

CITY OF LOS ANGELES

CALIFORNIA

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May 2, 2025

Council File Number: 24-1001

Council Districts: All
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The Honorable Karen Bass
Mayor, City of Los Angeles
Room 303, City Hall

City Council
c/o City Clerk
Room 395, City Hall

Attention: Personnel, Audits, and Hiring Committee

COMMITTEE TRANSMITTAL: REPORT BACK FROM THE ECONOMIC AND WORKFORCE DEVELOPMENT DEPARTMENT AND THE PERSONNEL DEPARTMENT IN RESPONSE TO COUNCIL MOTION REGARDING WORKFORCE SERVICES AND THE TARGETED LOCAL HIRE PROGRAM

RECOMMENDATION

The General Manager of the Economic and Workforce Development Department (EWDD) and the General Manager of the Personnel Department (PD) respectfully request that the City Council:

1. NOTE and FILE this report, as it is provided for informational purposes only, and no Council action is necessary.

FISCAL IMPACT

This report does not impact the General Fund.

BACKGROUND

On September 3, 2024, the Personnel, Audits, and Hiring Committee considered a Motion (McOskey – Hernandez), Council File Number 24-1001, relative to the City of Los Angeles' (City) WorkSource Center (WSC) services. The Motion directed the EWDD and the PD to provide a report reviewing the services offered at each WSC. This report was to identify the most popular and effective programs, outline best practices for maximizing

client outcomes, and include a breakdown of each program, detailing the number of applicants per category, the number placed in jobs, and how many of those placements were made through the Targeted Local Hire (TLH) or Bridge to Jobs (BRIDGE) Programs.

WorkSource System

The EWDD administers the City's 14 Adult WSCs that provide employment and education services to job seekers across the City. Funded through the US Department of Labor (DOL), the Workforce Innovation and Opportunity Act (WIOA) establishes a programmatic framework and performance requirements under which the EWDD administers these programs. While WIOA sets the framework and federal performance guidelines for the nation's workforce system, the City's WSC system also incorporates local priorities to address the unique needs of Angelenos.

Strategically located across communities with the highest concentration of poverty and unemployment, the WSCs support the City's efforts to combat poverty and homelessness by providing employment services to Angelenos with the highest barriers to employment.

Services Available at WorkSource Centers

The WIOA program is the most popular and effective workforce program, serving nearly 10,000 individuals annually through the WSC system. The WSCs provide customers workforce development services free of charge through the foundational WIOA program and other grant-funded initiatives.

WIOA Adult and Dislocated Worker Training

Local WSCs provide a variety of training opportunities which include but not limited to: Occupational skills training, including training for nontraditional employment; On-the-job training; Incumbent Worker training; Cooperative education programs; Training programs operated by the private sector; Skills upgrading and retraining; Entrepreneurial training; Transitional jobs; Adult education and literacy activities; and Customized training. A few of the most utilized training modalities are described in further detail below.

- **Individualized Training Account**

Training services for eligible participants are provided by training providers who receive payment for their services from the WSC through an Individualized Training Agreement (ITA). The ITA is a payment agreement established on behalf of a participant with a training provider. Per WIOA regulations, an ITA may be established on behalf of a participant to purchase classroom training services from the State-approved Eligible Training Providers List (ETPL). Training provided to individuals is expected to lead to an industry-recognized certificate.

- **On-the-Job Training**

WIOA defines On-the-Job Training (OJT) as **training by an employer** that is provided to a paid participant while engaged in productive work in a job that:

- Provides knowledge or skills essential to perform a job;
- **Provides reimbursement to the employer of up to 50% of the wage rate of the participant**, for the extraordinary training costs and additional supervision requirements; and

- Is limited in duration as appropriate to the occupation for which the participant is being trained.
- **Customized Training**

This is a training activity designed to meet the special requirements of an **employer, group of employers**, or industry group with a commitment by the employer to employ, or in the case of incumbent workers, continue to employ, an individual after successful completion of training; and for which the **employer pays for a significant cost of the training**, as determined by the Local Board.

Other Services provided include but not limited to:

Job Readiness

Work readiness preparation, such as job seeking, interviewing skills, professional conduct, understanding employer expectations, moving toward self-sufficiency, and other types of career services that may be necessary to enter employment.

Work Experience

A structured learning experience that takes place in a workplace for a limited time and is designed to provide specific interpersonal, behavioral, and occupational skills appropriate for the workplace. The experience may be paid or unpaid and may be located in the private, nonprofit, or public sectors. Work experience primarily functions as a workplace activity that facilitates the acquisition of soft skills, as opposed to a training activity for the acquisition of specific occupational or technical skills.

