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LISA M. GARRETT
DIRECTOR OF PERSONNEL

COUNTY OF LOS ANGELES DEPARTMENT OF HUMAN RESOURCES

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June 30, 2017

To: Supervisor Mark Ridley-Thomas, Chair
Supervisor Hilda L. Solis
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

From: Lisa M. Garrett
Director of Personnel

Cynthia D. Banks, Director
Workforce Development, Aging and Community Services

**Subject: FIRST QUARTERLY REPORT - PILOT TEMPORARY SERVICES
REGISTRY PROGRAM**

On February 14, 2017, your Board adopted a motion by Supervisors Hilda L. Solis and Janice Hahn directing the Director of Personnel to implement a twenty-four month Temporary Services Registry (TempLA) pilot project for clerical services. The pilot was to include the Departments of Public Social Services, Children and Family Services, Mental Health, Child Support, Health Services, Public Library, Fire, and Public Works and be implemented by no later than April 1, 2017. The Director of Personnel was also directed to develop policies, processes, and procedures for TempLA.

Your Board further requested that the Director of Personnel coordinate with Workforce Development, Aging and Community Services (WDACS) in registering applicants in the Regional Workforce development system in order to provide access to job readiness and training programs, as well as provide for longitudinal evaluation of sustained employment.

In coordination with the Chief Executive Office (CEO) and WDACS, the Director of Personnel was directed to evaluate the project and provide quarterly updates, beginning June 30, 2017, on the status of the pilot and achievement of identified goals as follows:

- At least 30% of the participants in the program must be Local Residents that are students or recent graduates of local community colleges or adult school programs

and live in the Tier 2 Zip Codes defined in the County's Local and Target Worker Hire policy.

- At least 51% of the participants in the program must be Target Workers facing barriers to employment served and tracked by the Workforce Innovation and Opportunity Act (WIOA) and regional Workforce Development Board programs.
- At least 20% of the participants in the program must be GAIN or GROW participants.

The first quarterly report should also include a statement of any additional metrics that will be collected and used to evaluate the performance of the program, as well as a statement regarding any additional labor organization, Social Enterprise, private sector, philanthropic, or workforce development partners that will be helpful in achieving success for the program.

We are pleased to report that the TempLA was launched by April 1, 2017 and offers of employment have been extended to 50 candidates, 37 of whom have completed the hiring process. We have assessed all of the hired employees and selected an individual training plan for each of them. We have also established policies, processes, and procedures, which will be released at a future date. The June 2017 quarterly report attached to this memorandum illustrates the milestones achieved during the first 90 days of establishing the TempLA. This report highlights program details such as implementation of the program, metrics collected and used to determine the performance of the program, training and development provided to the TempLA employees, partnerships that were instrumental in the launch of the program and the next steps contemplated for TempLA.

We thank your Board for establishing the Pilot Temporary Services Registry, which will allow us to build the infrastructure for a permanent and more robust Registry encompassing more classifications and departments within the County. We also acknowledge the Chief Executive Office for providing the necessary resources for the pilot.

Should you have any questions regarding this report, please contact Lisa M. Garrett, Director of Personnel at (213) 974-2406, or Cynthia D. Banks, Director of WDACS, at (213) 637-0798.

LMG:CDB:EP:OS
MM:CDW:MB:CMR

Attachment



TEMP LA

County of Los Angeles Temporary Services Registry Program

June 2017 Quarterly Report

Response to Board Motion Agenda No. 2
on February 14, 2017

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Background

On February 14, 2017, your Board adopted a motion by Supervisors Hilda L. Solis and Janice Hahn directing the Director of Personnel to implement a twenty-four month Temporary Services Registry pilot project, for clerical services, for the Departments of Public Social Services, Children and Family Services, Mental Health, Child Support Services, Health Services, Public Library, Fire, and Public Works, by no later than April 1, 2017. The Director of Personnel was also directed to develop policies, processes, and procedures to use for the Registry. The intent behind the creation of the Registry is to reinvest in constituents who experience barriers to employment and simultaneously build a pool of potential future permanent County employees while reducing the County's reliance on contracting agencies.

This report illustrates the milestones and details of the Temporary Services Registry Program (TempLA) for the period of February 14, 2017 through June 30, 2017. It also includes communications that were posted from the Department of Human Resources (DHR) Twitter account announcing the program and sharing how it is changing the lives of County residents.

Implementation

On February 17, 2017, DHR announced the opening of the examination for Office Support Assistant, the position allocated for TempLA. During the announcement period, February 17, 2017 through February 23, 2017, DHR worked closely with the Department of Workforce Development, Aging, and Community Services (WDACS) and the Department of Public Social Services (DPSS) to outreach to the Workforce Innovation and Opportunity Act (WIOA), Greater Avenues for Independence (GAIN), and General Relief Opportunities for Work (GROW) participants. WDACS and DPSS were also instrumental in assisting candidates with creating online profiles to apply for this position. DHR collaborated with Public Library (PL) and America's Job Center of California (AJCC) to identify public computers that would be available for candidates to use to apply during the filing period. The following chart shows the milestones reached to launch TempLA.

Launch of TempLA	
Filing commenced, 655 applications received	February 23, 2017
212 successful candidates	March 21, 2017
TempLA established; first contingent offer accepted	March 22, 2017
Deadline to establish TempLA	April 1, 2017
First employee placed on assignment	April 17, 2017
TempLA extended the 50 th offer of employment	May 31, 2017

Metrics

To date, 37 employees have been hired and 13 additional candidates are in the onboarding process. The 37 employees have been placed in seven of the eight pilot departments performing clerical duties. As TempLA employees receive their assignments with the pilot departments, they may begin transitioning away from public assistance as

they move towards self-sufficiency and financial security, and as they receive their County employee health insurance benefits. As of June 1, 2017, usage by the TempLA employees of CalWORKS benefits has been reduced by \$2,538, usage of Cal Fresh benefits has been reduced by \$722, and usage of General Relief benefits has been reduced by \$100, all due to beginning their placements with County Departments. As TempLA employees continue in their assignments, their reliance on and utilization of County services will be further reduced.

Listed below are the additional metrics that will be collected and used to evaluate the performance of the participants in the program.

Program Evaluation Metrics
Number of months employee is on assignment
Number of employees that have completed individual training plan
Number of employees that have applied for permanent employment
Number of exams employees have passed
Number of employees that have obtained permanent employment with the County
Number of employees that have obtained permanent employment outside of the County

Training and Development

We have created a three-tiered training plan for professional development that includes computer software training, customer service, communication skills, and team building. Upon hire, each TempLA employee is assigned an individual developmental training plan based on their skills and work experience. DHR utilizes online trainings through Lynda.com, which provides an extensive catalog of developmental training courses, of which 11 have been identified to be completed by the TempLA employees within the first six months of employment. Because of the developmental trainings that are provided, we project 100% of the TempLA employees will increase their job readiness to successfully compete for permanent County positions. The trainings provided are shown in Appendix A.

Partnerships

The Countywide network of One-Stop Job Centers include 17 America's Job Centers of California. These Job Centers are the hub of all workforce development efforts within their respective areas and coordinate services through their expansive partnerships. WDACS will leverage this existing network of partners to help create a sustainable pipeline of viable candidates. These partnerships include a network of 19 area community colleges, 2 community college consortia, 24 adult schools and a variety of community partners.

In addition, WDACS will maximize the utilization of its growing Social Enterprise network of workforce partners and its partnership with Los Angeles Homeless Services Authority as additional resources. Simultaneously, DHR and WDACS will continue to explore opportunities to partner with labor organizations and other philanthropic partners.

Marketing

The flyer below was created to market TempLA to departments. It provides a brief explanation of the purpose and scope of the program as well as the populations targeted for hire.



Pilot Temporary Services Registry Program

"The County's greatest asset has always been our employees. The County should take this opportunity to reinvest in our constituents who are working to improve themselves, and simultaneously build the pool of potential future County employees."

- Board of Supervisors

**Starting
April 1, 2017!**



Pilot Purpose

To provide target populations with valuable experience and a pathway to permanent employment in the County or with other local employers. This initiative will enable constituents to attain needed job skills and to begin rewarding careers.

Target Populations

- ♦ GAIN/GROW Participants
- ♦ Local Residents in Tier 2 Zip Codes
- ♦ Workforce Innovation and Opportunity Act Participants

Pilot Scope

Fifty (50) temporary Office Support Assistants will be available to assist County departments during workload peaks, temporary absences, and emergent unanticipated situations. The Department of Human Resources (DHR) will maintain and manage the Registry.



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- ♦ Carla D. Williams, Sr. Human Resources Manager ☎(213) 893-7810 ✉ cawilliams@hr.lacounty.gov

Recruitment and Acquisition Timeline

To be eligible to apply for TempLA, candidates must have first completed or be in the process of completing a Job or Work Readiness program through DPSS or WDACS. In order to complete one of these programs and obtain a certificate of completion, a candidate must meet with a Career Specialist for an initial assessment, receive an individual training curriculum from the Career Specialist, set employment goals, and complete his or her individual training curriculum. More details on these training curriculums can be found in Appendix A.

After all applications were submitted, those that met the requirements were invited to take the exam. Candidates who passed the exam were added to the eligible list to be hired by TempLA. The following graphic displays the details of the exam process.

Examination opens for filing February 23-24, 2017

655 applications received
478 applicants met minimum qualifications

Candidates invited to take the exam March 9-17, 2017

200 candidates passed the exam

Candidates invited to take the exam April 5-13, 2017

33 candidates passed the exam

After all promulgations...

233 candidates passed the exam

212 candidates placed on eligible list for Office Support Assistant

Band 1 = 39 Band 2 = 38 Band 3 = 46 Band 4 = 43 Band
5 = 46

Progress

The Board of Supervisors has requested that positions with TempLA be made available to County Local Residents from lower income communities or those Target Workers facing barriers to employment. Below are the goals set by the Board of Supervisors for the TempLA candidate pool, as well as the percentage of TempLA employees that meet each goal.

Of 37 Hired
Employees

Board Requested Goals

16%

30% Students or recent graduates of local* community colleges and/or living in a Tier 2 zip code

100%

51% Served and tracked by Workforce Innovation Opportunity Act

84%

20% GAIN or GROW participants

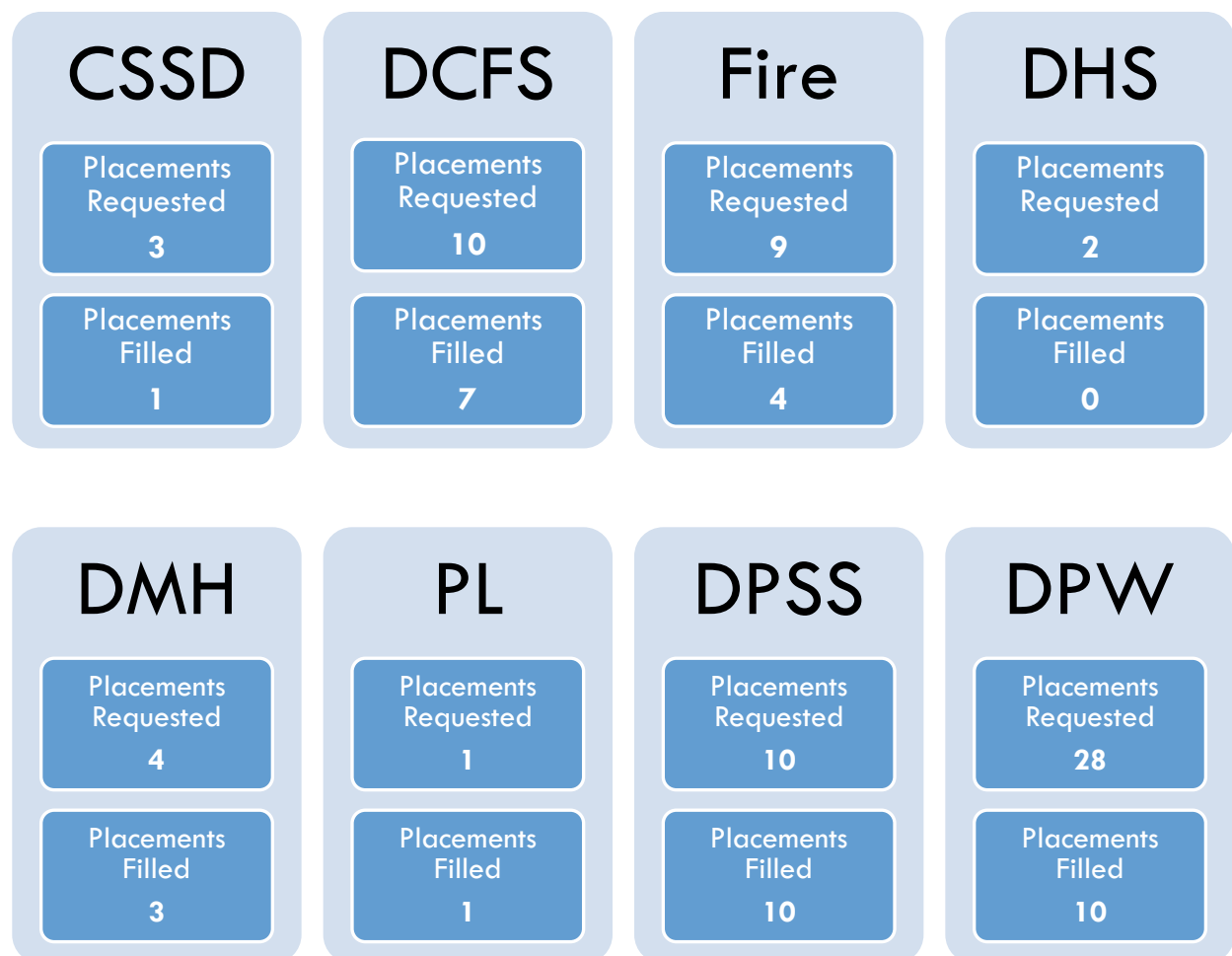
*A Local Resident is defined as an individual living within the Tier 2 Zip Codes of the County. See Appendix B for a listing of qualifying Tier 2 Zip Codes.

TempLA Employee Placements in Departments

There are eight pilot departments that were selected to participate in TempLA:

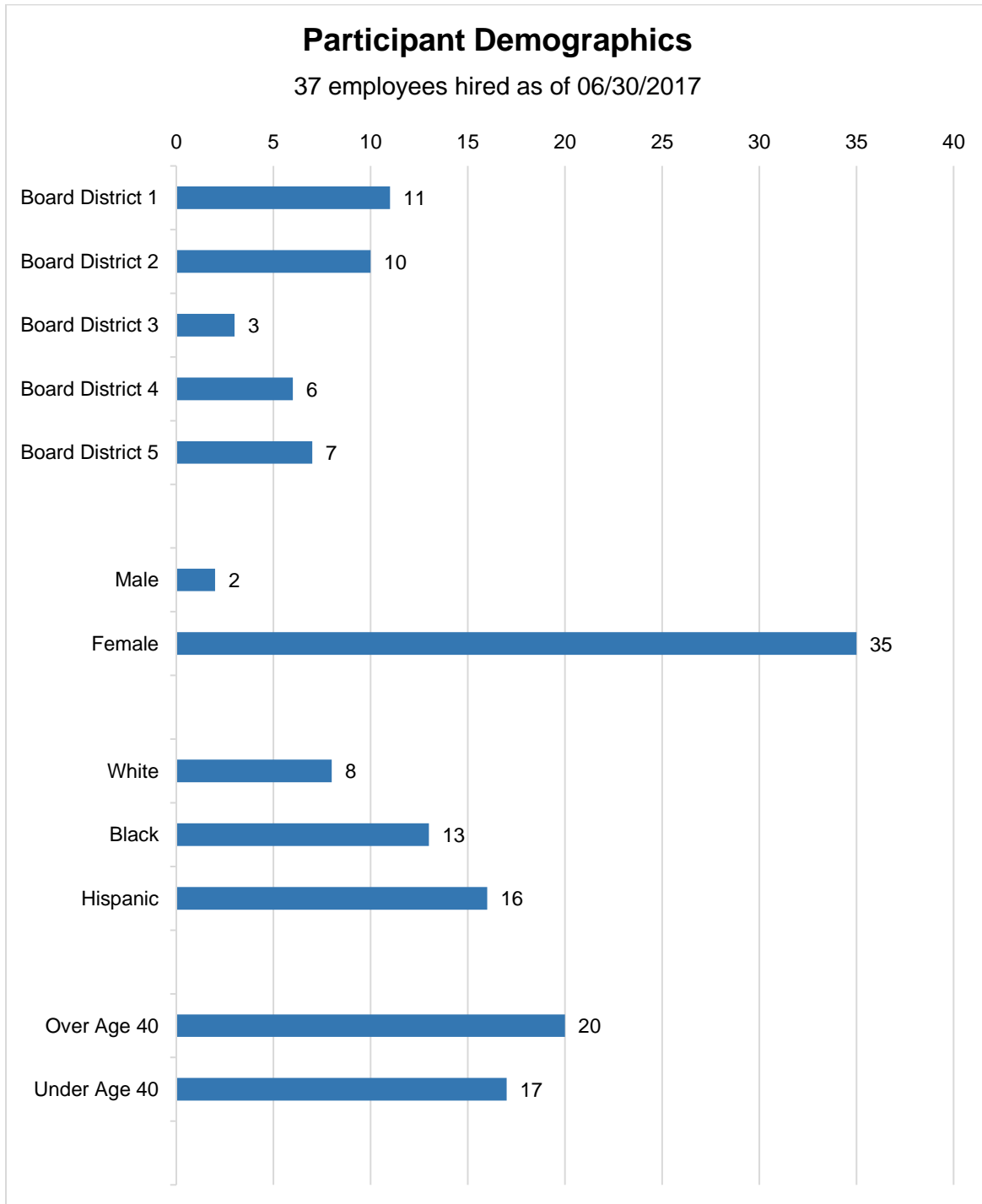
- Child Support Services Department (CSSD)
- Department of Children and Family Services (DCFS)
- Fire Department (Fire)
- Department of Health Services (DHS)
- Department of Mental Health (DMH)
- Public Library (PL)
- Department of Public Social Services (DPSS)
- Department of Public Works (DPW)

TempLA employees who have completed the hiring process have been placed within seven of the eight pilot departments performing clerical duties. Currently there are 33 employees who have begun working at their assigned departments and four employees in the process of interviewing. The graphic below depicts the number of employees currently working in seven of the pilot departments.



