

CHAPTER ONE:
INTRODUCTION

WIA HISTORY

The Workforce Investment Act (WIA) was adopted by Congress in 1998 to create a system in which all workers--young and old--have the skills and knowledge to build better lives for themselves and their families and employers can find skilled workers. It created a system in which any adult interested in advancing his or her career, regardless of income, can keep on learning, and where job seekers, such as low-income adults, disadvantaged youth, unemployed or displaced workers, can access high quality information and services. The system is a partnership of employers, labor, education and community groups.

WIA Title I sets up the One Stop System and provides separate funding streams and requirements for adults, dislocated workers, and youth (ages 14-21). One of the goals of the Act was to improve youth programs by linking them more closely to local labor market needs and the community as a whole and providing strong connections between academic and occupational learning. Traditional employment and training services are augmented by an array of youth development activities.

The Act challenges communities to bring together local workforce training providers, schools, community organizations, businesses, labor organizations, faith-based organizations, and others to strategically align and leverage resources for youth. This effort is facilitated through the Youth Council.

ADMINISTRATIVE LEVELS

WIA is administered by the United States Department of Labor (DOL). DOL establishes regulations, provides oversight, training and technical assistance, and conducts periodic fiscal and programmatic audits of the program. They provide WIA funds to each state and administer national and demonstration programs including the Youth Opportunity Grant and Job Corps.

The State approves the Five Year Plan and annual updates, negotiates performance levels with DOL and with Local Areas, provides oversight, training and technical assistance, monitors local areas on a regular basis, and may establish additional rules. The State Workforce Investment Board (State WIB) and State Youth Council are appointed by the Governor.

For administrative purposes, the State is divided into sub-state areas called Local Workforce Investment Areas (LWIAs). The City of Los Angeles is designated as a LWIA. The Mayor, in conjunction with City Council, appoints the City of Los Angeles Workforce Investment Board (WIB) and the Youth Council to set policy, market the program, and oversee the implementation of WIA in Los Angeles. The State provides WIA funding to the City of Los Angeles. The Community Development Department's Workforce Development Division administers the City's WIA program. The City's Annual Plan sets forth the anticipated uses of these funds.

CDD STRUCTURE

The Community Development Department (CDD) administers the WIA grant in the City of Los Angeles. CDD has four operational divisions:

- **The Workforce Development Division (WDD)**
- The LA Bridges Division
- The Human Services and Family Development Division (HSFD)
- The Economic Development Division (EDD)

Four administrative divisions also support CDD:

- **The Financial Management Division (FMD)**
- The Administrative Services and Neighborhood Development Division (ASD)
- The Computer Systems Division (CSD)
- The Human Resources Division (HRD)

The Workforce Development Division oversees the programmatic aspects of the WIA program in Los Angeles and the Financial Management Division oversees the fiscal aspects.

The Workforce Development Division is comprised of five sections

- **Youth Operations Section** – *This is where you would find your assigned Workforce Development Analyst*
- **WorkSource Operations/Business Services Section** – Adult Operations, Business Services/Marketing, Rapid Response and LAX.
- **Planning and Data Analysis Section** – Contracts, Planning, and Management Information System (MIS) (*This is where you would find your assigned MIS Analyst and Data Entry Clerk*).
- Administration Section – Administration, Training, and Graphic Design
- Resource Development Section

These sections work together to support the workforce development system in the City of Los Angeles.

CDD STAFF CONTACT LIST

CDD Youth Opportunity System Workforce Development Analysts

PROGRAM MONITOR NAME	PRIMARY CONTACT NUMBER	NETWORKS/ RESPONSIBILITIES
Karen Banks	213 – 744 – 7154	Archdiocesan Youth Employment Services (South) Los Angeles Urban League (South) Para Los Niños (East)
Brittany Batong	213 – 744 – 7126	Los Angeles Unified School District Marriott Foundation Bridges Youth EmployABILITY
Erwin Fodran	213 – 744 – 7150	WLCAC South YO! Watts LAYOM Boyle Heights Vacation Jobs Program
Dart Haertel	213 – 744 – 7157	El Proyecto del Barrio (North and South Valley) YO! Valley Communities in Schools
Nancy Herrera	213 – 744 – 7159	Archdiocesan Youth Employment Services (Central) Regents of the University of California (Central) Regents of the University of California (West) Vacation Jobs Program

CDD Youth Opportunity System Senior Analysts

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THE ONESOURCE YOUTH OPPORTUNITY SYSTEM

Within the City of Los Angeles, youth services are provided by 10 WIA “OneSource” Youth Opportunity Networks, which are overseen by General Contractors, and by three Youth Opportunity Movement (YOM) sites. The General Contractors were selected through a competitive bidding process and are made up of the General Contractors, their subcontractors, and other agencies with whom the General contractors have Non-Financial agreements or MOU’s. YOM sites are City-run program delivery sites.