Basic Skills Remediation

Courses that enhance an individual's employability by upgrading basic education. Participants may engage in:

- Remedial math or reading skills;
- GED preparation to obtain a high school equivalency diploma; and
- Non-academic, prevocational courses include the development of learning skills, communication skills, and others, such as basic computer skills commonly used in a variety of occupations and industries.

English Language Learner Services

WSCs provide access to English Learning classes to English Language Learner (ELL) populations through training providers, including the Los Angeles Unified School District (LAUSD) Adult Education and the Los Angeles Community College District (LACCD), to prepare job seekers for the workforce. WSCs conduct a thorough annual assessment of the languages spoken by customers and potential customers in the communities it serves to ensure meaningful access to programs and activities.

Direct Job Placement

Participants are placed into unsubsidized, competitive employment via the assistance of the WSC.

Strategic Partnerships

The City's WSC system has strategic partnerships with regional and local workforce and education providers that augment services available for job seekers in Los Angeles. Among our strategic partners are the California Employment Development Department (EDD) and the Department of Rehabilitation (DOR); the LACCD; the Los Angeles County Departments of Probation (LACPD), Public and Social Services (DPSS), and the Department of Economic Opportunity (DEO); the LAUSD; the Los Angeles Homeless Service Authority (LAHSA); and City Departments such as the Los Angeles Public Library (LAPL) and the Department of Aging (DOA).

WorkSource System Partnership with the Target Local Hire and Bridge to Jobs Programs

When the City's Targeted Local Hire Working Group created the TLH Program under the [City's Letter of Agreement](#) and Mayor [Garcetti's Executive Directive No. 15](#), in February 2017, WSCs were brought onboard to serve as TLH referral agencies and application sites. Other referral agencies included a variety of non-profit, educational institutions, and community-based organizations. As TLH referral agencies and application sites, WSCs have been tasked with the responsibility of:

- Assessing individuals interested in the TLH and/or BRIDGE Program using the City's PD's [LA Local Hire Job Readiness Assessment Tool](#) to help determine if an individual is job-ready;
- If an individual is determined to be job-ready, the WSC signs off on the Agency Referral Form, which is then used to help interested individuals in the TLH Program schedule and attend a LA Local Hire Program Orientation and Application Session at the WSC; and
- The WSCs conduct all LA Local Hire Orientation and Application Sessions regularly using presentation materials developed by the PD to ensure standardization and consistency. During these sessions, interested individuals will receive an orientation about both the TLH and BRIDGE Programs before WSC staff assist with submissions of Program Application(s) online.

Since the inception of the TLH Program in February 2017, the WSCs have successfully referred 4,029 applicants to the TLH Program. Approved applications are first placed into the Applicant Pool and filtered based on the applicant's preferences for City department, job type, geographic location, work shift, and work environment. Candidates are then randomly selected to be referred to departments for hiring consideration based on the department's hiring needs and the applicant's preferences as stated on their application. Of those referred to the TLH program, 2,236 participants have been hired as Office Trainees or Vocational Workers with the City.

Since the inception of the BRIDGE program in February 2020, the WSC system has referred a total of 2,783 applicants. Functioning like the TLH program, approved applications in the Applicant Pool are filtered and then randomly selected to be referred to departments for hiring consideration. Of those referred to the BRIDGE program, 457 participants have been hired into jobs with the City.

For a breakdown of TLH hires by WSC, reference Table 2 below. It should be noted that some operators left the WSC system in the last year. Replacement operators are supporting regions of the City. For a breakdown of BRIDGE hires by WSC, reference Table 3 below.

Table 1. WorkSource Center Programs and Hires through TLH/Bridge to Jobs

WSC Program	Hired by TLH since Feb 2017	Hired by Bridge since Feb 2020
WIOA Adult and Dislocated Worker*	2,236	457

*WIOA data provided for the period of July 2019-February 2025

Table 2. Targeted Local Hire Program Hires by WSC

Workforce Center – Application Site	No. of Hires
**Arbor E&T, LLC DBA ResCare Workforce Services (Boyle Heights/East LA WSC)	1
Arbor E&T, LLC DBA ResCare Workforce Services (Canoga Park WSC)	47
Asian American Drug Abuse Program, Inc. (West Adams WSC)	45
*Build Rehabilitation Industries (Chatsworth, West Valley WSC)	2
City Department HR	7
Coalition for Responsible Community Development (Vernon Central/LATTC WSC)	57
**Community Career Development, Inc. (Wilshire Metro WSC)	14
El Proyecto Del Barrio, Inc. (Sun Valley WSC)	302
Goodwill Industries of Southern California (Northeast Los Angeles WSC)	478
Goodwill Industries of Southern California (Pacoima, Northeast LA WSC)	38
HACLA Housing Authority of the City of Los Angeles (Watts Los Angeles WSC)	29
Harbor Gateway WorkSource Center	169
Jewish Vocational Service (West Los Angeles WSC)	210
Managed Career Solutions, Inc. (Boyle Heights WSC)	55
Managed Career Solutions, Inc. (Hollywood WSC)	81

Workforce Center – Application Site (cont.)	No. of Hires
Pacific Asian Consortium in Employment (Downtown/Pico Union WSC)	301
PRETLH*	23
Rescare Workforce Services (Canoga Park, South Valley WSC)	15
UAW-Labor Employment and Training Corporation (South LA Portal WSC)	319
Watts Labor Community Action Committee (Southeast Los Angeles WSC)	43
Grand Total	2,236

*Pre-TLH are individuals that were referred by a Community-Based Organization right before the TLH program launched.