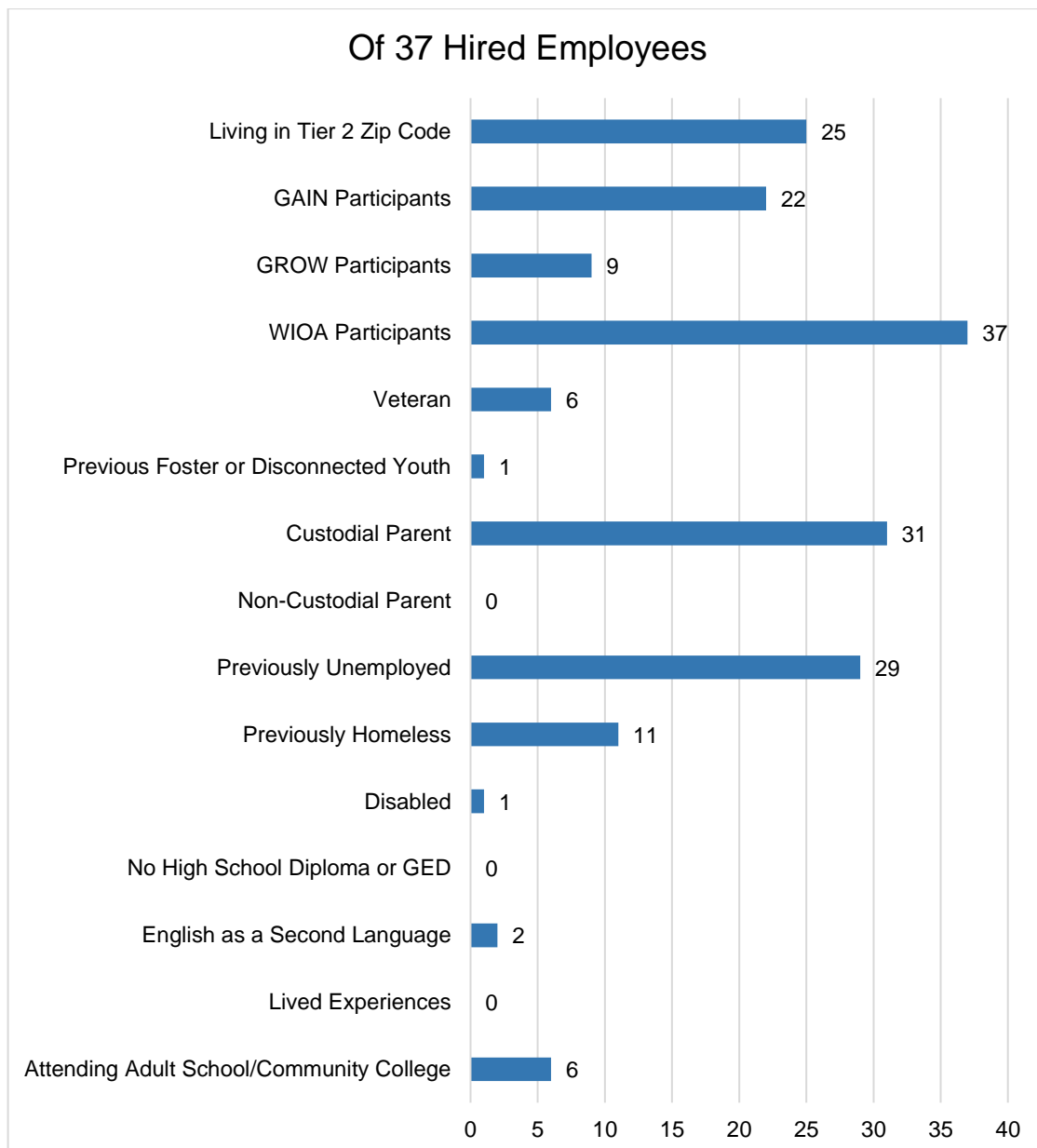
TempLA Employee Demographics

The graph below displays the demographics of the TempLA employees hired to date.



TempLA Employees in Targeted Populations

The graph below displays the distribution of voluntarily self-disclosed TempLA employees within the categories of populations under your Board's Local and Target Worker Hire Policy. It should be noted that while the current numbers for the employment of foster/disconnected youth and current students is low, the numbers are offset by the DHR Career Development Internship and Student Worker Program, which specifically target these populations.



TempLA Highlights

The following are personal stories shared by some of the TempLA employees.

Jessica previously worked as a Transitional Subsidized Employment worker at the Department of Public Social Services. After being displaced for nearly two years, Jessica moved to the Antelope Valley for a new beginning. She was referred to TempLA through an email she received from her GAIN caseworker. Currently, Jessica commutes to the Fire Department in Pacoima. "I am learning so much while working in the TempLA Program."

After the death of a few family members, Alejandra had to stop working to assist and console her mother, who suffered from depression. While taking CalWorks Job readiness classes, Alejandra saw the bulletin for the Office Support Assistant on the County's website and applied for the position. "Being in this program has provided me a second chance." Alejandra is on assignment at Public Library in Downey.

In 2007, Rosa was hired by a community based agency. She was abruptly laid off in 2014. Rosa endured unemployment for nearly three years. As an Office Support Assistant through TempLA, she is currently on assignment at the Department of Children and Family Services. "I am so proud to work for the County and I will never forget this opportunity."

Andrea was evicted from her home in West Covina due to an unscrupulous landlord. She lived with family members, and received assistance from various churches. Soon she found temporary housing through a community based organization. Andrea is now on a one-year assignment at the Department of Public Works. "Thanks to TempLA, I can provide for my family."

A couple of years ago, Larisa was laid off from work. She decided to participate in the GROW program, where she was referred to apply to the County of Los Angeles Temporary Services Registry Program. "My goal is to obtain a full time job with the County of Los Angeles."

The Next Steps

DHR will continue to refine and report on the quarterly metrics including the report out on plans for the next examination, pilot departmental participation, employee developmental training, permanent placements, and partnerships.

DHR will also identify additional County departments that have expressed interest in participating in the TempLA pilot:

- Auditor-Controller
- Chief Medical Examiner/Coroner
- Department of Human Resources
- District Attorney's Office
- Internal Services Department

To more accurately reflect the demographics of participants in the program DHR would like to revise two sections of the board motion. The motion states, "At least 30% of the participants in the program must be Local Residents that are students or recent graduates of local community colleges or adult schools programs and live in the Tier 2 Zip Codes defined in the County's Local and Target Worker Hire policy." DHR would like to revise to "...adult school programs **and/or** live in the Tier 2..." as most program participants fall into one category or the other, but very few fall into both. The motion also states, "At least 20% of the participants in the program must be GAIN and GROW participants." DHR would like to revise to "...must be **GAIN or GROW** participants" because a person can only participate in one or the other.

The next quarterly report is expected to be delivered to your Board by September 30, 2017.

Appendix A:

Professional Development

The following charts show the training curriculums that are provided through the GAIN/GROW programs and WIOA. In the GAIN/GROW programs, candidates must take all of the listed courses in order to receive a job readiness certificate. In the WIOA program, a candidate is assigned a Career Specialist. The Career Specialist helps the candidate to set career goals for themselves and determines an individual curriculum for each candidate based on a combination of the trainings below. The Career Specialist makes the final determination of when a candidate is deemed “work ready.” The Career Specialist has the authority to determine a candidate to be “work ready” without having actually completed any of the following courses. This sometimes occurs when a work ready employee has been recently laid off from a job where they had already obtained the skills provided in the trainings below.

Candidate from GAIN/GROW
Computer Skills
Financial Skills
Individualized Training
Interview Skills
Job Search Skills
Motivation Program
Life Skills
Professionalism
Resume Building

Candidates from WIOA
Basic Academic Skills
Computer Skills
Financial Skills
Individualized Training
Interview Skills
Job Search Skills
Life Skills
Professionalism

At the end of each new employee orientation, each employee is assessed in a one on one meeting. They are categorized into one of the three stages below based on their knowledge and skills. The courses below have been selected to help TempLA employees perform more competitively on County examinations.

Career Stage 1: No Work Experience	Career Stage 2: Previous Work Experience	Career Stage 3: Work Ready
Customer Service Fundamentals	Customer Service Fundamentals	Excel 2013 Essential Training
Effective Listening	Excel 2013 Essential Training	Word 2013 Essential Training
Excel 2013 Essential Training	Outlook 2013 Essential Training	
Getting Things Done	Teamwork Fundamentals	
Grammar Fundamentals	Word 2013 Essential Training	
Outlook 2013 Essential Training	Working with Upset Customers	
Teamwork Fundamentals		
Typing Fundamentals		
Word 2013 Essential Training		
Working with Upset Customers		
Writing E-Mails		

Appendix B:
Tier 2 Zip Codes

First District

**Qualifying Zipcodes* (below 200% Federal Poverty Level)
for Proposed Local Worker Hiring Program (May 2016)**

Zipcode	Area Name
90005	Koreatown (City of LA)
90006	Pico Heights (City of LA)
90007	South Central (City of LA)
90011	South Central (City of LA)
90012	Civic Center (City of LA)/Chinatown (City of LA)
90013	Downtown Los Angeles (City of LA)
90014	Los Angeles
90015	Downtown Los Angeles (City of LA)
90017	Downtown Los Angeles (City of LA)
90021	Downtown Los Angeles (City of LA)
90022	East Los Angeles
90023	East Los Angeles (City of LA)
90026	Echo Park/Silverlake (City of LA)
90029	Downtown Los Angeles (City of LA)
90031	Montecito Heights (City of LA)
90032	El Sereno (City of LA)/Monterey Hills (City of LA)
90033	Boyle Heights (City of LA)
90040	Commerce, City of
90042	Highland Park (City of LA)
90057	Westlake (City of LA)
90058	Vernon
90063	City Terrace
90065	Cypress Park (City of LA)/Glassell Park (City of LA)/Mt. Washington
90071	ARCO Towers (City of LA)
90201	Bell/Bell Gardens/Cudahy
90255	Huntington Park/Walnut Park
90270	Maywood
90280	South Gate
90640	Montebello
90660	Pico Rivera
91702	Azusa
91706	Baldwin Park/Irwindale
91731	El Monte
91732	El Monte
91733	South El Monte
91755	Monterey Park
91766	Phillips Ranch/Pomona
91767	Pomona

91768	Pomona
91770	Rosemead

- * A Qualifying Zipcode is defined as a zipcode whose % of residents in economic despair (2015 income under 200% Federal Poverty Level threshold) is greater than the County average.

For 2015, the 100% Federal Poverty Level (FPL) is \$11,770 for an individual, and \$24,250 for a family of four. 200% FPL is therefore \$23,540 for an individual and \$48,500 for a family of four. In 2015, 39.99% of County residents are below the 200% FPL.

The County's Department of Public Social Services uses 200% FPL as an eligibility threshold for CalWORKs Post-Employment Services program, per definition of "Needy Family" in California Welfare Institutions Code 10544.1 (g) (1).

Second District

Qualifying Zipcodes* (below 200% Federal Poverty Level) for Proposed Local Worker Hiring Program (May 2016)

Zipcode	Area Name
90001	Florence/South Central (City of LA)
90002	Watts (City of LA)
90003	South Central (City of LA)
90004	Hancock Park (City of LA)
90005	Koreatown (City of LA)
90006	Pico Heights (City of LA)
90007	South Central (City of LA)
90008	Baldwin Hills/Crenshaw (City of LA)/Leimert Park (City of LA)
90010	Wilshire Blvd (City of LA)
90011	South Central (City of LA)
90013	Downtown Los Angeles (City of LA)
90014	Los Angeles
90015	Downtown Los Angeles (City of LA)
90016	West Adams (City of LA)
90018	Jefferson Park (City of LA)
90019	Country Club Park (City of LA)/Mid City (City of LA)
90020	Hancock Park (City of LA)
90021	Downtown Los Angeles (City of LA)
90029	Downtown Los Angeles (City of LA)
90037	South Central (City of LA)
90043	Hyde Park (City of LA)/View Park/Windsor Hills
90044	Athens
90047	South Central (City of LA)
90057	Westlake (City of LA)
90058	Vernon
90059	Watts (City of LA)/Willowbrook
90061	South Central (City of LA)
90062	South Central (City of LA)
90220	Compton/Rancho Dominguez
90221	East Rancho Dominguez
90222	Compton/Rosewood/Willowbrook
90247	Gardena
90255	Huntington Park/Walnut Park
90262	Lynwood
90301	Inglewood
90302	Inglewood
90303	Inglewood
90304	Lennox

90810	Carson/Long Beach
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The County's Department of Public Social Services uses 200% FPL as an eligibility threshold for CalWORKs Post-Employment Services program, per definition of "Needy Family" in California Welfare Institutions Code 10544.1 (g) (1).

Third District

Qualifying Zipcodes* (below 200% Federal Poverty Level) for Proposed Local Worker Hiring Program (May 2016)

Zipcode	Area Name
90004	Hancock Park (City of LA)
90005	Koreatown (City of LA)
90010	Wilshire Blvd (City of LA)
90020	Hancock Park (City of LA)
90028	Hollywood (City of LA)
90029	Downtown Los Angeles (City of LA)
90038	Hollywood (City of LA)
91303	Canoga Park (City of LA)
91306	Winnetka (City of LA)
91324	Northridge (City of LA)
91331	Arleta (City of LA)/Pacoima (City of LA)
91340	San Fernando
91342	Lake View Terrace (City of LA)/Sylmar (City of LA)
91343	North Hills (City of LA)
91352	Sun Valley (City of LA)
91401	Van Nuys (City of LA)
91402	Panorama City (City of LA)
91405	Van Nuys (City of LA)
91406	Van Nuys (City of LA)
91411	Van Nuys (City of LA)
91601	North Hollywood (City of LA)
91605	North Hollywood
91606	North Hollywood

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Fourth District

Qualifying Zipcodes* (below 200% Federal Poverty Level) for Proposed Local Worker Hiring Program (May 2016)

Zipcode	Area Name
90602	Whittier
90630	Cypress
90706	Bellflower
90715	Lakewood
90716	Hawaiian Gardens
90723	Paramount
90731	San Pedro (City of LA)/Terminal Island (City of LA)
90744	Wilmington (City of LA)
90802	Long Beach
90804	Long Beach
90805	North Long Beach (Long Beach)
90806	Long Beach
90810	Carson/Long Beach
90813	Long Beach

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Fifth District

Qualifying Zipcodes* (below 200% Federal Poverty Level) for Proposed Local Worker Hiring Program (May 2016)

Zipcode	Area Name
91204	Glendale (Tropico)
91205	Glendale (Tropico)
91321	Santa Clarita (Newhall)
91324	Northridge (City of LA)
91342	Lake View Terrace (City of LA)/Sylmar (City of LA)
91343	North Hills (City of LA)
91352	Sun Valley (City of LA)
91502	Burbank
91702	Azusa
91776	San Gabriel
93534	Lancaster
93535	Hi Vista
93550	Palmdale/Lake Los Angeles
93591	Palmdale/Lake Los Angeles

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October 2, 2017

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From: Lisa M. Garrett
Director of Personnel

Cynthia D. Banks, Director
Workforce Development, Aging and Community Services

Subject: **SECOND QUARTERLY REPORT - PILOT TEMPORARY SERVICES
REGISTRY PROGRAM**

This is to provide your Board with the second quarterly report of the pilot Temporary Services Registry Program (TempLA). On February 14, 2017, your Board adopted a motion by Supervisors Hilda L. Solis and Janice Hahn directing the Director of Personnel to implement a twenty-four month Temporary Services Registry (TempLA) pilot project, for clerical services, for the Department of Children and Family Services (DCFS), Child Support Services Department (CSSD), Fire Department (LACoFD), Department of Health Services (DHS), Department of Mental Health (DMH), Public Library (PL), Department of Public Social Services (DPSS), and Department of Public Works (DPW), no later than April 1, 2017. The Director of Personnel was also directed to develop policies, processes, and procedures to use for TempLA. On April 1, 2017, DHR launched TempLA.

In coordination with the Chief Executive Office (CEO) and Workforce Development, Aging and Community Services (WDACS), the Director of Personnel was directed to evaluate the project and commence quarterly updates on June 30, 2017, with the status of the pilot and achievement of goals as follows:

- At least 30% of the participants in the program must be local residents who are students or recent graduates of local community colleges or adult school programs and live in the Tier 2 Zip Codes defined in the County's Local and Target Worker Hire policy;

To Enrich Lives Through Effective and Caring Service

Board of Supervisors

October 2, 2017

Page 2

- At least 51% of the participants in the program must be target workers facing barriers to employment served and tracked by WIOA and regional Workforce Development Board programs;
- At least 20% of the participants in the program must be GAIN or GROW participants.

At the inception of TempLA, CEO allocated DHR 50 positions for the pilot program. DHR has extended offers of employment to 53 temporary employees. Since our last quarterly report, three of our TempLA employees have been hired as permanent County employees, as the following:

- 1 - Intermediate Clerk at Department of Public Works
- 2 - Intermediate Clerks at Department of Public Social Services

On July 13, 2017, DHR received approval from the CEO to add four additional departments to the pilot program: Auditor-Controller, DHR, Internal Services Department, and Medical Examiner-Coroner.

The attached second quarterly report sets forth the milestones achieved since the inception of the program. The report also outlines relevant performance measures used to determine program efficiency, training and development opportunities for our TempLA employees, and next steps that will be taken to continue the success of the pilot program.

Should you have any questions regarding this report, please contact me at (213) 974-2406, or Cynthia D. Banks, Director of WDACS, at (213) 637-0798.

LMG:CDB:EP

OS:MM:CDW

Attachment



TEMP LA



OCTOBER 2, 2017 SECOND QUARTERLY REPORT

Response to Board Motion, Agenda No. 2 on February 14, 2017





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OVERVIEW

Based on a feasibility study conducted by DHR, your Board adopted a motion on February 14, 2017 to implement a pilot Temporary Services Registry Program (TempLA) to assist low-income local residents in obtaining temporary employment. The 24-month pilot program provides clerical services for the following departments: DCFS, CSSD, LACoFD, DHS, DMH, PL, DPSS, and DPW. On July 13, 2017, CEO approved four additional departments to participate in the pilot program: Auditor-Controller, Human Resources, Internal Services, and Medical Examiner-Coroner.

The Board also directed the Director of Personnel to develop policies, processes, and procedures for the program. The goal of the program is to reinvest in constituents who experience barriers to employment and reduce the County's reliance on contracting agencies.

Beginning February 17, 2017 DHR worked closely with WDACS and DPSS to outreach to Workforce Innovation and Opportunity Act (WIOA), Greater Avenues for Independence (GAIN), and General Relief Opportunities for Work (GROW) participants. WDACS and DPSS were also instrumental in assisting candidates with creating online profiles to apply for this position.

DHR also collaborated with PL and America's Job Centers of California (AJCC) to identify public computers that would be available for candidates to use to apply during the filing period. As of March 21, 2017, there were 212 successful candidates on the eligible list for TempLA.

With the CEO allocation of 50 positions for the pilot program, TempLA was launched on April 1, 2017 and held its first new employee orientation on April 12, 2017.

