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March 21, 2025

TO: Los Angeles County Workforce Development Board

FROM: Jenny Synn, Program Manager, Department of Economic Opportunity

SUBJECT: **WORKFORCE INNOVATION AND OPPORTUNITY ACT PROGRAMS PERFORMANCE UPDATES: FISCAL YEAR 2024-25 THROUGH 2ND QUARTER**

This memo provides a summary of the Los Angeles (LA) County's public workforce system's performance through the second quarter (Q2) of fiscal year (FY) 2024-25 (October to December 2024) 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 the County of Los Angeles (County).



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

The Los Angeles County Department of Economic Opportunity (DEO) houses the Los Angeles County Workforce Development Board (LACWDB) and oversees the State allocation of Workforce Innovation and Opportunity (WIOA) dollars to the Local Workforce Development Area's public workforce system, which includes 18 America's Job Centers of California (AJCCs) and hundreds of related programs and services. These centers and programs and services are implemented through trusted community-based organizations (CBOs), training providers, educational institutions, labor organizations, and employer and industry partners. DEO and the LACWDB continually seek to maximize State and Federal funding to meet the needs and drive economic security and mobility for local workers and businesses through the WIOA-funded public workforce system. This includes a recent procurement of the WIOA-funded public workforce system's AJCC providers with the goal of modernizing the system, emphasizing partnerships with small CBOs, instituting local measures and incentives for quality outcomes, and establishing centers of excellence for priority populations and high-growth and opportunity sectors.

DEO implemented modernization efforts in Quarter 2 (Q2) of FY2024-25 with the debut of 12 of 18 new AJCC contracts, including the welcoming of a new provider, KRA Corporation, serving the Rancho Dominguez and Willowbrook AJCCs. DEO has worked closely with executive management of contracted CBOs to facilitate AJCC transitions, mitigate challenges and make progress aimed at meeting and exceeding performance goals while recognizing a ramp up period for new contractor vendors as well as all vendors for new contract terms. Even with the contract transitions taking place Q1 and Q2, in comparison to the previous fiscal year, the system has seen significant increases in the number of participants served across WIOA programs. These gains were due to a large number of enrollees in July 2024, as well as a significant increase in carryover participants at the beginning of this fiscal year (2,271) when compared to last year (1,525), as participants continued to engage in services at the centers. DEO has also seen some reductions in the number of participants trained. DEO has been working closely with the transitioning and returning providers, launched a training series, and scheduled monthly AJCC leadership meetings to proactively address challenges in real time and support AJCCs with implementing DEO's modernization strategy.

Participants Served

Participants Served through WIOA				
	FY23-24 Q2	FY24-25 Q2	FY24-25 Q1 & Q2 Cumulative	Change
Total Number of Adults served	5,952	7,140	12,260	↑ 20.0%
Total Number of Dislocated Workers served	1,143	1,309	2,241	↑ 14.5%
Total Number of Youth served	2,055	2,157	3,705	↑ 5.0%
Total served	9,150	10,606	18,206	↑ 15.9%

The number of adults served was 7,140, Dislocated workers served was 1,309 which shows substantial increases of 20.0% and 14.5% respectively. The total number of Youth served was 2,157 which represents a 5.0% increase compared with last year’s Q2. The overall total number of participants served was 10,606 or a 15.9% increase from Q2 of last program year, indicating that the current providers have improved outreach in their respective communities.

Participants Trained

Participants Trained Through WIOA				
	FY 23-24 Q2	FY24-25 Q2	FY24-25 Q1 & Q2 Cumulative	Change
Total Number of Adults trained	741	679	1134	↓ 8.3%
Total Number of Dislocated Workers trained	145	96	161	↓ 33.8%
Total Number of Youth trained	364	299	542	↓ 17.9%
Total trained	1,250	1,074	1837	↓ 14.1%

The total number of participants trained is lower in comparison with last year, within each program and with the total system. Specifically, the number of trained Adults has decreased by 8.3%, the number of trained Youth has decreased by 17.9%, and the number of Dislocated Workers trained was 96, which represents a 33.8% reduction compared to last year Q2. AJCC transitions occurred

for 3 regions, impacting staff continuity, which could have contributed to the decrease in training completions. DEO will focus technical assistance and staff training over the next quarter on improving training enrollment rates.

### Training Providers

As the lead agency overseeing WIOA training efforts in LA County, DEO and its AJCCs routinely evaluate and redesign training courses for the purpose of quality and content improvement. In line with the AJCC modernization, several AJCCs were redesigning training programs, with the underlying goal of making training courses more accessible, relevant and assistive for participants, further ensuring their immediate and future success in the job market. Although the initial implementation of this approach has led to a decrease in training enrollments, DEO remains focused on providing trainings that will provide marketable skills leading to quality jobs in high demand sectors, which make participants highly marketable candidates who are prepared for successful careers. DEO has also been working to expand partnerships with training providers in high-demand industries. In response to the regional wildfire recovery efforts, DEO has continued to enhance service partnerships with agencies including community colleges, community-based organizations, trade schools and others to support jobseekers by providing access to quality training leading to relevant credentials with a strong nexus to in demand job opportunities.

### Unsubsidized Employment

Unsubsidized employment data measures the number of participants successfully employed in unsubsidized employment as a direct result of receiving services such as: job search, upskilling, recruitment events, on the job training and business service benefits and offerings, all provided through the AJCCs.

Due to a delay in receiving Base Wage Data from the Employment Development Department (EDD), DEO cannot yet provide a complete update on unsubsidized employment measures for Q2. An updated report will be provided to the Workforce Development Board members and posted to the WDB website when available.

**Accountability Measures**

In addition to achievements in AJCC enrollment, training, and hiring outcomes in Q2, DEO also tracks State and Federal required accountability measures, as annually negotiated by the State’s EDD.