** No longer a contracted WSC operator (for historical data)

Table 3. Bridge to Jobs Program Hires by WSC

Workforce Center – Application Site	No. of Hires
Referred by City Department	5
Asian American Drug Abuse Program, Inc. (West Adams WSC)	29
*Build Rehabilitation Industries (Chatsworth, West Valley WSC)	2
Coalition for Responsible Community Development (Vernon Central/LATTC WSC)	2
*Community Career Development, Inc. (Wilshire Metro WSC)	8
El Proyecto del Barrio, Inc (Sun Valley, Southeast Valley WSC)	22
Equus Workforce Solutions (Canoga Park-South Valley WSC)	1
Goodwill Industries of Southern California (Northeast Los Angeles WSC)	110
Goodwill Industries of Southern California (Pacoima, Northeast Valley WSC)	17
HACLA Housing Authority of the City of Los Angeles (Watts Los Angeles WSC)	24
Harbor Gateway WorkSource Center	27

Workforce Center – Application Site (cont.)	No. of Hires
Jewish Vocational Service (West Los Angeles WSC)	40
Managed Career Solutions, Inc. (Boyle Heights, East Los Angeles WSC)	54
Managed Career Solutions, Inc. (Hollywood WSC)	26
Pacific Asian Consortium in Employment (Downtown/Pico Union WSC)	46
Rescare Workforce Services (Canoga Park, South Valley WSC)	5
UAW-Labor Employment and Training Corporation (South Los Angeles WSC)	14
Watts Labor Community Action Committee (Southeast Los Angeles WSC)	25
Grand Total	457

*No longer a contracted WSC operator (included for historical data)

WorkSource Center System and Targeted Local Hire / Bridge to Jobs Partnership Challenges and Opportunities

The WSC System has supported the TLH and BRIDGE Programs since their inception, and their role as referral agencies and/or application sites has yielded much success. For many applicants, the WSCs provide a more comprehensive and accessible approach to the application process. However, the total number of available entry-level positions within the City are limited. The TLH and BRIDGE programs, as alternative hiring pathways, are an option for departments who have the capacity to train and support candidates through their year-long on-the-job training and probationary periods. City departments may also hire via the civil service eligible list at any time.

For those who are not deemed job-ready, the WSCs offer valuable support in preparation for City employment. The following should be noted and considered to ensure continued success moving forward:

- The TLH and BRIDGE Program is an **unfunded mandate** that requires WSCs to provide work and support beyond simple application collection. The WSCs must leverage available public workforce dollars to deliver expected services.
- **WSCs do not currently receive additional funding** to support staffing related to the activities and services provided to those interested in the TLH and BRIDGE Program. Staff must be able to assess applicants' basic fundamental skills and identify appropriate resources and/or training to enable individuals to move forward in the application process.

- WSCs have served as referral agencies and/or application sites since inception, however, the activities and services provided to those interested in the TLH and BRIDGE program have **no contractual obligations**.
- TLH and BRIDGE individuals are **not required to enroll with a WSC to receive WIOA services to ensure job-readiness**.
 - If a TLH or BRIDGE Individual is **ENROLLED** by the WSC to receive WIOA services, they are able to receive a variety of employment and training services, including career counseling and other “job readiness” support needed to get them to the TLH eligibility ready.
 - If a TLH or BRIDGE Individual is **NOT ENROLLED** by the WSC to receive WIOA services, they are NOT able to receive or benefit from the intensive case management services, employment services or other “job readiness” support needed to get them to the TLH eligibility ready.
 - If a TLH or BRIDGE individual is not required to enroll with a WSC to receive WIOA services, the **WSCs are not able to track activities and follow-up services under the CalJOBS** data tracking system used by WSCs.

Next Steps

EWDD, in partnership with the Personnel Department, will continue to leverage the WSCs to support the TLH program to ensure all Angelenos have access to City employment opportunities. Additionally, EWDD will continue to explore additional funding opportunities and partnership strategies to augment support for the TLH program.



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Personnel Department

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Attachments: 1. City of Los Angeles WorkSource Centers
2. Targeted Local Hire Program Overview