As of this quarterly report, DHR has extended offers of employment to 53 temporary employees. There are 47 temporary employees in the TempLA pool and three are in the hiring process. Since our last quarterly report, TempLA has successfully transitioned three temporary employees to permanent County positions. The employees were hired as follows:

- 1 Intermediate Clerk at DPW
- 2 Intermediate Clerks at DPSS

As of August 31, 2017, the cost of public assistance from the County has been reduced by \$4,018 for Cal WORKs benefits, \$609 for Cal Fresh, and \$763 for General Relief benefits.

In the following sections, we will address program logistics, metrics, training and development, and next steps.

"The intent behind the creation of the Registry is to reinvest in constituents who are working to improve themselves and simultaneously build the pool of potential future permanent County employees."

- Hilda L. Solis, Supervisor First District

PROGRAM LOGISTICS

To be eligible to apply for TempLA, candidates must complete or be in the process of completing a Job or Work Readiness program through DPSS or WDACS. Please see Appendix A for a more detailed inventory of training courses offered.

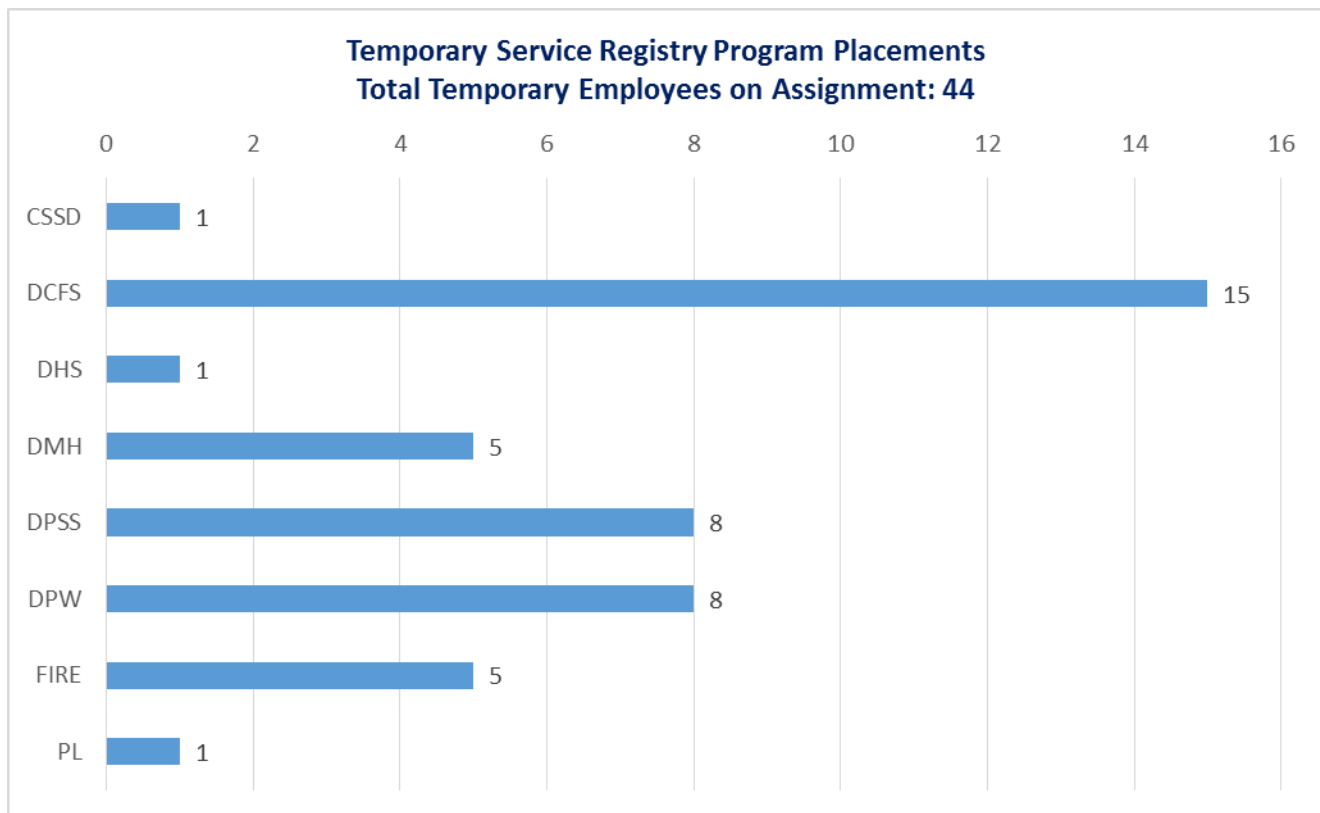
Once candidates are made a contingent job offer and pass the background check, candidates attend the new employee orientation. As of September 27, 2017, 13 orientations have been held.

After the completion of orientation, the temporary employees are placed on assignment based on the needs of the pilot departments. Temporary assignments may vary from one day to 12 months. The distinction between temporary staff hired through a contracted temporary agency and temporary employees

hired through TempLA is the contracted staff can work no more than 90 days on an assignment, whereas TempLA employees can work up to 12-months on an assignment. The advantage of a 12-month assignment is that it improves department efficiencies, and reduces the department's efforts in recruitment, training, and retention of temporary staff.

Once an assignment ends, temporary employees will remain active in TempLA and will be placed on another assignment at the same or different department.

The chart below reflects the number of temporary employees who are on assignment at the pilot departments.



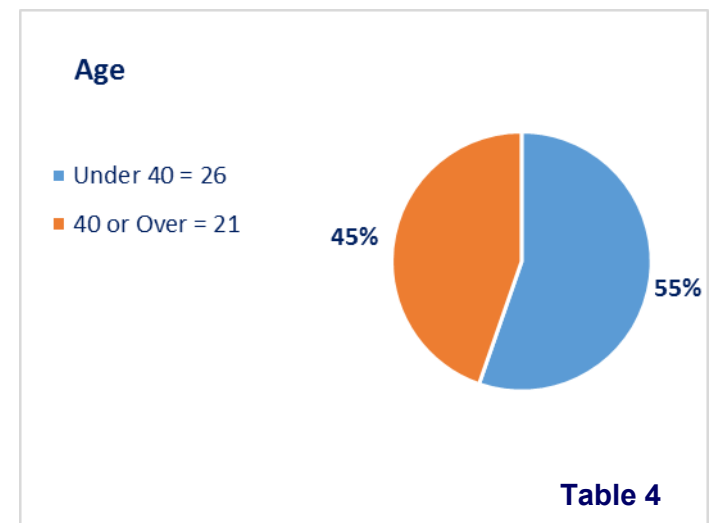
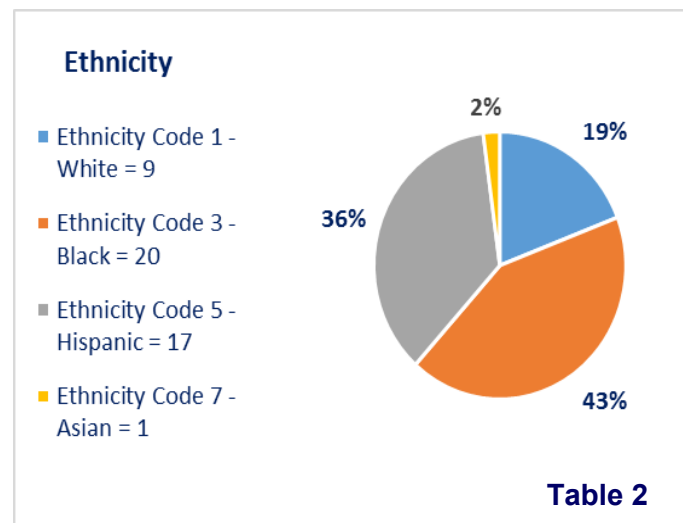
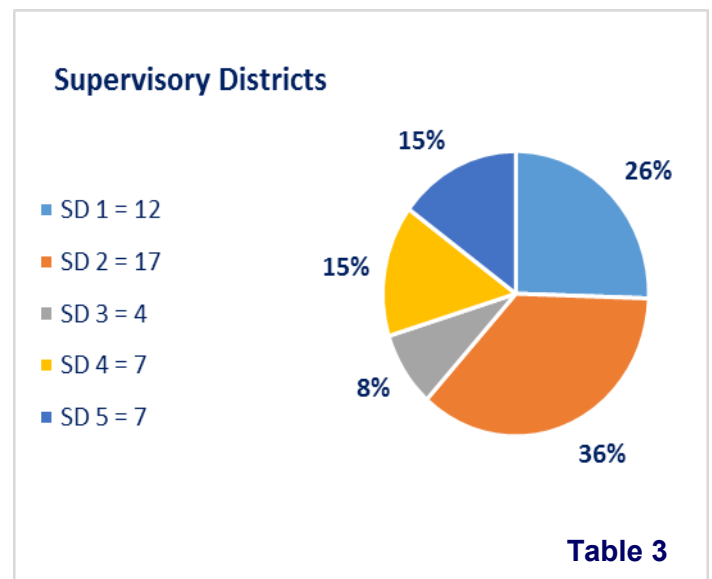
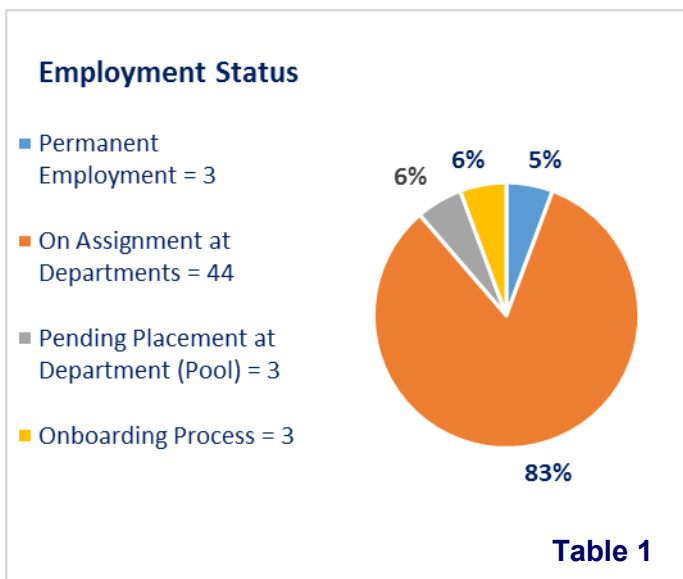
METRICS

The following charts display the metrics and milestones being tracked for TempLA.

To fill the 50 positions allocated by the CEO for the TempLA pilot program, DHR has extended offers of employment to 53 temporary employees. Since our last quarterly report, three temporary employees were hired as permanent County employees, 47 temporary employees are in the TempLA pool, and three are in the hiring process.

Of the current 47 temporary employees in the TempLA pool they reside in the following Supervisorial Districts: 26% in District 1; 36% in District 2; 8% in District 3; 15% in District 4; 15% in District 5 (Table 3).

Of the current 47 temporary employees in the TempLA pool, the ethnicity includes 19% White, 43% Black, 36% Hispanic, and 2% Asian. There are 55% who are under 40 years old and 45% who are over 40 years old.



TARGETED POPULATIONS

Your Board requested that positions with TempLA be made available to local residents from low-income communities or constituents facing barriers to employment. The low-income communities are those residents living in a Tier 2 Zip Code. Tier 2 Zip Codes are qualifying zip codes of constituents whose federal poverty level is below 200% (Appendix B).

Your Board requested that: (1) 30% of the hired temporary employees are students or recent graduates of local community colleges and/or living in a Tier 2 Zip Code; (2) 51% are served and tracked by WIOA; and (3) 20% are GAIN or GROW participants.

Of the current 47 temporary employees, 28% are students or recent graduates, 14% are served and tracked by WIOA, and 86% are served through GAIN or GROW.

Other metrics being tracked are:

- Veterans
- Previous foster or disconnected youth
- Custodial and non-custodial parents
- Previously unemployed
- Previously homeless
- Disabled
- English as a second language
- Lived experience

The chart to the right provides detail for those currently employed in the TempLA pool.

Targeted Population	
Participants in District 1	12
Participants in District 2	17
Participants in District 3	4
Participants in District 4	7
Participants in District 5	7
Total	47
Protected Class (Ages 40 and above)	21
Not in Protected Class (Ages below 40)	26
Total	47
Ethnicity Code - 1 White	9
Ethnicity Code - 3 Black	20
Ethnicity Code - 5 Hispanic	17
Ethnicity Code - 7 Asian	1
Total	47
Participants without HS Diploma/GED	0
Total	0
Participants in a Tier 2 Zip Code	34
Participants in GAIN	30
Participants in GROW	10
WDACS (WIOA)	41
Veteran(s) and/or family members	6
Foster Youth(s) and/or disconnected	3
Custodial Parents	40
Non-Custodial Parents	0
Previously Unemployed	39
Previously Homeless	15
Disabled	1
No High School or GED	0
ESL	2
Lived Experience (Criminal Justice)	0
Students attending adult school/ community college/4-year university	13

Public Assistance Update — as of August 31, 2017, DPSS has shown a 29% reduction in CalWORKs benefits issued to those employed in TempLA and the General Relief benefits were reduced by 100%.

PERMANENT PLACEMENTS

Since the last quarterly report, three temporary employees were offered and accepted permanent County employment; two were placed at DPSS and one was placed at DPW.

Key metrics for the three TempLA employees who were appointed to permanent positions:

- Two reside in District 1 and one resides in District 2
- Three were below age 40
- One was White and two were Hispanic
- Three live in Tier 2 Zip Codes
- Three were participants of GAIN
- Three were custodial parents
- Two were previously unemployed
- One was previously homeless
- One graduated from a four-year university

Targeted Population	
Participants in District 1	2
Participants in District 2	1
Participants in District 3	0
Participants in District 4	0
Participants in District 5	0
Total	3
Protected Class (Ages 40 and above)	0
Not in Protected Class (Ages below 40)	3
Total	3
Ethnicity Code - 1 White	1
Ethnicity Code - 3 Black	0
Ethnicity Code - 5 Hispanic	2
Total	3
Participants without HS Diploma/GED	0
Total	0
Participants in a Tier 2 Zip Code	3
Participants in GAIN	3
Participants in GROW	0
WDACS (WIOA)	0
Veteran(s) and/or family members	0
Foster Youth(s) and/or disconnected	0
Custodial Parents	3
Non-Custodial Parents	0
Previously Unemployed	2
Previously Homeless	1
Disabled	0
No High School or GED	0
ESL	0
Lived Experience (Criminal Justice)	0
Students attending adult school, community college, and/or 4-year university	1

TRAINING AND DEVELOPMENT

A key component of TempLA is to prepare temporary employees for permanent employment through developmental and on-the-job training. In addition, ensuring a smooth transition for the temporary employees from orientation to placement in the departments is a cornerstone of their success.

Within the first week of the assignment, the program manager meets with the assigned department supervisor and the temporary employee to discuss the logistics of TempLA and training goals. Each department works with the temporary employees to remain compliant in completing County mandatory trainings.

TempLA employees receive the following mandatory County trainings:

- Achieving Service Excellence Workshop
- Sexual Harassment Prevention Training
- County Policy of Equity for Line Staff
- Security Awareness I
- Disaster Service Worker Training
- Ergonomics, Injury, Illness, and Prevention Program

Upon hire, each temporary employee is assessed during a one-on-one meeting with the TempLA staff and assigned an individual developmental training plan based on their skills and work experience. DHR utilizes online trainings through *Lynda.com*, which provides an extensive catalog of professional and developmental training.

To further develop TempLA employees, DHR has created a professional development plan that includes up to 11 core courses to be completed within the first six months of

employment. These courses include computer software training, customer service, communication skills, and team building (Appendix A).

Paid developmental training is a key value-added by TempLA. The trainings provided will increase temporary employees' job readiness and help them successfully transition to permanent County positions.

DHR is developing a calendar for *"Lunch and Learns"* which will provide additional training for TempLA employees in the following areas:

- Resume Writing
- Interview Best Practices
- County Examinations: Tips and Tools to Succeed
- Navigating NEOGOV
- Dress for Professional Success
- Financial Literacy: Planning for Retirement
- Specific, Measurable, Attainable, Realistic, Timely (SMART) Goal Setting

NEXT STEPS


TempLA is providing a bridge to County and other jobs for individuals with barriers to employment and workforce (re)-entry.

DHR is in the process of certifying TempLA as an approved training program. By doing so, temporary employees will have an opportunity to use on-the-job experience gained to compete in a broader range of promotional County examinations.



TempLA will collaborate with the pilot departments to transition temporary employees to permanent County employment. Pilot departments are currently gathering their next departmental examination dates for upcoming entry-level positions.

The next examination for the Office Support Assistant, Temporary is scheduled to open in the fourth quarter of 2017. Marketing plans are underway. DHR has partnered with DPSS and WDACS to disseminate information about the TempLA program to new prospective candidates.


Looking ahead, DHR will be requesting additional ordinances to meet the demands of the departments. In addition, DHR has also been asked to expand the temporary pool to include other specialties such as temporary custodial employees at the Internal Services Department and clerical items for the Probation Department.




"I'm grateful to work with TempLA. Now that I'm working, I can send my daughter to summer camp. Thanks TempLA!"
- Shena C.



"I am proud to be a part of the program. This program has changed my life for the better!"
- Larisa H.



APPENDIX



"The County must continue to ensure that there are employees from the entry level to highly experienced generalists specialists to cultivate the next generation of County employees with the necessary training, experience, and creativity to take the helm as current workers move on to other opportunities or retire."

- Hilda L. Solis, Supervisor First District



APPENDIX A

Temporary Services Registry Training Cycle

Candidates from GAIN/GROW	Candidates from WIOA	Mandatory Trainings
<ul style="list-style-type: none"> • Life Skills • Computer Skills • Job Search Skills • Interview Skills • Professionalism • Financial Skills • Individualized Training • Resume Building • Motivation Program 	<ul style="list-style-type: none"> • Life Skills • Computer Skills • Job Search Skills • Interview Skills • Professionalism • Financial Skills • Individualized Training • Basic Academic Skills 	<ul style="list-style-type: none"> • Orientation • Sexual Harassment Prevention • CPOE for Line Staff • Security Awareness I • Disaster Service Worker • Ergo and IIPP • Achieving Service Excellence

Recommended Lynda.com Courses	
Professional Developmental Trainings <ul style="list-style-type: none"> • Customer Service Foundations • Effective Listening • Getting Things Done • Grammar Foundations • Learning Typing • Teamwork Foundations • Working with Upset Customers • Writing Emails 	Microsoft Trainings <ul style="list-style-type: none"> • Excel 2013 Essentials • Outlook 2013 Essentials • Word 2013 Essentials

APPENDIX B

First District

Qualifying Zipcodes* (below 200% Federal Poverty Level) for Proposed Local Worker Hiring Program (May 2016)

Zipcode	Area Name
90005	Koreatown (City of LA)
90006	Pico Heights (City of LA)
90007	South Central (City of LA)
90011	South Central (City of LA)
90012	Civic Center (City of LA)/Chinatown (City of LA)
90013	Downtown Los Angeles (City of LA)
90014	Los Angeles
90015	Downtown Los Angeles (City of LA)
90017	Downtown Los Angeles (City of LA)
90021	Downtown Los Angeles (City of LA)
90022	East Los Angeles
90023	East Los Angeles (City of LA)
90026	Echo Park/Silverlake (City of LA)
90029	Downtown Los Angeles (City of LA)
90031	Montecito Heights (City of LA)
90032	El Sereno (City of LA)/Monterey Hills (City of LA)
90033	Boyle Heights (City of LA)
90040	Commerce, City of
90042	Highland Park (City of LA)
90057	Westlake (City of LA)
90058	Vernon
90063	City Terrace
90065	Cypress Park (City of LA)/Glassell Park (City of LA)/Mt. Washington
90071	ARCO Towers (City of LA)
90201	Bell/Bell Gardens/Cudahy
90255	Huntington Park/Walnut Park
90270	Maywood
90280	South Gate
90640	Montebello
90660	Pico Rivera
91702	Azusa
91706	Baldwin Park/Irwindale
91731	El Monte
91732	El Monte
91733	South El Monte
91755	Monterey Park
91766	Phillips Ranch/Pomona
91767	Pomona

91768	Pomona
91770	Rosemead

- * A Qualifying Zipcode is defined as a zipcode whose % of residents in economic despair (2015 income under 200% Federal Poverty Level threshold) is greater than the County average.

