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December 13, 2024

TO: Los Angeles County Workforce Development Board  
(LACWDB)

FROM: Cheren Kochen, LACWDB Executive Director  
Department of Economic Opportunity

SUBJECT: **WORKFORCE INNOVATION AND OPPORTUNITY  
ACT PROGRAMS PERFORMANCE UPDATES:  
FISCAL YEAR 2024-25 THROUGH 1<sup>ST</sup> QUARTER**

This memo provides a summary of the Los Angeles County public workforce system's performance through the first quarter (Q1) of fiscal year (FY) 2024-25 for Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Workers, and Youth (ADWY), and Rapid Response programs. This report focuses on performance metrics and highlights the accomplishments, opportunities for improvement, and future goals to 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

Los Angeles County Department of Economic Opportunity (DEO) and the LA County Workforce Development Board (LACWDB) are the leading providers of WIOA funded services in the Los Angeles County region. As such, we continually seek to maximize State and Federal funding to meet the needs of local workers and businesses. Through our collaboration with America's Job Centers of California (AJCCs), our network of partnerships with Community Based Organizations (CBOs), educational institutions, training providers, industry associations and employers, and labor partners and providers, we implement hundreds of programs and services designed to assist and benefit the residents and communities of Los Angeles County.

Throughout Q1 of FY 2024-25, there have been many system changes and enhancements such as: provider and contractor changeovers; AJCC modernization efforts; data collection updates; and the entry/sunset of multiple programs. During this period of transition, DEO has continued its efforts to achieve established performance goals. Although metrics such as the number of participants served, number of participants trained, and unsubsidized employment placements reflect fluctuation, the system has sustained overall growth.

### *Participants Served*

Participants Served Through WIOA			
	FY23-24 Q1	FY24-25 Q1	Change
Total Number of Adults served	3,924	5,120	↑ 30.5%
Total Number of Dislocated Workers served	796	932	↑ 17.1%
Total Number of Youth served	1,660	1,548	↓ 6.7%
Total served	5,962	7,178	↑ 20.4%

The number of Adults served was 5,120, and the number of Dislocated Workers served was 932, which shows an increase of 30.5% and 17.1% respectively over last year's Q1. The total number of Youth served was 1,548, which is a decrease of 6.7% year over year. However, the overall total number of participants served was 7,178, which is a 20.4% increase from Q1 of last program year, indicating gains through the system as a whole.

### *Participants Trained*

<b>Participants Trained Through WIOA</b>			
	<b>FY 23-24 Q1</b>	<b>FY24-25 Q1</b>	<b>Change</b>
Total Number of Adults trained	466	455	↓ 2.4%
Total Number of Dislocated Workers trained	102	65	↓ 36.3%
Total Number of Youth trained	285	243	↓ 14.7%
Total trained	832	746	↓ 10.3%

The number of participants trained reflects some notable occurrences in FY24-25 Q1 in comparison with last year Q1, reflecting an overall 10.3% reduction in the number of participants trained this quarter. The total number of Adults trained came to 466, which is a reduction of 2.4%. The total number of Dislocated Workers trained is 65, a decrease of 36.3% from last year. This reduction is due to the notable layoffs experienced regionally in Q1 of the previous FY, causing an increase in Dislocated Workers, thus an increase in Dislocated Worker Training that particular year, inflating the numbers from the usual rate. Another data point of note is the total number of Youth trained, which decreased from 285 in FY 23-24 to 243, a 14.7% year over year decrease. This decrease can be attributed to the challenges with staffing in our AJCCs as the program year began and we saw transition system wide with AJCC staff. Staffing instability can cause enrollment disruptions but we expect to see corrections and increases in subsequent quarters as the new system is fully ramped up. To resolve this AJCCs are hiring and increasing their staffing levels day by day to meet the demand of the system.

### *Training Providers*

As many are aware, DEO's implementation of the AJCC Modernization is currently ongoing. While this initiative has represented an opportunity to improve the quality of facilities and resources offered at our AJCCs, as well as strengthen the relationship between DEO a diverse group of service providers, it also involves the potential for downtime and delays. Examples of such downtime include time to address setup and system function, time for troubleshooting, and time for user training. These time and training requirements may account for the reduction in training of Dislocated Workers. Conversely, the increased access to computer-based and virtual training options associated with the modernization effort may appeal more readily to Youth program participants; therefore, the modernization effort may in part explain why the number of trained participants in Youth programs has increased while the number of trained participants in Dislocated Worker programs has decreased.

Amidst Modernization actions and efforts, DEO still maintains efforts dedicated to supporting jobseekers by providing access to both virtual and in-person resources as well

as coordinating community access to high quality training which leads to positive economic outcomes. At DEO we are attempting to utilize data metrics to identify opportunities for improvement while implementing strategies that will amplify our relationships with many different service providers, including CBOs, colleges, and adult schools. In Q1, DEO began a partnership with Los Angeles County Internal Services Department (ISD) team of information technology (IT) analysts and trainers through the Delete the Divide (DTD) program. DTD aims to provide participants in locations throughout the County which have been identified as areas with low to no access to computer training and/or computer ownership, through their Learn Basic Tech (LBT) online training platform.

Due to data acquisition and processing challenges at that state level that have only been recently resolved, Unsubsidized Employment data is currently pending the incorporation of base wage data and cannot be evaluated appropriately in comparison with past FY data at this time.

### Accountability Measures

In addition to achievements in AJCC enrollment, training, and hiring outcomes in Q1, DEO also tracks State and Federal required accountability measures, as annually negotiated by the State’s Employment Development Department (EDD).