Each network and YOM site must provide all required WIA youth services in accordance with contracts executed between the City and the General Contractors and any directives released by the City.

The City is divided into seven Service Delivery Areas (SDAs). At least one Network is funded to provide services for each SDA. General Contractors in the system are as follows:

- North Valley: El Proyecto Del Barrio
- South Valley: El Proyecto Del Barrio
- West: Regents of the University of California (UCLA)
- Central: Archdiocesan Youth Employment Services (AYE)
Regents of the University of California (UCLA)
- East: Para Los Niños
- South: Archdiocesan Youth Employment Services (AYE)
Los Angeles Urban League (LAUL)
Watts Labor Community Action Committee (WLCAC)
- Los Angeles Unified School District (LAUSD)

YOM sites are located in three empowerment zones across the City:

- YO! Valley
- LAYOM Boyle Heights
- YO! Watts

In addition, enhancement contractor Marriott Foundation Bridges provides services to youth with disabilities, city-wide.

City staff act as program advisors to the General Contractor agencies and YOM sites to aid in their success. Program monitoring of each Network and YOM site is performed bi-monthly. Fiscal monitoring is conducted by the Community Development Department’s Financial Management Division (FMD).

More information about the Community Development Department and its various programs can be found at: www.lacity.org/cdd. All WIA Information Bulletins and Directives can be found on the website at the following address: http://www.lacity.org/cdd/home_directives.html.

THE ONESOURCE VISION

The Youth Council has adopted the following vision for Los Angeles:

“All youth, particularly those most in need, will acquire the necessary skills to successfully transition into adulthood, careers and further education and training.”

It also adopted five principles for youth programs:

Accessible

Services will be easily accessible to both youth and employers with a single point of entry into the system. Services will be provided where youth are and must be readily accessible by public transportation and electronically. Services will be offered during times that meet the needs of both in and out of school youth and will be sensitive to cultural and language diversity.

Meets the Needs of Youth

The System will be based on the needs of young people and developed on the premise that young people can make informed choices when given the proper information and appropriate guidance. Young people and their parents/guardians will be active partners in the design of the system and take leadership roles in its implementation. Essential to meeting the needs of youth is the involvement of a consistent caring adult with whom the young person can confide and from whom they receive guidance.

Comprehensive and Integrated

The system will be comprehensive with sufficient resources to allow for success for all youth. Recognizing the limitations of WIA resources, all partners must come together with their expertise and resources for young people to develop a systemic approach that maximizes the available resources and provides a comprehensive array of services that responds to the unique needs of the youth. To be effective, communication linkages, information sharing, referral procedures, and issues of confidentiality must be addressed.

Simple Goals and Processes

The system will have well defined goals and processes that are easily understandable, measurable, and accountable. Measurements will emphasize participant success and collaboration over competition. The system will be flexible enough to accommodate change.

Continuously Improving

A system will be developed to collect and review performance data and feedback from young people and their parents/guardians as well as from employers, to continuously improve both the system and the individual agency/Networks. Qualitative monitoring, on-going capacity building, and in-service training will be provided. Promising practices and lessons learned will be shared across the system. As part of our continuous improvement plan, we will adopt specific goals for annual increases in the number of youth to be served.

WORKSOURCE CALIFORNIA

WorkSource California is an initiative of the City and County WIB's and the offices of the California Employment Development Department to provide a unified system for business outreach and services throughout Los Angeles County. WorkSource Centers provide services to adults, dislocated workers, and employers. WIA OneSource Youth Opportunity System providers are required partners in this system. The OneSource System and WorkSource Centers are all part of the City of Los Angeles One Stop System and a part of WorkSource California.

Each OneSource Youth Opportunity Network is required to partner with the WorkSource Center(s) closest to their service area. Youth who are co-enrolled in the youth and the adult system will count in both sets of performance measures.