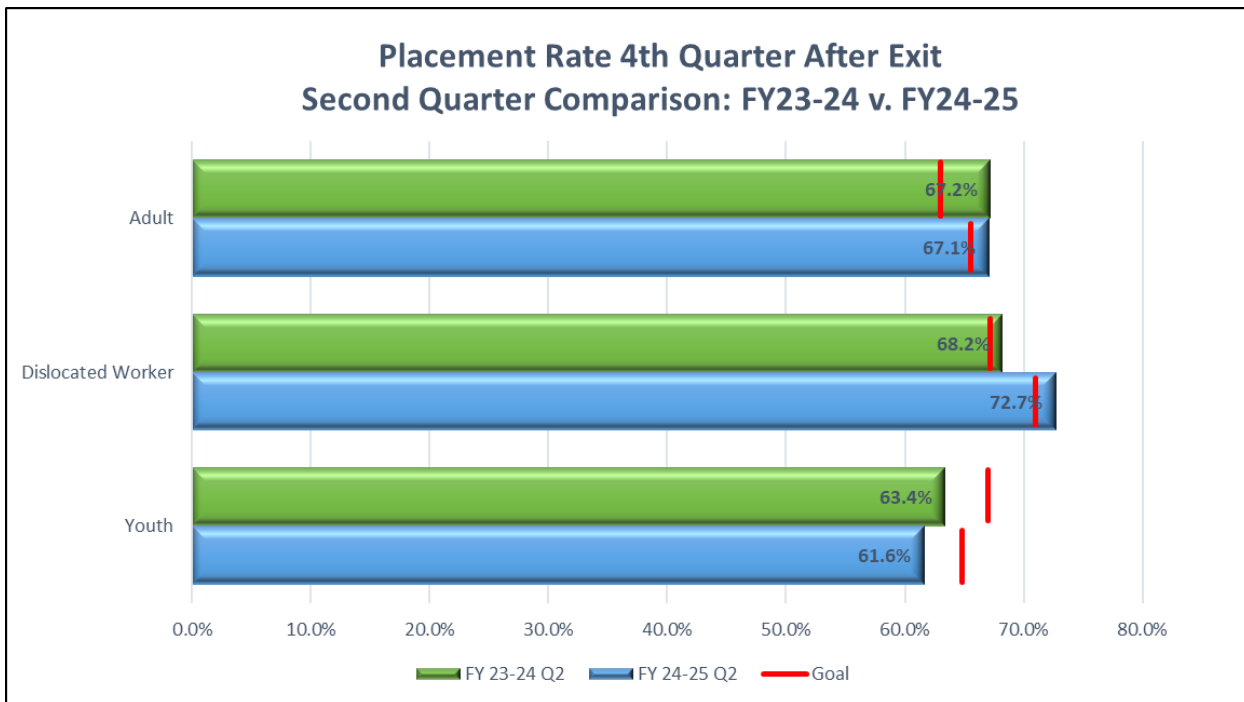
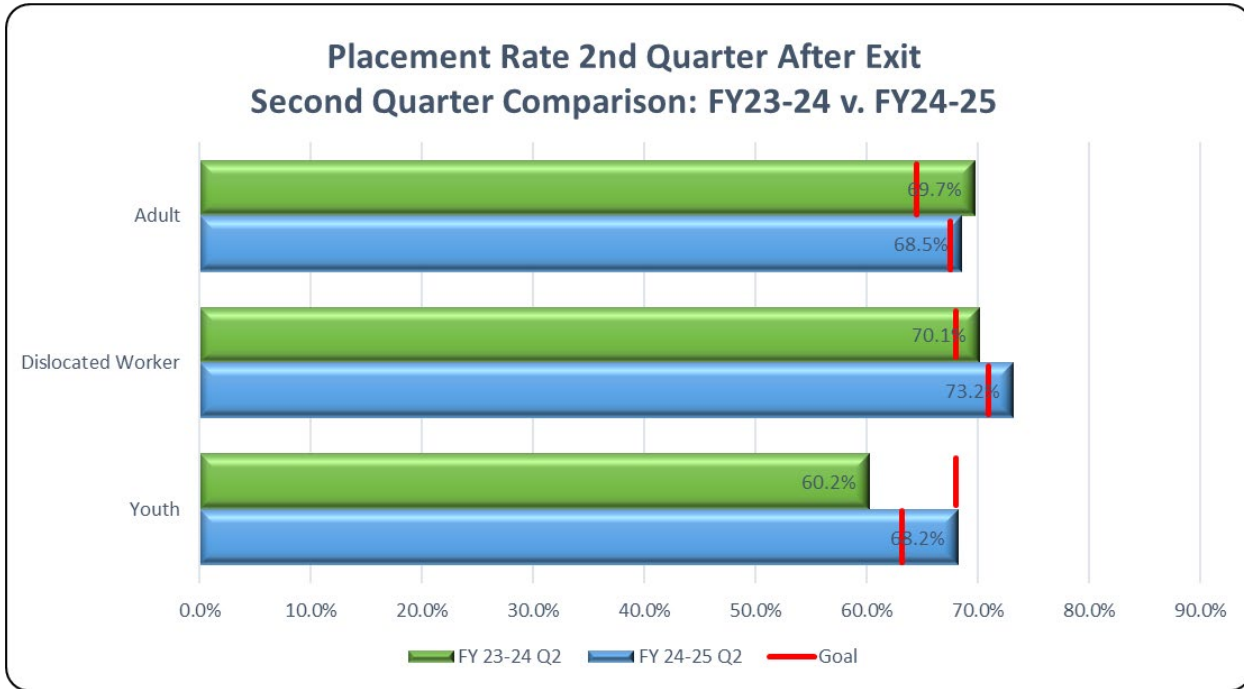
**Accountability Measures – Progress Toward Goals by WIOA Program**

	<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	exceeds target
<b>Employment Rate 4<sup>th</sup> Quarter After Exit</b>	exceeds target	exceeds target	below 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>	exceeds target	exceeds target	exceeds target

*Employment Rate Second Quarter (Q2) and Fourth Quarter (Q4) After Program Exit*

An essential function of DEO’s involvement in WIOA programming is to support AJCCs in positioning participants secure quality jobs after program completion. Metrics such as the Employment Rate Q2 and Employment Rate Q4 after program exit are particularly important data measures. This metric is defined as the number of participants employed and illustrates the effectiveness of programs in helping participants secure employment. Through this metric it is possible to better understand the fundamental effects of WIOA programs and whether the services are leading people towards greater economic mobility with quality jobs.