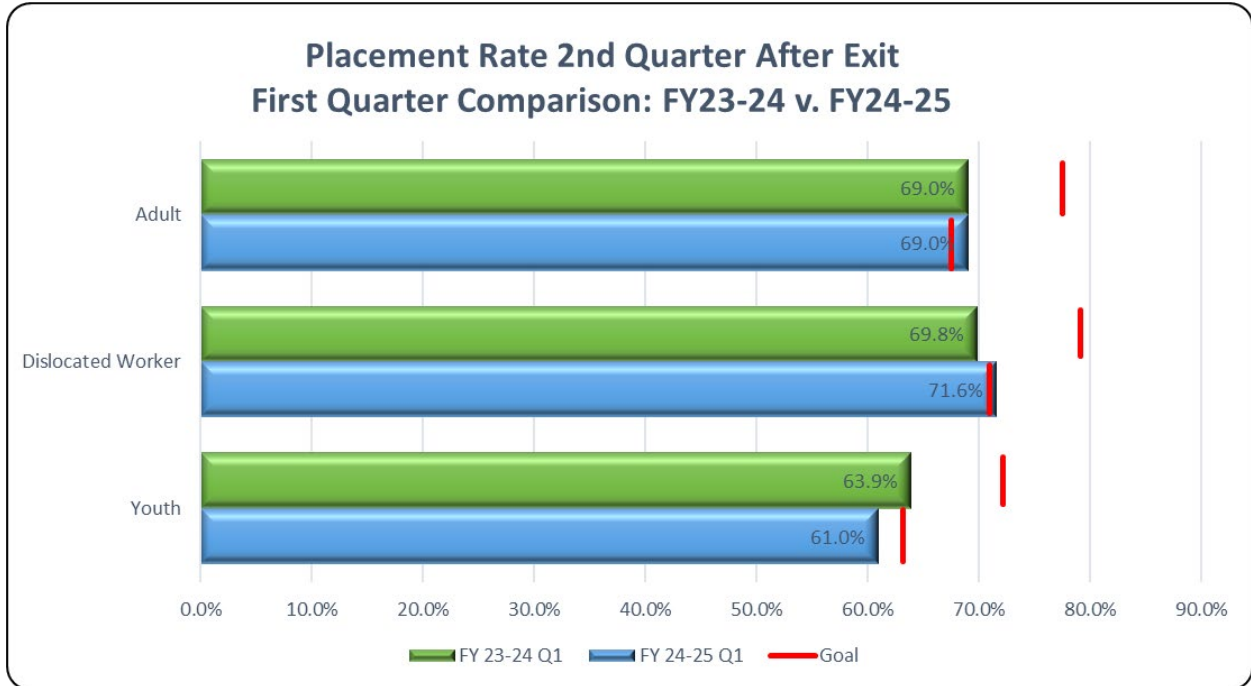
#### **Accountability Measures – Progress Toward Goals by WIOA Program**

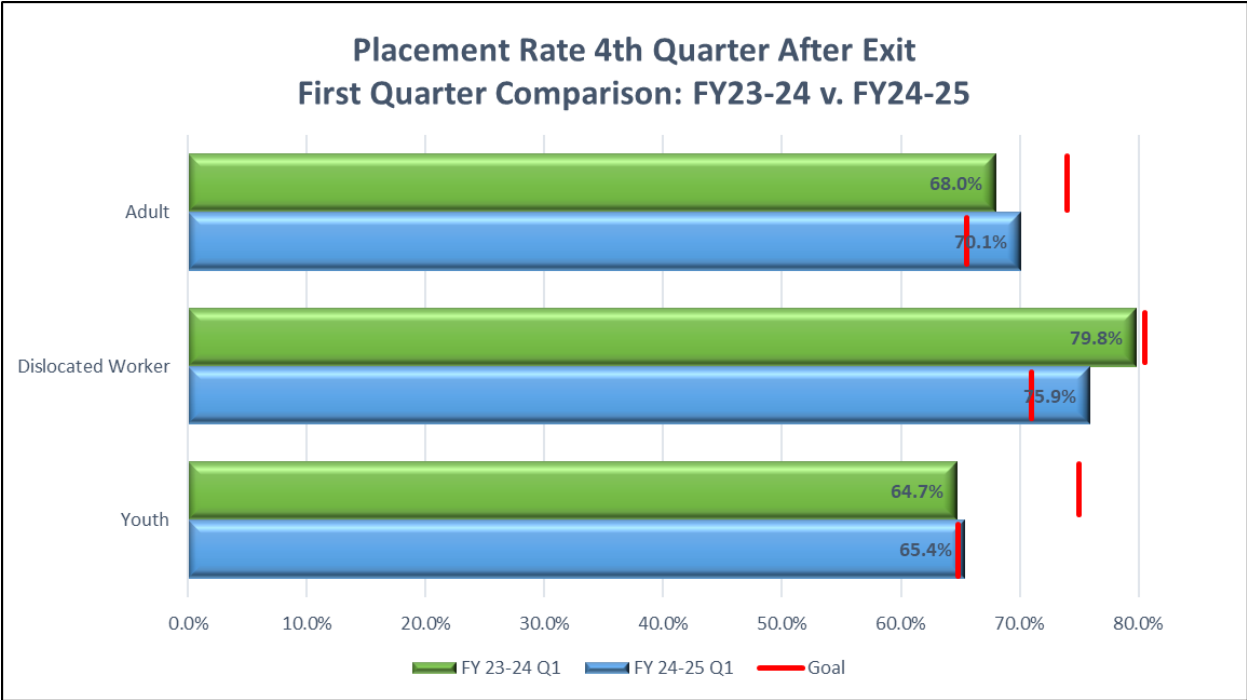
	<b>Adult</b>	<b>Dislocated Worker</b>	<b>Youth</b>
<b>Employment Rate 2<sup>nd</sup> Quarter After Exit</b>	exceeds target	exceeds target	below target
<b>Employment Rate 4<sup>th</sup> Quarter After Exit</b>	exceeds target	exceeds target	exceeds target
<b>Credential Attainment</b>	exceeds target	exceeds target	exceeds target
<b>Measurable Skill Gains</b>	below target	below target	below target
<b>Median Earnings</b>	below target	exceeds target	exceeds target

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

DEO’s primary role in WIOA programming is to help AJCCs guide participants towards securing post-program employment. As a result, metrics such as the Employment Rate Q2 and Employment Rate Q4 after program exit are critical indicators to measure the impact of the programs. This metric indicates the efficacy of programs in helping participants secure employment and gives insight into the ways in which WIOA programs are affecting positive outcomes and economic aptitude for those who successfully complete WIOA programs. In Q1, WIOA Adult program achieved a placement rate of 69%, exceeding the plan goal of 67.5%, Dislocated Worker program reached a placement

rate of 71.6%, exceeding the plan goal of 71%, while the Youth program reached a placement rate of 61%, short of its 63.2% planned goal though within 3% from meeting the goal. Overall, the system successfully helped 797 participants find employment through the second quarter (Q2) after program exit and reached an employment rate of 67.3%. This performance data indicates a major accomplishment in the practical aspect of helping participants obtain employment and in a larger aspect secure greater economic health and mobility.

