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September 27, 2024

TO: Los Angeles County Workforce Development Board

FROM: Cheren Kochen, LACWDB Program Manager
Department of Economic Opportunity

SUBJECT: **WORKFORCE INNOVATION AND OPPORTUNITY
ACT PROGRAMS PERFORMANCE UPDATES: FY
2023-24 THROUGH 4TH QUARTER**

This memo provides a summary of the Los Angeles County public workforce system's performance through the fourth quarter (Q4) of fiscal year (FY) 2023-24 for Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Workers and Youth (ADWY) and Rapid Response programs. WIOA Adult, Dislocated Worker, Youth and Rapid Response program performance is the focus of this report, highlighting accomplishments, opportunities for improvement, and future goals provide high quality services and impactful economic outcomes to the workers and businesses of County of Los Angeles (County).

WIOA - Adult, Dislocated Worker and Youth

As the lead for the provision of WIOA services in Los Angeles County, DEO and the LA County Workforce Development Board strive to optimize State and Federal funding to meet the needs of local workers and businesses through our AJCCs and hundreds of programs and services. We implement our system in partnership with CBOs, educational institutions and training providers, industry associations and employers, and labor partners as providers and key stakeholders.

Throughout Q4 of FY 2023-24 which represents total fiscal year performance to date, the Department of Economic Opportunity (DEO) has continued to show high performance across programs against goals through our America’s Job Centers of California (AJCCs). From the increased participants served to training and unsubsidized employment placements, the system displayed categorical gains.

Participants Served

Participants Served Through WIOA			
	FY23-24 Q3	FY23-24 through Year End¹	Change
Total Number of Adults served	8,532	9,677	↑ 13.4%
Total Number of Dislocated Workers served	1,633	1,885	↑ 15.4%
Total Number of Youth served	2,627	3,019	↑ 14.9%
Total served	12,008	13,681	↑ 13.9%

Active participation in the community, coupled with continuous and targeted outreach, has resulted in gains in jobseekers and workers interacting with and being served by our AJCCs. This active participation includes events sponsored by community-based organizations (CBOs) as well as County departments. In the Q4 of the year, the AJCCs and DEO participated in # community and department-led events that yielded enrollment in our public workforce system. Examples include:

Participants Trained

Participants Trained Through WIOA			
	FY 23-24 Q3	FY23-24 Through Year End	Change
Total Number of Adults trained	1,146	1,354	↑ 18.1%
Total Number of Dislocated Workers trained	223	278	↑ 24.4%

¹ Year End is representative of data through June 13, 2024, as that is last date performance data was received from the State Employment Development Department (EDD).

Total Number of Youth trained	471	611	↑ 29.7%
Total trained	1,797	2,193	↑ 22.0%

To increase the likelihood of training completion and certification, AJCCs have engaged in more cohort trainings forming relationships with training providers and placing multiple participants in training together. This style of training has the added benefit of the participants being supported by one another while in training which contributes to greater success. A successful example of this has been the Certified Nursing Assistant (CNA) cohort training in collaboration with DHS. In June forty-five (45) participants enrolled in training through Prestige Career College with forty-one (41) passing the state exam and the remaining four (4) being scheduled to retake the exam in September or October. Of those that passed, 28 were hired by DHS and 8 more were hired with private agencies at the end of the fiscal year, for a total of 36 individuals employed in unsubsidized employment, a rate of 80%. DHS began this collaboration with jobs in mind by inviting the number of people to train that would fill the available positions. This approach has been successful with planning for another cohort in the first quarter of FY 2024-25 under way. DHS is a willing and supportive partner in not only hiring and expressing their hiring needs.

Training Providers

When providing workforce services to community members in the County of Los Angeles, DEO strives to support jobseekers in accessing high quality training with proven results that lead to positive outcomes. Prestige Career College, a private career college that is a leader in healthcare related education is one such place. Prestige worked with DEO and DHS to facilitate a streamlined training approach that went from the classroom to clinical studies to testing within 5 weeks. In this cohort 91% of test takers passed their state exam. Although we prioritize public partnership, we at DEO realize that we have further analysis to do on our data and outcomes to discern ways in which we can amplify our relationships with a diverse array of service providers, including CBOs, colleges and adult schools. These relationships can be enriched by supporting providers accessing the ETPL as well as setting expectations and goals with our AJCCs that support the best outcomes for jobseekers and our system at large. The upcoming launch of the Modernized AJCC system provides a well-timed opportunity to strengthen these relationships.

Training Provider Cost per WIOA Program			
	Community College	Private Training Provider	Adult School
WIOA Adult	\$1,610,771	\$2,119,477	\$424,709
WIOA Dislocated Worker	\$271,636	\$758,430	\$97,901
WIOA Youth	n/a	n/a	n/a

Total	\$1,638,407	\$2,877,907	\$522,610
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Unsubsidized Employment

Participants Placed Through WIOA			
	FY 23-24 Q3	FY23-24 through Year End	Change
Total Number of Adults placed	4,835	5,118	↑ 5.9%
Total Number of Dislocated Workers placed	881	939	↑ 6.6%
Total Number of Youth placed	1,616	1,685	↑ 4.1%
Total placed	6,845	7,218	↑ 5.4%

AJCC business services representatives identify job demand by local employers in high-growth sectors, educate them on our business service offerings and benefits, including recruitment of qualified candidates and financial incentives like customized and on-the-job training, as well as directly screening and supporting the hiring of these qualified candidates to their open job opportunities. AJCCs also support individual candidates with their job readiness, upskilling, and independent job search.

The percent increase from Q3 to Q4 indicates continuous growth in Unsubsidized Employment. Partnerships with employers, such as Home Instead through the Pomona Valley AJCC, yielded a tremendous return on investment during this fiscal year as one the number one employer in the system and in the high growth sector of Health Services. The success of this partnership has created opportunity for future partnership involving transitional jobs and on the job training to establish a pathway to permanent employment. Further partnerships will be explored in other high growth sectors with sustainable career growth such as Trade & Logistics.

Accountability Measures

In addition to high level achievements in AJCC enrollment, training, and hiring outcomes in Q4, DEO tracks State and Federal required accountability measures, as annually negotiated by the State's Employment Development Department (EDD).