In Q2, WIOA Adult program reached 68.5% exceeding the plan goal of 67.5%, Dislocated Worker program reached 73.2%, exceeding the plan goal of 71%, and the Youth program reached 68.2%, exceeding the plan goal of 63.2%. This is a major accomplishment for the Youth program as it has effectively improved by an 8% margin year over year. Overall, DEO’s WIOA programs helped 987 participants find employment and saw an employment rate of 68.1% for Q2. This performance data indicates success in terms of assisting participants obtain employment and in a larger sense providing concrete pathways to greater economic mobility.

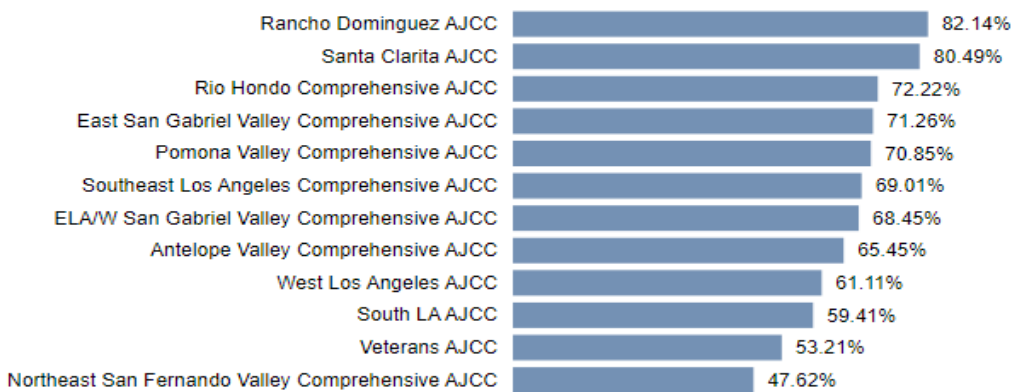


For placements in Q4 after program exit, Q2 has shown Adult and Dislocated worker programs exceeding program goals. Adult reached 67.1%, and Dislocated worker reached 72.7%. Although Youth did not meet program goals, the program was within 5% of the goal. This has been the trend for the past several quarters and indicates that DEO can support providers with improved employer engagement in high growth sectors.

Below is the Employment Rate Q2 and Q4 after program exit by AJCC distribution. It is important to note that AJCC goals vary and comprehensive AJCCs have different program goals than other AJCCs.

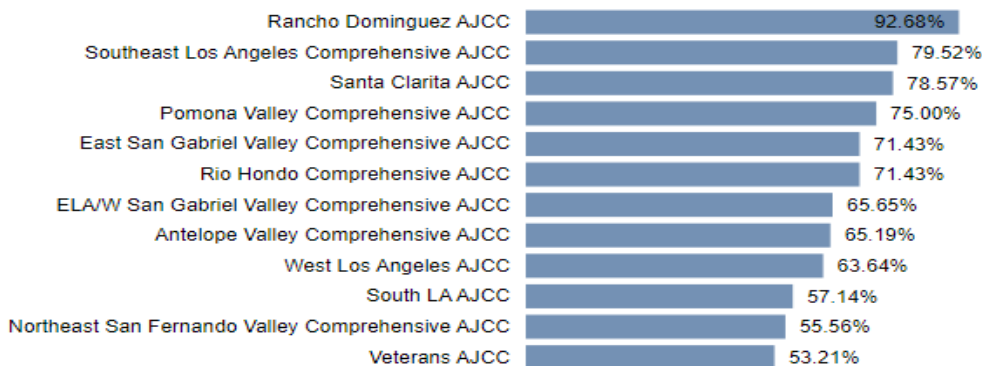
*Overall Adult, Dislocated Worker, and Youth – Employment Rate Q2*