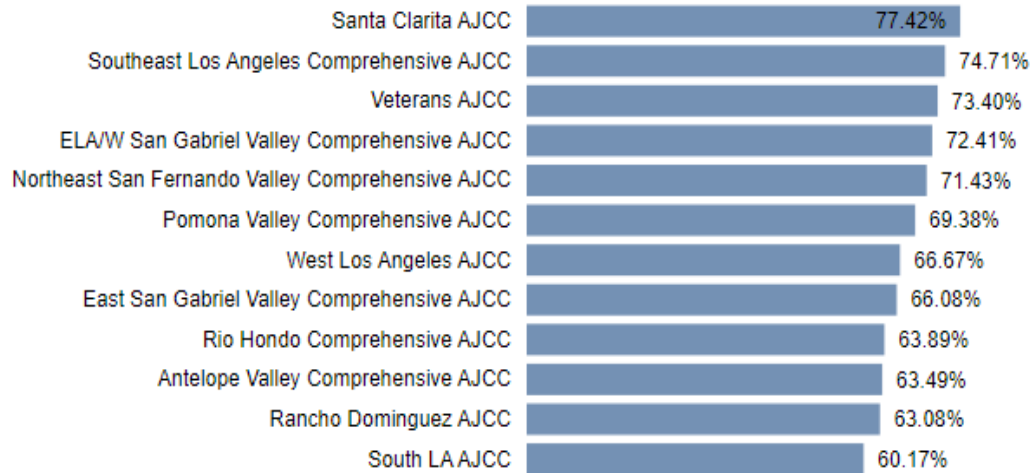




For placements in the fourth quarter (Q4) after program exit, Q1 has shown all programs meeting and/or exceeding program goals. This is a major accomplishment as Youth has been within 5% of the goal for several past quarters, and was able to achieve a 65.4% placement rate, above the goal of 64.8%. Also exceeding the program goals, Adult reached 70.1%, and Dislocated Worker made it to 75.9% placement rate.

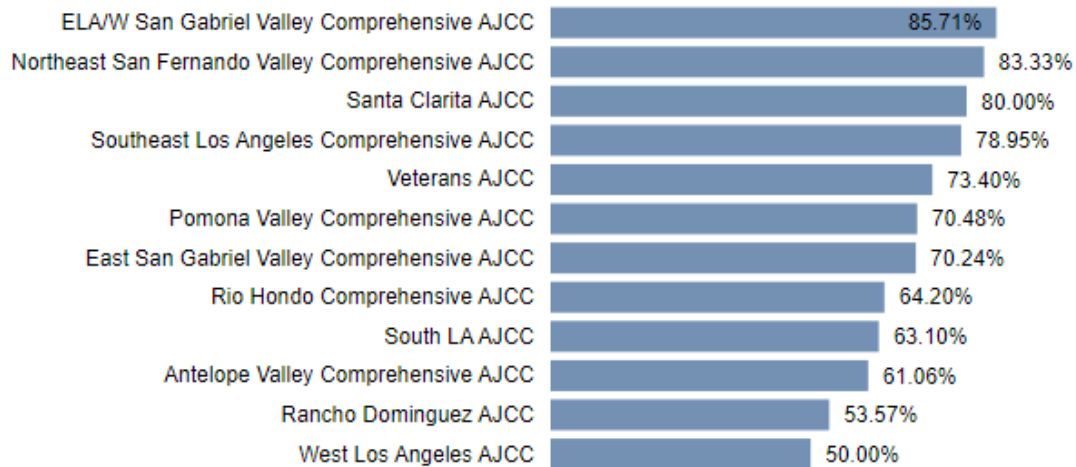
Below is the Employment Rate Q2 and Q4 after program exit by AJCC distribution. It is important to note that AJCC goals are based on funding amount; thus, comprehensive AJCCs such as Antelope Valley may have higher aggregate goals than Santa Clarita AJCC although they have geographic proximity to one another. The representation of percentages below is a standardized metric to capture individuals' goals for facilitating comparison across the system.