For 2015, the 100% Federal Poverty Level (FPL) is \$11,770 for an individual, and \$24,250 for a family of four. **200% FPL is therefore \$23,540 for an individual and \$48,500 for a family of four. In 2015, 39.99% of County residents are below the 200% FPL.**

The County's Department of Public Social Services uses 200% FPL as an eligibility threshold for CalWORKs Post-Employment Services program, per definition of "Needy Family" in California Welfare Institutions Code 10544.1 (g) (1).

Second District

Qualifying Zipcodes* (below 200% Federal Poverty Level) for Proposed Local Worker Hiring Program (May 2016)

Zipcode	Area Name
90001	Florence/South Central (City of LA)
90002	Watts (City of LA)
90003	South Central (City of LA)
90004	Hancock Park (City of LA)
90005	Koreatown (City of LA)
90006	Pico Heights (City of LA)
90007	South Central (City of LA)
90008	Baldwin Hills/Crenshaw (City of LA)/Leimert Park (City of LA)
90010	Wilshire Blvd (City of LA)
90011	South Central (City of LA)
90013	Downtown Los Angeles (City of LA)
90014	Los Angeles
90015	Downtown Los Angeles (City of LA)
90016	West Adams (City of LA)
90018	Jefferson Park (City of LA)
90019	Country Club Park (City of LA)/Mid City (City of LA)
90020	Hancock Park (City of LA)
90021	Downtown Los Angeles (City of LA)
90029	Downtown Los Angeles (City of LA)
90037	South Central (City of LA)
90043	Hyde Park (City of LA)/View Park/Windsor Hills
90044	Athens
90047	South Central (City of LA)
90057	Westlake (City of LA)
90058	Vernon
90059	Watts (City of LA)/Willowbrook
90061	South Central (City of LA)
90062	South Central (City of LA)
90220	Compton/Rancho Dominguez
90221	East Rancho Dominguez
90222	Compton/Rosewood/Willowbrook
90247	Gardena
90255	Huntington Park/Walnut Park
90262	Lynwood
90301	Inglewood
90302	Inglewood
90303	Inglewood
90304	Lennox

90810	Carson/Long Beach
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- * A Qualifying Zipcode is defined as a zipcode whose % of residents in economic despair (2015 income under 200% Federal Poverty Level threshold) is greater than the County average.

For 2015, the 100% Federal Poverty Level (FPL) is \$11,770 for an individual, and \$24,250 for a family of four. **200% FPL is therefore \$23,540 for an individual and \$48,500 for a family of four. In 2015, 39.99% of County residents are below the 200% FPL.**

The County's Department of Public Social Services uses 200% FPL as an eligibility threshold for CalWORKs Post-Employment Services program, per definition of "Needy Family" in California Welfare Institutions Code 10544.1 (g) (1).

Third District

Qualifying Zipcodes* (below 200% Federal Poverty Level) for Proposed Local Worker Hiring Program (May 2016)

Zipcode	Area Name
90004	Hancock Park (City of LA)
90005	Koreatown (City of LA)
90010	Wilshire Blvd (City of LA)
90020	Hancock Park (City of LA)
90028	Hollywood (City of LA)
90029	Downtown Los Angeles (City of LA)
90038	Hollywood (City of LA)
91303	Canoga Park (City of LA)
91306	Winnetka (City of LA)
91324	Northridge (City of LA)
91331	Arleta (City of LA)/Pacoima (City of LA)
91340	San Fernando
91342	Lake View Terrace (City of LA)/Sylmar (City of LA)
91343	North Hills (City of LA)
91352	Sun Valley (City of LA)
91401	Van Nuys (City of LA)
91402	Panorama City (City of LA)
91405	Van Nuys (City of LA)
91406	Van Nuys (City of LA)
91411	Van Nuys (City of LA)
91601	North Hollywood (City of LA)
91605	North Hollywood
91606	North Hollywood

* A Qualifying Zipcode is defined as a zipcode whose % of residents in economic despair (2015 income under 200% Federal Poverty Level threshold) is greater than the County average.

For 2015, the 100% Federal Poverty Level (FPL) is \$11,770 for an individual, and \$24,250 for a family of four. **200% FPL is therefore \$23,540 for an individual and \$48,500 for a family of four. In 2015, 39.99% of County residents are below the 200% FPL.**

The County's Department of Public Social Services uses 200% FPL as an eligibility threshold for CalWORKs Post-Employment Services program, per definition of "Needy Family" in California Welfare Institutions Code 10544.1 (g) (1).

Fourth District

Qualifying Zipcodes* (below 200% Federal Poverty Level) for Proposed Local Worker Hiring Program (May 2016)

Zipcode	Area Name
90602	Whittier
90630	Cypress
90706	Bellflower
90715	Lakewood
90716	Hawaiian Gardens
90723	Paramount
90731	San Pedro (City of LA)/Terminal Island (City of LA)
90744	Wilmington (City of LA)
90802	Long Beach
90804	Long Beach
90805	North Long Beach (Long Beach)
90806	Long Beach
90810	Carson/Long Beach
90813	Long Beach

- * A Qualifying Zipcode is defined as a zipcode whose % of residents in economic despair (2015 income under 200% Federal Poverty Level threshold) is greater than the County average.

For 2015, the 100% Federal Poverty Level (FPL) is \$11,770 for an individual, and \$24,250 for a family of four. **200% FPL is therefore \$23,540 for an individual and \$48,500 for a family of four. In 2015, 39.99% of County residents are below the 200% FPL.**

The County's Department of Public Social Services uses 200% FPL as an eligibility threshold for CalWORKs Post-Employment Services program, per definition of "Needy Family" in California Welfare Institutions Code 10544.1 (g) (1).

Fifth District

Qualifying Zipcodes* (below 200% Federal Poverty Level) for Proposed Local Worker Hiring Program (May 2016)

Zipcode	Area Name
91204	Glendale (Tropico)
91205	Glendale (Tropico)
91321	Santa Clarita (Newhall)
91324	Northridge (City of LA)
91342	Lake View Terrace (City of LA)/Sylmar (City of LA)
91343	North Hills (City of LA)
91352	Sun Valley (City of LA)
91502	Burbank
91702	Azusa
91776	San Gabriel
93534	Lancaster
93535	Hi Vista
93550	Palmdale/Lake Los Angeles
93591	Palmdale/Lake Los Angeles

* A Qualifying Zipcode is defined as a zipcode whose % of residents in economic despair (2015 income under 200% Federal Poverty Level threshold) is greater than the County average.

For 2015, the 100% Federal Poverty Level (FPL) is \$11,770 for an individual, and \$24,250 for a family of four. **200% FPL is therefore \$23,540 for an individual and \$48,500 for a family of four. In 2015, 39.99% of County residents are below the 200% FPL.**

The County's Department of Public Social Services uses 200% FPL as an eligibility threshold for CalWORKs Post-Employment Services program, per definition of "Needy Family" in California Welfare Institutions Code 10544.1 (g) (1).



COUNTY OF LOS ANGELES

DEPARTMENT OF HUMAN RESOURCES


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LISA M. GARRETT
DIRECTOR OF PERSONNEL

December 28, 2017

To: Supervisor Sheila Kuehl, Chair
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Janice Hahn
Supervisor Kathryn Barger

From: Lisa M. Garrett 
Director of Personnel

Cynthia D. Banks, Director
Workforce Development, Aging and Community Services

Subject: **THIRD QUARTERLY REPORT - PILOT TEMPORARY SERVICES
REGISTRY PROGRAM**

This is to provide the Board with the third quarterly report of the pilot Temporary Services Registry Program (TempLA). On February 14, 2017, the Board adopted a motion by Supervisors Hilda L. Solis and Janice Hahn directing the Director of Personnel and Workforce Development, Aging and Community Services (WDACS) to implement a twenty-four month Temporary Services Registry (TempLA) pilot project, for clerical services with four departments. On September 18, 2017, the Department of Human Resources (DHR) received approval from the Chief Executive Office (CEO) to add the Probation Department to the pilot program, with an anticipated start date in January 2018. On September 19, 2017, the Board directed the Chief Probation Officer to work with the Director of Personnel to access TempLA for a portion of the Probation Department's clerical needs.

Since the inception of the twenty-four month pilot, 12 departments now participate in the program: Auditor-Controller (A-C), Department of Children and Family Services (DCFS), Child Support Services Department (CSSD), Fire Department (LACoFD), Department of Health Services (DHS), DHR, Department of Mental Health (DMH), Department of Public Social Services (DPSS), Department of Public Works (DPW), Internal Services Department (ISD), Medical Examiner-Coroner (Coroner), and Public Library (PL).

The Board directed the Director of Personnel, in coordination with the CEO and WDACS, to evaluate the pilot program and commence quarterly updates on June 30, 2017, with the status of the pilot and achievement of goals. This report sets out the achievements of the pilot program to date.

TempLA Board Motion Percentages			
Board Participation Goals	Criteria	Total %	Out of 72 Temps
30%	Students or recent graduates of adult school programs or local community colleges and living in a Tier 2 Zip Code	21%	Community College 9 California State University 4 Trade School 2
51%	Served by AJCCs*/GAIN/GROW	82%	59
	Tracked by WDACS through the AJCCs	100%	72
20%	GAIN participants	64%	46
	GROW participants	18%	13

**WDACS tracks participant activity through its network of America's Job Centers of California (AJCCs), which include Workforce Innovation and Opportunity Act (WIOA) services. Registration with the AJCC system enables Los Angeles County to track participants.*

Currently, 82% of TempLA employees are GAIN/GROW participants.

As of this quarterly report, DHR has offered employment to 95 candidates, of whom 72 are in the TempLA pool, 17 are in the hiring process, and six (6) have been appointed to permanent Los Angeles County (County) employment. The last quarterly report stated that the County hired three (3) TempLA employees as permanent employees. As of December 2017, the County hired three (3) additional TempLA employees as permanent employees, for a total of six (6), as follows:

- 1 – Intermediate Clerk at DPW
- 1 – Human Services Aide at DCFS
- 4 – Intermediate Clerks at DPSS

The December 28, 2017 quarterly report attached to this memorandum describes the milestones achieved since the September 30, 2017 quarterly report. The quarterly report also outlines relevant metrics collected and used to determine the performance of TempLA, training and development provided to TempLA employees, and next steps for the continued success of TempLA.

Should you have any questions regarding this report, please contact Lisa M. Garrett, Director of Personnel, at (213) 974-2406, or Cynthia D. Banks, Director of WDACS, at (213) 637-0798.

LMG:CDB:EP
OS:MM:CDW

Attachment



TEMP LA

County of Los Angeles Temporary Services Registry Program



DECEMBER 29, 2017 THIRD QUARTERLY REPORT

Response to Board Motion, Agenda No. 2 on February 14, 2017



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OVERVIEW

TempLA aims to reinvest in constituents who experience barriers to employment and reduce the County's reliance on contracting agencies. Since the last quarterly report, the County has appointed three TempLA employees for a total of six to permanent County positions. In addition, a Board motion dated September 19, 2017, by Supervisors Janice Hahn and Hilda L. Solis, directed the Chief Probation Officer to work with the Director of Personnel to utilize the County's new Temporary Services Registry pilot project (TempLA) for a portion of the Probation's Department's clerical needs. As a result, CEO has allocated an additional 50 positions to support the board directive for the Probation Department to use TempLA. Accordingly, DHR has begun hiring additional TempLA employees.

Since implementation, DHR has opened two examinations for Office Support Assistant, the position allocated for TempLA. DHR opened the first examination from February 23, 2017 through February 24, 2017 and the second examination from December 13, 2017 through December 15, 2017.

During both exam postings, DHR worked closely with WDACS and DPSS to outreach to Workforce Innovation and Opportunity Act (WIOA), GAIN, and GROW participants. WDACS and DPSS also played an instrumental role in assisting candidates with creating online profiles to apply for the position. As part of the second exam posting, WDACS conducted multiple Countywide America's Job Centers of California (AJCC) trainings on Career Pathways within the County, how to apply for County employment, and recruitment efforts centered on the TempLA program. DHR also collaborated with Public Library and AJCCs to identify public computers available for candidates' use to apply during the filing period. As of March 21, 2017, 212 successful candidates appeared on TempLA's eligible list for the first examination. The second examination results are pending completion of the examination process. Accordingly, the TempLA participation numbers reflected in this quarterly report include only candidates recruited from the first examination.

To develop TempLA employees, DHR works closely with each individual to assess his or her career path. Each TempLA employee receives one-on-one consultations to assist in his or her roadmap to success. TempLA employees enhance their clerical skills and abilities on assignments throughout various County departments. For instance, some TempLA employees develop procurement skills assisting DCFS in their Inventory and Supply Unit. Other TempLA employees provide input and obtain work experience by taking inventory online and placing purchase orders for fellow DCFS employees. TempLA employees also have the opportunity to sharpen their customer service skills at DMH, where they assist mental health clients at the reception window. TempLA employees at LACoFD learn valuable data entry skills when assisting with reports. All TempLA employees have many valuable opportunities to enhance their knowledge of Microsoft Word, Excel, Outlook, and typing, which will increase their clerical skills.

This report highlights program details, such as metrics collected and used to determine the performance of TempLA; TempLA employees' training, development, and career paths to success; and next steps for the continued success of TempLA.

TARGETED POPULATIONS

The Board requested that TempLA positions be made available to Local Residents from low-income communities or constituents facing barriers to employment. The low-income communities are those that include residents living in a Tier 2 Zip Code. Tier 2 Zip Codes are qualifying zip codes of constituents whose poverty level is below 200% of the federal poverty level (Appendix A).

In addition, the Board also requested that: (1) 30% of the hired TempLA are students or recent graduates of local community colleges and living in a Tier 2 Zip Code; (2) 51% are served and tracked by WIOA; and (3) 20% are GAIN or GROW participants.

Of the 72 TempLA employees, 15 (21%) are students or recent graduates who reside in a Tier 2 Zip Code; all 72 (100%) are registered with and tracked by WDACS through the AJCCs, of which 3 received or receive AJCC services. Registration of employees with the AJCC system allows for tracking of their career trajectory. Upon assessment of the employees hired by TempLA, it was determined that 59 (82%) completed the GAIN/GROW Job Readiness programs.

The County's AJCC system is comprised of and leverages multiple resources, including WIOA, to provide employment services to both youth and adults. AJCC participants are served through multiple levels of service, commensurate with their specific needs and eligibility. Accordingly, for purposes of this report and ongoing reports, "served" shall reference participants who are receiving or who have received AJCC services. As noted above, WDACS expanded outreach and AJCC system training efforts surrounding the TempLA program for the second examination, and anticipates the number of AJCC clients will increase in future reports.

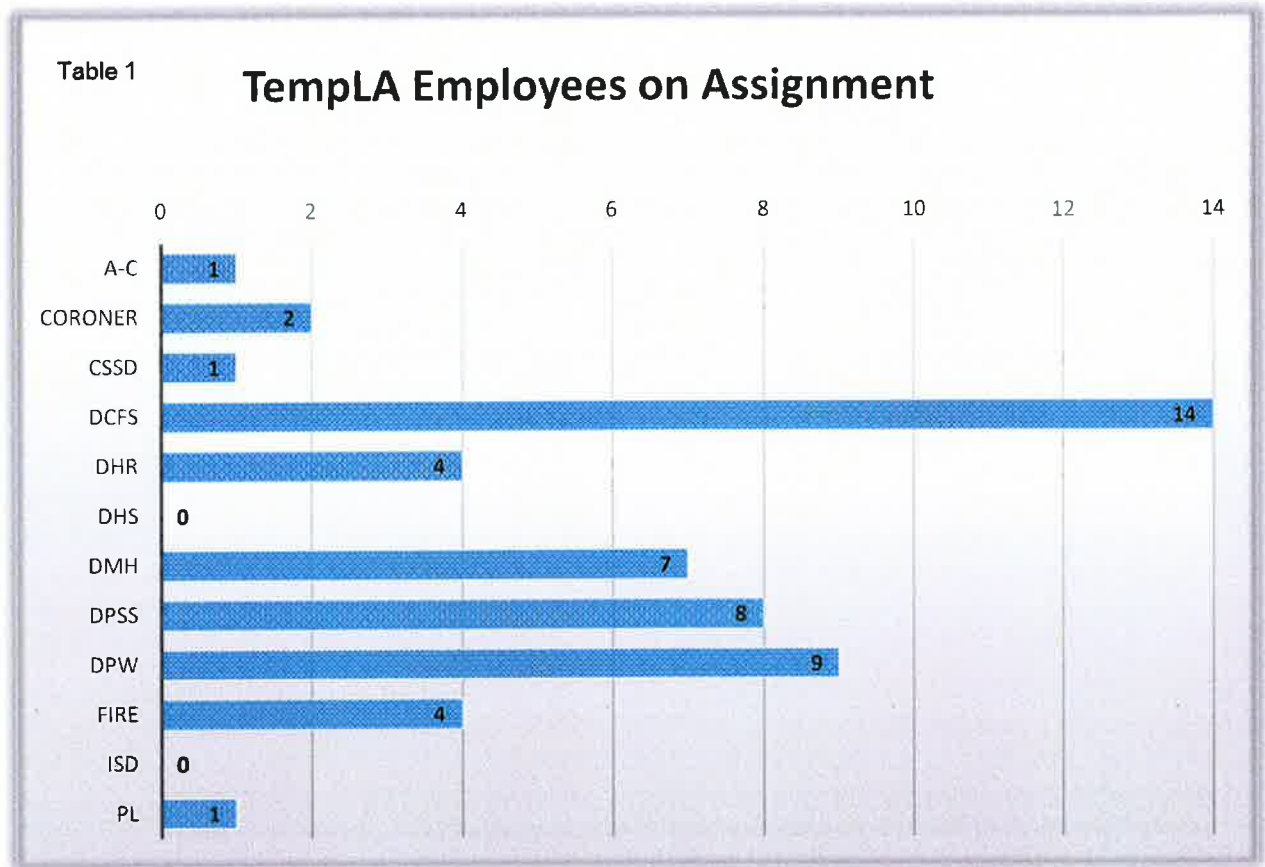
Board Requested Goals	Of the 72 TempLA Employees
30% Students or recent graduates of local community colleges and living in a Tier 2 Zip Code	21%
51% Served and tracked by WIOA/GAIN/GROW	86% (Served) AJCC/GAIN/GROW
	100% (Tracked) AJCC
20% GAIN or GROW participants	82% Served by GAIN/GROW

The Target Workers served by the AJCCs include: Veterans and their families, custodial and non-custodial parents, Temporary Assistance for Needy Families (TANF) participants, current or former foster youth or otherwise disconnected youth, homeless or recently homeless, the disabled community, those facing protracted unemployment or dislocated workers, low-income, those with a history of involvement with the criminal justice system, those without a high school diploma or GED, and limited English proficient workers. To support the Local and Target Worker Hire Policy, DHR continues to track these metrics as shown in the chart below.

