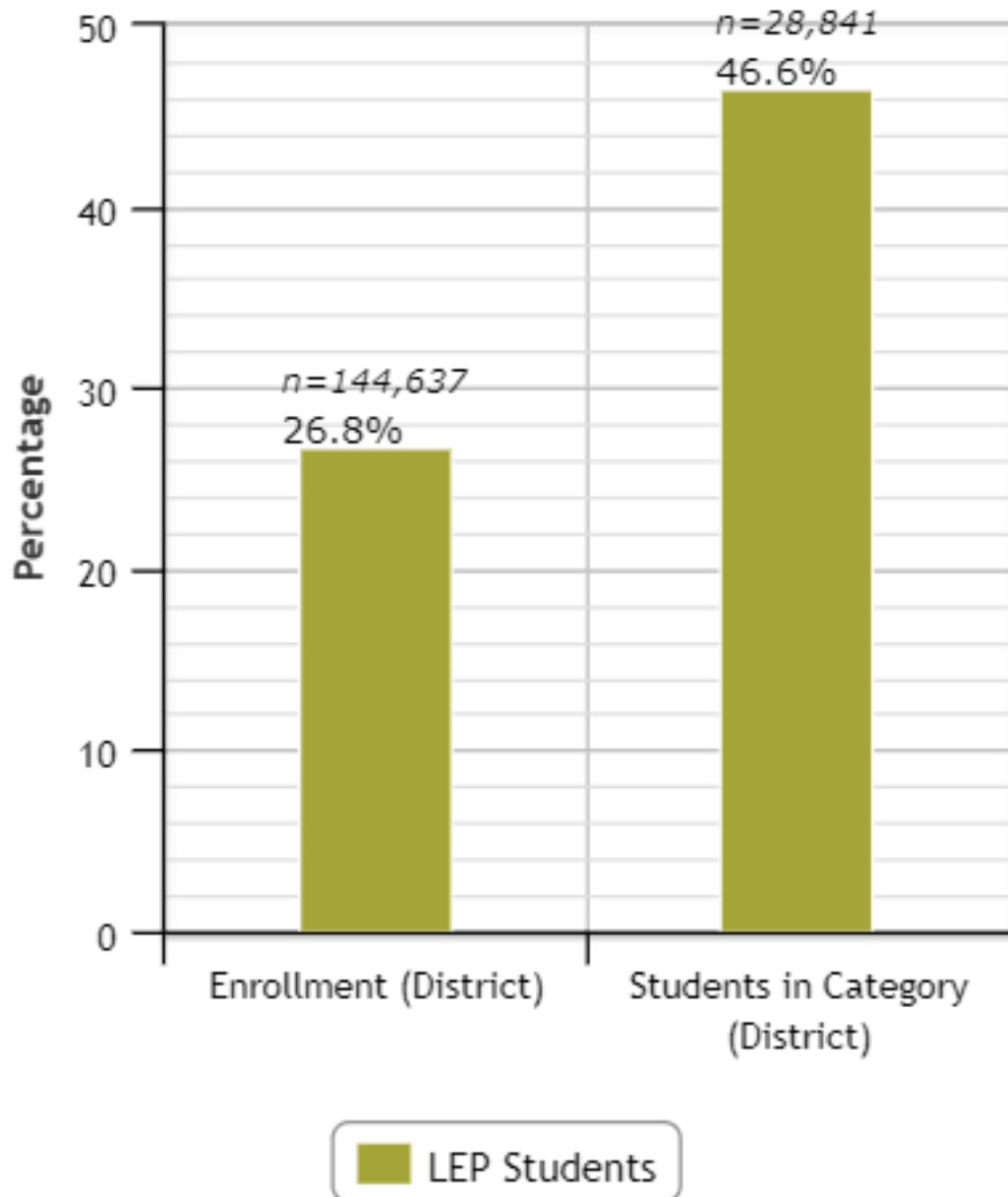
Source: Civil Rights Data Collection:

<https://ocrdata.ed.gov/Page?t=d&eid=30388&syk=8&pid=2396>





# LA Unified & Students with Disabilities – LEP

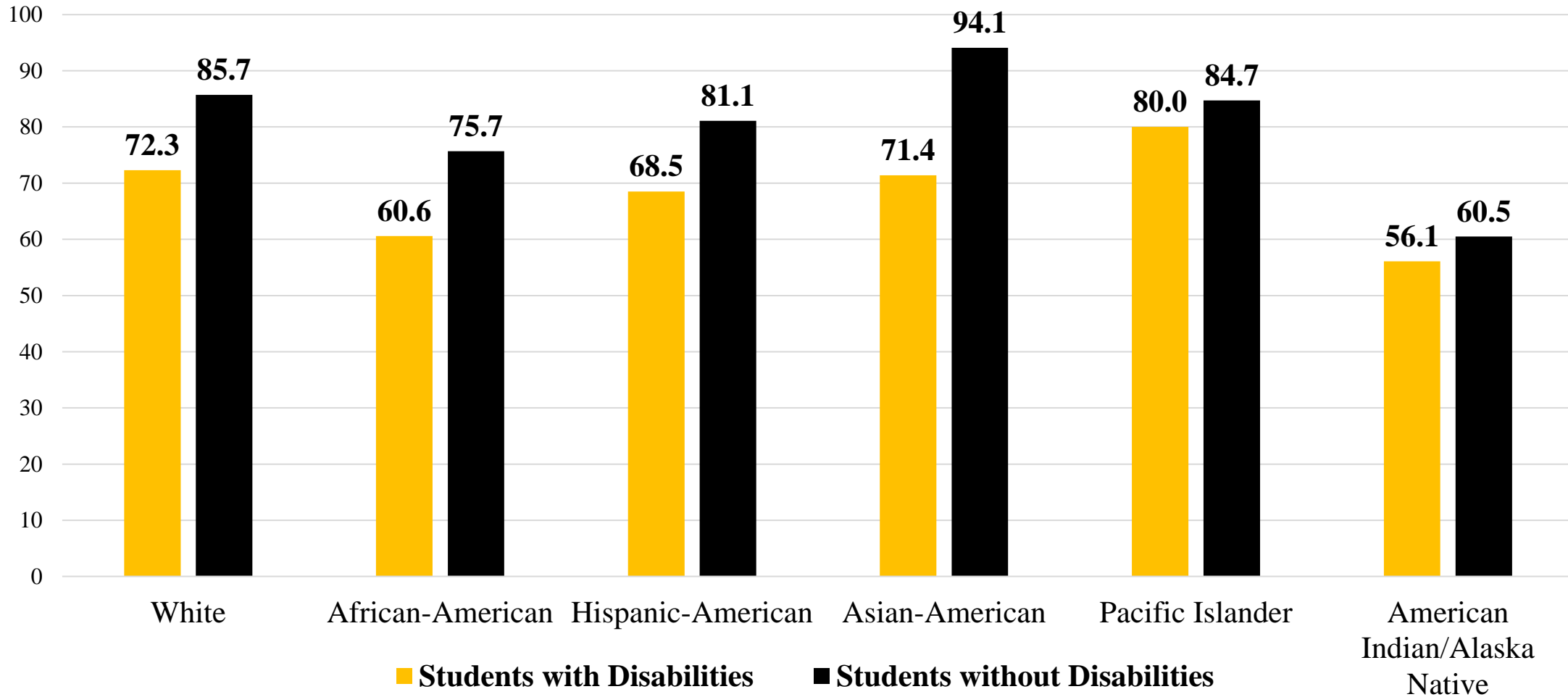


- Overall, 26.8 percent of LAUSD students have Limited English Proficiency (LEP)
- 46.6 percent of LAUSD's students with disabilities have Limited English Proficiency (LEP)

Source: Civil Rights Data Collection:

<https://ocrdata.ed.gov/Page?t=d&eid=30388&syk=8&pid=2396>

# LAUSD HS Graduation Rates for Students w/ & w/o Disabilities, by Race – Class of 2018



Source: 2018-19 Four-Year Adjusted Cohort Graduation Rate Los Angeles County Report  
<https://dq.cde.ca.gov/dataquest/dqcensus/CohRate.aspx?agglevel=county&year=2018-19&cds=19>