## Employment Rate Q2 After Exit by AJCC



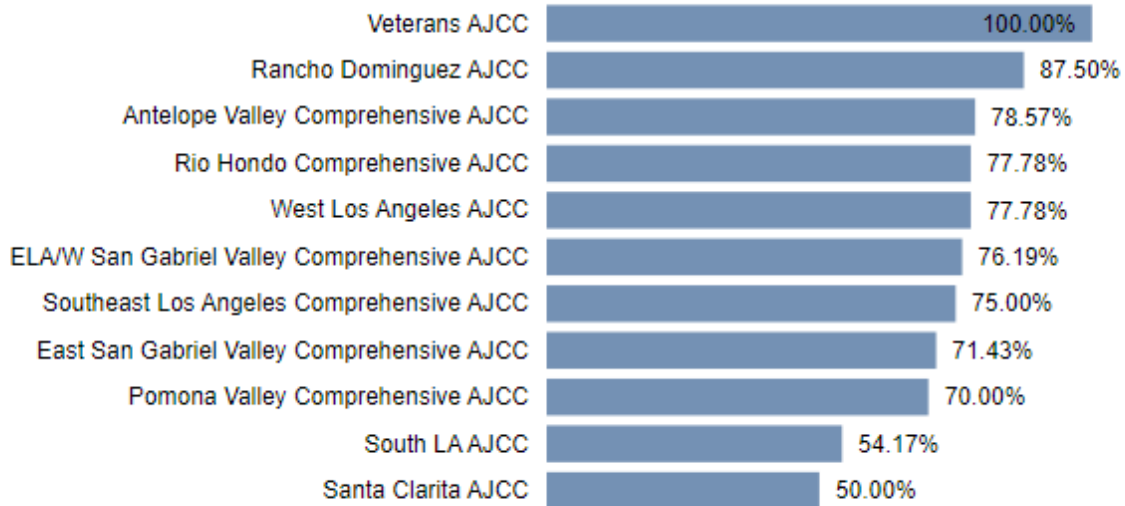
## Adult - Employment Rate Q2

### Employment Rate Q2 After Exit by AJCC



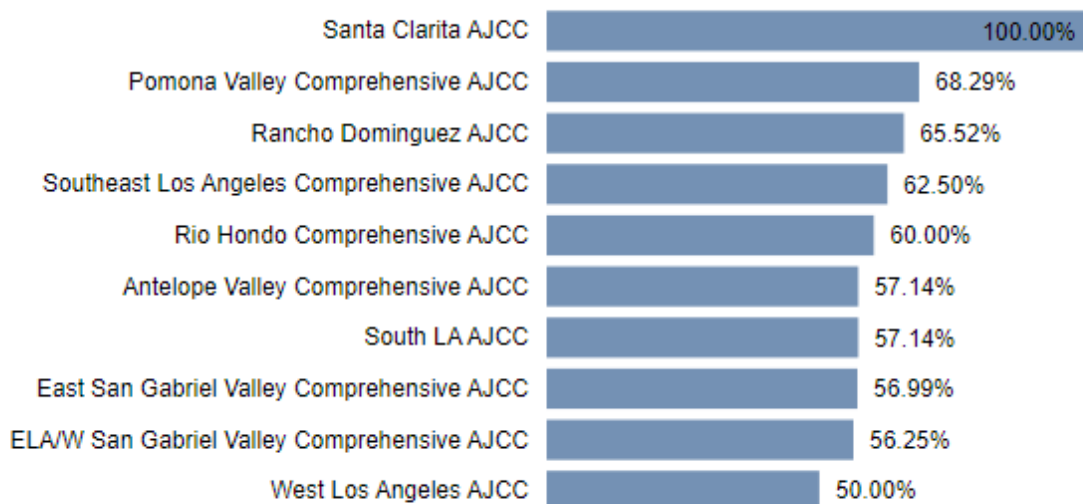
## DW - Employment Rate Q2

### Employment Rate Q2 After Exit by AJCC



## Youth - Employment Rate Q2

### Employment Rate Q2 After Exit by AJCC

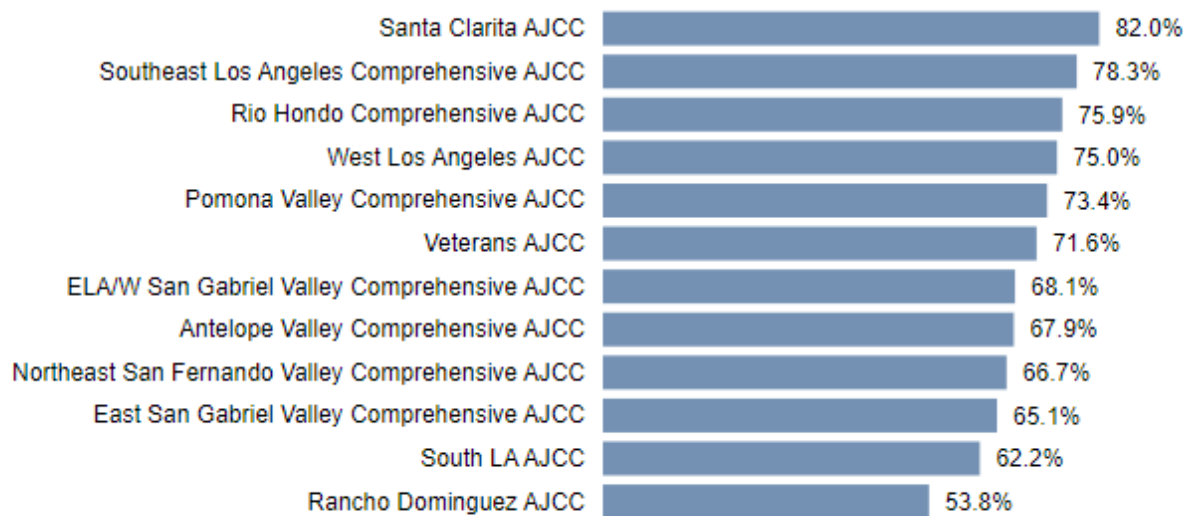


All AJCCs are given the same goal for the Employment Rate at Q4 which is 63% for Adult,

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. Veterans AJCC noted exemplary performance in this category for Dislocated workers with a 100% employment rate and Santa Clarita with a 100% employment rate for Youth.

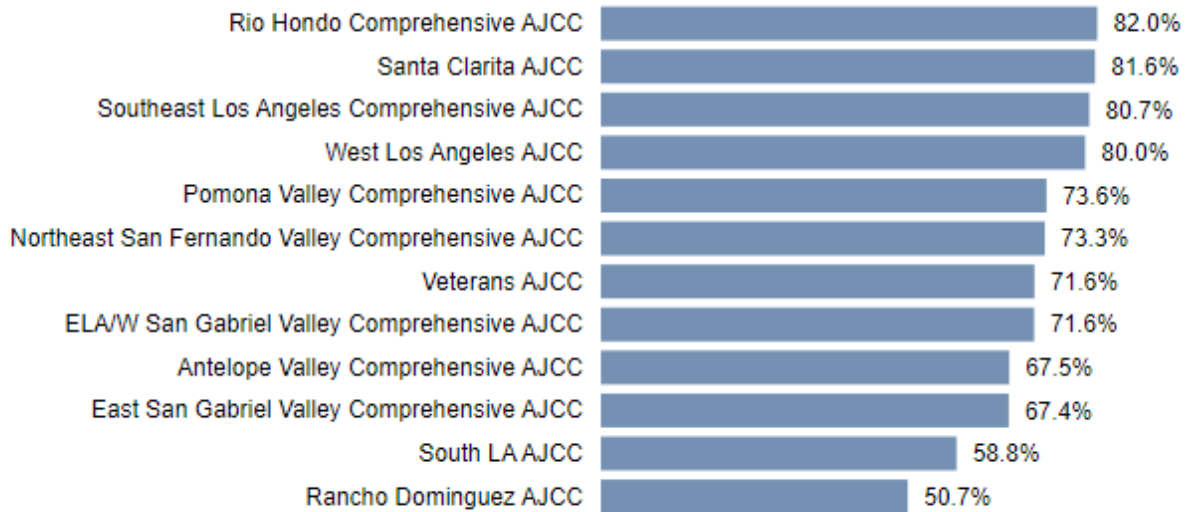
#### Adult - Employment Rate Q4

##### Employment Rate Q4 After Exit by AJCC



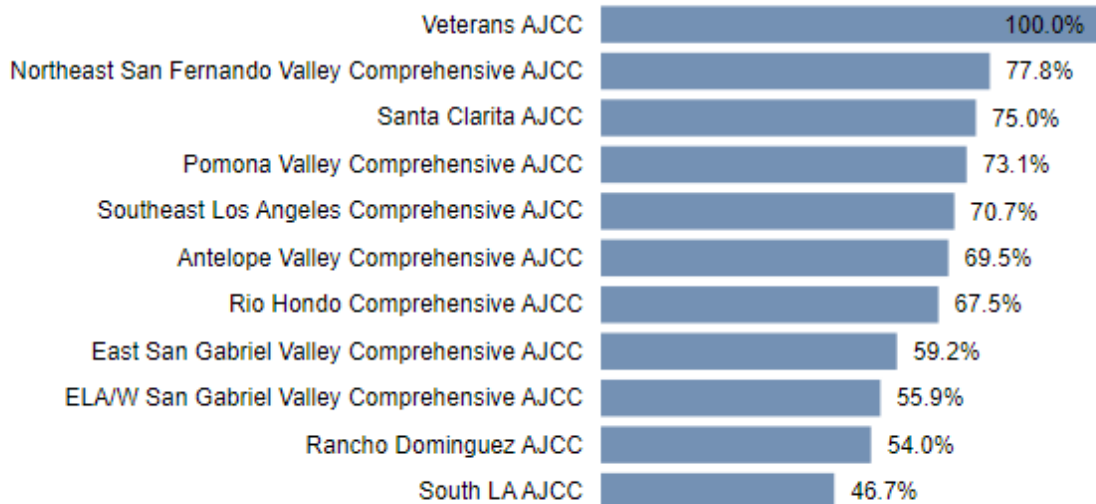
## Dislocated Worker - Employment Rate Q4