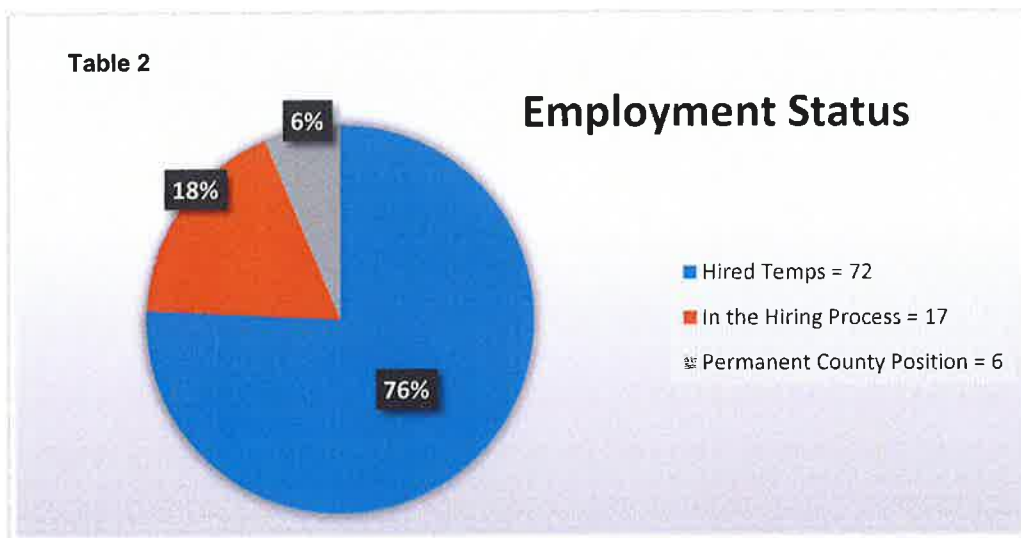
Metrics	2 nd Quarterly Board Report (Out of the 47 TempLA Employees)	3 rd Quarterly Board Report (Out of the 72 TempLA Employees)
TempLA employees in a Tier 2 Zip Code (low income)	34	54
TempLA employees in GAIN	30	46
TempLA employees in GROW	10	13
WDACS (AJCC Services including WIOA)	-	3
Veteran(s) and/or family members	6	10
Foster youth(s) and/or disconnected	3	4
Custodial parents	40	61
Non-custodial parents	0	0
Previously unemployed	39	60
Previously homeless	15	23
Disabled (disclosed)	1	1
No high school or GED	0	0
English as a Second Language (ESL)	2	4
Lived experience (criminal justice)	0	2
Students or recent graduates of adult school/community college/4-year university	13	15

"My experience with TempLA was quite pleasant. The TempLA staff was very nice, welcoming, and friendly; and always responded to my telephone calls and answered all my questions. My experience with TempLA was very positive."
– T. D.

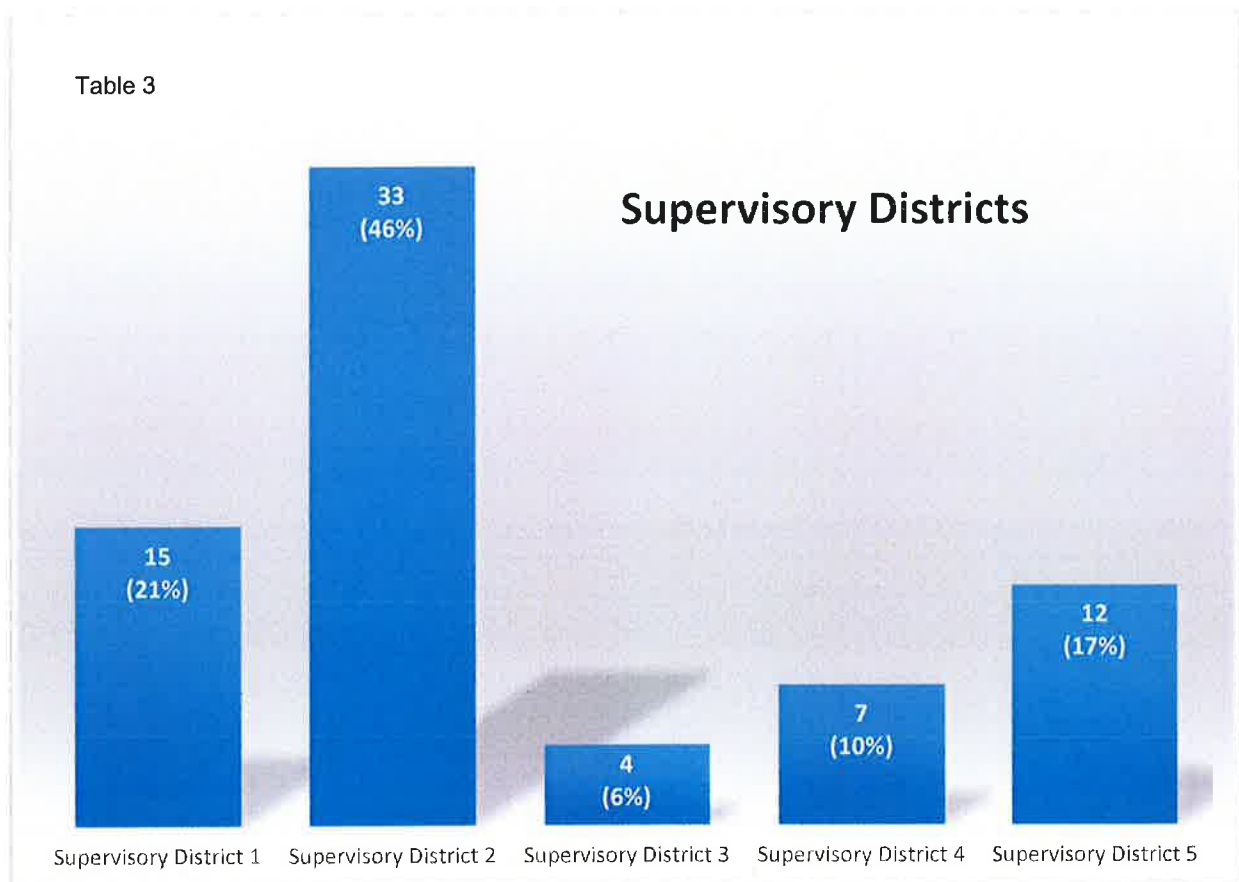
Of the current 72 hired TempLA employees, 51 are on assignment at 12 pilot departments (Table 1):



DHR has extended offers of employment to 95 candidates. There are 72 TempLA employees in the pool, 17 in the hiring process, and six who successfully transitioned to permanent County positions (Table 2).



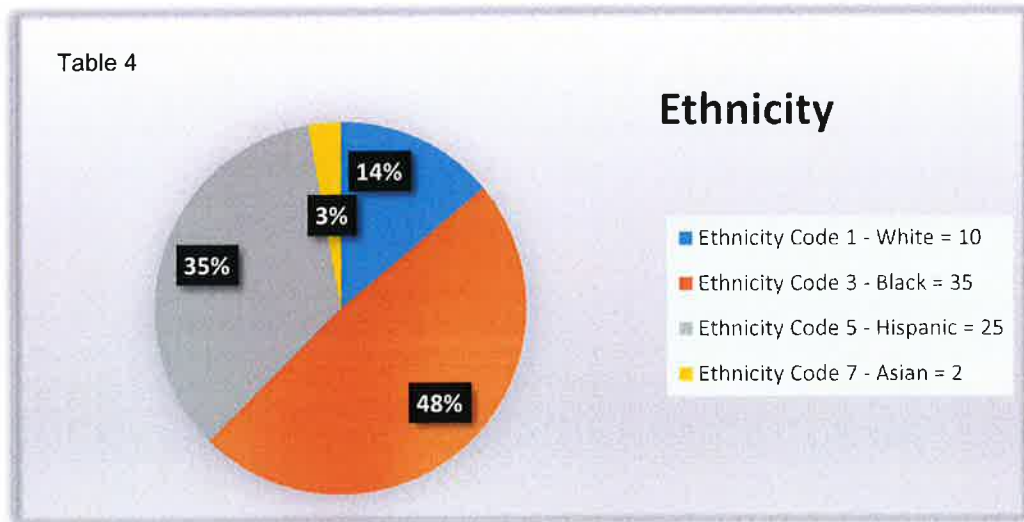
The current 72* TempLA employees in the pool reside in the following Supervisorial Districts (Table 3):



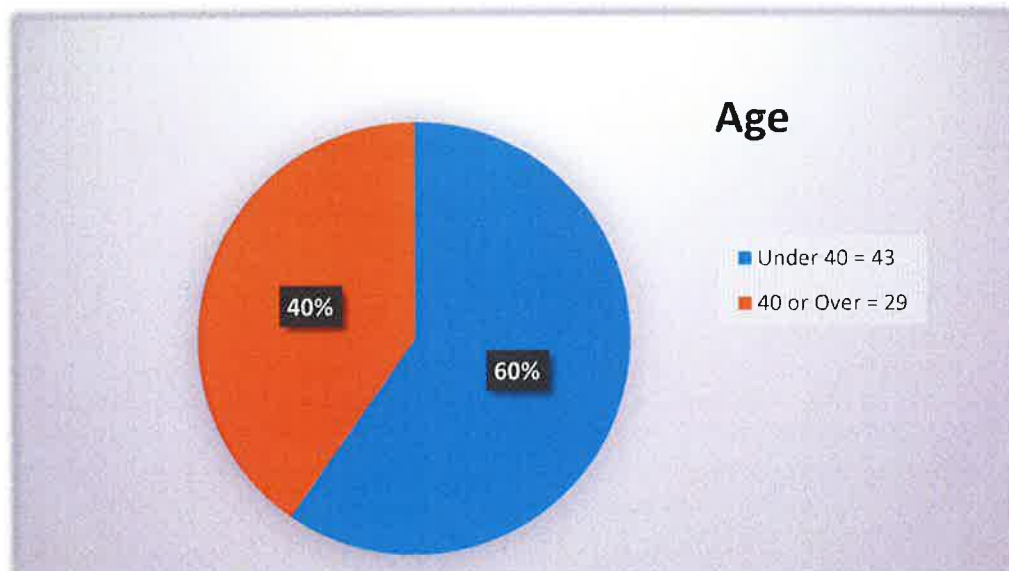
* One TempLA employee resides in San Bernardino County

*"Every day is a good day. Now that I have a permanent job I can afford to do more for my children. I am happy to be a public servant and very motivated to pursue all the career opportunities the County has to offer. The TempLA Program Manager was the positive face of the County and contributed to my job success."
-Y. W.*

Of the current 72 TempLA employees in the pool, the ethnic breakdown includes the following: White, 10 (14%); Black, 35 (48%); Hispanic, 25 (35%); and Asian, 2 (3%) (Table 4).



Of the current 72 TempLA employees, there are 43 (40%) who are under 40 years old and 29 (60%) who are over 40 years old (Table 5).



TRAINING AND DEVELOPMENT

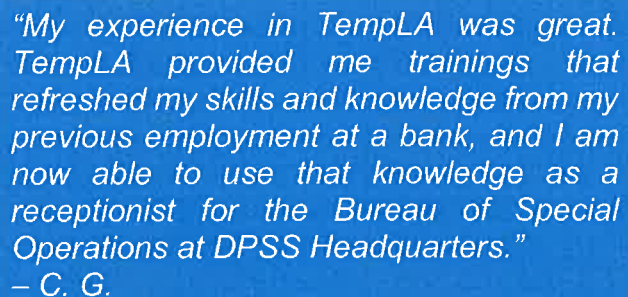
TempLA focuses on preparing employees for permanent private or public sector employment through developmental and on-the-job training, in which they gain multiple core competencies that aid in competing for permanent County employment. Some of the core competencies TempLA employees gain include accountability, conflict resolution, customer service, initiative, problem solving, team building, and technology management. In addition, the TempLA onboarding process creates a solid foundation for TempLA employees to smoothly transition from orientation to placement in pilot departments.

Upon hire, TempLA program staff meet individually with each TempLA employee to assess their skills and work experience, and assign an appropriate individual developmental training plan based on that assessment.

To prepare TempLA employees for permanent employment, DHR has created a professional development plan that includes up to 11 core courses through Lynda.com for completion within the first six months of employment. TempLA employees incur no financial cost for taking these free trainings, which cover computer software; customer service, communication, and team building; organization; grammar and writing; and typing. These foundational courses equip TempLA employees with the skills needed to succeed in today's business world. DHR pays TempLA employees for their training time, awards them a Certificate of Achievement upon the trainings' completion, and encourages them to take additional training courses on their personal time.

In collaboration with DHR, the pilot departments as assignments allow, ensure that TempLA employees have access to the Lynda.com trainings from one to two hours per week, to assist participants who may not have the resources to complete the training outside of work hours.

To date, 18 TempLA employees have completed their Lynda.com training courses, 14 are in progress, and 11 are in the process of beginning their training. DHR is presently assisting the remaining 29 with obtaining access to and completing their Lynda.com courses.



"My experience in TempLA was great. TempLA provided me trainings that refreshed my skills and knowledge from my previous employment at a bank, and I am now able to use that knowledge as a receptionist for the Bureau of Special Operations at DPSS Headquarters."
– C. G.

Within the first week of an assignment, the TempLA program manager meets with the assigned department supervisor and the TempLA employee to discuss the logistics of the TempLA program and the requirement to complete the mandatory and developmental training courses.

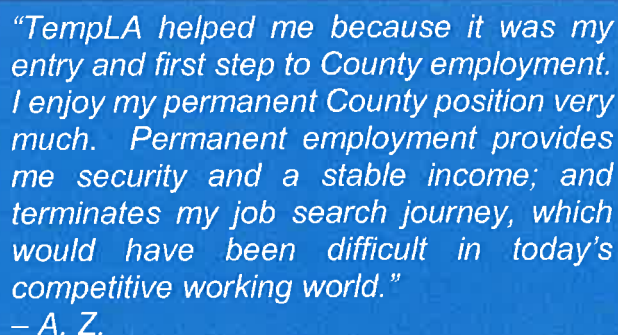
TempLA employees receive the following mandatory County trainings:

- Achieving Service Excellence Workshop
- Sexual Harassment Prevention Training
- County Policy of Equity for Line Staff
- Security Awareness I
- Disaster Service Worker Training
- Ergonomics, Injury, Illness, and Prevention Program

DHR also has developed a calendar for “Lunch and Learns” that will provide additional training for TempLA employees in the following areas:

- Resume Writing
- Interview Best Practices
- County Examinations: Tips and Tools to Succeed
- Navigating NEOGOV
- Dress for Professional Success
- Financial Literacy: Planning for Retirement
- Specific, Measurable, Attainable, Realistic, Timely (SMART) Goal Setting

TempLA will hold its first “Lunch and Learn” on Resume Writing in February 2018.



“TempLA helped me because it was my entry and first step to County employment. I enjoy my permanent County position very much. Permanent employment provides me security and a stable income; and terminates my job search journey, which would have been difficult in today’s competitive working world.”
– A. Z.

CAREER PATHS TO SUCCESS

After TempLA employees complete orientation, program staff place them on assignments based on the needs of the pilot departments. Temporary assignments may vary from one day to 12 months. The distinction between temporary staff hired through a contracted temporary agency and temporary staff hired through TempLA is the contracted staff can work no more than 90 days on an assignment, whereas TempLA employees can work up to 12 months on an assignment.

The program began in April 2017 with 50 ordinances and eight pilot departments. To date, DHR has received 118 requests for temporary assignments from the 12 participating departments, with the impending addition of the Probation Department in January 2018. The number of requisitions currently exceeds the number of TempLA employees.

Temporary Assignments			
Open Assignments	Filled Assignments	Closed Assignments	Total
39	51	28	118

After just nine months, TempLA has provided employment opportunities to individuals who previously experienced homelessness, unemployment, and incarceration.

Also worth noting, as of December 5, 2017, TempLA has reduced the cost of public assistance from the County by \$1,494.01 for CalFresh benefits, and there was no increase or decrease for General Relief. CalWORKs experienced a slight increase of \$966.00 because the previous report excluded eight new TempLA employees whose status for County assistance was pending as of that report, but was later approved.

As TempLA employees continue in their assignments, their reliance on and utilization of County services will be further reduced.

As of this quarterly report, six TempLA employees have been hired as permanent County employees. The employees were hired as follows:

Item	Department	Start Date
Intermediate Clerk	DPSS	8/14/2017
Intermediate Clerk	DPW	8/21/2017
Intermediate Clerk	DPSS	8/28/2017
Human Services Aide	DCFS	10/10/2017
Intermediate Clerk	DPSS	10/23/2017
Intermediate Clerk	DPSS	10/23/2017

On October 13 and 17, 2017, TempLA program staff notified TempLA employees of permanent job opportunities for the Light Vehicle Driver and General Maintenance Worker examinations.

On November 3, 2017, the Department of Public Social Services announced the examination opening for Intermediate Clerk (GAIN/GROW). During the announcement period, TempLA program staff notified TempLA employees of the job opportunity, provided resources for the application process, study guide information, test preparation, and free online computerized practice examinations.