Employment Rate Q2 After Exit by AJCC



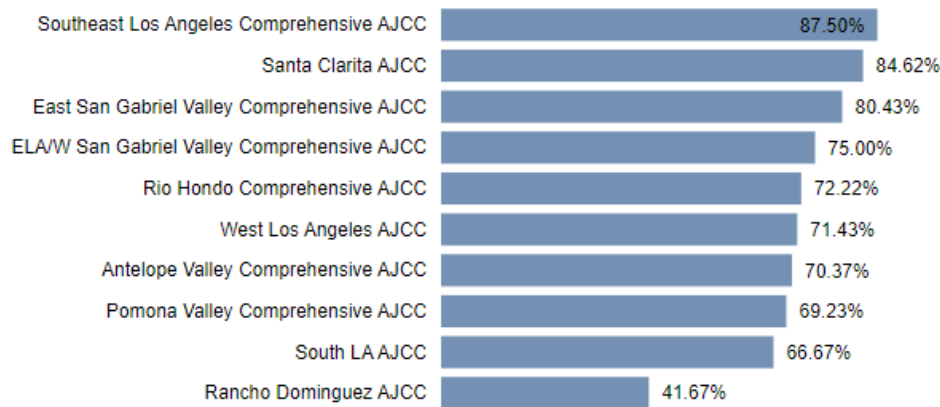
*Adult - Employment Rate Q2*

Employment Rate Q2 After Exit by AJCC



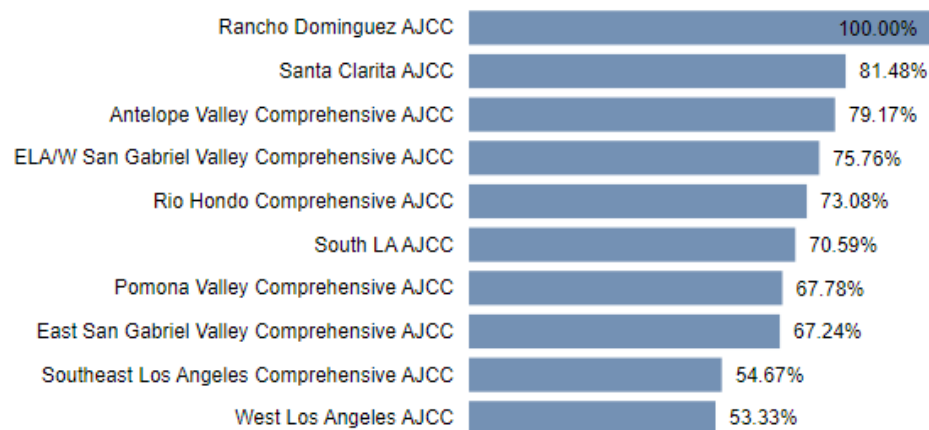
*DW - Employment Rate Q2*

Employment Rate Q2 After Exit by AJCC



*Youth – Employment Rate Q2*

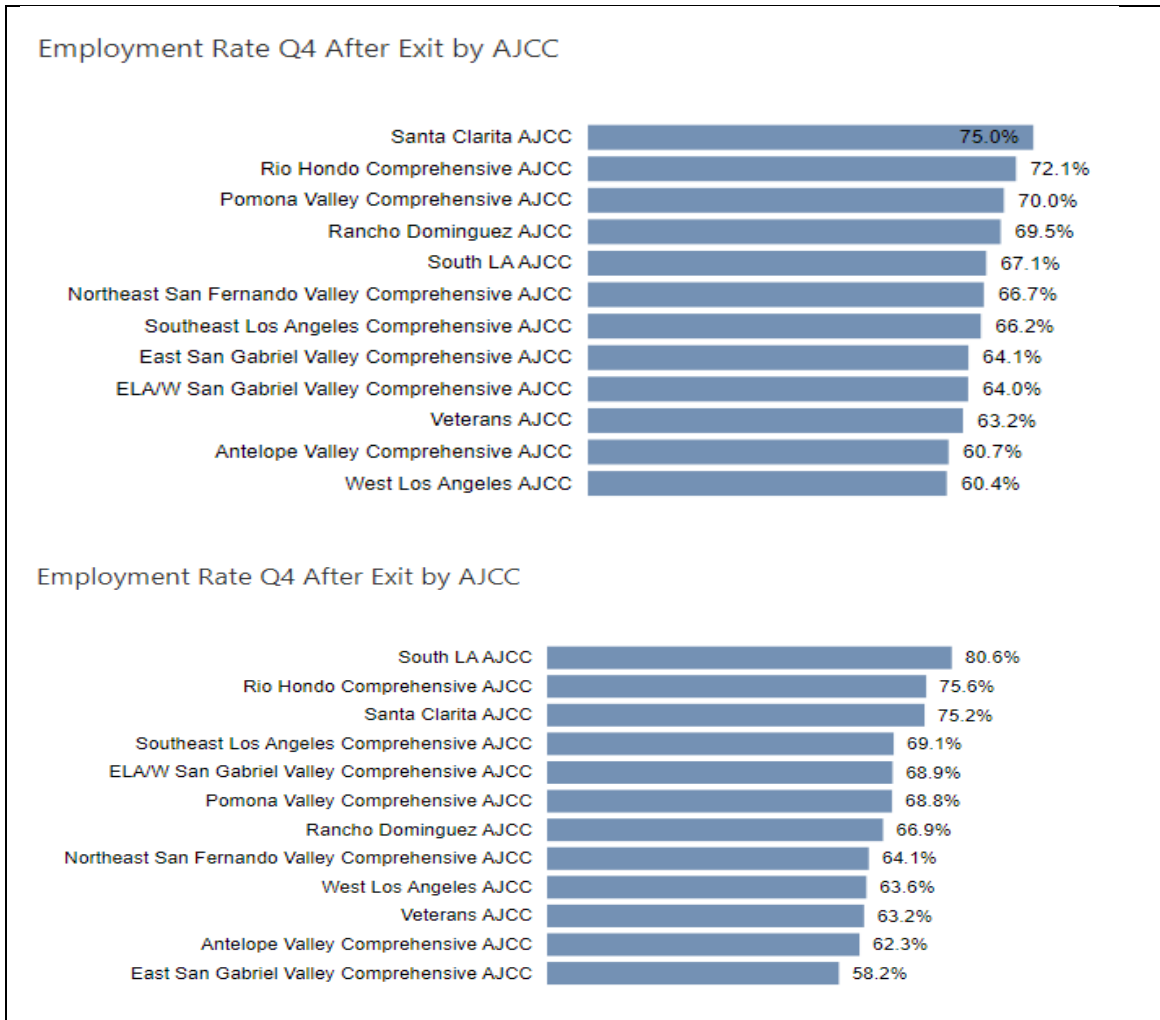
Employment Rate Q2 After Exit by AJCC



The goals for the Employment Rate at Q4 are standardized across the AJCC system at 63% for Adult, 67.2% for Dislocated Worker and 67% for Youth. The majority of AJCCs exceeded these goals for average achievement rates of 68.1% 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.

