

Los Angeles County Workforce Development Board 2017-2020 Local Area Plan ([link](#))



The County's 12 Strategies to Implement and Align Resources of WIOA Partners:

1. Strategic Business Engagement: In alignment with Regional Plan Technical Goal 37, the WDB will lead the engagement of its WIOA and other partners in economic development efforts with major business and trade organizations to position workforce development as a key resource to attract and retain businesses and support their immediate and future talent and training needs. Targeted priority sectors include: advanced manufacturing-including bioscience; construction; entertainment and infotech; health services; leisure and hospitality; and trade and logistics.
2. System Alignment and Regional Coordination: In support of Regional Plan Strategic Goal 28, the WDB will ensure partners' responsiveness to regional economic trends and workforce demands by organizing its system according to 10 workforce service delivery areas with each AJCC being responsible for serving as the hub of its service delivery area and ensuring the alignment and coordination of the network of partners and services within their respective areas.
3. Career Pathways: In alignment with Regional Plan Technical Goals 39, 410, 611 and 712, the WDB will coordinate with business, industry, education, training and other partners to ensure that training credentials and education coursework are aligned with employer-validated competencies that result in career pathways within our defined priority sectors.
4. On the Job Training: The WDB will work closely with its WIOA and other partners to increase paid work experience opportunities--including apprenticeships, pre-apprenticeships, incumbent worker training, on-the-job training, transitional and subsidized employment, paid internships and project-based compensated learning--through engagement with business and unions.
5. Engagement in the County's Economic Development Efforts: The WDB will lead its partners' alignment with the BOS efforts and initiatives to positively impact the regional economy and strengthen the region's workforce system.
6. Specialized Centers and Programs for Priority Populations: The WDB will implement specialized job centers that will work closely with partners to provide tailored services to veterans and re-entry customers. AJCCs will deliver, in collaboration with partners, specialized programs and services for WIOA priority populations, and local targeted populations including participants with disabilities and limited English proficiency. AJCC staff will be trained in cultural competencies to ensure services provided respond to the unique characteristics and needs of each priority population.
7. Accessibility & Inclusivity: AJCCs will be strategically located in close proximity to or within partner feeder systems such as adult schools and community colleges with access to public transportation. Additional access will be provided through the County's library system and community centers. Every AJCC will ensure inclusiveness by providing technology to serve individuals with special needs, translation services, and facilities compliant with the Americans with Disabilities Act (ADA) requirements. Staff will be trained to be culturally competent and responsive to the circumstances and needs of populations with barriers to employment.

8. Consistent Branding as America's Job Center of California: The County's franchise model will ensure, among all partner programs, a consistent standard of quality, menu of services, customer flow and professional staffing through a single common brand: America's Job Center of California (AJCC). In support of Regional Plan Strategic Goal 713, WDACS will play a pivotal role in developing, testing and implementing a common countywide system that operates collectively and is responsive to the unique challenges and opportunities of every workforce service delivery area in the County.
9. Integrated Service Delivery (ISD): AJCCs will utilize the ISD model to align and maximize resources, avoid duplication, coordinate programs and integrate the services of all WIOA core and other required partners. AJCCs will serve as the central point of entry to all employment and training programs.
10. Multi-Generational Workforce Development Services: AJCCs will provide a continuum of multi-generational workforce development services to the student, worker or job seeker no matter where they are on their career path. This design is unique in that workforce programs for youth, young adults, adults, and older adults will be strategically offered in the same location under one roof.
11. Technology for Efficiencies: AJCCs will maximize all features of the CalJOBS system to manage customer flow, track customer service and outcomes, and facilitate shared case management among WIOA partners. Technology efficiencies will also be implemented to deliver services such as workshops and meetings remotely. In alignment with Regional Plan Strategic Goal 614, AJCCs will coordinate referrals through the regional network of partners utilizing an automated referral system.
12. Data & Performance Driven System: AJCCs will meet aggressive performance targets in close coordination with WIOA core and other required partners. In addition to the six (6) WIOA accountability measures, AJCC performance will include analysis of customer-centered strategies, business engagement, assessments of effectiveness and customer satisfaction, quality improvement, and staff capacity. To better determine the performance of TANF participants, WDACS and DPSS will engage in data sharing to conduct a countywide data matching of those co-enrolled in TANF and WIOA services.