NEXT STEPS

TempLA was approved for 50 ordinance items in February 2017. Since that time, TempLA has exceeded growth expectations due to the overwhelming demand by the County departments waiting to be added to the pilot program and has had a positive impact on constituents in the local community. In addition to the 12 approved pilot departments, the following departments have requested to participate in TempLA:

1. Consumer Affairs
2. District Attorney's Office
3. Executive Office of Board
4. Public Defender
5. Registrar-Recorder/County Clerk
6. Treasurer and Tax Collector

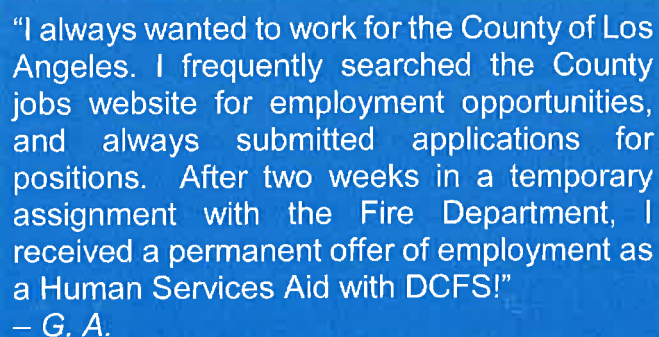
The Probation Department requested authority to enter into a Proposition A contract with AppleOne Employment Services for general typist clerical services. On September 19, 2017, the Board directed the Chief Probation Officer, in consultation with the Chief Executive Officer, to work with the Director of Personnel to utilize TempLA for a portion of the clerical needs. In preparation for the Probation Department, DHR has on boarded an additional 44 TempLA employees who are now intermittently completing other assignments at various County departments until the assignments at the Probation Department begin.

In January 2018, DHR will certify TempLA as a training program, which will allow successful program participants to compete in departmental promotional examinations for permanent County employment in accordance with Civil Service Rule 6.02 (A)(3), *Qualifications for Promotional Examination*.

Looking ahead, the next quarterly report will be a 12-month report in which DHR intends to request the Board approve TempLA as a Countywide program given the success of the pilot.

TempLA's expansion will allow the County to become more dependent on internal temporary staff, rather than external vendors. By doing so, departments will experience reduced turnover of TempLA employees as the County invests in the community by effectively preparing more constituents in targeted hire zip codes and populations for the workforce, and decreases the cost of constituents receiving public assistance.

DHR will deliver the next quarterly report to the Board by March 30, 2018.



"I always wanted to work for the County of Los Angeles. I frequently searched the County jobs website for employment opportunities, and always submitted applications for positions. After two weeks in a temporary assignment with the Fire Department, I received a permanent offer of employment as a Human Services Aid with DCFS!"
– G. A.

APPENDIX

APPENDIX A

District Number	Zip Code	Area Name
1	90005	Koreatown (City of LA)
1	90006	Pico Heights (City of LA)
1	90007	South Central (City of LA)
1	90011	South Central (City of LA)
1	90012	Civic Center (City of LA)/Chinatown (City of LA)
1	90013	Downtown Los Angeles (City of LA)
1	90014	Los Angeles
1	90015	Downtown Los Angeles (City of LA)
1	90017	Downtown Los Angeles (City of LA)
1	90021	Downtown Los Angeles (City of LA)
1	90022	East Los Angeles
1	90023	East Los Angeles (City of LA)
1	90026	Echo Park/Silver lake (City of LA)
1	90029	Downtown Los Angeles (City of LA)
1	90031	Montecito Heights (City of LA)
1	90032	El Serene (City of LA)/Monterey Hills (City of LA)
1	90033	Boyle Heights (City of LA)
1	90040	City of Commerce
1	90042	Highland Park (City of LA)
1	90057	Westlake (City of LA)
1	90058	Vernon
1	90063	City Terrace
1	90065	Cypress Park (City of LA)/Glass ell Park (City of LA)/Mt. Washington
1	90071	ARCO Towers (City of LA)
1	90201	Bell/Bell Gardens/Cudahy
1	90255	Huntington Park/Walnut Park
1	90270	Maywood
1	90280	South Gate
1	90640	Montebello
1	90660	Pico Rivera
1	91702	Azusa
1	91706	Baldwin Park/Irwindale
1	91731	El Monte
1	91732	El Monte
1	91733	South El Monte
1	91755	Monterey Park
1	91766	Phillips Ranch/Pomona
1	91767	Pomona
1	91768	Pomona
1	91770	Rosemead

District Number	Zip Code	Area Name
2	90001	Florence/South Central (City of LA)
2	90002	Watts (City of LA)
2	90003	South Central (City of LA)
2	90004	Hancock Park (City of LA)
2	90005	Koreatown (City of LA)
2	90006	Pico Heights (City of LA)
2	90007	South Central (City of LA)
2	90008	Baldwin Hills/Crenshaw (City of LA)/Likert Park (City of LA)
2	90010	Wilshire Blvd (City of LA)
2	90011	South Central (City of LA)
2	90013	Downtown Los Angeles (City of LA)
2	90014	Los Angeles
2	90015	Downtown Los Angeles (City of LA)
2	90016	West Adams (City of LA)
2	90018	Jefferson Park (City of LA)
2	90019	Country Club Park (City of LA)/Mid City (City of LA)
2	90020	Hancock Park (City of LA)
2	90021	Downtown Los Angeles (City of LA)
2	90029	Downtown Los Angeles (City of LA)
2	90037	South Central (City of LA)
2	90043	Hyde Park (City of LA)/View Park/Windsor Hills
2	90044	Athens
2	90047	South Central (City of LA)
2	90057	Westlake (City of LA)
2	90058	Vernon
2	90059	Watts (City of LA)/Willow brook
2	90061	South Central (City of LA)
2	90062	South Central (City of LA)
2	90220	Compton/Rancho Dominguez
2	90221	East Rancho Dominguez
2	90222	Compton/Rosewood/Willow brook
2	90247	Gardena
2	90255	Huntington Park/Walnut Park
2	90262	Lynwood
2	90301	Inglewood
2	90302	Inglewood
2	90303	Inglewood
2	90304	Lennox
2	90810	Carson/Long Beach

District Number	Zip Code	Area Name
3	90004	Hancock Park (City of LA)
3	90005	Koreatown (City of LA)
3	90010	Wilshire Blvd (City of LA)
3	90020	Hancock Park (City of LA)
3	90028	Hollywood (City of LA)
3	90029	Downtown Los Angeles (City of LA)
3	90038	Hollywood (City of LA)
3	91303	Canoga Park (City of LA)
3	91306	Winnetka (City of LA)
3	91324	Northridge (City of LA)
3	91331	Arleta (City of LA)/Pacoima (City of LA)
3	91340	San Fernando
3	91342	Lake View Terrace (City of LA)/Sylmar (City of LA)
3	91343	North Hills (City of LA)
3	91352	Sun Valley (City of LA)
3	91401	Van Nuys (City of LA)
3	91402	Panorama City (City of LA)
3	91405	Van Nuys (City of LA)
3	91406	Van Nuys (City of LA)
3	91411	Van Nuys (City of LA)
3	91601	North Hollywood (City of LA)
3	91605	North Hollywood
3	91606	North Hollywood
4	90602	Whittier
4	90630	Cypress
4	90706	Bellflower
4	90715	Lakewood
4	90716	Hawaiian Gardens
4	90723	Paramount
4	90731	San Pedro (City of LA)/Terminal Island (City of LA)
4	90744	Wilmington (City of LA)
4	90802	Long Beach
4	90804	Long Beach
4	90805	North Long Beach (Long Beach)
4	90806	Long Beach
4	90810	Carson/Long Beach
4	90813	Long Beach

District Number	Zip Code	Area Name
5	91204	Glendale (Tropico)
5	91205	Glendale (Tropico)
5	91321	Santa Clarita (Newhall)
5	91324	Northridge (City of LA)
5	91342	Lake View Terrace (City of LA)/Sylmar (City of LA)
5	91343	North Hills (City of LA)
5	91352	Sun Valley (City of LA)
5	91502	Burbank
5	91702	Azusa
5	91776	San Gabriel
5	93534	Lancaster
5	93535	Hi Vista
5	93550	Palmdale/Lake Los Angeles
5	93591	Palmdale/Lake Los Angeles



LISA M. GARRETT
DIRECTOR OF PERSONNEL

COUNTY OF LOS ANGELES DEPARTMENT OF HUMAN RESOURCES

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March 30, 2018

To: Supervisor Sheila Kuehl, Chair
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Janice Hahn
Supervisor Kathryn Barger

From: Lisa M. Garrett
Director of Personnel

Cynthia D. Banks, Director
Workforce Development, Aging and Community Services

Subject: **FOURTH QUARTERLY REPORT – PILOT TEMPORARY SERVICES
REGISTRY PROGRAM**

This is to provide the Board with the fourth quarterly report of the pilot Temporary Services Registry Program (TempLA). On February 14, 2017, the Board adopted a motion by Supervisors Hilda L. Solis and Janice Hahn directing the Director of Personnel and Workforce Development, Aging and Community Services (WDACS) to implement a twenty-four month Temporary Services Registry pilot project, for clerical services with four participating departments.

Upon further direction from the Board, between March 9, 2017 and September 18, 2017, nine additional departments were added for a total of 13 participating departments in the program: Auditor-Controller (A-C), Department of Children and Family Services (DCFS), Child Support Services Department (CSSD), Fire Department (LACoFD), Department of Health Services (DHS), Department of Human Resources (DHR), Department of Mental Health (DMH), Department of Public Social Services (DPSS), Department of Public Works (DPW), Internal Services Department (ISD), Medical Examiner-Coroner (Coroner), LA County Library (PL), and Probation Department (PD).

"To Enrich Lives Through Effective and Caring Services"

As of this quarterly report, 120 candidates have accepted offers of employment from DHR, of whom 90 are in the TempLA pool, 10 have been appointed to permanent Los Angeles County (County) employment and two have received permanent employment with the private sector for a cumulative total of 102 TempLA employees hired to date. There are currently 14 candidates in the hiring process and four candidates did not meet the hiring criteria.

The last quarterly report stated that eight TempLA employees had been hired by the County as permanent employees. As of March 2018, the County has hired two additional TempLA employees as permanent employees, for a total of 10, as follows:

- 1 – Intermediate Clerk (DPW)
- 1 – Human Services Aide (DCFS)
- 2 – Intermediate Typist Clerk and Intermediate Clerk (Public Health)
- 5 – Intermediate Clerks (DPSS)
- 1 – Custody Records Clerk (Sheriff)

Two TempLA employees were hired by the private sector as permanent employees as follows:

- 1 – Accounts Receivable/Accounting Support
- 1 – Senior Executive Assistant

Below is a chart depicting how TempLA, in four of five criteria, has exceeded the Board participation goals.

TempLA Board Motion Percentages			
Board Participation Goals	Criteria	Total %	Of 102 Temps
30%	Students or recent graduates of adult school programs or local community colleges and living in a Tier 2 Zip Code	25%	Community College - 13 California State University 9 Trade School 3
51%	Served by WIOA*	44%	45
	Tracked by WIOA*	100%	102
20%	GAIN participants	70%	71
	GROW participants	15%	15

* WDACS tracks participant activity through its network of America's Job Centers of California (AJCCs), which include Workforce Innovation and Opportunity Act (WIOA) services. Registration with the AJCC system enables Los Angeles County to track participants.

Each Supervisor
March 30, 2018
Page 3

The March 30, 2018 quarterly report attached to this memorandum describes the milestones achieved since the December 28, 2017 quarterly report. The quarterly report also outlines relevant metrics collected and used to determine the performance of TempLA, training and development provided to TempLA employees, and next steps for the continued success of TempLA.

Should you have any questions regarding this report, please contact Lisa M. Garrett, Director of Personnel, at (213) 974-2406, or Cynthia D. Banks, Director of WDACS, at (213) 637-0798.

LMG:CDB:EP
OS:MM:CDW

Attachment



TEMP LA

County of Los Angeles Temporary Services Registry Program



MARCH 30, 2018

FOURTH QUARTERLY REPORT



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OVERVIEW

Since implementation, the Department of Human Resources (DHR) has opened two examinations for Office Support Assistant, the position allocated for TempLA. The Workforce Development, Aging and Community Services (WDACS) and the Department of Public Social Services (DPSS) played an instrumental role in assisting candidates with creating online profiles to apply for the position. During both exam announcement periods, DHR worked closely with WDACS and DPSS to outreach to Workforce Innovation and Opportunity Act (WIOA), GAIN, and GROW participants.

As part of the second exam announcement, WDACS conducted multiple Countywide America's Job Centers of California (AJCC) trainings on Career Pathways within the County on how to apply for County employment. Recruitment efforts were also centered on the TempLA program. DHR also collaborated with Public Library and AJCCs to identify public computers available for candidates to use to apply during the filing period. As of February 2018, 285 successful candidates appeared on TempLA's eligible list for the second examination.

On January 26, 2018, DHR certified TempLA as a training program, which allows successful program participants to compete in interdepartmental promotional examinations for permanent County employment in accordance with Civil Service Rule 6.02 (A)(3), Qualifications for Promotional Examination. By doing so, TempLA employees will have an opportunity to apply for promotional examinations.

In addition, to develop TempLA employees, DHR works closely with each individual to assess his or her skills to assist in providing a roadmap to success. TempLA employees enhance their clerical skills and abilities while on assignments throughout various County departments. TempLA makes great efforts to provide employees with assignments that align with their career goals and interests. All TempLA employees have many valuable opportunities to enhance their knowledge of Microsoft Word, Excel, Outlook, and typing, which can increase their clerical skills. The assignments, in conjunction with the training and development program, are preparing TempLA employees for not just a job, but a career in public service at the County or a career in the private sector.

This report highlights program details, such as metrics collected and is used to determine the performance of TempLA; TempLA employees' training, development, and career paths to success; and next steps for the continued success of TempLA.

"THE TEMPLA PROGRAM HAS BEEN ONE OF THE
GREATEST OPPORTUNITIES IN MY LIFE! IT ALLOWS ME
TO BE INDEPENDENT AND TO PROVIDE A BETTER
FUTURE FOR MY FAMILY."

— MARIA H.

HIGHLIGHTS

On April 1, 2017, the County of Los Angeles implemented the Temporary Services Registry Program, also known as TempLA. TempLA provides contract clerical services for participating departments. TempLA was created to help low-income local residents overcome workforce barriers; provides on-the-job work experience and soft skills training to temporary employees. The ultimate goal of the program is to help temporary employees gain valuable work experience and obtain permanent employment with the County of Los Angeles or outside of the county, return to school, or join the military.

Since inception, DHR has hired 102 TempLA employees. Of the 102, 10 have been appointed to permanent Los Angeles County (County) employment and two have received permanent employment with the private sector. As of March 2018, the placement of the permanently hired TempLA employees are as follows:

- 1 – Intermediate Clerk at DPW
- 1 – Human Services Aide at DCFS
- 2 – (1) Intermediate Typist Clerk and (1) Intermediate Clerk at Public Health
- 5 – Intermediate Clerks at DPSS
- 1 – Custody Records Clerk at Sheriff

Two TempLA employees were hired by the private sector as permanent employees as follows:

- 1 – Accounts Receivable/Accounting Support
- 1 – Senior Executive Assistant

The next page provides highlights of important milestones achieved in the TempLA program.



"I'M HAPPY THAT I HAVE THE
OPPORTUNITY TO BE IN TEMP LA."
- VERONICA D.



TARGETED POPULATIONS

The Board requested that TempLA positions be made available to Local Residents from low-income communities or constituents facing barriers to employment. The low-income communities are those that include residents living in a Tier 2 Zip Code. Tier 2 Zip Codes are qualifying zip codes of constituents whose poverty level is below 200% of the federal poverty level.

In addition, the Board also requested that: (1) 30% of the hired TempLA employees are students or recent graduates of local community colleges and living in a Tier 2 Zip Code; (2) 51% are served and tracked by WIOA; and (3) 20% are GAIN or GROW participants.

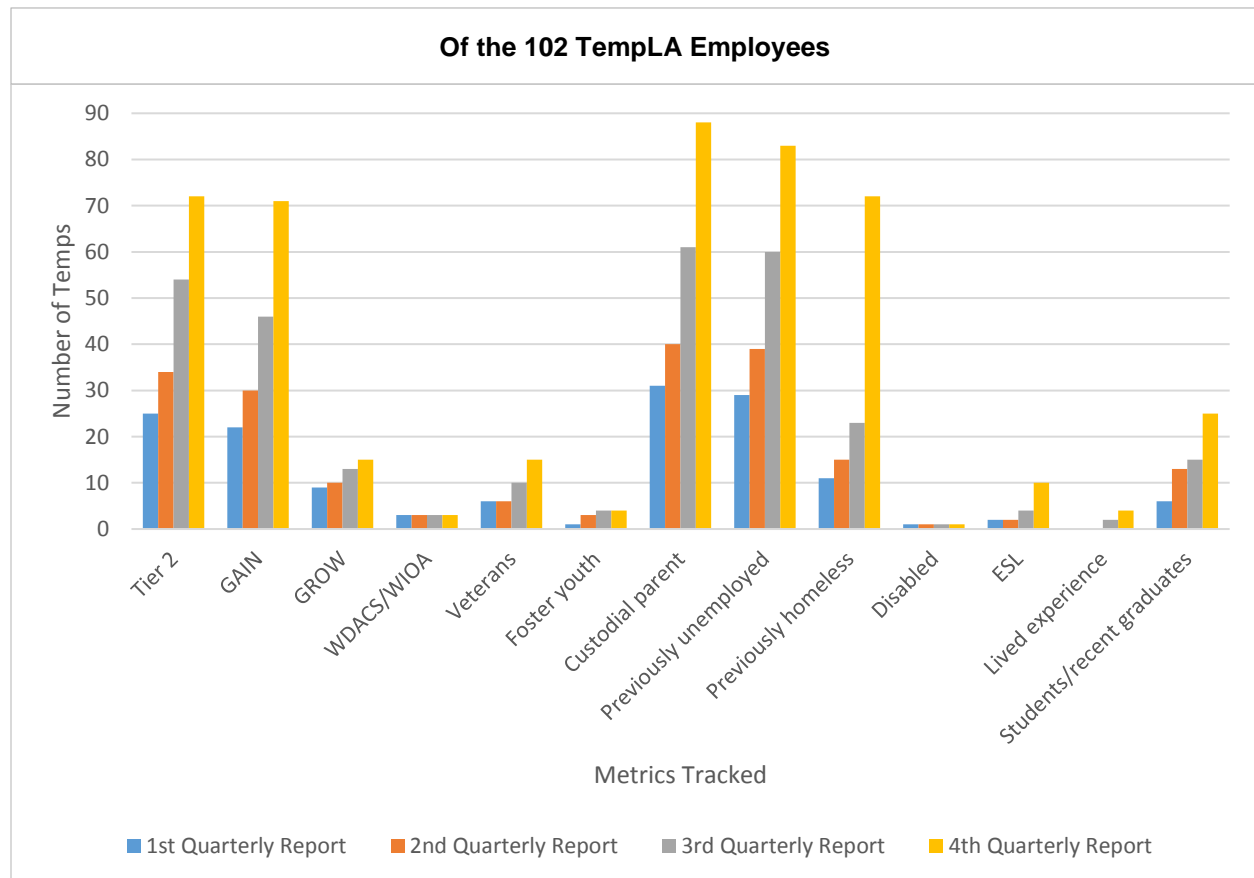
Of the 102 TempLA employees hired, 25 (25%) are students or recent graduates who reside in a Tier 2 Zip Code; 86 (84%) are GAIN/GROW participants; all 102 (100%) are tracked by WIOA through the AJCCs, of which 45 have elected to receive WIOA services. Registration of employees with the AJCC system allows for tracking of their career trajectory. Upon assessment of the employees hired by TempLA, it was determined that 86 (84%) completed the GAIN/GROW Job Readiness programs.

