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510 S. Vermont Avenue
Los Angeles, CA 90020
opportunity.lacounty.gov
deo@opportunity.lacounty.gov
844-777-2059

America's Job Centers:

(888) 226-6300

Office of Small Business:

(800) 432-4900

September 30, 2022

TO: Los Angeles County Workforce Development Board

Irene Pelayo

FROM: Irene Pelayo, Program Manager
Workforce Planning and Operations

SUBJECT: **WORKFORCE DEVELOPMENT PROGRAMS
PERFORMANCE UPDATE: FY 2021-22**

This memo serves to provide you with a summary report on the LA County workforce system's performance through the entirety of FY 2021-22.

Summary

The Los Angeles County Workforce Development system totaled over 15,000 new enrollments through the LA County America's Job Center of California (AJCCs) by providing access to career support, training assistance, supportive services, and other workforce development services, which is around 500 less than FY 2020-21. Including participants still actively being served from previous years, the system helped nearly 25,000 individuals in FY 2021-22 overall, which decreased from around 28,000 the previous year. The driving factor was the number of carryover participants receiving services from year to year; the number of unsubsidized placements increased by about 1,000 from FY 2019-20 (8,900) to FY 2020-21 (10,000) therefore, because more individuals were placed in FY 2020-21, this reduced the number of those who needed continued service in FY 2021-22, thus translating to lower overall numbers of individuals served. This past year, over 75% of those served face at



least one barrier to employment, such as a disability, or are a member of a priority population, such as veterans. The workforce system has served over 18,000 individuals who are categorized under the federal definition of low income, a slight decrease from the 20,000 low-income individuals served in FY 2020-21, which is a proportional decrease given the decrease in numbers served.

WIOA Accountability Measures

For the 2nd Quarter After Exit Placement rate, the system has met the goal for the Youth programs and is within 10% for the Adult and Dislocated Worker program. At the same point in time in FY 2020-21, the system's performance was further behind in all three (3) programs and did performance was not met. As such, this past year has seen positive improvements. In regard to the 4th Quarter After Exit Placement rate, the Adult and Youth programs are within 10% of meeting goal, while the Dislocated Worker program is more than 10% away. All three (3) programs did not meet goal in FY 2020-21 but were all within 10%; the Adult program was within 3% of meeting goal.

For FY 2021-22, the system met the Credential Attainment goal for Adult, is within 10% away from meeting goal for the Dislocated Worker and is over 10% away from meeting the goal for the Youth program; this goal was met in all three (3) programs at the end of FY 2020-21. For Measurable Skills Gain, the system has met the goal across all programs for the second consecutive year, even after being more than 20% below goal at the end of the 3rd quarter, a tremendous uptick in performance occurred within the last quarter of this program year as a result of on-going targeted training and technical assistance.

In FY 2021-22, the system has met the Workforce Innovation and Opportunity Act (WIOA) participant targets for the Median Earnings participant target negotiated with the State; in FY 2020-21, the system did not meet the goal for the Median Earnings rate at the same point-in-time, a positive change for this last year. Continued partnership building with industry, labor, and education has helped in providing additional avenues to help our system meet this goal.

Regarding the Placement rates and Median Earnings metrics, the system relies on base wage data, in addition to supplemental data, which is expected in November. Following the receipt of this data, we expect to be at or above goal in each measure. Additionally, CalJOBS experienced system issues for a few weeks at the end of June 2022 and into July 2022, which prevented staff from entering the critical data required to illustrate true outcomes. DEO does expect to see an increase in these measures as the backlog is addressed through continued technical assistance and targeted accountability practices, which will continue into FY 2022-23 with customized, one-on-one trainings with AJCCs and new, drop-in technical assistance sessions that will be offered at least twice per month. We have seen such positive results in the Measurable Skills Gain measure, and these results will also be represented in the Credential Attainment. Ultimately, we expect that we will meet all negotiated rates, and will report at or above goal to the State. Given

the challenges faced through the pandemic and the recovery period, DEO is proud to have met performance goals while serving high numbers of individuals with significant barriers to employment such as those facing poverty and housing insecurity.

Demographics

About 40% of individuals served were served via the Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, and/or Youth programs. These programs offer a range of activities and services including career counseling, individualized employment planning, training, work experience, and supportive services. The rest of the individuals served by our system are served through at least one of a variety of workforce programs to assist residents with different barriers, including justice-involvement, housing insecurity, and displacement due to natural disasters and emergencies. Additionally, the Level I Work-Based Learning component of the Youth@Work program, in which we fund the six (6) other Workforce Development Boards (WDB), accounts for over 35% of all served. Youth@Work includes a range of activities such as career exploration, paid work experience, and soft skills development for residents ages 14-24, and is often the youth's first exposure to the professional world. All residents, regardless of background or experience are welcomed and encouraged to visit our AJCCs.

As DEO, formerly WDACS, emphasizes a holistic approach to workforce development, it coordinates with other departments such as the Department of Public Social Services (DPSS), the Department of Children and Family Services (DCFS), and the Probation Department, matching the AJCCs with various entities to ensure the participant is empowered to manage all barriers to employment. Further, we are committed to creating economic opportunity for all, regardless of situation – over 25% of all participants receive public assistance, while 12% are justice-involved. Approximately 30% of the justice-involved population is also experiencing homelessness. Overall, 13% of those served faces housing insecurity. Furthermore, over 85% of participants who provided their race/ethnicity identify as either Black or Latinx, which demonstrates our dedication to serving historically underserved groups. These numbers remained steady in relation to the previous year.

Placement and Employment Data

Over 10,000 participants were connected to unsubsidized employment over the course of FY 2021-22, which is an increase of about 150 over FY 2020-21; additionally, the median hourly wage rose by one dollar to \$17.00 per hour. The top three (3) employers were Heluna Health, Northrop Grumman, and UPS for the second straight year. The occupation group with the most placements was the Transportation and Material Moving category; last year, the top occupation group was Office and Administrative Support, which is the second largest group this year. The industry sector in which most participants were placed was the Professional and Business Services sector once again. About 41% of all placements were in one of the identified high-

growth sectors, the top of three (3) of which were Trade and Logistics, Health Services, and Leisure and Hospitality – in line with FY 2020-21. In real numbers, there were nearly 4,400 high-growth sector placements in FY 2021-22, which is an increase of about 300 over the year before. Overall, nearly 17,000 total participants were placed in subsidized or unsubsidized employment in FY 2021-22, which represents an increase of about 400 compared with the previous year. This placement number also includes WIOA Youth placements in advanced training and post-secondary education.

Next Steps

A summary report of the LA County workforce system’s performance for the first quarter of FY 2022-23 will be provided at the next Quarterly Meeting. Please let us know if you have any questions.

IP:CLP:CV

Attachments:

Attachment I – WDB Dashboard – FY 2021-22