# Disability by Type – SWDs in LAUSD and CA

	Intellectual Disability	Hard of Hearing	Deaf	Speech or Language Disability	Visual Disability	Emotional Disturbance	Orthopedic Disability	Other health conditions	Specific Learning Disability	Deaf-Blindness	Multiple Disability	Autism	Traumatic Brain Injury (TBI)
Number of SWDs with that Disability in LAUSD	9,655	2,825	695	34,621	843	4,999	3,020	24,472	74,623	25	1,118	33,834	289
Number of SWDs with that Disability in California	43,770	10,657	3,223	164,698	3,405	25,233	9,916	104,792	300,295	114	7,308	120,095	1,541

**In total, there are 191,019 students with disabilities in LAUSD**

**There are 795,047 students with disabilities in CA's K-12 schools.**

Source: Special Education Enrollment by Ethnicity and Disability - <https://bit.ly/3fCEAaD>



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**THANK YOU!**

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**ATTACHMENT IV**  
**30-DAY PUBLIC COMMENTARY**  
**ON LOCAL PLAN DRAFT**

<b>Completion Date/Time</b> 3/24/2021 6:51:16 PM	<b>Please provide your Full Name</b> Phyllis Humphrey
<b>What is the name of your Organization?</b> N/A	
<b>Please use this section to state your comment.</b> Resources availability for Seniors Sevice, housing, taxes, healthcare, food programs, help-aide for property owners.	

<p><b>Completion Date/Time</b> 3/24/2021 6:55:41 PM</p>	<p><b>Please provide your Full Name</b> Phyllis Humphrey</p>
<p><b>What is the name of your Organization?</b> N/A</p>	
<p><b>Please use this section to state your comment.</b> Transportation resources for employment, more jobs notifications for seniors. Asking employers to hire more seniors for part-time jobs.</p>	

<p><b>Completion Date/Time</b> 3/24/2021 7:39:31 PM</p>	<p><b>Please provide your Full Name</b> Cecelia Schumake</p>
<p><b>What is the name of your Organization?</b> N/A</p>	
<p><b>Please use this section to state your comment.</b> Additional senior citizen centers with access to various services and activities. I live in the historic West Adams area and there is nothing in this area or even near here.</p>	



<p><b>Completion Date/Time</b> 3/25/2021 2:51:31 AM</p>	<p><b>Please provide your Full Name</b> TASHA MCGHEE</p>
<p><b>What is the name of your Organization?</b> PEOPLE SAVING LIFE</p>	
<p><b>Please use this section to state your comment.</b> LOOKING FOR HELP CHANGE THIS WORLD FOR BETTER SPECIAL FOR YOUTH TODAY CHILDEN'S OF WORLD TODAY WITH JOB'S MUCH MORE SCHOOLS OTHER YES LOVE MAKE I DIFFERENCE</p>	

<b>Completion Date/Time</b> 3/25/2021 6:29:26 AM	<b>Please provide your Full Name</b> Juan Irbina
<b>What is the name of your Organization?</b> N/A	
<b>Please use this section to state your comment.</b> Get Huntington Drive clean up of the homeless and junkies.	

<b>Completion Date/Time</b> 4/22/2021 8:12:46 AM	<b>Please provide your Full Name</b> Diane Walker
<b>What is the name of your Organization?</b> Antelope Valley Union High School District and AV EDGE	
<p align="center"><b>Please use this section to state your comment.</b></p> <p>I applaud the County for their work in bringing together stakeholders to review the plan and seek their input. The 8 Guiding Principles are instructive and helpful to determine the regional priorities for ongoing efforts. I appreciated the crosswalk to the State's 7 policy strategies as a way to better align our own work across segments and hope to see additional detail drilled down for specific initiatives at the County and sub-County micro-regional levels (e.g., North County and Antelope Valley specifically) in the future to see how each County sector strategy and project fits within the bigger picture. It is my hope/goal that K-12 education (career-technical education pathways in particular) will be a greater focus in aligning our work with that of the community colleges, employers, and workforce development agencies through the new plan so that there is more efficient access to streamlined pathways and high-road employment opportunities for all of our students.</p>	

