

The Unit began as a One Stop Portal in 1992 and earned its full designation as WorkSource Center operator in 2014. Now, designated the Watts/Los Angeles WorkSource Center (“WSC”), the Unit prides itself on recruiting system-involved and hard-to-hire clients. Through the implementation of a strategic integrated service delivery system, the WSC has successfully transitioned thousands of clients to meaningful careers.

FY21-22 Year

In Review

The major contracts funding the WSC run on a July to June fiscal year with final metric reporting due mid-calendar year. Therefore, this report will focus on the closing of our FY2021-2022 Program Year and reflect on progress made to date in our FY2022-2023 Program Year. As vaccination rates rose and COVID-19 infection rates declined citywide, the WSC transitioned back to its normal operations with doors open to both walk-in and appointment clients five days a week. WSC staff worked tirelessly throughout PY2021-2022 and served a total of 2,729 individual clients through our WIOA Adult & Dislocated Worker Program, Jobs Plus Initiative grant program and Youth Employment Program. Other highlights from FY2021/2022 include:

- Gaining **new vocational training partners** for WorkSource Center Adult and Dislocated Worker participants in the sectors of construction, healthcare, and transportation. Some of these new partners are Career Training Education, Heartland Coalition (Carpentry Construction Pre-Apprenticeship), Mahoney University, Procareer Academy, Southern California Regional Occupational Center, America Trucking School, and Dolphin Trucking School.
- Gaining **new employment partners** providing placements in the sectors of construction, healthcare, and transportation. These new partners are MG Electric, Portrait Construction, Continuity Homecare, Dynamic Nursing, Bright Horizons, Gardena Transit, LAUSD Transportation, MV Transportation, and Torrance Transit. New employment partners for the Unit’s Youth Employment Program clients include Children Mending Hearts, El Nido Family Center at Cedar Grove, LA Metropolitan Churches, Southern Girl Desserts, and Word of Life Christian Bookstore.
- Successfully administering a number of **unique COVID-19 grants** and continuing to manage a few that have been extended into FY2022-2023, like the COVID-19 National Dislocated Worker Grant (NDWG). NDWG funding provided eligible dislocated workers with an average of 500 hours of transitional employment to sanitize public spaces (schools, libraries, etc.) prior to their re-opening; and support community-based organizations in the provision of social and/or emergency services to individuals impacted by COVID-19.
- Continuation of the opportunity to **serve the plaintiff class in the case**

- of **Rodriguez vs. the City of Los Angeles** with case management, vocational training, business development and employment services. To date, WSC provides services to 161 members of the Rodriguez case. The grant has been extended to June 2023.
- Strengthening and regaining ground in the WSC's capacity to help place GAIN/GROW/DSFS/Probation clients into unique work assignments and on-the-job-training with **the Transitional Subsidized Employment Program (TSE)**. This program was harder to activate during COVID-19 but staff is working hard to find successful placements.
 - Maintaining its relationships with 68 employers throughout Los Angeles County and serving over 300 youth per year through our **Youth Employment Program**.
 - Heading into its fourth and final year, the **HUD Jobs Plus Initiative** continues to address the needs of Nickerson Gardens residents and assist residents in identifying their passions, increasing their earnings, and removing barriers to employment. It's unique **National Demonstration Community Health Worker Grant** concluded in 2022 and permanently placed its Community Health Workers at partner organizations such as Crossroads, Anthem Blue Cross, and Southside Coalition. On July 1, 2022, the program became a permanent curriculum and career path through the State CAL-AIM program.
 - Enrolling **972 public housing residents in HACLA's Section 3 Program** through the Unit's Section 3 Coordinator in 2022.

2023 Goals In FY2022-2023, the WSC was able to solidify its leadership staffing with the hiring of Britney Chine as the Workforce Development Manager in January 2023. Additionally, the WSC continues to apply for new grant opportunities to expand its training and employment placement reach and align with the workforce development goals of the Los Angeles Region. The WSC intends to build upon its successes and establish broader partnerships and relationships to improve its recruitment efforts, particularly within HACLA, and its placement efforts throughout the County. In order to best serve our clients, the WSC will be focused on excellence in customer service, collaboration, and creative solutions. Some of our approaches include:

- Building employer relationships to strengthen career pathways in priority and related sectors through Job Fairs and Employer Roundtables.
- Strengthening referral networks through relationships with key partners such as South Bay Workforce Investment Board, California Employment Development Department, Volunteers of America, and Partners for Children South Los Angeles to serve special populations including veterans, dislocated workers, and homeless.
- Qualifying and apply for grant funding opportunities to increase the

WSC's budget for vocational training and supportive services for clients. Examples include the Community Development Block Grant for Single Parents Affected by COVID-19, which provides \$288,000 for childcare and vocational training for 60 clients.

- Focusing on staff development through a series of trainings and a staff retreat to reactivate team building strategies.

Vision Plan: PEOPLE Strategy #7. Enhance resident access to education opportunities, workforce readiness training, and skills development.

The WSC provides high school equivalency training and sector-specific training in industries such as construction, healthcare, hospitality, security, and logistics to its Adult and Dislocated Worker clients. The WSC also builds career pathways for youth ages 14-24 through its Youth Employment Program where participants receive skills training, financial literacy, personal development training, career development and college-readiness workshops as part of their employment experience.

Funding: The WSC receives the majority of its funding through grant contracts and is subsidized by HACLA with approximately \$150,000 in funding per year for staff and administrative costs and PILOT funding to support Youth Employment and staffing of HACLA's Computer Labs, which serve as a satellite to our WSC.

Attachments: Year in Review Slide deck