### Employment Rate Q4 After Exit by AJCC



## Youth - Employment Rate Q4

### Employment Rate Q4 After Exit by AJCC

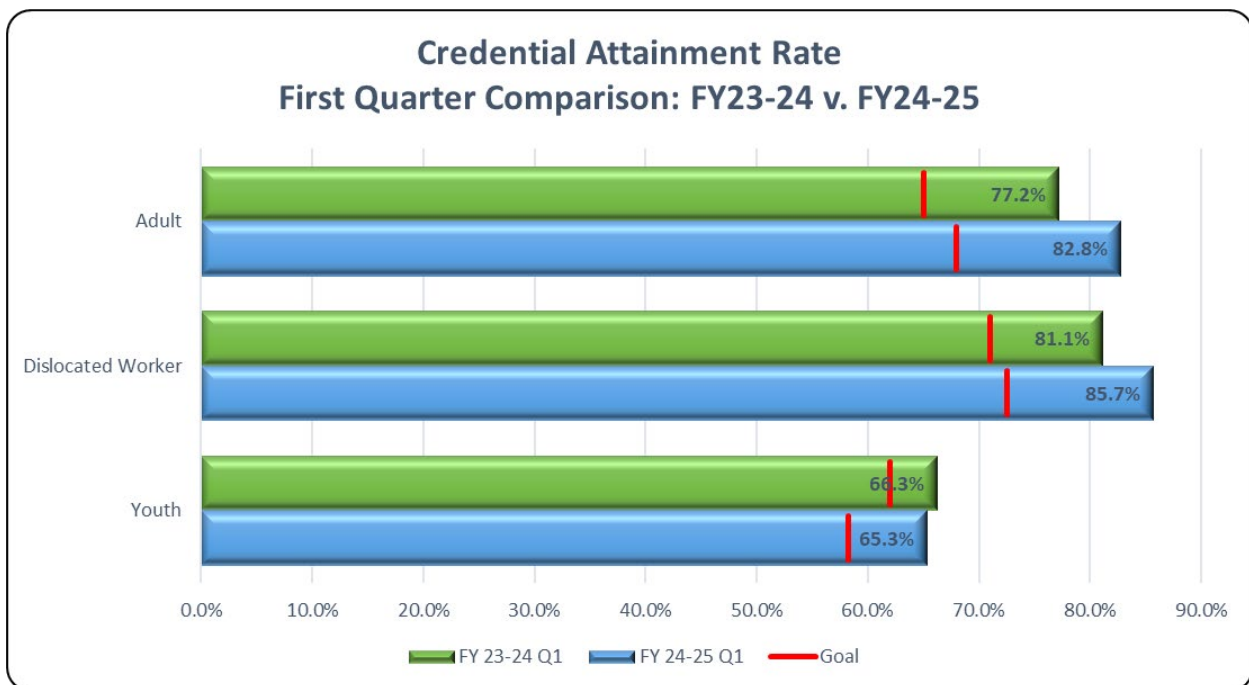


## Credential Attainment

Credential attainment goal metrics are driven by a several convening factors, including targeted training programs, effective collaboration with training providers, individualized career planning services, and various support services. Throughout the system, our AJCCs support, monitor and coordinate participant training from program inception

leading up to credential attainment. Participants receive individualized assistance including guidance, resources, and inspiration to help them stay on track and overcome various obstacles which may delay or deter success. This one-on-one approach increases the likelihood of successful training completion and credential attainment. Financial assistance also plays a role in supporting participants by reducing and/or eliminating certain costs associated with training completion and credential matriculation.

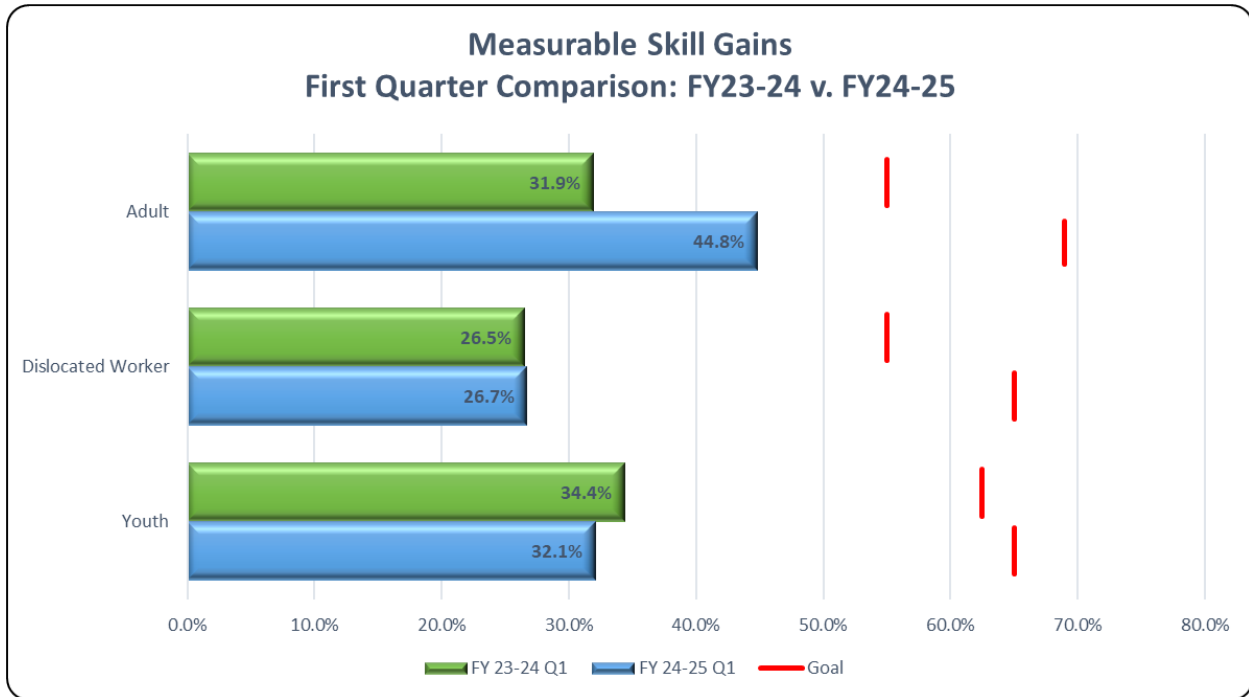
Overall, we reached 79.9% credential attainment with 382 participants attaining a credential in the first quarter of FY2024-25. In this quarter, all programs have met and/or exceeded their respective goals. This is a considerable accomplishment as we surpassed last year's credential attainment for both Adult and Dislocated Worker programs when compared with Q1 last year, and Youth programs achieving 65.3% credential attainment over a goal of 58.2%. Success in this area is largely attributed to DEO's partnership with provider focused training sessions with durations of 6 weeks or less to credential attainment. For example, the several trainings in this style were offered 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 data supports the practice that 6 weeks is an optimal time frame for training as it provides job seekers with desirable training and certification needed in a short amount of time, to obtain employment and/or advance in their careers.