<b>Completion Date/Time</b> 4/22/2021 9:34:53 AM	<b>Please provide your Full Name</b> Marianne Haver Hill
<b>What is the name of your Organization?</b> N/A	
<p style="text-align: center;"><b>Please use this section to state your comment.</b></p> <p>As the fallout from the pandemic winds down and the economy in our region reopens, the Los Angeles area Workforce Investments Boards have a unique opportunity to use federal stimulus funds and other financial resources to alleviate the growing challenge of income inequality by facilitating and expediting SHORT-TERM workforce training. Many minimum wage workers in food service, hospitality, and restaurants may not have jobs to return to. But as you have noted in your Local Plan, there are many high demand, good wage career pathways in Los Angeles that offer benefits and job growth potential in business sectors such as advanced manufacturing, biotech, healthcare, logistics, IT, and more. However, specialized training is required to get into these careers. Local community colleges offer the job training that is needed for many of these entry- and mid-level positions. But there are several barriers for low-income workers to get into this training. First, <b>MANY OF THE TRAINING PROGRAMS TAKE TOO LONG TO COMPLETE:</b> a minimum wage worker receiving unemployment benefits is only getting part of a former salary, and needs to get back to work – ideally, full-time work -- quickly. Many college training programs require one or two years of courses to finish the required certification that would allow participants to gain access to strong career fields that can become family-sustaining. Second, <b>POTENTIAL STUDENTS FOR THESE PROGRAMS OFTEN DON'T KNOW THAT THEY CAN GET FREE OR GRANT-FUNDED JOB TRAINING AT A LOCAL COMMUNITY COLLEGE.</b> Third, low-income trainees need extra supports such as childcare while they are in class, transportation assistance, soft skills development, etc. Last but not least, many long-time immigrants need help to strengthen their English language skills in order to move up the career ladder.</p> <p>Together with the the Los Angeles County Business Federation – BizFed – and its Anti-Poverty Committee, I recommend that the Los Angeles area Workforce Investment Boards in your 2021-24 Local Plan designate funds to community college job training programs in high demand industries for these specific purposes:</p> <ol style="list-style-type: none"> <li>1. Provide stipends to community college faculty who teach in job training programs to spend the time needed to re-tool their curricula for more <b>TIME CONDENSED PROGRAMS</b> that can be completed in <b>ONE SEMESTER OR LESS.</b> Los Angeles Valley College has a highly regarded and successful model for this type of training in their six-week intensive Advanced Manufacturing, Biotech and Transportation Academies. We recommend that this model be replicated on other community college campuses.</li> <li>2. Designate or hire college employees who can partner with local nonprofits to recruit their low-income, unemployed service recipients who would benefit from upskilling and re-training programs. Specifically, <b>THIS OUTREACH SHOULD TARGET AGENCIES THAT ARE NOT IN THE WORKFORCE SYSTEM,</b> i.e. food pantries, healthcare clinics, after school programs, etc. Also, additional job developers could be employed at America's Job Centers who can connect former workers in downsized industries with community college job training programs leading to careers in high demand industries.</li> <li>3. Fund on-campus childcare centers or Family Resource Centers, or contracts with nearby childcare facilities where trainees can drop off their children while they are in class; provide vouchers for transportation to and from campus when needed; and include as part of the training programs a strong soft skills component.</li> <li>4. Expand the offerings of English as a Second Language classes, including courses that are designed for those who are functionally illiterate or who have had limited educational experiences in their native countries.</li> </ol>	

Workforce Investment Boards need to include strategies in your local plan to QUICKLY move minimum wage workers into family sustaining “jobs of the future.” We recommend that the strategies noted above be incorporated into your plan.

**ATTACHMENT V**  
**SIGNATURE PAGE**

**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**



---

**Signature**

---

Holly Schroeder

---

**Name**

---

Chair

---

**Title**

---

4/14/2021

---

**Date**

**Local Chief Elected  
Official**

---

**Signature**

---

Hilda L. Sollis

---

**Name**

---

Chair  
Los Angeles County  
Board of Supervisors

---

**Title**

---

**Date**