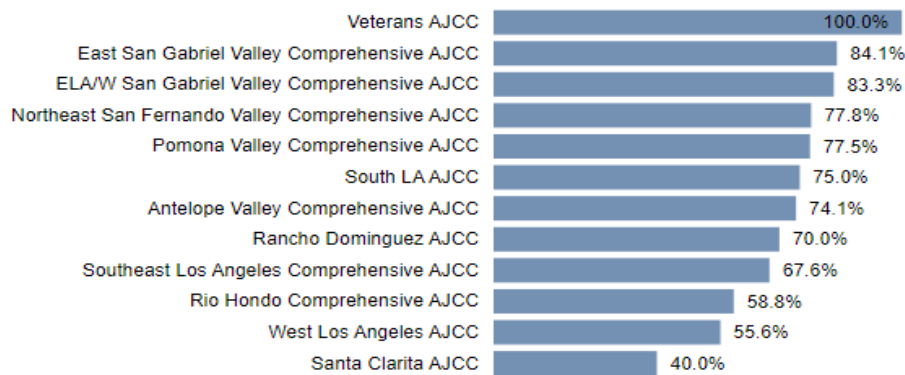
*A, Dislocated Worker, and Youth Employment Rate Q4*

*Adult - Employment Rate Q4 After Exit*

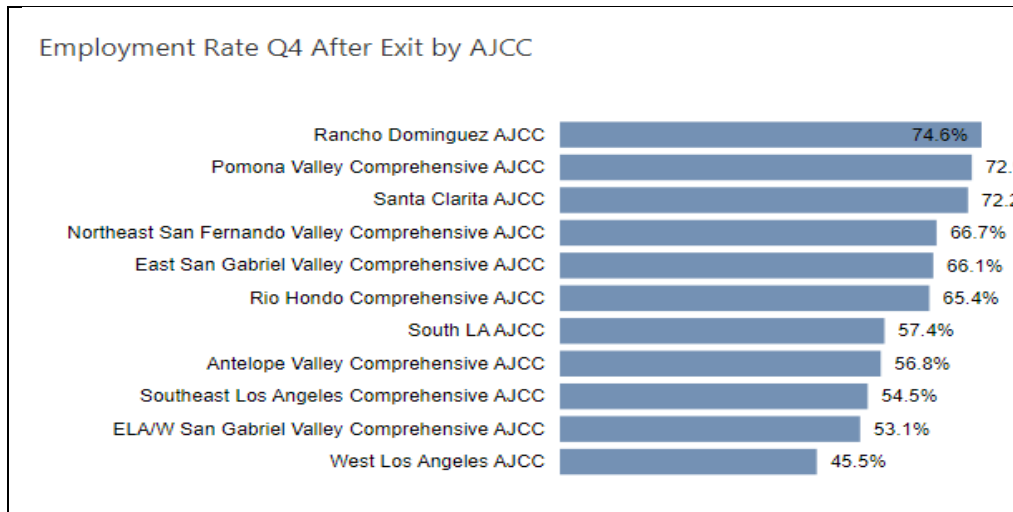


*DW – Employment Rate Q4 After Exit*

Employment Rate Q4 After Exit by AJCC



*Youth - Employment Rate Q4*

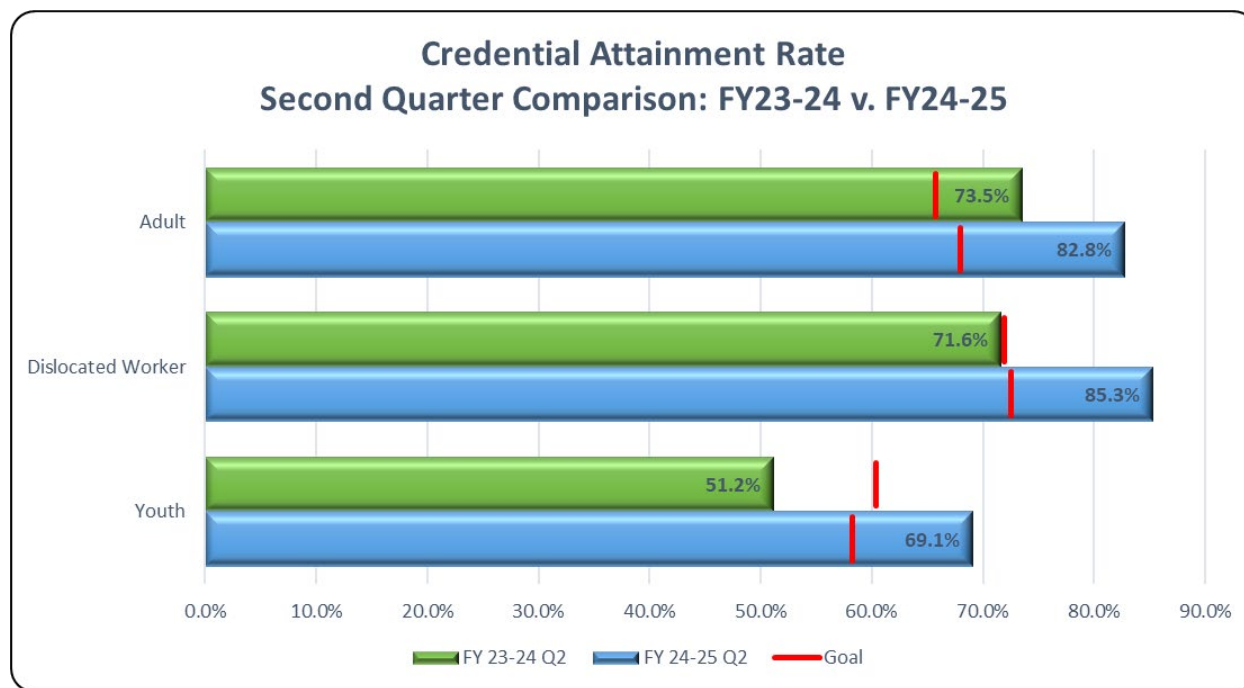


**Credential Attainment**

Credential attainment goal metrics are driven by 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 and resources to help them stay on track and overcome 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.