**Measurable Skill Gains (MSGs)**

MSGs shows the progress a participant makes throughout the program year when enrolled in trainings, education services, and credential bearing services. The system overall did not meet WIOA program goals, reaching 38.4% and serving 240 participants.

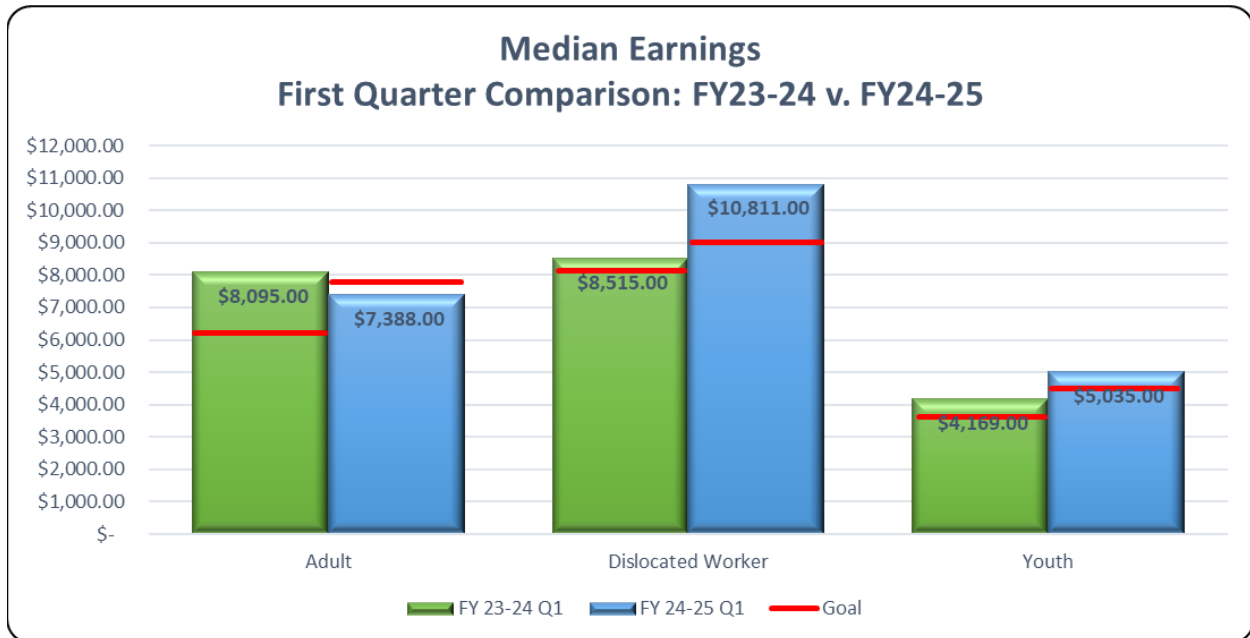
This represents a large opportunity for growth and improvement as we strive to understand the factors affecting participant success in this area to design programs and services that will lead to positive outcomes for participants.



### Median Earnings

Higher median earnings data is an indication of the earning success of program participants and metrics in this category indicate whether participants are not only finding employment but also on a practical level whether participants are 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 Q1 FY24-25, DEO programs met the median earnings goals for Dislocated Worker and Youth programs, obtaining median income measures of \$10,811 and \$5,035 respectively. Although the Adult program did not achieve its goal of \$7,800, it did achieve \$7,388 which is less than 5% deviation from the goal. Overall, the program earnings total to 51.58% above the state goal and serving 791 participants which is a robust performance metric indicating our programs are helping participants and the community achieve economic sustainability.



DEO continues to make the effort to build and diversify our talent channels to encompass a wide range of industries. By focusing on a model utilizing training cohorts and time efficient training courses, individuals can obtain credentials faster, become employed faster and have increased opportunity to promote and earn higher wages. It is also anticipated that future pre-apprenticeships and apprenticeships will follow the same cycle, leading participants to employment in fields and industries which earn higher wages. Furthermore, our Rapid Response and Economic and Business Development teams continue to partner with the Dislocated Worker program specifically to identify and implement strategies that will bridge the divide and connect qualified workers with the impacted businesses who urgently need them.