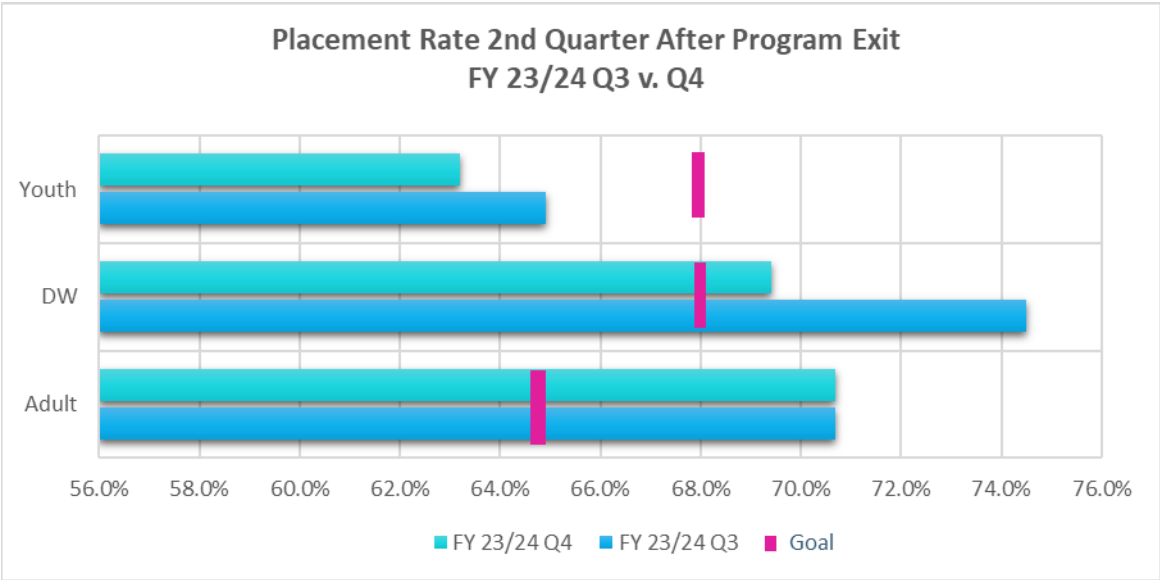
Accountability Measures – Progress Toward Goals by WIOA Program

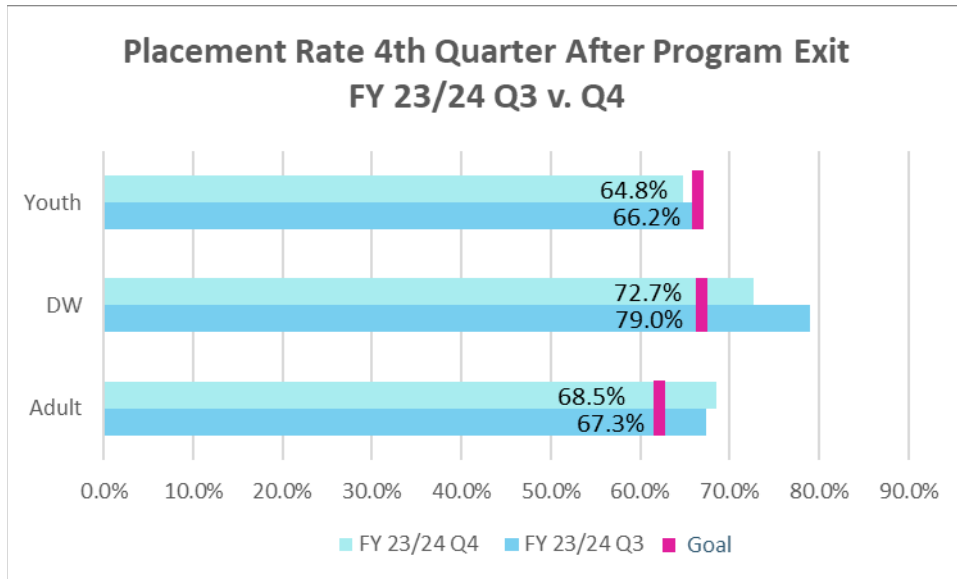
	Adult	Dislocated Worker	Youth
Employment Rate 2nd Quarter After Exit	exceeds target	exceeds target	Below target
Employment Rate 4th Quarter After Exit	exceeds target	exceeds target	Below target

Credential Attainment	exceeds target	exceeds target	Below target
Measurable Skill Gains	exceeds target	exceeds target	exceeds target
Median Earnings	exceeds target	exceeds target	exceeds target

Employment Rate second quarter (Q2) and fourth quarter (Q4) After Program Exit

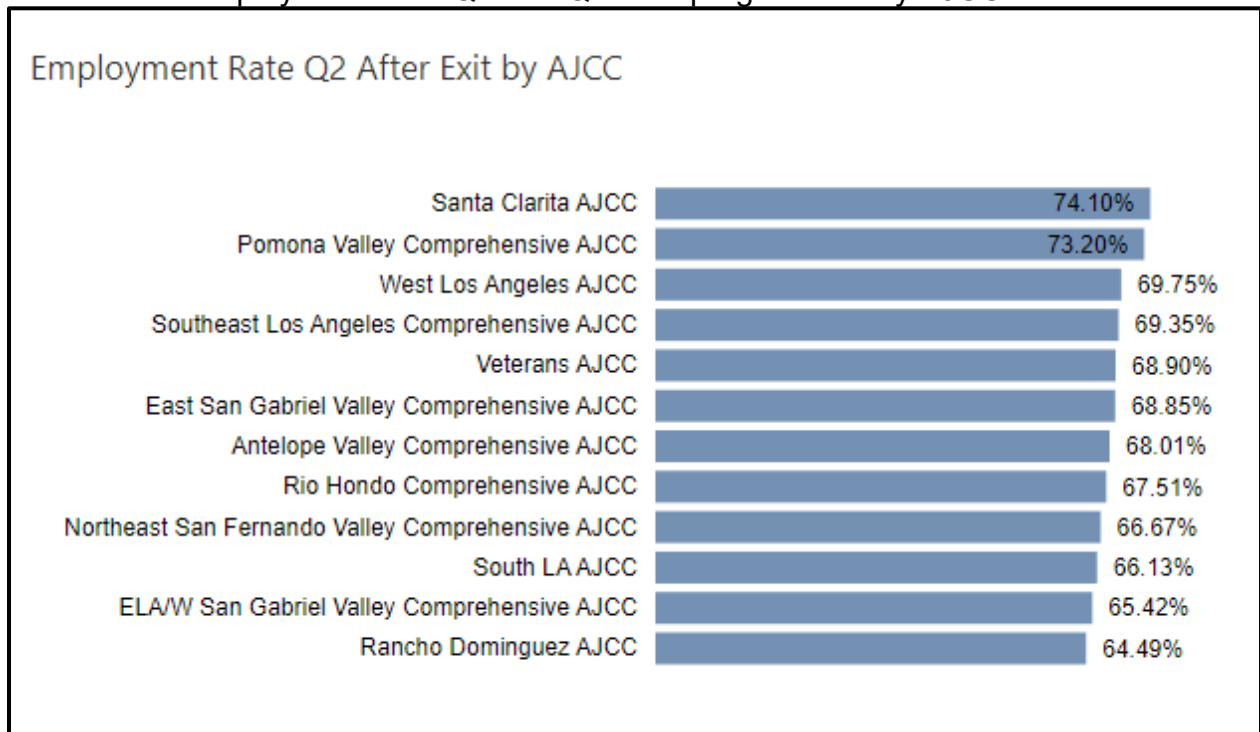
One of DEO’s essential functions is to support AJCCs in assisting participants to secure employment after program completion. Therefore, metrics such as the Employment Rate Q2 and Employment Rate Q4 after program exit are important indicators of how effective programs have been in respect to helping participants initially secure employment, and helping participants maintain employment long term. Through Q4, WIOA Adult program reached 70.7% exceeding the plan goal of 64.5%, Displaced Worker program reached 69.4%, exceeding the plan goal of 68%, while the Youth program did not reach the plan goal of 68%, but did reach 63.2%, achieving the goal of less than 5% of deviation. Overall, through Q4 after exit our programming successfully helped 3,942 participants find employment and the system reached an employment rate of 67.8%. This data indicates a major accomplishment in the functional aspect of helping participants become employed, as well as in the practical aspect of improving the overall economic fitness of those who enter and complete WIOA programs.





