



REPORT
FROM

THE PERSONNEL
DEPARTMENT

TO: Personnel, Audits and Hiring Committee	DATE 4/11/23
REFERENCE: Targeted Local Hire Program / Analysis / Impediments / Delay	COUNCIL FILE CF 22-0159
SUBJECT: PERSONNEL DEPARTMENT'S REPORT BACK, WITH ASSISTANCE FROM THE CITY ADMINISTRATIVE OFFICER AND THE CHIEF LEGISLATIVE ANALYST, WITH AN ANALYSIS OF THE IMPEDIMENTS THAT DELAY THE HIRING OF INDIVIDUALS THROUGH THE TARGETED LOCAL HIRE PROGRAM.	

RECOMMENDATION: That the City Council receive and file this report.

BACKGROUND:

The Personnel Department, with assistance from the City Administrative Officer and the Chief Legislative Analyst, reported back to the Personnel, Audits and Animal Welfare (PAAW) Committee in March 2022 with an analysis of the impediments that delay the hiring of individuals through the Targeted Local Hire Program (TLH), including but not limited to interview and resume training.

In April 2023, the Personnel, Audits and Hiring (PAH) Committee instructed the Personnel Department to report back with another update on the actions that have been taken to address delays associated with TLH hiring.

DISCUSSION:

The Personnel Department made the following recommendations in the report presented to the PAH Committee in March 2022 based on feedback gathered from Client Services staff that support City departments with their hiring needs:

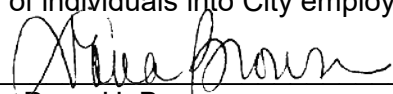
- ***Interview and Resume Training*** – *Personnel Department staff will work with WorkSource Centers and community-based organizations to assist candidates with interview and resume training.*
 - Update: WorkSource Centers and community-based organizations will continue to provide supportive services such as resume preparation and ensuring candidates are receiving the necessary training needed to complete their department interviews. Personnel Department staff is currently developing interview training material, including a list of mock interview questions, slide deck presentation with detailed information on preparing for City interviews, and a handout with interview tips. Staff will present this material to the TLH Program Partners in June 2023.
- ***Low Response Rates*** – *Personnel Department staff will consult with TLH Program partners to ensure candidates have an active email and phone number.*
 - Update: Personnel Department staff has been working with TLH Partners to ensure that candidates are responsive to referrals. Currently, staff provides supplemental names upon request for referrals with a low response rate. Upon request, staff also provides large referral lists that City departments can use to assess and rank candidates to fill current and future vacancies, without having to request multiple, smaller referrals for current vacancies. Staff is also sending surveys to those who fail to report to referrals to gather feedback on the common reasons that candidates are not interested in opportunities.

In addition, the Personnel Department has implemented the following changes to mitigate the challenges related to TLH hiring:

- **Recorded Interviews** – Personnel Department staff is piloting a recorded interview platform that allows candidates to record interview responses without a live interview panel present. This allows City departments the flexibility to review and assess candidates' interview performance without needing to schedule and sit on each interview.
- **Elimination of Interviews** – City Departments have the option to eliminate the departmental interview as part of the selection process. The Personnel Department especially supports City departments that are hiring Vocational Workers to proceed with conditional job offers without an interview to streamline the overall hiring process.
- **On-Site Interviews/Conditional Job Offers at Hiring Events** – The Personnel Department participated in the City of Los Angeles Department of Public Works Career Fair in March 2023 to promote the TLH Program to prospective applicants and provide guidance for current candidates. The Public Works Bureaus administered 86 TLH interviews at the job fair to accelerate the conditional job offer and selection process. The General Services Division has expressed an interest in hosting a similar hiring event that would include on-site interviews and conditional job offers.

CONCLUSION

The Personnel Department will continue to support City departments in filling vacancies through the TLH Program in order to continue to improve and streamline the hiring of individuals into City employment.



Dana H. Brown
General Manager