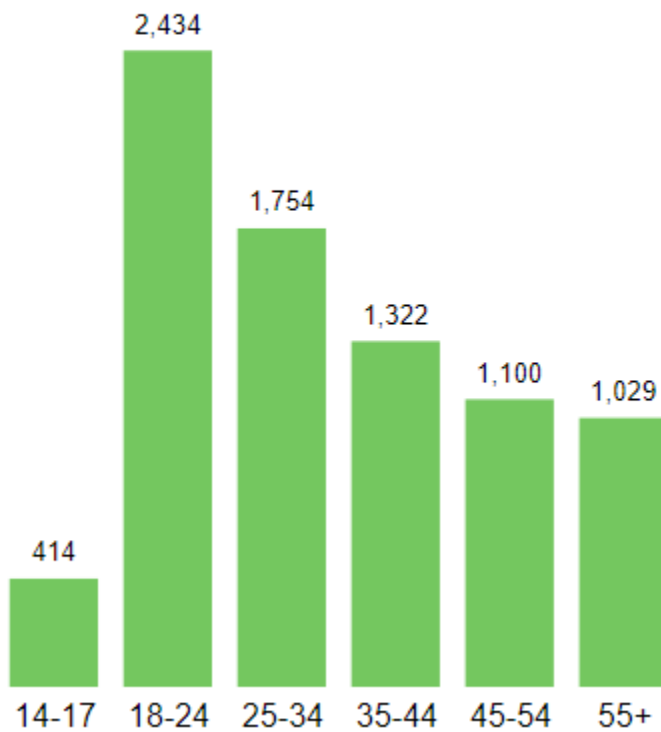
### Participant Demographics

DEO's goal is to provide resources to the populations with the greatest demands for our services, such as: individuals receiving public assistance, low-income, system-impacted, homeless, Veterans, individuals with disabilities, foster children, and English learners. Participant demographic metrics serve as a check point to identify where our programs measure in respect to the overall goal of serving priority populations. Based on FY24-25 Q1 data, the number of participants served in all identified priority populations has increased drastically, in some cases by as much as double that of last year. This may be attributed to substantial and targeted outreach with community partners and at community events. To strengthen this approach DEO will target these populations with care, expertise, and intention through our upcoming Centers of Excellence. The Centers of Excellence have population specific focuses and will serve as countywide population-based knowledge and resources hubs.

As in previous quarters, the Age and Priority Population demographic data shows strong performance and success in pursuit of providing services for populations displaying the greatest need. Also as in previous quarters, the collection of race and sexual orientation, gender identity and expression (SOGIE) demographic data continue to be a challenge and opportunity to redesign our data collection strategies to better communicate and connect with community members and participants. In Q1 we at DEO have been involved with collaborative efforts with other county agencies to establish more effective methods for staging demographic questions as well as methods for collecting and encouraging participant response.

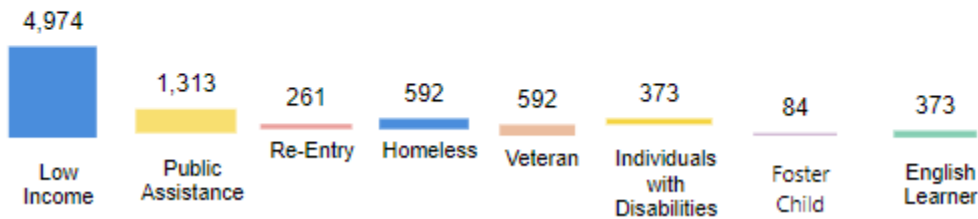
Below is the demographic data from FY24-25 Q1:

### Age

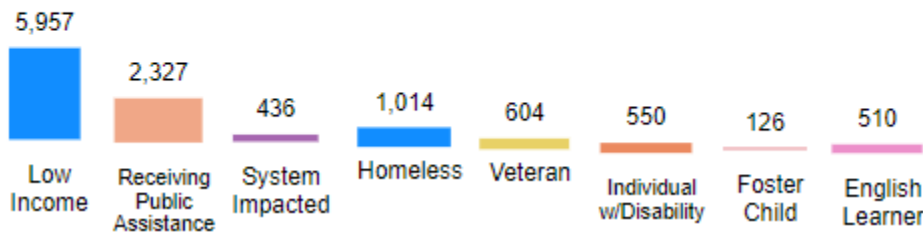


## Priority Populations Served

Priority Populations Served Q1 2023-2024

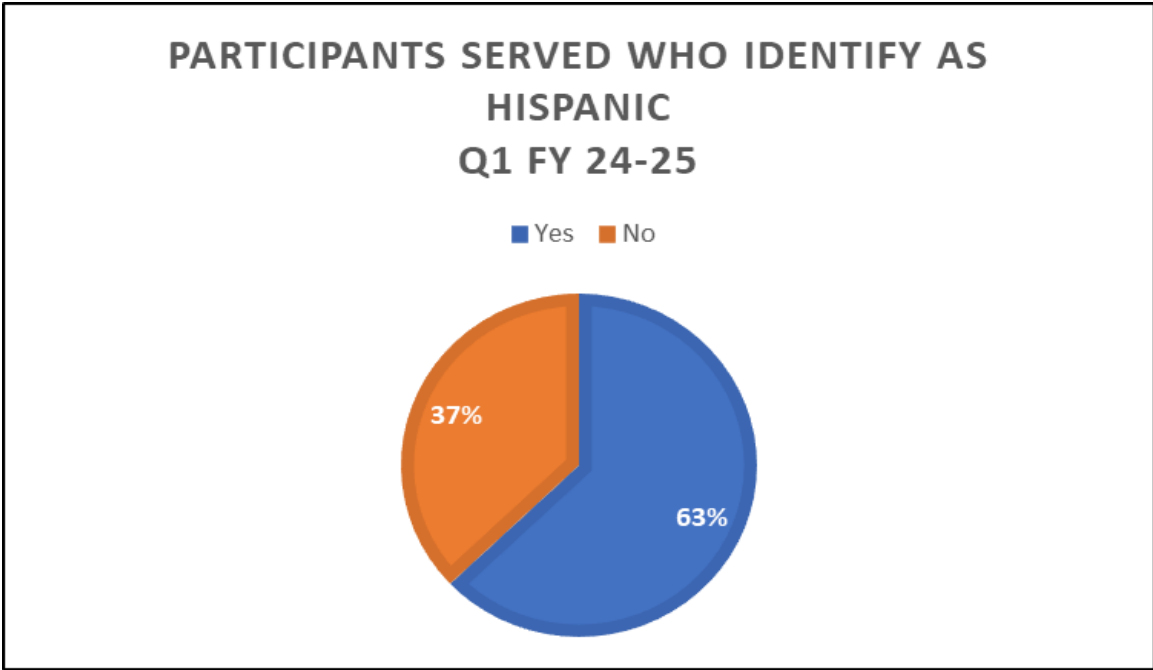
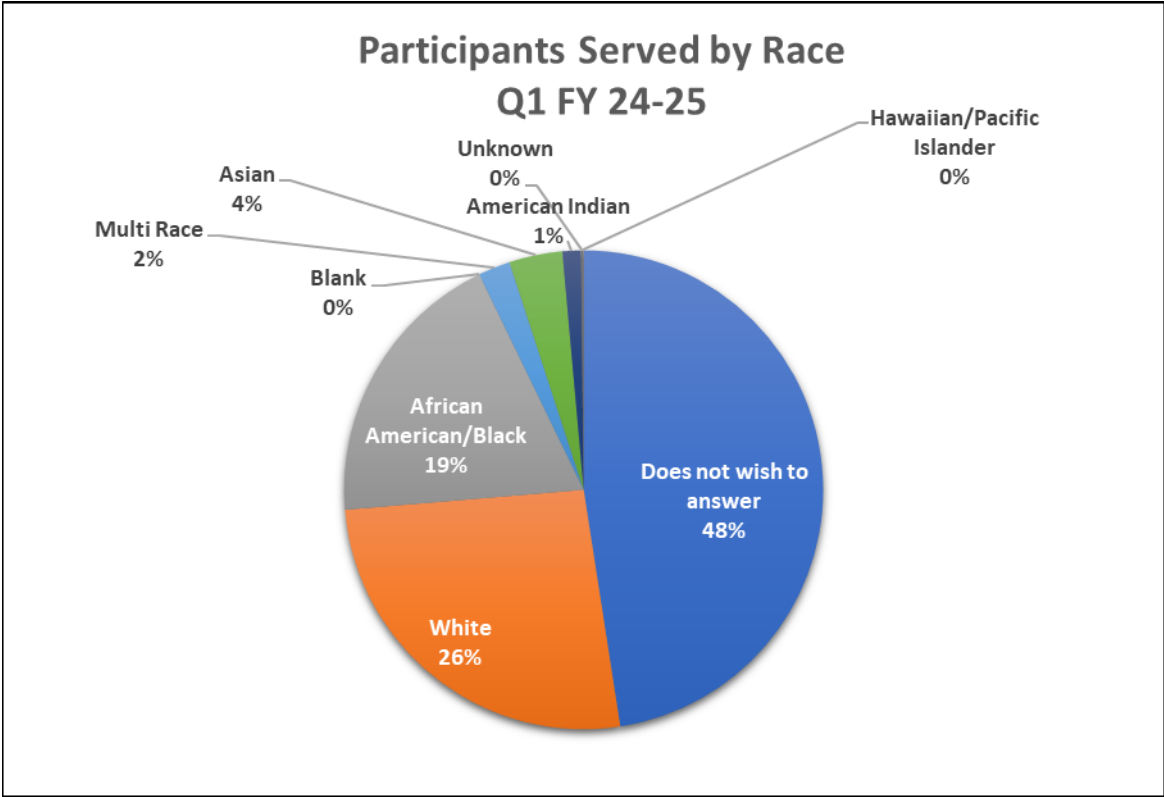