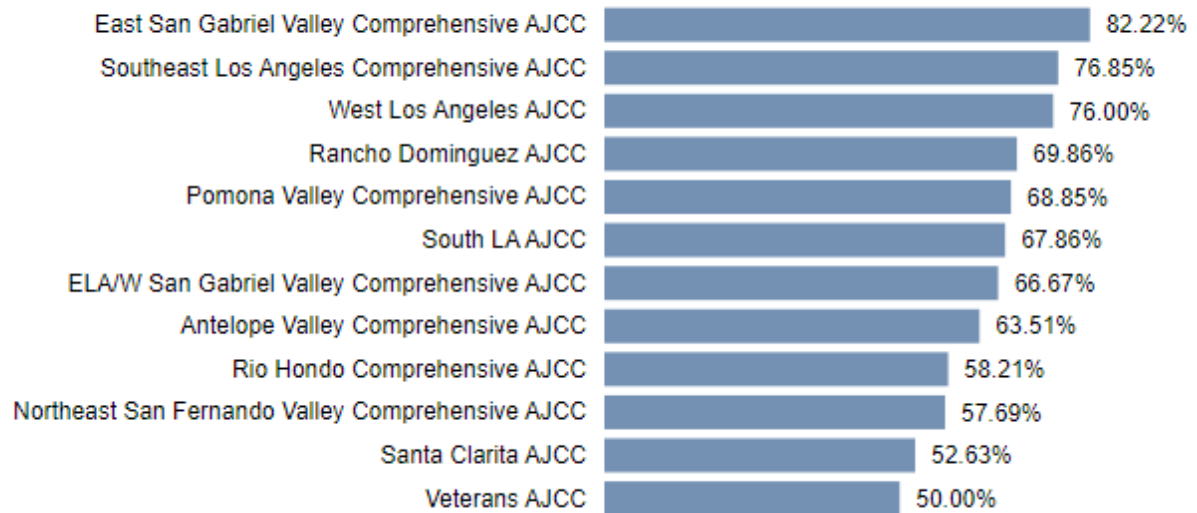
AJCC goals are based on funding amount, thus Comprehensive AJCCs such as Pomona Valley may have higher aggregate goals than South LA AJCC. The representation of percentages below is a standardization of achievement toward individuals' goals for ease in comparison. As depicted on the graph, the Employment Rate at Q2 which is 64.5% for Adult, 68% for Dislocated Worker and 68% for Youth. The majority of AJCCs exceeded these goals for average achievement rates of 70.7% for Adult and 69.4% for Dislocated Worker. For Youth most sites came within 5% of the goal by achieving a rate of 63.2% on average.

Below is the Employment Rate Q2 and Q4 after program exit by AJCC distribution.