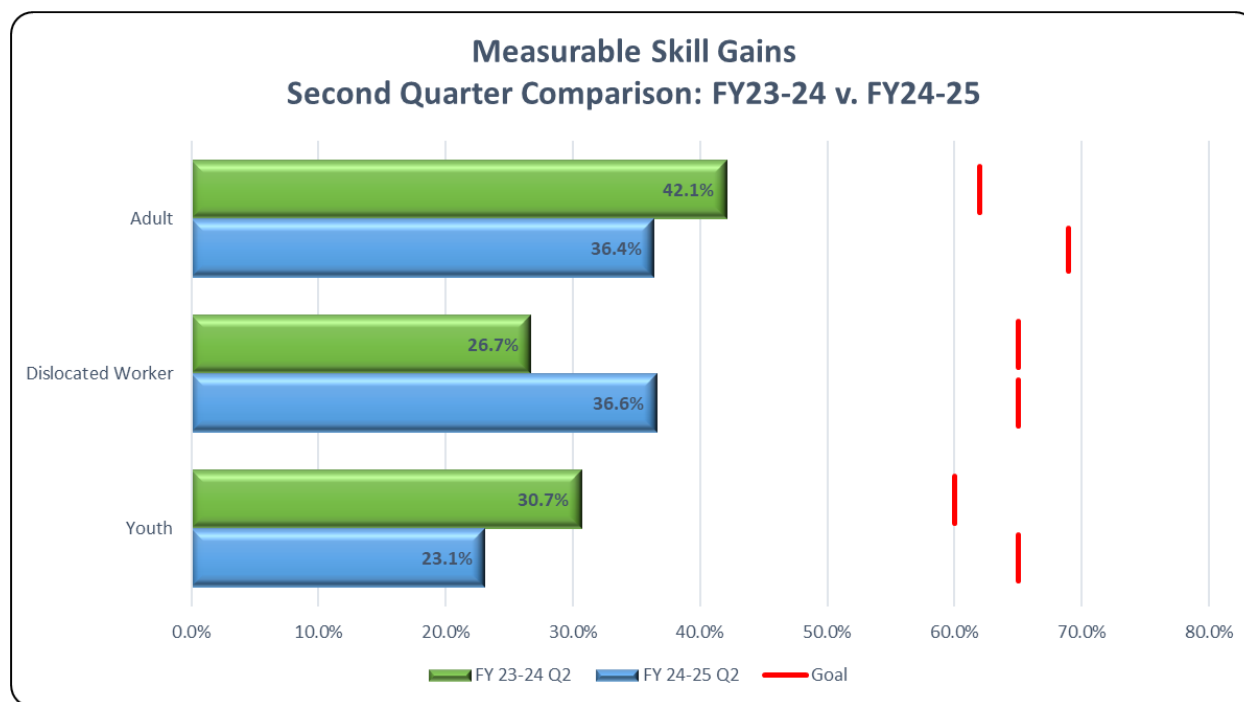
Overall, we reached 81.1% credential attainment with 569 participants attaining a credential in the second quarter of FY2024-25. In this quarter, all programs have exceeded their respective goals. This is a considerable accomplishment as we surpassed last year's credential attainment for both Adult and Dislocated Worker programs in comparison to Q2 of last year. Youth programs have achieved 69.1% credential attainment over a goal of 58.2%. Success in this area is largely attributed to DEO's partnership focus on high value trainings leading to jobs in high growth sectors.



### Measurable Skill Gains (MSGs)

MSGs show 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 35.4% and serving 369 participants. MSGs is an indicator designed to show individual's progress toward a recognized post-secondary credential or employment and is not based on exit status.

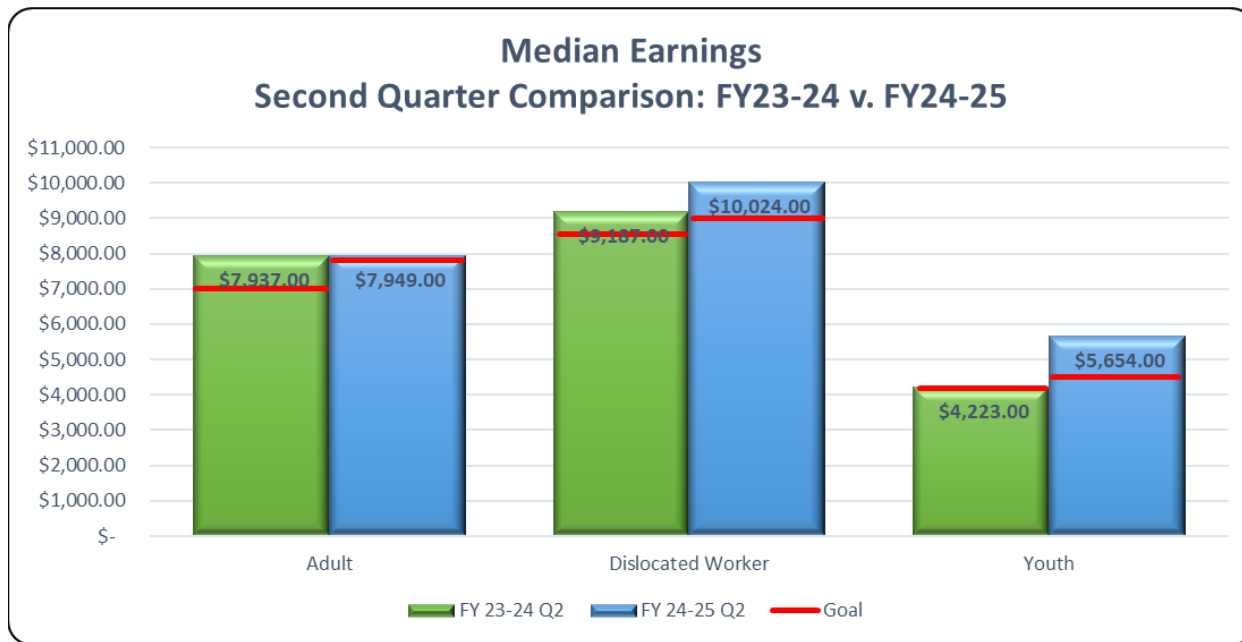
In comparison to credential attainment figures, the MSGs were underreported as new AJCC staff have transitioned into the system. DEO is conducting monthly system-wide MSGs documentation training starting in March to ensure this data is accurately reported for the third quarter (Q3). Because MSGs are captured primarily through testing, documentation and assessment, DEO is also working to ensure that measurable skill gains are properly assessed in the coming quarters. DEO has also scheduled meetings with each AJCC to review their performance and expenditures to address areas below target.