Many opportunities for cooperation and collaboration exist among the various partners. For example:

- OneSource staff may be co-located at a WorkSource Center. If not co-located, each Network must designate a specific staff member to coordinate outreach and services for youth at WorkSource Centers. In addition, WorkSource and OneSource staff should be cross-trained and should visit/tour each other's facilities at least once a year.
- Older youth who are work-ready or who are employed but need skills upgrade training may be referred directly to the nearest WorkSource Center.
- Older youth who do not meet the youth system's eligibility requirements should be referred directly to the WorkSource Center or another appropriate program.
- Older youth who need basic skills and specific occupational skills training may be co-enrolled in the adult program at a WorkSource Center to access an Individual Training Account (ITA) while receiving basic skills and support services from the OneSource system.

- Some youth may be appropriate for the services provided by partners at the Work Source Centers such as General Educational Development (GED) training and workshops by the Youth Employment and Opportunities Program (YEOP); WorkSource Centers may have helpful information in their resource center.

All youth should, at a minimum, be given a tour of a WorkSource Center prior to exiting the program.

OTHER REQUIRED LINKAGES

Family Development Networks

Family Development Networks (FDNs) provide a one point access for families and individuals to a variety of support services such as counseling, health services, child care, consumer and credit counseling, mentoring, information and referral and Youth Advocacy. The FDNs are funded by the Community Development Department from a combination of Community Development Block Grant and Community Services Block Grant Funds.

Although all FDNs have certain common elements, many also have unique services. It is important for FDNs and OneSource Youth Opportunity Networks to work closely together. Many of the ancillary services that young people need are available at no cost through the FDNs. Like OneSource Networks, FDNs are geographically based collaboratives with lead agencies. See Appendix for list of agencies.

In addition to the FDN's, the Department also contracts with a number of organizations through the Neighborhood Action Program (NAP) to target special community needs or fill indentified gaps, especially those which emphasize services to youth and operate Youth and Family Centers (YFC'S). YFC's are neighborhood-based access points to social services that facilitate family stability, youth development, gang prevention, and community safety. Center staff assist community residents with referrals to on-site service providers or to appropriate off-site agencies. See Appendix for a listing of NAPs and YFC's.

The Community Development Department also operates the LA Bridges Program, which is a multi-phased, community driven gang prevention and intervention effort composed of two parts.

Bridges I

Bridges I enriches the lives of at-risk middle school youth strengthening their families and promoting community action to empower their communities.

When Bridges I youth reach 14 they should be enrolled in WIA if they meet the eligibility criteria. Because a great deal of their personal information has already been entered

into ISIS, some information will not need to be re-entered. In addition, the WIA assessment team and later the recommended service providers should meet with the Bridges case manager to develop a complementary service plan and create a smooth transition.

Bridges II

Bridges II works with local gang members, ages 15-25, to assist with conflict resolution, information and referral services, crisis intervention, sports opportunities and employment opportunities to maintain safe and peaceful neighborhoods.

Bridges II identifies older, usually out-of-school-youth who are often appropriate for WIA programs. Unlike the Bridges I youth, the Bridges II youth should continue to be involved with Bridges while co-enrolling into the WIA program. It is important for the WIA service provider to work closely with the Bridges II case manager to develop complementary services.

Job Corps

Job Corps is a no-cost education and vocational training program administered by the U.S. Department of Labor that helps young people ages 16 through 24 get a better job, make more money and take control of their lives.

At Job Corps, students enroll to learn a trade, earn a high school diploma or GED and get help finding a good job. Upon joining the program, youths are paid a monthly allowance—the longer they stay with the program, the more allowance they receive. Job Corps supports its students for up to 12 months after they graduate from the program.

Job Corps provides both residential and non-residential services for older youth and youth may be co-enrolled as appropriate.

Neighborhood Networks 4 Kids

Neighborhood Networks 4 Kids is a program of the Commission for Children, Youth and Their Families. Its focus is on bringing together community residents, parents and youth with representatives of City departments, local businesses, schools, community-based organizations, and the local City Council Office in order to develop solutions to problems in their community. It plans to build networks that are focused on the promotion of the following areas:

Children are safe and secure in supportive communities.

Young people are welcomed in and contribute to their communities' decisions and activities.

Families have access to and a way of paying for quality childcare.

For more information on Neighborhood Networks 4 Kids, contact Gil J. Botello at (213) 978-1840.