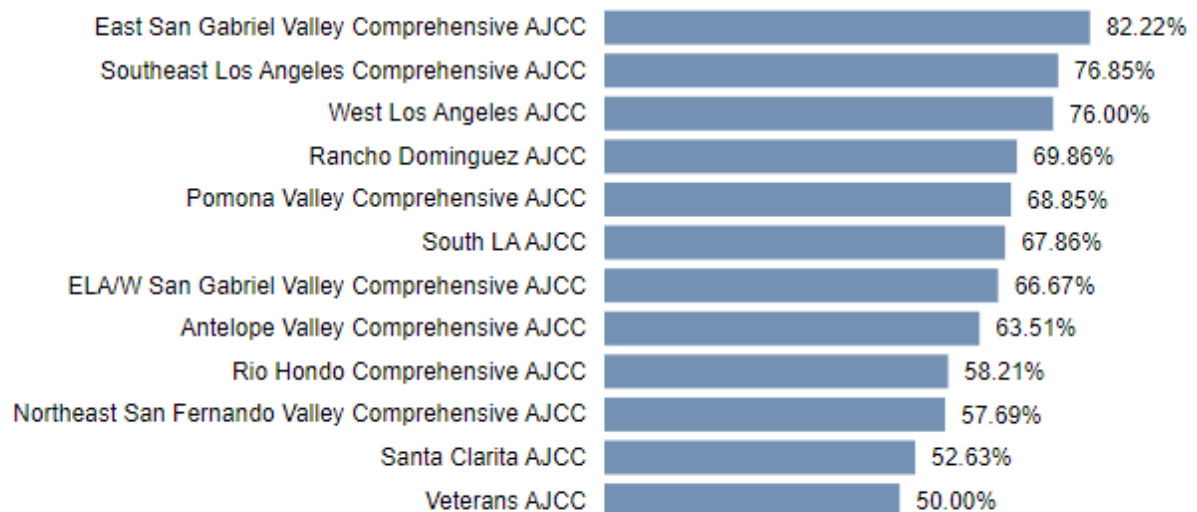
Adult - Employment Rate Q2

Employment Rate Q2 After Exit by AJCC

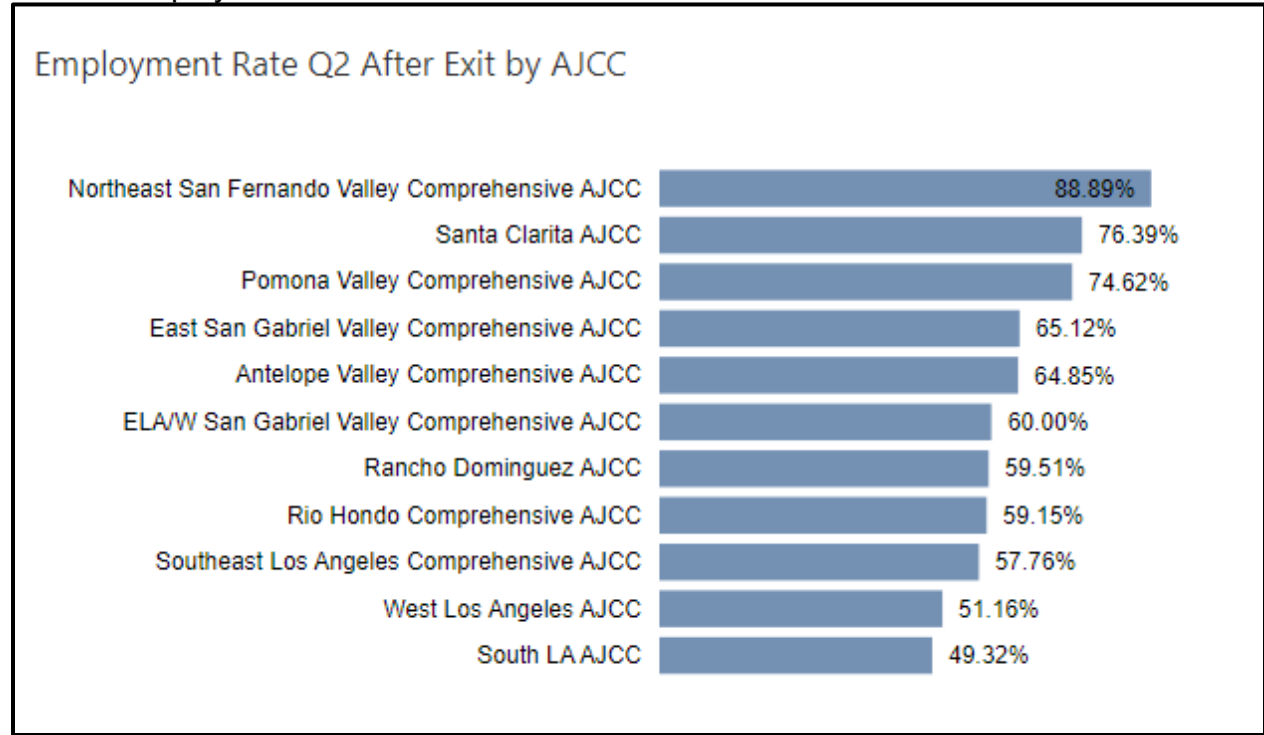


DW - Employment Rate Q2

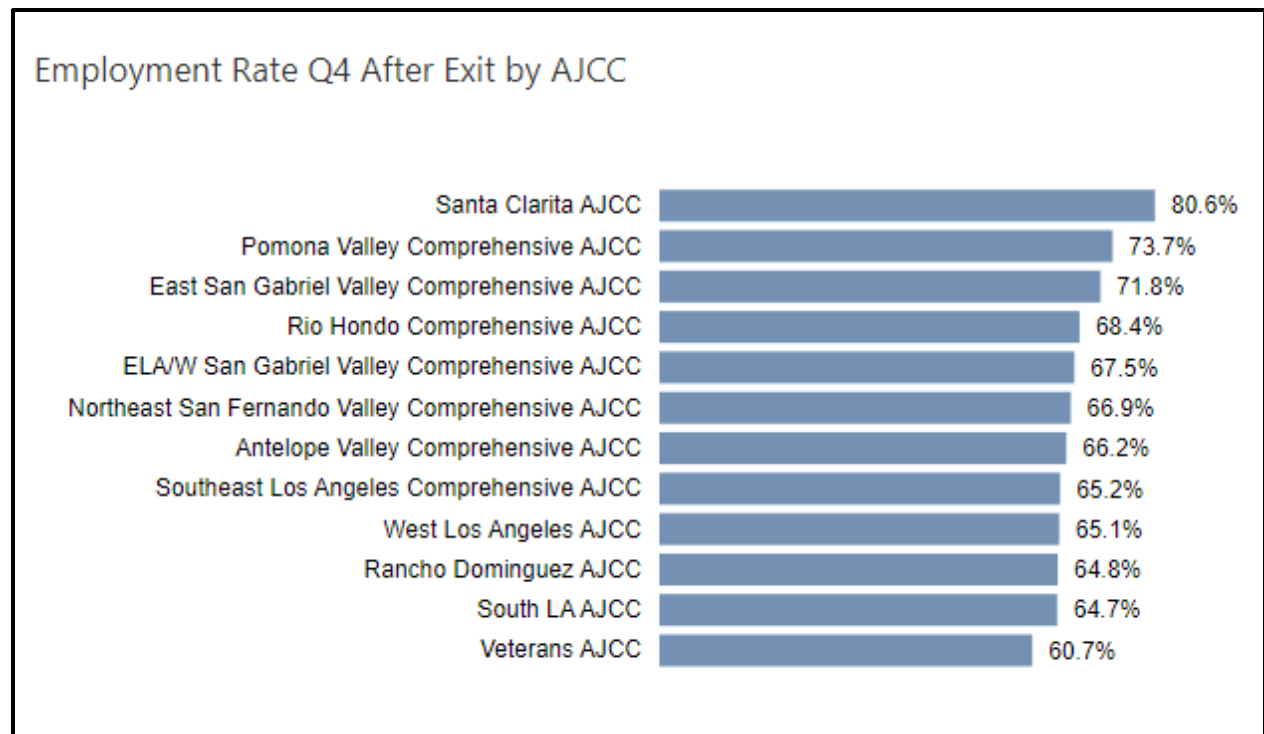
Employment Rate Q2 After Exit by AJCC



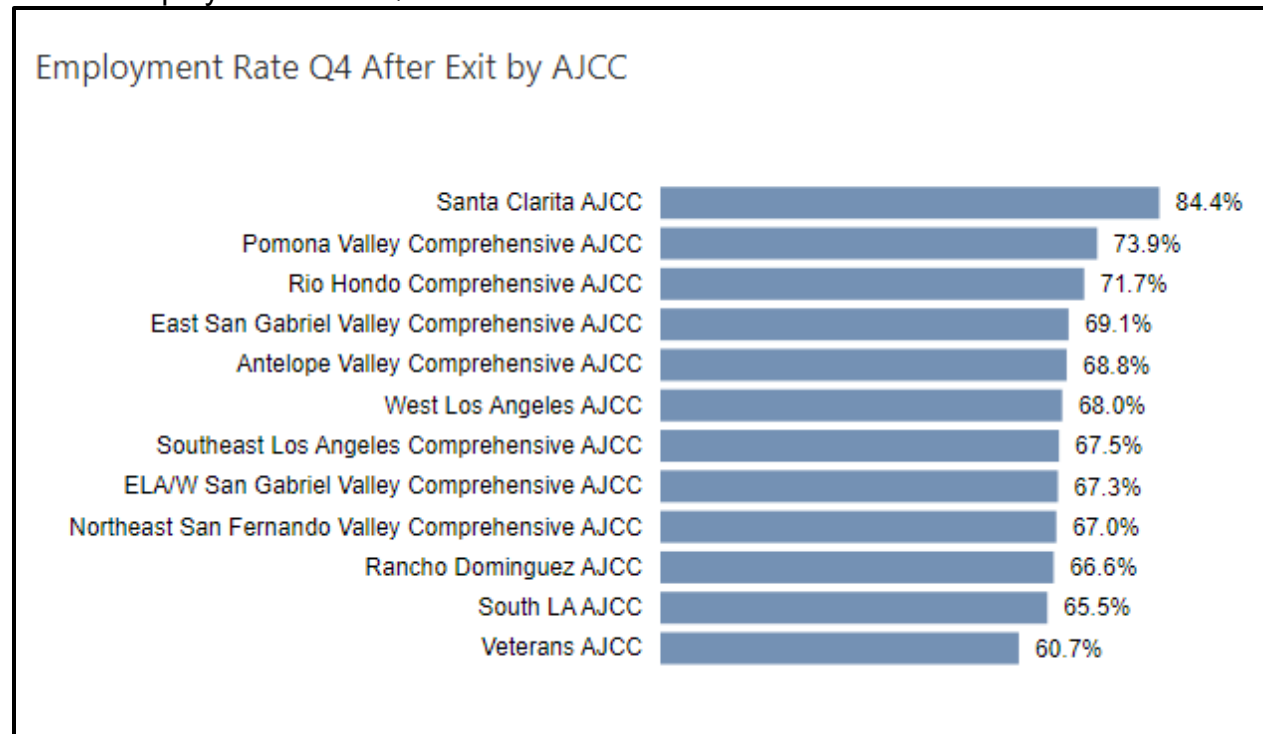
Youth - Employment Rate Q2



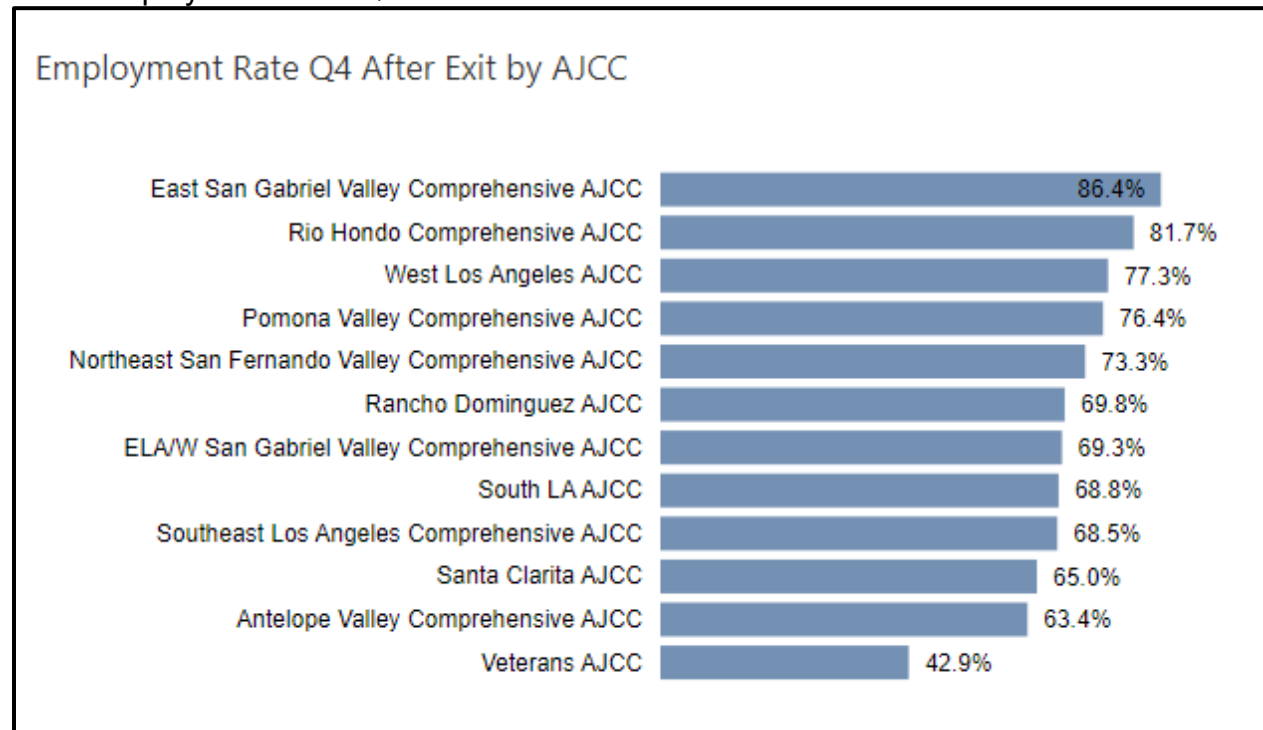
Every AJCC is given the same goal for the Employment Rate at Q4 which is 63% for Adult, 67.2% for Dislocated Worker and 67% for Youth. The majority of AJCCs exceeded these goals for average achievement rates of 68.5% for Adult and 72.7% for Dislocated Worker. For Youth most sites came within 3% of the goal by achieving a rate of 64.8% on average.



