



COUNTY OF LOS ANGELES WORKFORCE DEVELOPMENT, AGING AND COMMUNITY SERVICES



WORKFORCE DEVELOPMENT PROGRAMS DIRECTIVE

DATE: April 28, 2020

NUMBER: WDP D19-31

WIOA 25% Dislocated Worker Additional Assistance (AA) Grant – KEEP LA WORKING INITIATIVE

EXECUTIVE SUMMARY

The County of Los Angeles Workforce Development, Aging and Community Services (WDACS) received \$2,000,000 in WIOA Dislocated Worker (DW) Additional Assistance (AA) funds from the State Employment Development Department (EDD) to provide workforce development services to displaced employees and businesses impacted by the novel coronavirus pandemic – the Keep LA Working Initiative. This directive provides guidance and policy to Los Angeles County Americas Job Center of California (AJCCs) on eligibility requirements and provision of services to displaced workers under this grant.

REFERENCES

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- Workforce Innovation and Opportunity Act (WIOA) (Public Law 113-128), Title I, Sections 3(59), 134(d)(2) – (3), 129 (c)(2)(G)
 - WIOA Regulations at 20 CFR parts 677.150(a), 677.150(a)(2), 680.900, 680.910, 681.570, 681.460, 680.150
 - Employment Development Department (EDD) Directive WSD16-15 Dislocated Worker Additional Assistance Projects
 - One-Stop Operator for Los Angeles County America's Job Centers of California (AJCCs) Subaward, Exhibit A-1 – Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker Program Statement of Work.
 - County of Los Angeles WDP D19-16 WIOA Supportive Services Policy and Procedures

BACKGROUND

On March 11, 2020, the World Health Organization declared COVID-19 a pandemic, causing havoc on the region's travel, hospitality, and entertainment industries. In response, on March 15, 2020, Mayor Eric Garcetti announced the closure of all gyms, bars and restaurants, and entertainment locations. The Airports Council International-North America (ACI-NA) expects airlines to lose \$3.7 billion during the calendar year 2020 due to a severe decline in air travel and approximately 545,500 employees in the Leisure and Hospitality sectors are being

impacted. In response WDACS, along with the City of Los Angeles EWDD, applied for and received a WIOA 25% Dislocated Worker grant – Keep LA Working Initiative to provide services to dislocated workers affected by COVID-19.

POLICY AND PROCEDURES

POLICY

The Keep LA Working Initiative provides support to workers who lost their job as a result of COVID-19 and who are unable to pay for necessities such as housing and transportation. By emphasizing supportive services, the program seeks to reduce the impact of the COVID-19 pandemic on the financial stability and prosperity of vulnerable households in LA County while assisting impacted employees to re-enter the workforce. This policy is intended to provide guidance in ensuring individuals can be assisted with supportive services as soon as possible in an environment that supports their ability to participate in services and successfully maintain a modicum of stability during the COVID-19 crisis. **The maximum support service assistance each participant can receive under this grant is \$1,800.**

The project timeframe for this initiative is to provide most services and expenditure of funds by June 30, 2020.

Eligibility

Eligible individuals must meet basic WIOA Dislocated Worker eligibility requirements as outlined in *L.A. County One-Stop Operator (OSO) for the AJCCs Sub-Award: WIOA Adult & Dislocated Worker (ADW) Statement of Work (SOW)* and eligibility requirements as specified in [WDP D19-36 WIOA Dislocated Worker \(DW\) Program Eligibility Requirements- COVID-19](#).

Services

AJCCs are encouraged to co-enroll into other grants, such as WIOA Formula Dislocated Worker, to enhance the ability to provide wrap-around, holistic services to participants during the COVID-19 crisis for career and training services, after which placement and follow-up services will commence. **However, this project places its emphasis on delivering supportive services. The expectation is to provide the tools and assistance necessary for participants to re-enter the workforce or be able to subsist until the COVID-19 crisis is under control.** Co-enrollment should be completed based on need and benefit of the participant. Duplication of service or activity is not allowed.

Supportive Services

Supportive Services - The term “supportive services” means services such as transportation, childcare, dependent care, housing and needs-related payments, that are necessary to enable an individual to participate in activities authorized under WIOA. (WIOA Sec. 3(59)).