The County's AJCC system is comprised of and leverages multiple resources, including WIOA, to provide employment services to both youth and adults. AJCC participants are served through multiple levels of service, commensurate with their specific needs and eligibility. Accordingly, for purposes of this report and ongoing reports, "served" shall reference participants who are receiving or who have received AJCC services. As noted above, WDACS expanded outreach and AJCC system training efforts surrounding the TempLA program for the second examination, and anticipates the number of AJCC clients will increase in future reports.

Board Requested Goals	Of the 102 TempLA Employees
30% Students or recent graduates of local community colleges and living in a Tier 2 Zip Code	25% Students attending/or recently attended adult school/community college/ 4-year university
	71% Resides in Tier 2 Zip Code
51% Served and tracked by WIOA	44% Served by WIOA
	100% Tracked by WIOA
20% GAIN or GROW participants	84% Served by GAIN/GROW

The Target Workers served by the AJCCs include: Tier 2 local residents, GAIN and GROW participants, WDACS and WIOA participants, Veterans, foster youth, custodial parents, previously unemployed, previously homeless, disabled, English as a Second language (ESL), lived experience and recent graduates (within the past three years).

The chart below depicts the metrics supporting the Local and Target Worker Hiring Policy.

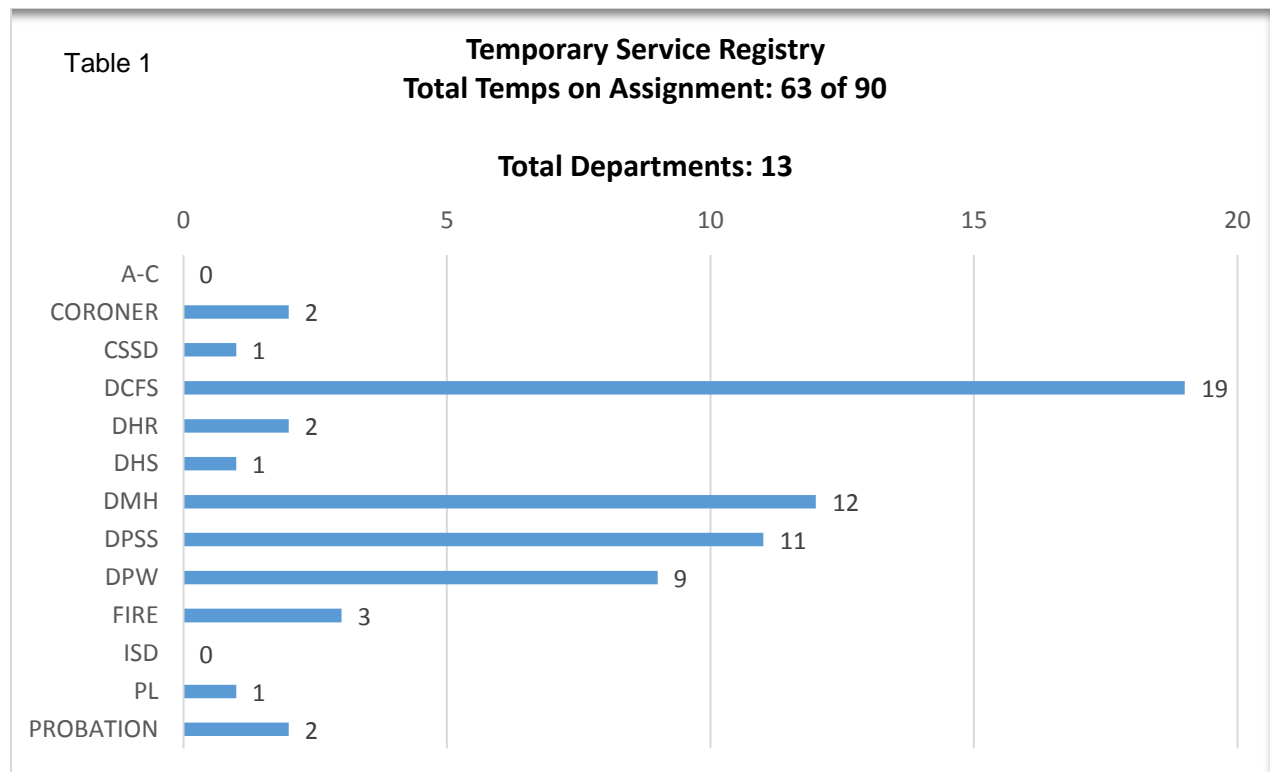


“I’M VERY HAPPY THAT I WAS PICKED TO BE IN THIS PROGRAM. EVERYTHING THAT THE TEMPLA TEAM IS DOING IS A BIG HELP. THANK YOU SO MUCH.”
– KISHA R.

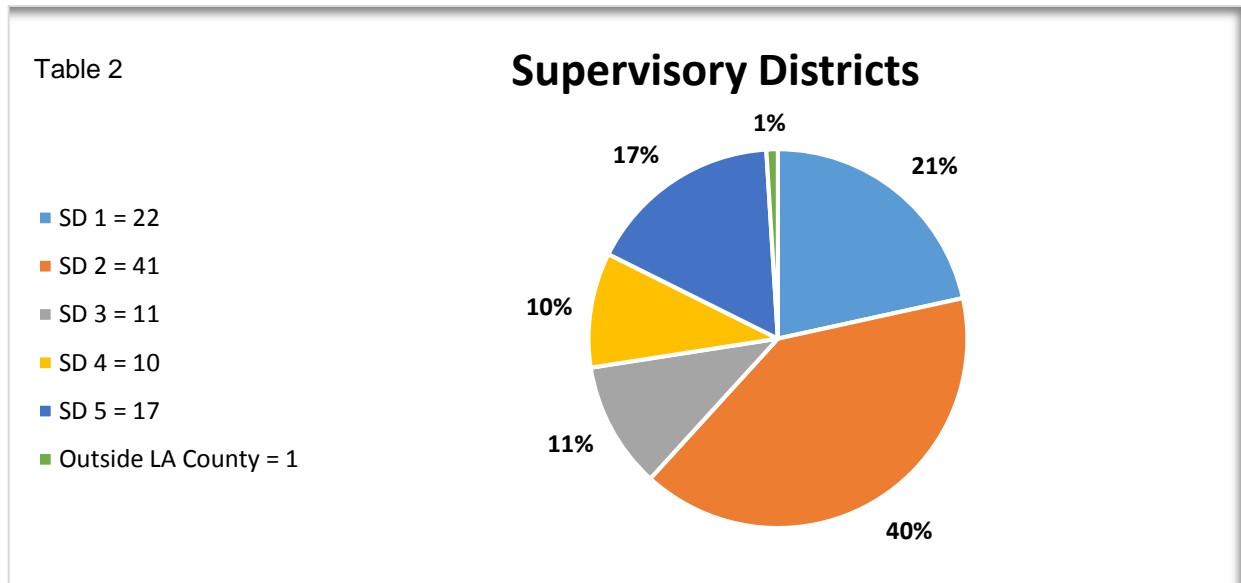
As of this quarterly report, there are 63 TempLA employees on assignment in 13 departments. (Table 1). DHR is in the process of placing the 27 TempLA employees not on assignment. Of the 27 not on assignment, 14 were hired within the past 10 days. Of the remaining 13 not on assignment, DHR has identified the following barriers to their placement:

- Location of assignments in comparison to where the TempLA employee resides
- Assignment work hours e.g., 4 days/week 10hours/day
- Access to public transportation where the TempLA employee resides
- Access to public transportation near the assignment location

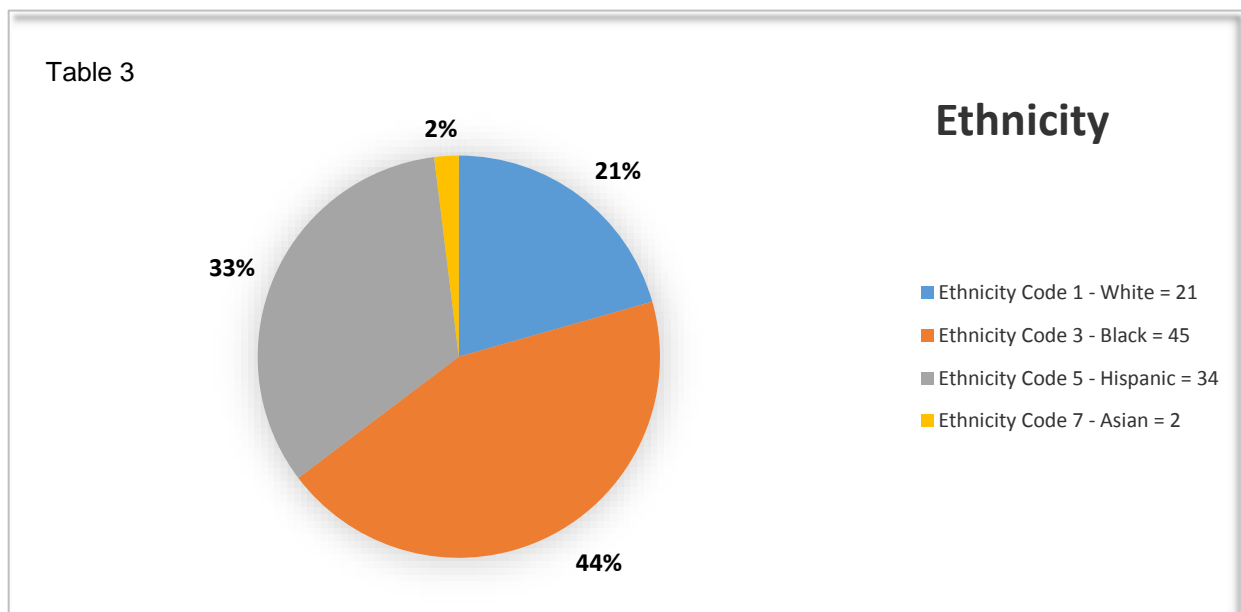
To address the transportation barriers, DHR researched alternative transportation options, including free, subsidized, or discounted ride share services, the County's WageWorks Commuter Benefit Plan, the SEIU Local 721 subsidy, and non-profit charitable organizations. As a result of the research, DHR was unable to identify alternative transportation resources that met the needs of the TempLA employees at this time. DHR will continue to pursue resources to mitigate this barrier.



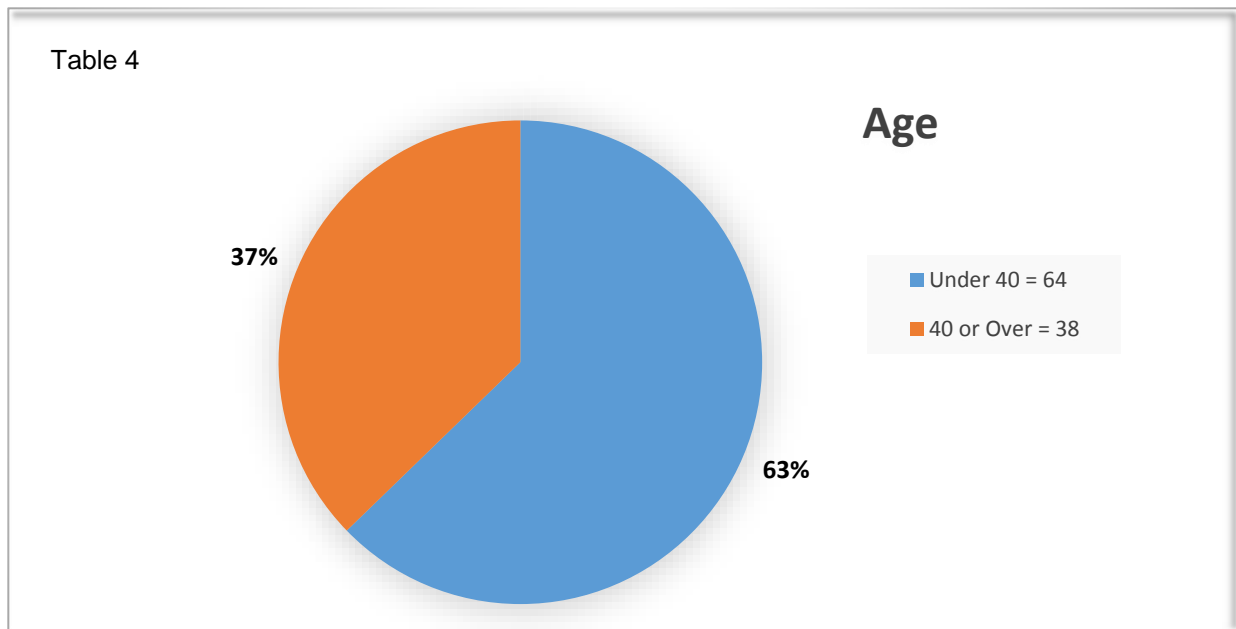
The 102 TempLA employees reside in the following Supervisorial Districts (Table 2):



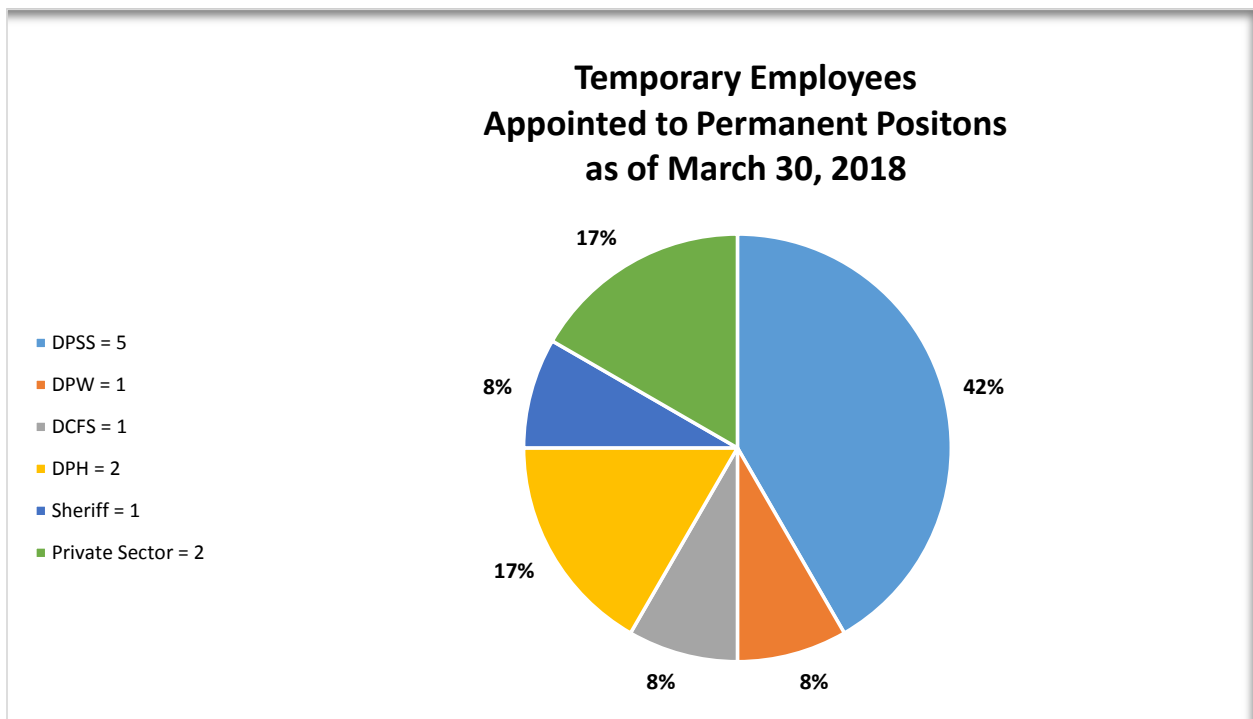
Of the 102 TempLA employees hired, the ethnic breakdown includes the following (Table 3):



Of the 102 TempLA employees, there are 64 (63%) who are under 40 years old and 38 (37%) who are over 40 years old (Table 4):



Of the 12 TempLA employees who have transitioned to permanent employment, the following table indicates their permanent placements (Table 5):



CAREER PATHWAYS

TempLA focuses on preparing employees for permanent private or public sector employment through developmental and on-the-job training, in which they gain multiple core competencies that aid in competing for permanent employment. Some of the core competencies TempLA employees gain include: accountability, conflict resolution, customer service, initiative, problem solving, team building, and technology management. In addition, the TempLA onboarding process creates a solid foundation for TempLA employees to smoothly transition from orientation to placement in pilot departments.

During New Employee Orientation, TempLA employees receive a thorough overview of the program and the County. In addition to receiving a copy of the County's policy and procedures, they also receive TempLA's guidelines and procedures (Appendix A), a list of frequently asked questions (Appendix B), an employee fact sheet (Appendix C), and a resource guide with available services (Appendix D).

Upon hire, TempLA program staff meets individually with each TempLA employee to assess their skills and work experience, and assigns an appropriate individual developmental training plan based on that assessment.

To prepare TempLA employees for permanent employment, DHR has created a professional development plan that includes up to 11 core courses through Lynda.com. TempLA employees incur no financial cost for taking these trainings, which cover computer software; customer service, communication, and team building; organization; grammar and writing; and typing. These foundational courses equip TempLA employees with the skills needed to succeed in today's business world. After completion of the recommended Lynda.com courses, DHR awards TempLA employees with a Certificate of Achievement. Below is a copy of the Certificate of Achievement.



In collaboration with DHR and the pilot departments, as assignments allow, TempLA employees have access to the Lynda.com trainings from one to two hours per week, to assist participants who may not have the resources to complete the training outside of work hours.

Within the first week of an assignment, the TempLA program manager meets with the assigned department supervisor and the TempLA employee to discuss the logistics of the TempLA program and the requirement to complete all mandatory training courses.

TempLA employees receive the following mandatory County trainings:

- Achieving Service Excellence Workshop
- Sexual Harassment Prevention Training
- County Policy of Equity for Line Staff
- Security Awareness I
- Disaster Service Worker Training
- Ergonomics, Injury, Illness, and Prevention Program

On January 26, 2018, DHR held its first all day training session, giving TempLA employees an opportunity to complete their mandatory County training, as well as their Lynda.com courses. More training sessions will be held in the future to ensure TempLA employees are in compliance and complete all mandatory training.