**Median Earnings**

Median earnings data is an important indicator of how competitive participants wages are upon entry to employment. Higher median earnings mean higher wages, which leads to better economic outcomes. Therefore, performance in this area cannot be understated, as it demonstrates whether participants are obtaining high quality jobs with higher earnings or earning potential. The programs’ success in this measure is largely due to the use of programs focused on providing participants with practical skills training in high-demand industries and utilizing a one-on-one customer focus. This ensures participants received support and follow up in completing trainings and certifications that would lead to improved employment placement outcomes and ultimately higher wages.

For Q2 FY24-25, all programs exceeded the median earnings' goals. Dislocated Worker and Youth programs obtained median income measures of \$10,024 and \$5,654 respectively. The Adult program surpassed its goal of \$7,800, making it to \$7,949 which an important accomplishment as this program was below its goal last quarter and has shown a strong recovery in performance.



In partnership with AJCCs, DEO continues to make the effort to enhance and diversify our reach by establishing multiple pathways for individual's training and economic success. By increasing collaboration with partner agencies and focusing on training strategies centered around cohort-style, time optimal training and certification courses, participants can obtain credentials faster, become employed sooner, and have greater opportunities to promote and/or earn higher pay. Additionally, our Rapid Response team's ongoing work within the Dislocated Worker program has been instrumental in identifying, equipping and matching skilled workers with employers such as Disney, Cedar-Sinai, KEHE Inc. and other businesses who are in emergent need.

### Participant Demographics

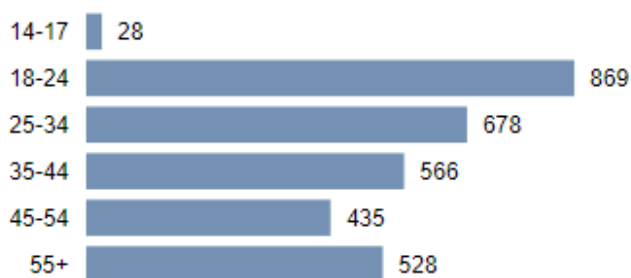
The collection of demographic data serves as an indicator of the populations AJCCs are effectively reaching to access WIOA programs. DEO’s goal is to prioritize populations that historically have been the most underserved and face higher barriers to obtaining employment. Priority populations include individuals receiving public assistance, low-income, system-impacted, unhoused, Veterans, individuals with disabilities, foster children, and English learners. Using demographic data, we can gauge whether our programs are meeting that goal.

Based on FY24-25 Q2 data, the number of participants served in many identified priority populations has seen growth, indicating the success of outreach efforts within the programs. This quarter sites have utilized focused outreach events and efforts such as Healthcare On-Site, Project Hope, Options for Learning, and collaboration with local city and county agencies.

As in previous quarters, the collection of Race and Sexual Orientation Gender Identity and Expression (SOGIE) demographic data continues to be a challenge. DEO will explore ways to redesign our data collection strategies to better track, communicate, and connect with community members and participants. DEO will be implementing a focused strategy with subject matter experts through the Centers of Excellence.

Below is the demographic data from FY24-25 Q2:

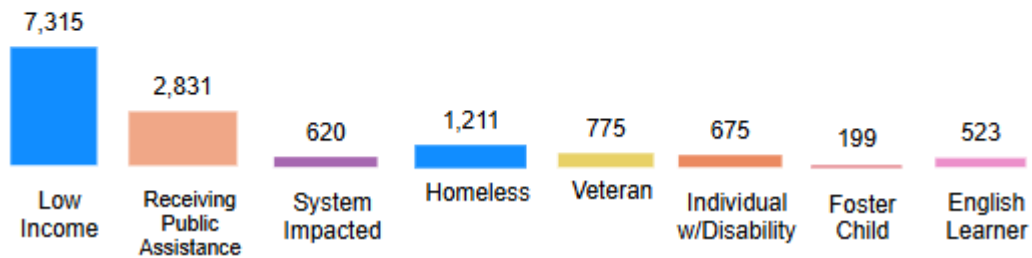
#### Age Group



*Priority Populations Served*

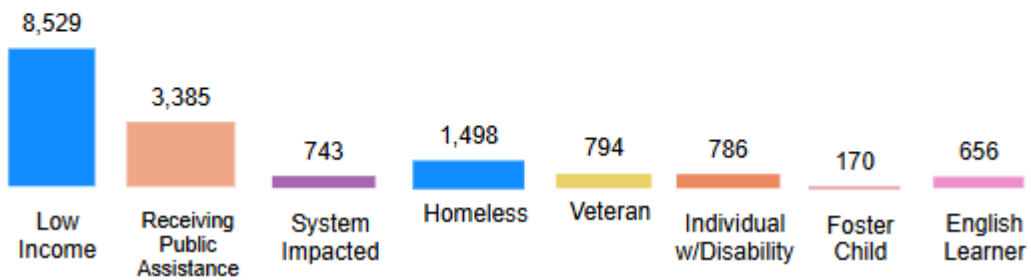
Priority Populations Served Q2 2023-2024