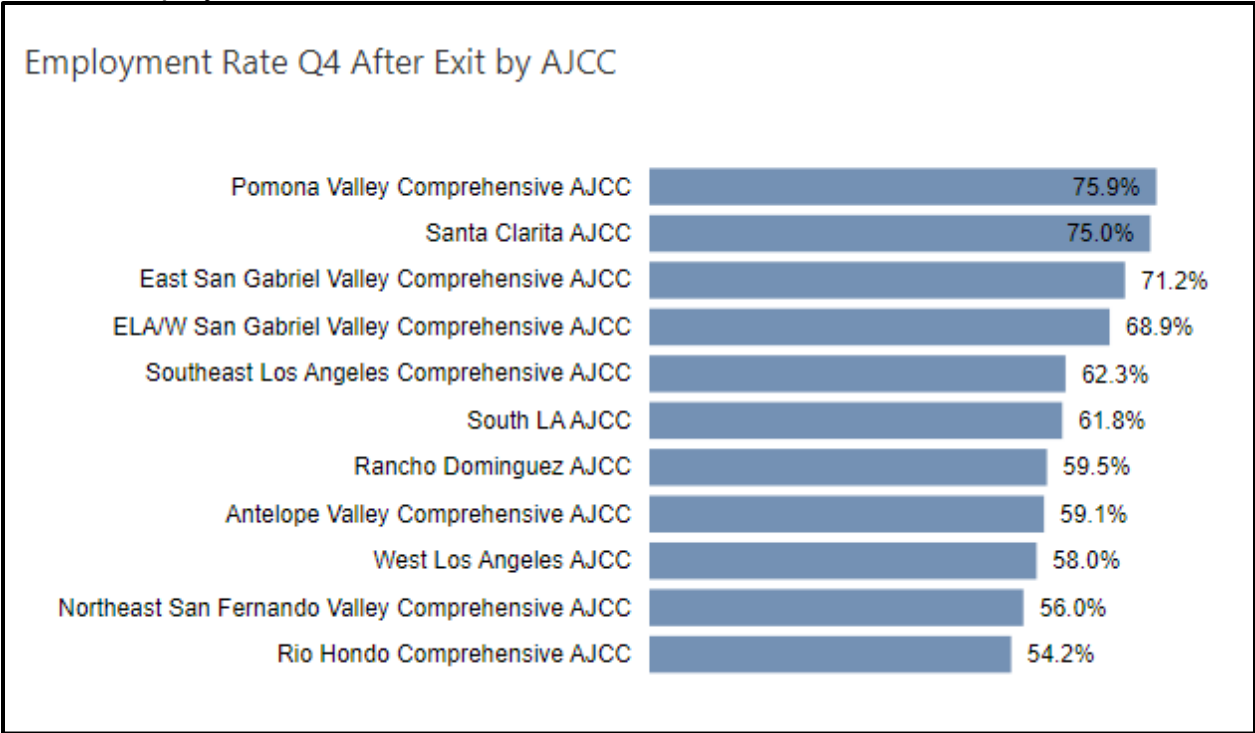
Adult - Employment Rate Q4



DW - Employment Rate Q4



Youth - Employment Rate Q4

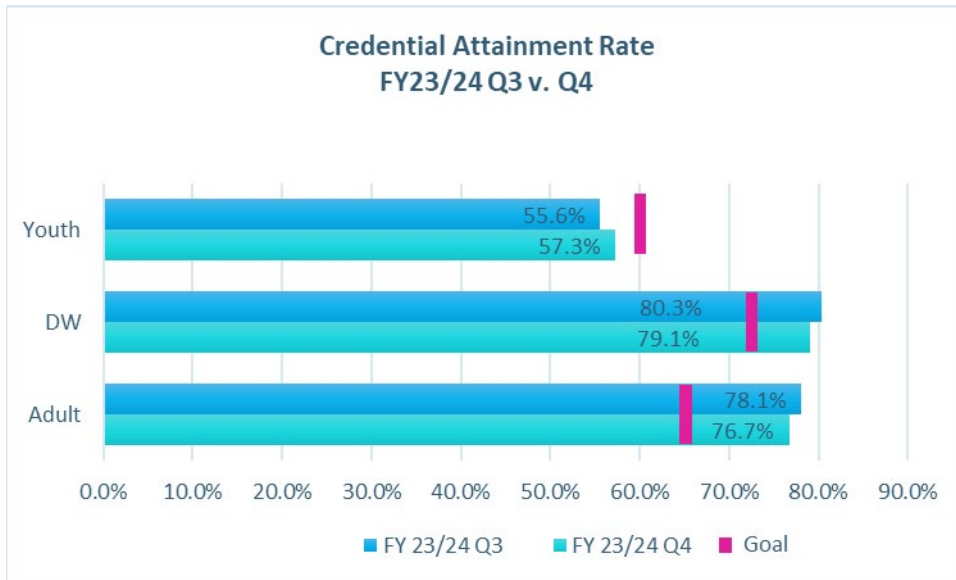


Credential Attainment

The success of WIOA programs in meeting credential attainment goals is driven by a combination of factors, including targeted training programs, effective collaboration with training providers, individualized career planning services, and ongoing support services. For example, our AJCCs provide ongoing monitoring and support to participants throughout their training and credential attainment process. Case managers offer guidance, encouragement, and resources to help participants stay on track and overcome various challenges, which increases the likelihood of successful training completion and credential attainment. Financial assistance also plays a role in supporting participants by helping cover certain costs associated with earning credentials.

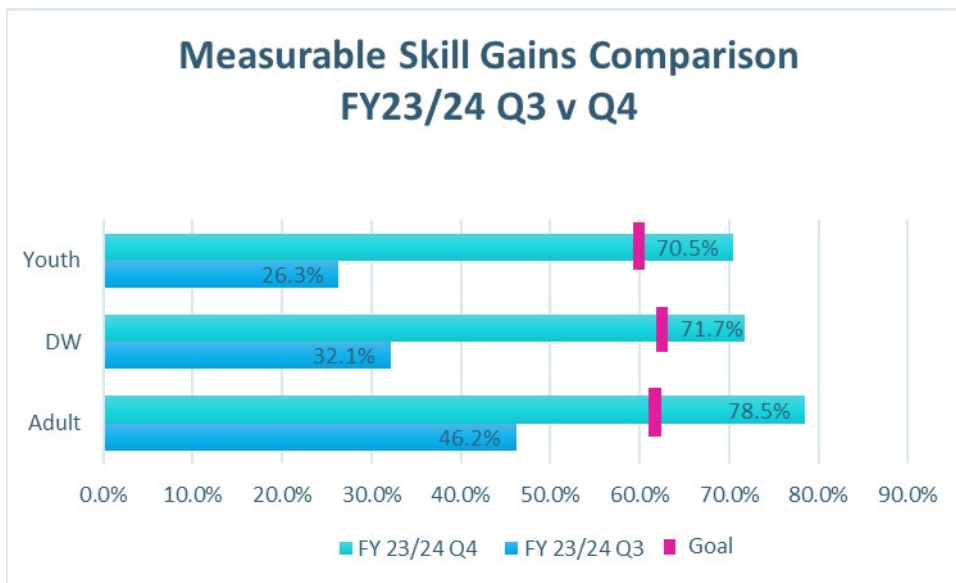
Overall, we reached 73.9% credential attainment with 1,349 participants attaining a credential through the fourth quarter, which represents the end of FY2023-24. Although the Youth program did not meet its goals, the Adult and Dislocated Worker programs exceeded their respective goals. This is a significant accomplishment as we surpassed last year's credential attainment for both programs at this point in the year, and Youth programs came much closer to meeting our goals this program year than the last. To exceed goals set for Credential Attainment the providers focused on a streamlined approach of hosting information sessions for trainings that would generate credentials in 6 weeks or less, then following up with course enrollment for these programs and starting on training. For example, the Antelope Valley AJCC supported trainings in this style that were all 6 weeks or less in Certified Digital Marketing, Certified Nursing Assistant, Community Health Worker, Class A Truck Driving and Social Services Assistant. This is an optimal amount of time for training as it gets job seekers across the finish line to employment quickly with a credential that can often be stacked, allowing them room to

grow and thrive in their careers.



Measurable Skill Gains (MSGs)

MSGs is an ongoing measure that illustrates the progress a participant makes throughout the program year when enrolled in trainings, education services, and credential bearing services. The system was overall able to meet WIOA program goals, reaching 75.4% and serving 1,645 participants.

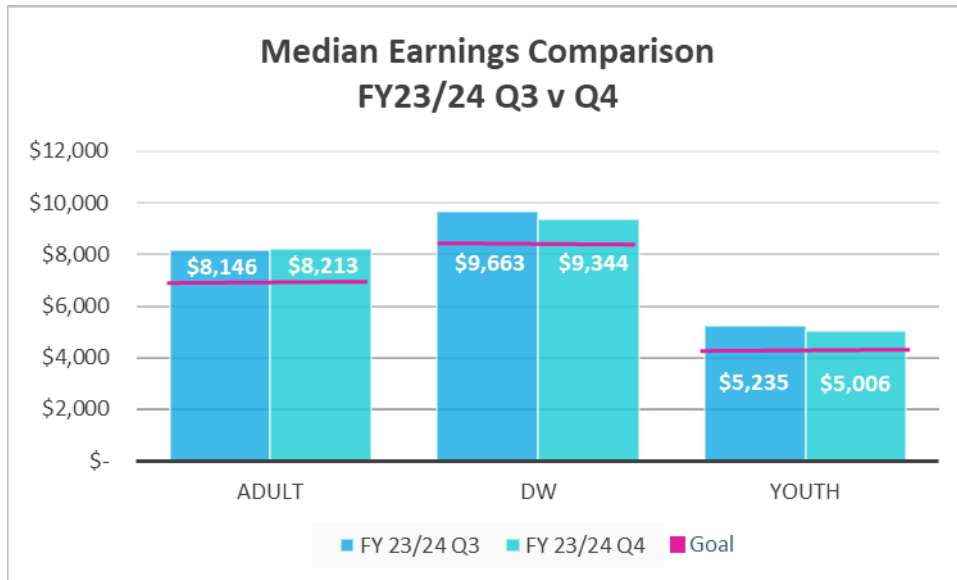


Median Earnings

Higher median earnings indicate that participants are not only finding employment but also obtaining quality jobs with better pay and/or advancement opportunities. The programs' success in this measure could be attributed to an emphasis on equipping

participants with in-demand skills, credentials, and job readiness training. These strategies lead to improved job placement outcomes and higher wages.