Priority Populations Served Q1 2024-2025



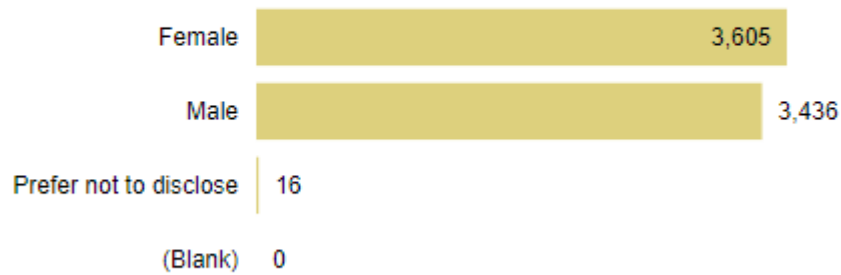
## Race

Although many participants decided not to respond to the question regarding race, with 48% total either not wishing to answer or leaving the form blank, this represents an improvement year over year. Last year Q1, 61% of respondents decided not to respond. Of the participants served through Q1 that provided a response on whether they identified as Hispanic, 63% responded Yes, while 37% responded No.

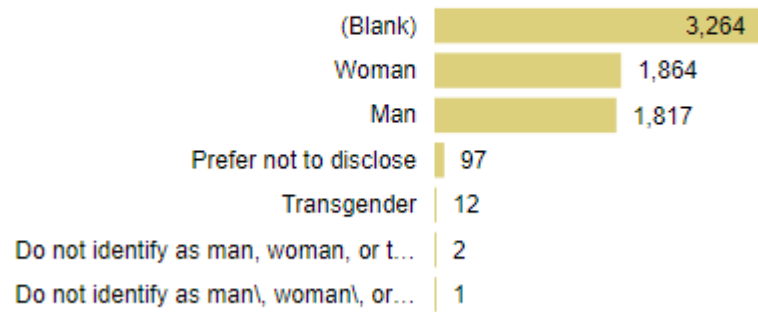


## Sexual Orientation Gender Identity and Expression (SOGIE)

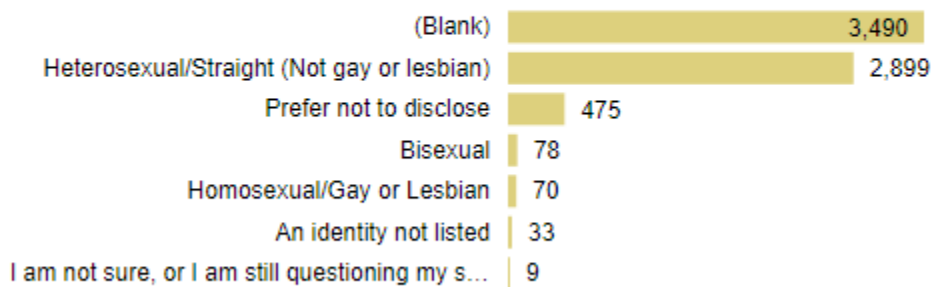
### Sex at Birth



### Preferred Gender



### Sexual Orientation



## 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 mandate 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 90% and 68% 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 we are doing more than just providing information, but we are also building a service infrastructure for businesses that depicts actual mitigated displacement or economic impact through access to benefits and new jobs as outcomes.

In July 2024, DEO received a WARN for Commerce Distribution Company, LLC. dba Smart & Final in the City of Commerce for their large distribution warehouse that would displace a total of 351 individuals. The first round of layoffs was for 57 drivers in July and the orientation for them was held in August in which only 6 drivers showed up due to the HR person being uncooperative and refusing to share the flyer created to advertise the event. The second WARN was received in September for the remainder of the warehouse employees, 294 in total with various job titles and duties:

Clerks	Distribution Area Managers	Forklift Operators
Inventory Control	Loaders	Inventory Clerks
Order Selectors	Put Away	Receivers
Repack Selectors	Support	Mechanics

A total of 3 orientations were held for the warehouse employees, 2 in-person and 1 virtual, with a total of 71 affected workers attending. They were all provided information regarding their Employment Development Department unemployment insurance benefits, Covered California medical insurance options, retirement account transfer/carryover options, and of course all the services available to them at their local East L.A./West San Gabriel Valley America's Job Center of California.

Attachment I – [WDB Dashboard FY 2024-25 Q1](#)

Attachment II – [Accountability Measures Dashboard FY 2024-25 Q1](#)