Participants by Priority Population



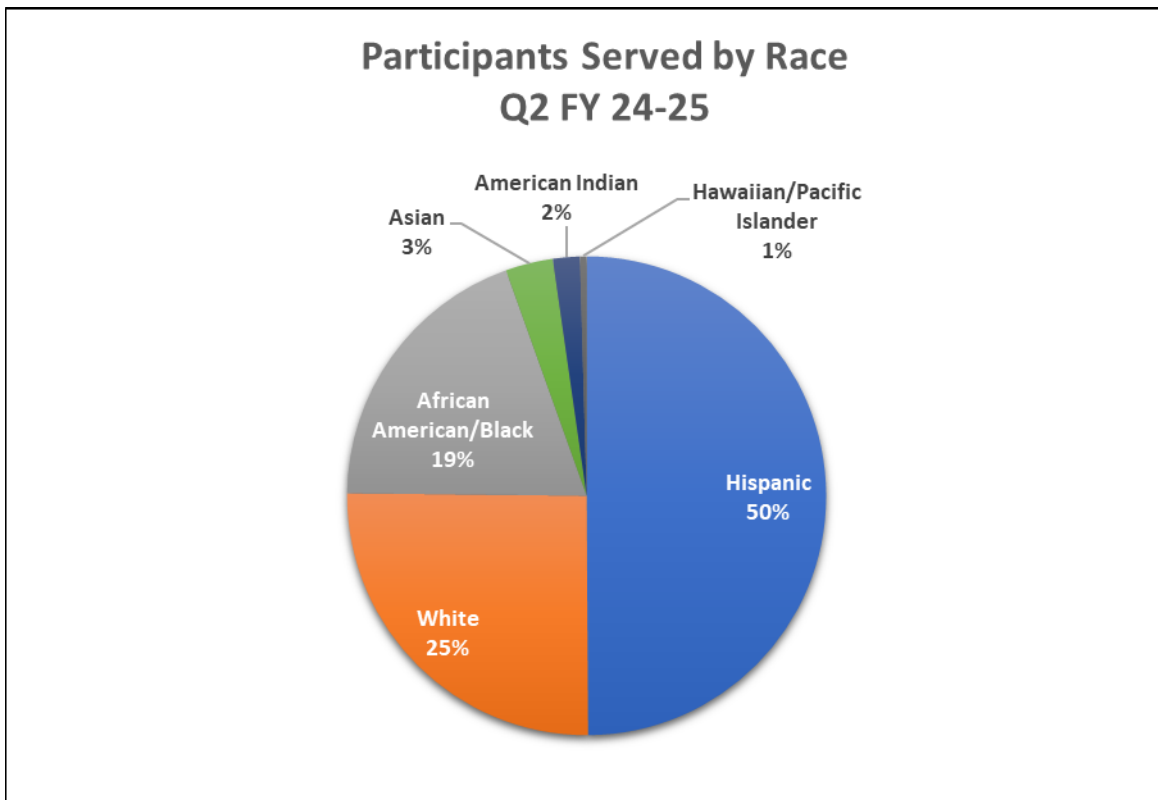
Priority Populations Served Q2 2024-2025

Participants by Priority Population



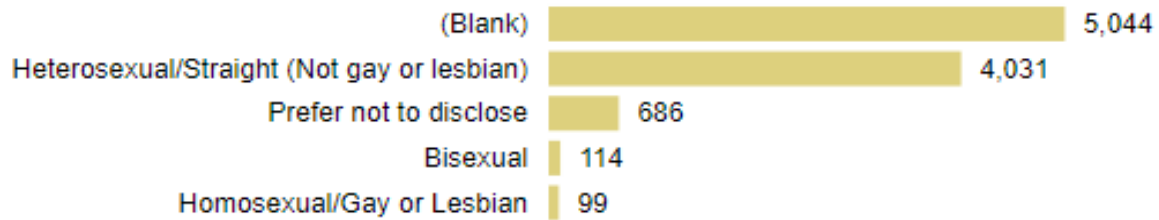
*Race*

As in previous quarters, the collection of race data continues to be a challenge, with the largest number of respondents either indicating they prefer not to answer or providing a blank entry in response to self-identifying survey questions. This quarter, 47% provided non-responses, this represents a marginal improvement, down from 48% year over year. Of the participants served through Q2 that provided a response on whether they identified as Hispanic, 50% responded Yes, and 50% responded No.



*Sexual Orientation Gender Identity and Expression (SOGIE)*

Participants by Sexual Orientation



Participants by Sex at Birth



Participants by Preferred Gender



## 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 proactively and intentionally with employers to ensure that we are building a service infrastructure for businesses that depicts actual mitigated displacement or economic impact through access to benefits and new jobs as outcomes.

Party City was the largest party supply store in the United States. The company had approximately 6,400 full-time and 10,100 part-time workers as of 2021. Party City declared bankruptcy in January 2023 and struggled to pay off its \$1.7 billion debt load, but later it was able to cancel nearly \$1 billion in debt by going bankrupt. Post-bankruptcy, Party City managed to keep most of its more-than 800 stores open but closed more than 80 locations between the end of 2022 to August 2024. Party City announced on Friday, December 20, 2024, that all locations would close that same day. Employees were also notified that day of their layoffs.

A total of 10 Party City locations with over 130 employees were located within the LA County local workforce development area (LWDA). Rapid Response Coordinators were notified that morning of the closures and immediately went out to visit all 10 locations to provide layoff assistance services and information, such as unemployment insurance benefits through the EDD, medical insurance options for them and their families through Covered California, COBRA coverage if needed through the Department of Labor (DOL), and job training and job search services through their local AJCCs. Informational packets were distributed to all employees present, questions were answered and referred to the appropriate agency. All 10 Party City locations within LA County Local Workforce Development Area (LWDA) were provided Rapid Response services the day of the closure and 41 of the 133 affected employees received the information needed to get back to full employment, including informational packets with reference phone numbers and websites. All locations are now fully closed.

DEO has also been working closely with South Bay Workforce Investment Board (SBWIB) and the City of Los Angeles Economic and Workforce Development Department (EWDD) to support Phillips 66 employees with a massive layoff anticipated for December 2025. DEO worked with SBWIB, EWDD, and United Steelworkers Local 675 to provide supports at a resource fair at Phillips 66 in February attended by about 30 union members. An information session is planned for April 2025 which will kick off other supports including on-site resume development, unemployment resources, and a job fair in August 2025. DEO is also working closely with Los Angeles County Department of Human Resources (DHR) who has already completed an analysis of job classifications to identify potential county positions aligned with the positions at Phillips 66. DHR and DEO have already begun working with USW Local 675 to receive resumes and compare with open county positions.

Los Angeles County Workforce  
Development Board  
March 21, 2025

[Attachment I – Accountability Measures by Program FY 24-25 Q2](#)

[Attachment II – WDB Dashboard FY 2024-25 Q2](#)

[Attachment III – Accountability Measures Dashboard FY 2024-25 Q2](#)