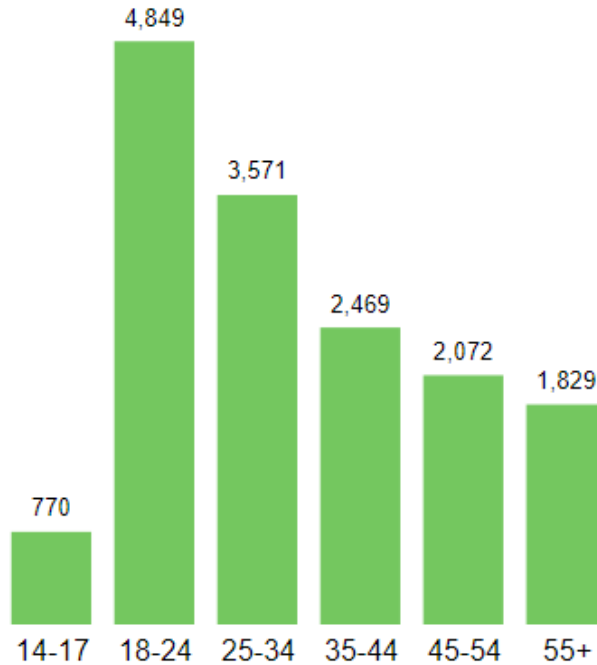
For Q2 FY 2023-24, DEO programs met the median earnings goals for all ADWY programs. \$7,731 overall or an annual salary of \$30,920, 4,039 participants, 58.95% above the State goal which is a strong performance indicator that our programs are assisting participants to obtain substantial and sustained economic success.



DEO aims to continue expanding our efforts in building as well as diversifying our talent pipelines into a wide range of industries. Although Adult and Dislocated Worker programs did not see an increase in median earnings from Q3 to Q4 (maintaining a rate of \$19 and \$20 respectively), there was an increase in the Youth median hourly wage from \$17.50 to \$17.85. Multiple entry level positions in high growth areas such as Health Services and Trade & Logistics start employees off with wages that are lower and increase them over time, due to experience and additional certification. Continued concentration on training cohorts that are time efficient lead to individuals being employed faster and having a greater chance and promoting quick to obtain higher wages. It is also expected that in the future pre-apprenticeships and apprenticeships will generate employment tied to higher wages. For the Dislocated Worker program specifically, we shall continue working closely with our Rapid Response team as well as Economic and Business Development team to identify ways to address both the needs of qualified individuals and impacted industries.

Participant Demographics

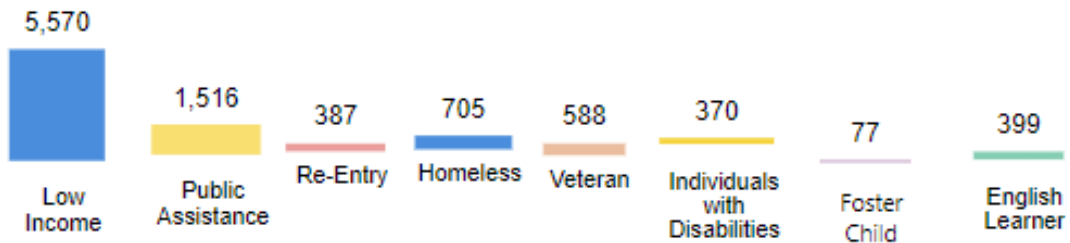
Age



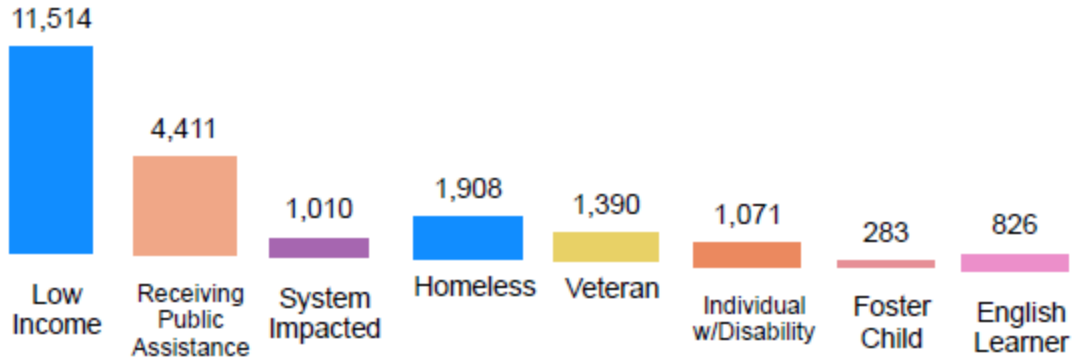
The largest single category of participants served is individuals ages 18-24, which aligns with the age of individuals that our WIOA Youth program serves. Specific to age demographics, Youth a priority population that we serve by leveraging County finds for WEX (Work Experience) to support co-enrollment.

Priority Populations Served

Priority Populations Served 2022-2023



Priority Populations Served 2023-2024

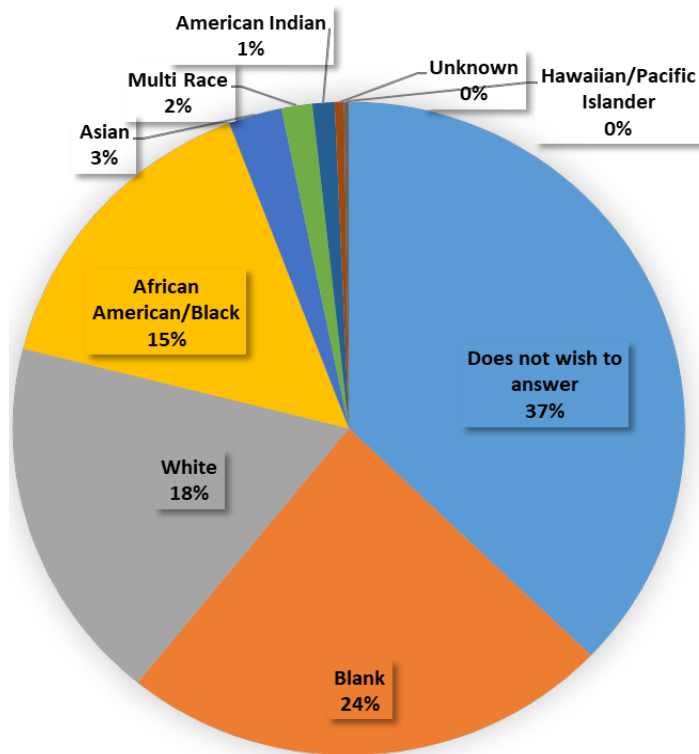


DEO's priority is to provide resources to the populations with the greatest demands for our services. These populations include individuals receiving public assistance, low-income, system-impacted, homeless, Veterans, individuals with disabilities, foster children, and English learners. This metric exemplifies the accomplishment and success of our programs in dedication to that goal. Based on the current data, the number of participants served in all identified priority populations has increased dramatically, in some cases by as much as double or triple that of last year. This can be attributed to targeted and collaborative outreach with community partner such as Helpline Youth and the Whittier 1st Day Coalition as well as other county agencies such as LACOE and DMH, all of which Rio Hondo AJCC did in the final quarter of the program year.

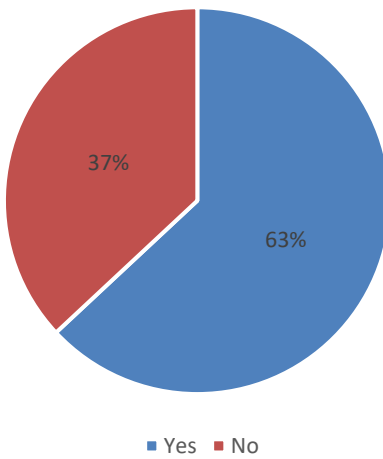
Overall, some demographic metric data indicates strong performance, such as Age and Priority Population. Race and SOGIE highlight areas of opportunity to enhance and/or re-imagine our data collection strategies to better connect with community members and participants. In both demographic areas, we will explore data collection beyond our current methods through staff training in the new system to encourage an increase in response.