Supportive services for Keep LA Working Initiative participants may include, but are not limited to, the following:

- Linkages to community services;
- Assistance with transportation;
- Assistance with childcare and dependent care;
- Assistance with housing;
- Needs-related payments to enable participants who are unemployed and do not qualify for (or have ceased to qualify for) unemployment compensation to enable such individuals to participate in programs of training services;
- Assistance with educational testing;
- Reasonable accommodations for individuals with disabilities;
- Legal aid services;
- Referrals to health care;
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
- Payments and fees for employment and training-related applications, tests, and certifications.

Supportive Services under this grant must be provided to mitigate potential barriers or provide emergency assistance to participants affected by the COVID-19 pandemic to enable their participation. All supportive services allowable under WIOA are available under this program, however emphasis shall be placed on providing supportive services that can enable participants to continue participating, continue training, or continue with job placement and related activities, while remaining safe. Examples include technology devices to enable access to remote and virtual services, such as rental of laptops and mobile phones, internet access, as well as help with childcare, addressing food insecurity, addressing housing insecurity such as utility assistance and help with rent, and other needed supportive services.

PROCEDURES

Support Services must be provided immediately. All participants receiving supportive services under this initiative, should have determination of need and immediate delivery of service after determination of need. The following timeline must be met **within one (1) business day but no more than three (3) business days** after supportive services need is identified. In providing supportive services, AJCCs should ensure that COVID-19 related justification for supportive services is provided and supportive services are connected to another WIOA activity.

AJCCs should utilize methods that **do not require direct reimbursement** of funds to participants (e.g. Direct vendor agreements, direct payment to landlord, direct payment to utilities, online purchases with any retail store that allow for pickup by staff, or delivery to the AJCC). AJCCs may use participant direct reimbursement as an option to provide supportive services **ONLY for GAS** as transportation assistance, if Gas Only pump cards are not available

upon prior approval from County. Approval request shall include a description of exploration of alternative reimbursement methods, mileage reimbursement policy, and justification as to why such methods were not feasible. AJCC staff will need to case note reason why participant direct reimbursement was provided, including all the information contained in the approval request, including proof of approval, and upload all support documentation for supportive services provided into CalJOBS. As this program is providing immediate need to participants in emergency situations, all measures should be used to avoid participants having to use their own money to obtain the assistance they need.

Collection of Support Documentation

AJCCs are to be as flexible as possible to ensure participants needs are met while maintaining safety protocols during the COVID-19 pandemic, therefore AJCCs can use, but are not limited to, the following methods to collect support documentation prior to providing supportive services:

- Set up an appointment with the participant to collect documents;
- Request documents be sent via email;
- Request documents to be sent via fax; or
- Use software applications that allow secure sharing of documents or information (i.e. Email, Careerhub and DocuSign).

CalJOBS

The CalJOBS grant code for this program is 1181. This grant code must be used when enrolling individuals into this program and for any activities provided under this grant. Any support documentation received to verify costs and any payment documents provided (i.e. invoices, checks, receipts) are uploaded into CalJOBS. Documents that are current and have been previously uploaded into CalJOBS (i.e. Drivers Licenses, Social Security Cards, Birth Certificates, other required forms) can be used for enrolling into the program. Documents should be linked to appropriate application verification areas and a case note created which indicates which CalJOBS documents you are using at enrollment and their upload date(s).

A case note must be created in CalJOBS detailing supportive services provided (e.g. Item/s provided, associated costs, date service was provided etc. and appropriate Supportive Services CalJOBS activity codes must be opened and must match what is described in the case notes.

Please refer to *Attachment I – CalJOBS Help Sheet #32: Entering Data for Keep LA Working Initiative* for additional guidance on data entry in CalJOBS for this initiative.

ACTION

Los Angeles County AJCCs must ensure that the policies and procedures described herein are communicated throughout the operations, management and governance structure of the

contractor organization and that this Directive is appropriately maintained until further notice.

Los Angeles County AJCCs must develop and implement written internal controls and procedures incorporating all the requirements written in this directive. The expectation is that One-stop Operators (OSOs) will implement policy and release support services quickly and efficiently to those participants that need it the most.

INQUIRIES

Inquiries regarding this directive and the policies and procedures described herein should be directed ajccops@wdacs.lacounty.gov.

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Attachment(s)

[Attachment I - CalJOBS Help Sheet #32 Entering Data for Keep LA Working Initiative](#)