Race

Most participants asked decided not to respond to the question regarding race with 61% total either not wishing to answer or leaving the form blank. Of the participants served through Q4 that provided a response on whether they identified as Hispanic, 63% responded Yes, while 37% responded No.

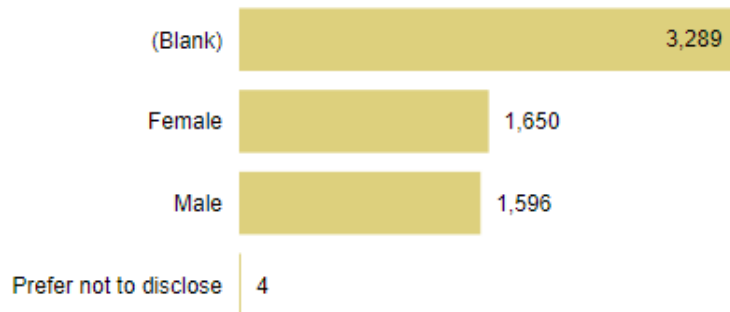


Demographic - Participants who Identify as Hispanic

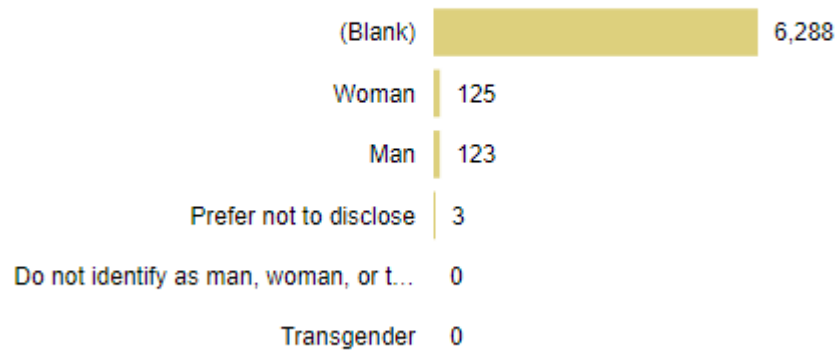


Sexual Orientation Gender Identity and Expression (SOGIE)

Participants by Assigned Sex at Birth



Participants by Preferred Gender



Participants by Sexual Orientation

(Blank)	6,520
Heterosexual/Straight (Not gay or lesbian)	18
Prefer not to disclose	1
An identity not listed	0
Bisexual	0
Homosexual/Gay or Lesbian	0
I am not sure, or I am still questioning my s...	0

Analysis has shown that data collected in these areas has been minimal due to participant response. Participants either preferred not to answer or provided blank surveys for most surveys taken. Of the 6,539 newly enrolled participants for FY23-24 Q4, 50.1% provided response regarding assigned sex at birth, 3.8% provided responses regarding preferred gender, and less than 1% provided response regarding sexual orientation.

It is through the collection and understanding of participant data that we can inform our efforts and more efficiently meet the needs of Los Angeles County residents and community members. Reducing the data gap in this area would have significant implications regarding the assistive services we provide in the future and ensure that our programs and services are aligned with the changing needs of our communities. However, efforts are being made to express and encourage inclusion for all community members. AJCCs seek to engage the community where they are, such as the Southeast LA AJCC that attended a Pride event during the month of June. Representation in the community for all members of the community helps to ensure that all job seekers and employers know that AJCCs are for all. The above race and SOGIE metrics also underscore an opportunity for enhancement for more effective and inclusive case management and communication trainings to improve data collection, strategies that will be furthered with the implementation of Center of Excellence.

Rapid Response

Rapid Response sets annual goals for responses to Worker Adjustment and Retraining Notifications (WARNs) and Non-Worker Adjustment and Retraining Notifications (non-WARNs). For WARNs, as they are triggered by employment law and unpredictable, the goal set is to address 75% of all WARNs generated. For non-WARNs that are not triggered by employment law, the goal is for 180 businesses to be assisted. For WARNs and non-WARNs, a goal of 87% and 86% were achieved respectively. To build upon the progress made in services of businesses through Rapid Response, DEO will continue

to work actively and intentionally with employers to ensure that more than information is being provided, but building a service infrastructure for businesses that depicts actual mitigated displacement or economic impact through access to benefits and new jobs as outcomes.

On April 4, 2024, 99 Cents Only Stores LLC announced closure of all 371 of the Company's store locations in Arizona, California, Nevada, and Texas. Of these, 97 stores are in L.A. County, with 34 located within the County's Local Workforce Development Area (LWDA). As of the date of this memo, all stores in the County's LWDA have been closed. On April 7th they filed voluntary Chapter 11 bankruptcy. On April 9, 2024, the L.A. County Board of Supervisors approved a motion that directed DEO to report back in 60 days with an action plan to assist the employees from 99 Cents Only Stores with Rapid Response and other services including, which include enhanced job training, job placement and connection to stabilizing resources. In partnership with Los Angeles County Economic Development Corporation (LAEDC) and Los Angeles County Department of Consumer & Business Affairs (DCBA), DEO led orientation sessions and job fairs for the affected workers to provide information on services and benefits to help ease them through the layoff transition. The action plan was developed and immediately implemented to address the needs of the dislocated workers in the region. These sessions were coordinated closely with the Rapid Response Regional Economic Development (RED) Team comprised of the Employment Development Department (EDD), Covered California, the Department of Labor and the AJCCs.

DEO took the lead in ensuring a countywide response, partnering with the 6 other Workforce Development Boards (WDBs) that regionally serve L.A. County. The partnership was activated through holding weekly check-ins with the regional partners at the outset of the effort. We collaborated with L.A. City, who hosted daily informational webinars.

In-person job fairs were held during the month of May, aligning with the lay-off and closure dates of each location. The job fairs were open to all employees and held at various locations throughout the County to accommodate the many 99 Cents Only Stores locations with a total attendance of over 500 individuals. Job fair dates and locations were as follows:

Location	Date of Event	# of Attendees	# of Employers
East L.A. AJCC	5/7/24	92	8
Rancho Dominguez AJCC	5/10/24	5	3
Santa Clarita AJCC	5/22/24	17	4
Antelope Valley AJCC	5/23/24	40	11
Southeast L.A. AJCC	5/29/24	150	15
Pomona Valley AJCC	5/30/24	156	9
East San Gabriel Valley AJCC	5/31/24	103	10

DEO also launched a webpage consolidating information on our Rapid Response services and events for businesses and workers, including the current 99 Cent Only Store

efforts. The webpage is available here: [Rapid Response Services - Department of Economic Opportunity \(lacounty.gov\)](https://lacounty.gov/rapid-response-services).

Attachment I – [Accountability Measures by Program FY 23-23 Q4](#)

Attachment II – [WDB Dashboard FY 2023-24 Q4](#)

Attachment II – [Accountability Measures Dashboard FY 2023-24 Q4](#)