DHR is in the process of creating a calendar for “Lunch and Learns” that will provide additional training for TempLA employees in the following areas:

- Resume Writing
- Interview Best Practices
- County Examinations: Tips and Tools to Succeed
- Navigating NEOGOV
- Dress for Professional Success
- Financial Literacy: Planning for Retirement
- Specific, Measurable, Attainable, Realistic, Timely (SMART) Goal Setting
- Protecting Your Credit

Recently, TempLA held its first “Lunch and Learn” on Resume Writing on February, 26 2018 at the Department of Public Social Services in Lancaster. There were five TempLA employees who attended.



“THANK YOU FOR THIS
OPPORTUNITY TO HELP ME GROW IN
MY CAREER PATH.”

– DAISY R.

PROGRESSION OF TEMPS AND THE PROGRAM

After TempLA employees complete orientation, program staff places them on assignments based on the needs of the pilot departments. Temporary assignments may vary from one to 12 months. The distinction between temporary staff hired through a contracted temporary agency and temporary staff hired through TempLA is the contracted staff can work no more than 90 days on an assignment, whereas TempLA employees can work up to 12 months on an assignment.

The program began April 1, 2017 with 50 ordinances and eight pilot departments. To date, DHR has received 166 requests for temporary assignments from the 13 participating departments which has allowed TempLA to provide employment opportunities to individuals with barriers to employment.

After just one year, TempLA has provided employment opportunities to individuals who previously experienced homelessness, unemployment, and incarceration.

Also worth noting, as of February 2018, TempLA has reduced the cost of public assistance from the County by \$1,892 decrease for CalWORKs benefits, \$6,804 for CalFresh benefits, and there was no increase or decrease for General Relief benefits. As TempLA employees continue in their assignments, their reliance on and utilization of County services will be further reduced.

Impact on Public Assistance	1st Quarterly Board Report	2nd Quarterly Board Report	3rd Quarterly Board Report	4th Quarterly Board Report
CalWORKs Benefits	\$2,538 Decrease	\$4,018 Decrease	\$966* Increase	\$1,892 Decrease
CalFresh Benefits	\$722 Decrease	\$609 Decrease	\$1,494.01 Decrease	\$6,804 Decrease
General Relief Benefits	\$100 Decrease	\$763 Decrease	No Increase or Decrease	No Increase or Decrease

* CalWORKs experienced a slight increase because the previous report excluded twelve new TempLA employees whose status for County assistance was pending as of that report, but was later approved.

**"TEMPLA WAS A LIFE CHANGING OPPORTUNITY. I'M SO
THANKFUL I WAS ABLE TO PARTICIPATE AND MAKE WHAT
SEEMED IMPOSSIBLE, POSSIBLE!"**

-AMELIA P.

NEXT STEPS

Currently there are 13 approved pilot departments. Due to the success of the TempLA program there are multiple departments that have expressed interest in being added to the pilot. DHR will continue to collaborate with CEO to expand the number of participating departments.

Looking ahead, in April 2018, TempLA will attain the target of maintaining a pool of 100 employees in the program. In addition, we will schedule and host throughout the year “Lunch and Learns” at all locations where the temps are on assignment.

TempLA will continue to make a difference in the lives of those experiencing barriers to employment, as we impact the lives of constituents who are seeking a better quality of life.

DHR will deliver the next quarterly report to the Board on June 29, 2018.

APPENDICES



"I AM SO GRATEFUL FOR THE TEMPLA PROGRAM. THIS PROGRAM HAS CHANGED MY LIFE. BECAUSE OF THIS OPPORTUNITY, I HAVE THE CONFIDENCE AND TOOLS NEEDED TO BECOME A SUCCESSFUL COUNTY OF LOS ANGELES EMPLOYEE."

-DENISE B.

APPENDIX A



TEMPORARY EMPLOYEE GUIDELINES & PROCEDURES



County of Los Angeles Temporary Services Registry Program



TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



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**TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES
AND PROCEDURES**



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TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



WELCOME – TEMPORARY SERVICES REGISTRY PROGRAM (TEMPLA)

Purpose of Program

“The County’s greatest asset has always been our employees. The County should take this opportunity to reinvest in the constituents who are working to improve themselves, and simultaneously build the pool of potential future permanent County employees.”

– Board of Supervisors

On February 14, 2017, the County of Los Angeles (County) Board of Supervisors approved the Pilot Temporary Services Registry Program, commonly known as Templa, to contract services that temporary County employees can provide to participating departments. Templa was created to help target workers facing barriers to employment through training and on-the-job work experience.

Templa is a temporary services registry that is operated by the Department of Human Resources (DHR). DHR hires and manages temporary clerical personnel for placement on temporary assignments throughout County departments participating in the pilot program.

The County established Templa to:

- Employ temporary employees to assist County departments during workload peaks, temporary absences, and emergency unanticipated situations
- Reinvest in constituents working to improve themselves and simultaneously build a pool of potential future permanent County employees
- Offer temporary employment to individuals that may provide valuable experience, build a network of resources, and create a potential pathway to permanent employment in the County or elsewhere

Templa helps to prepare clerical personnel for permanent, full-time employment while providing County departments with individuals to meet temporary staffing requirements.

PROGRAM OVERVIEW

TempLA Employment

TempLA employees are County employees who have successfully passed the OSA examination and have been hired from a County Office Support Assistant (OSA) eligible list. TempLA employees are hourly, as needed, temporary ("F" sub-item) employees.

Temporary employees' participation in TempLA and temporary assignments will not affect their opportunity for permanent County employment, as temporary employees' will be informed and encouraged to participate in all relevant County examinations. Should TempLA employees accept a permanent position with the County or any other public or private entity, DHR will discontinue their temporary employment with TempLA.

At-Will Employment

TempLA employees are **temporary employees** whose individual assignments may continue for **no longer than 12 months**; and whose assignments can be terminated at any time, with or without cause, per Civil Service Rule 13.

The County may release temporary employees from their temporary employment for reasons that include, but are not limited to, the following:

- Based on the needs of the County, DHR, and/or assigned departments
- When temporary employees obtain permanent employment, continuously decline assignments provided by TempLA, or resign from the program

Such releases may be considered a separation without fault or delinquency from County service. TempLA employees who are released and have questions regarding their release should contact the TempLA Program Manager.

The County may also release temporary employees from their temporary employment for reasons that include, but are not limited to, the following:

- Violation of County, DHR, and/or assigned department policies and procedures
- Failure to report to an assignment
- Unsatisfactory work performance, excessive absences, unscheduled absences, and tardiness



Department Assignments

Templa selects individuals from a pool of candidates for temporary assignments with County departments. Templa places temporary employees on assignments based on:

- Knowledge, skills, and abilities of temporary employees
- Needs of the department, such as the nature, work location, and work hours of temporary assignments
- Temporary employees' preferred work locations and hours of availability

Scope of Assignments

Templa employees will carry out a full range of duties and responsibilities, such as:

- Processing requests for supplies, service orders, invoices, timesheets, and routine reports manually or by utilizing electronic systems
- Maintaining a variety of documents, records, and logs, by sorting, filing, photocopying, searching, verifying, and tracking information
- Providing information and referrals by answering routine questions and/or routine inquiries to the appropriate office
- Performing data entry to update and record statistical information
- Performing mathematical computations
- Maintaining inventory and preparing supply requisitions as needed
- Arranging for meetings by coordinating calendars, distributing agenda material, and reserving conference rooms
- Operating general office equipment, such as: computer, 10-key adding machine, document scanner, facsimile machine, photocopier, and/or postage meter
- Other miscellaneous job duties within the scope of the OSA class specification

The OSA job bulletin defines the scope of Templa employees' job duties. Templa employees should only perform job duties within the scope of the OSA class specification. Templa employees should direct all questions about the scope of job duties to the Templa Program Manager.



TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



Duration of Assignments

Temporary employees are expected to complete the duration of their assignments. Per Civil Service Rule 13, TempLA assignments may continue for **no longer than 12 months** of continuous full-time service, unless the Director of Personnel approves an extension of the 12-month period. Temporary assignments vary from one day to 12 months. TempLA does not guarantee assignments for employees; the length of assignments may change and assignments may end at any time based on the needs of the County, DHR, and/or assigned departments.

Transferring to New Assignments

Temporary employees may not transfer to another assignment, until the current assignment is completed.

End of Assignments

Once an assignment ends, temporary employees in good standing will remain active and may be considered for reassignment with TempLA, if they have worked less than 12 months. Temporary employees will return to a no-pay status until their next assignment begins.

Performance

Worksite supervisors will notify the TempLA Program Manager of any temporary employee performance issues. TempLA will immediately replace a temporary employee with unsatisfactory performance at the assigned department. Removal of a temporary employee from an assignment does not automatically preclude future assignments with TempLA. The TempLA Program Manager will assess temporary employee performance on a case-by-case basis to determine suitability for continued participation in TempLA.

TempLA Employment

Participation in TempLA does not guarantee permanent employment with the County. During employment with TempLA, temporary employees are encouraged to apply for permanent positions within the County and/or non-County jobs.

Regular Program Reviews

Temporary employees will complete written reviews of their experience in Templa. The Templa Program Manager will provide surveys to temporary employees to complete. The surveys will assist Templa in assessing various aspects of the program such as the new employee orientation and training, placement process, work experience at assigned departments, timecard submission, and payroll. In addition, the surveys will assist Templa in assessing the overall effectiveness of the program such as the positive and negative aspects of the program, ways to improve the program, and the impact of the program on temporary employees.

ROLES AND RESPONSIBILITIES

Department of Human Resources

- Employer of Templa employees
- Provide new employee orientation
- Provide Countywide and DHR policies to Templa employees
- Coordinate trainings
- Address performance issues and/or reported misconduct of Templa employees
- Process release of Templa employees
- Answer general employment questions or concerns regarding an assignment of Templa employees
- Approve timecards
- Resolve payroll issues
- Respond to day-to-day employment questions from Templa employees

Assigned Department Coordinator

- Complete and submit requisition forms to request Templa employees
- Report inappropriate conduct and substandard performance of Templa employees to the Templa Program Manager
- Immediately notify the Templa Program Manager of any work related injury or illness, need for disability accommodations, pregnancy disability, and medical leaves of absence of temporary employees



TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



Worksite Supervisor

- Provide day-to-day supervision of TempLA employees
- Supervise/manage TempLA employees
- Provide training for specific assignment, if necessary
- Assign daily work to temporary employees
- Answer work and task related questions of temporary employees
- Ensure temporary employees submit timecards to the TempLA Program Manager within established timeframes
- Monitor temporary employee performance

EXPECTATIONS OF TEMPORARY EMPLOYEES

Policies and Procedures

TempLA employees are expected to review, understand, and comply with all policies and procedures of the County, DHR, and/or assigned departments. TempLA employees will receive the County of Los Angeles Employee Handbook, including County policies and procedures, during new employee orientation. TempLA employees may also access County policies and procedures at mylacounty.gov. TempLA employees should pay particular attention to the following policies and procedures:

- | | |
|---|--|
| • Non-Discrimination Policy | • Cellular (Wireless) Phone Policy |
| • Sexual Harassment Prevention Policy | • County Identification Cards |
| • County Policy of Equity | • Return to Work Program |
| • Countywide Discipline Guidelines | • New Employee Guide to Workers' Compensation |
| • Code of Conduct Policy | • Family and Medical Leave Act |
| • Workplace Violence/Threat Management Policy | • Reasonable Accommodation and the Interactive Process |
| • Employee Domestic Violence Assistance Program | • Lactation Accommodation Program |



TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



- Employee Safety Guidelines Memorandum
- Nepotism Policy
- Professional Appearance in the Workplace Policy
- Emergency Procedures Manual
- Timecard Policies, Procedures, & Fact Sheets
- Departmental Overtime Policy
- Time-Off Requests Policy
- County Benefits

Temporary employees must comply with the following:

- Attend New Employee Orientation
- Complete the duration of assignments in a satisfactory manner
- Maintain regular and punctual attendance
 - Report to work at the designated starting time
 - Remain at their posts until the end of their shifts
 - Return to work from meal and other breaks as scheduled
 - Submit time off requests within established guidelines
 - Maintain minimal absences
- Dress in a professionally appropriate manner
- Submit timecards on the 15th and 30th of each month
- Inform the TempLA Program Manager of the following situations:
 - Assignment responsibilities change
 - Worksite supervisor changes
 - Temporary employee is injured while on an assignment
 - Temporary employee's contact information changes, such as home address, telephone number, and/or email address
 - Work schedule changes
 - Requesting time off
- Immediately notify the TempLA Program Manager of a work related injury or illness, need for disability accommodations, pregnancy disability, and medical leaves of absence
- Complete all mandatory trainings (e.g., Sexual Harassment Prevention and County Policy of Equity)
- Complete online Lynda.com recommended training courses



TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



Templa employees must report absences and tardiness to their worksite supervisor, as well as the Templa Program Manager. Worksite supervisors are responsible for communicating work schedules and attendance expectations.

Failure to call and/or email the Templa Program Manager and the worksite supervisor regarding an unexpected or unanticipated absence may result in an immediate release from the Templa Program with the County of Los Angeles.

All employees are required to be at their work areas and ready to work at their designated starting time. Additionally, employees whose duties include phone coverage should never leave their post unattended or be away from their desk unnecessarily. Employees are expected to remain at their posts until the end of their shift.

Work Schedule

Work hours may vary by assignment. Templa employees will obtain specific work hour requirements for assignments from the Templa Program Manager. Different assigned departments may assign different work schedules, such as:

- 4/40 (four 10-hour days)
- 5/40 (five 8-hour days)
- 9/80 (eight 9-hour days, one 8-hour day, with one regular day off every other week)

Regardless of the type of work schedule, Templa employees are only entitled to overtime pay for over 40 hours worked in a seven (7)-day workweek.

Rest and Lunch Break Periods

Templa employees who work an eight hour shift are entitled to two fifteen minute rest periods; one scheduled during each half of the assigned shift. This means:

- Templa employees are entitled to a paid rest period of 15 minutes for every four hours worked
- Templa employees who work eight hours per day, are entitled to mid-morning and mid-afternoon rest periods of 15 minutes each, respectively

Templa employees are entitled to an unpaid lunch period of at least 30 minutes. Special circumstances, such as transportation or childcare arrangements, may



TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



necessitate alternate lunch periods, which must be pre-approved by the worksite supervisor.

Rest periods may not be combined with a lunch period or used at the beginning or end of the employee's workday, nor are morning and afternoon break periods to be combined as an extended break period.

Overtime Work and Pay

TempLA employees are classified as temporary OSA (Item Number 1137). OSAs are covered by the Federal Fair Labor Standards Act (FLSA).

FLSA covered employees must receive overtime pay for over 40 hours worked in a workweek at a rate of one and one-half their regular rates of pay. Any hours worked over 40 hours in a workweek constitutes overtime.

Overtime work performed by all employees must be authorized in advance and in writing by the TempLA Program Manager and the authorized worksite supervisor. FLSA covered employees will be paid for all hours worked, including overtime. Overtime is based on work schedule.

Each TempLA employee is responsible for accurately reporting all overtime worked in a timely and complete manner. Both the worksite supervisor and the TempLA Program Manager must confirm that time submitted as worked is accurate.

TempLA employees must always obtain prior written authorization from their worksite supervisor and the TempLA Program Manager before working overtime. An Overtime Request Form must be submitted and approved prior to working overtime hours.

Time Off

All time-off requests require the approval of the worksite supervisor and the TempLA Program Manager. This allows the worksite supervisor sufficient time to assess workloads and ensure that adequate staffing levels are in place. Please ensure to email the TempLA Program Manager when you will not be able to report to work.



TEMPLA TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



Dress Code

The County expects all employees to present a neat, clean, and professional appearance in their performance of duties at all times based on the employee's assignment and/or work location. (Appendix II)

Templa employees should strive to reflect professionalism in the clothes they wear to work. Templa requires that temporary employees dress appropriately and in a manner that is suited to the nature of the work being performed in the assigned department. Dress codes vary throughout assigned departments and temporary employees should obtain the specific dress code for their assignments from their worksite supervisor.

Templa employees on assignment may be sent home without pay for failure to comply with the County's dress code policy.

Personal Cellular Phone Usage

The County expects employees to use personal cellular phones during non-work hours when possible. Such use includes, but is not limited to, making personal cellular phone calls, sending text messages, checking email, accessing the Internet, etc. The County expects employees to ensure that family members and friends are aware of this policy.

Templa employees should use personal cellular phones before designated working hours, during designated break and lunch periods, and after designated working hours. If Templa employees have an immediate need requiring immediate personal cellular phone usage during work hours, they must notify the worksite supervisor.

Excessive personal cellular phone use during work hours may subject Templa employees to removal from assignments and could affect their ability for future assignments with Templa (Appendix III).



TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



County Property

County property issued to TempLA employees is the property of the County of Los Angeles and should only be used for work-related activities. TempLA employees may not use County computers and other County property for any improper purpose, which includes working on behalf of any employer other than the County, during or after work hours. All equipment, furnishings, and other property provided for temporary use are County property, including without limitation, filing cabinets, desks, lockers, storage devices, computers, computer hardware and software, telephones, etc.

Worksite supervisors will provide all office equipment, desks, chairs, and other necessary office furniture to be utilized by temporary employees to perform their job duties. Worksite supervisors will provide all supplies and materials including computers, copiers, printers, telephones, and any other resources necessary for temporary employees to perform assignments.

At the end of each assignment and/or upon release or resignation from TempLA, employees must return to the worksite supervisor or the TempLA Program Manager all County-issued property, such as County ID badges and keys. Assigned department equipment (i.e., keycards, keys, and ID badges) assigned to temporary employees remains sole property of the assigned department and must be returned prior to the end of an assignment. Employees must return all County-issued property before they can begin a new assignment. DHR will hold employees accountable for the cost of any County-issued property not returned. At the end of each assignment, TempLA employees must remove any personal items taken to the work area.

Training and Development

TempLA employees will receive the following mandatory training from DHR:

- Achieving Service Excellence Workshop
- Sexual Harassment Prevention Training
- County Policy of Equity for Line Staff
- Security Awareness I
- Disaster Service Worker Training
- Ergonomics and Injury and Illness Prevention Program
- Orientation



TEMPLA TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



Templa employees will complete mandatory County trainings through the Learning Net (Saba). Templa employees may access Saba at <https://learningnet.lacounty.gov/Saba/Web/Cloud>.

Templa will provide employees access to the County Learning Net. The Templa Program Manager will notify worksite supervisors of any incomplete mandatory trainings. Templa employees may complete mandatory trainings using a County computer during working hours. Worksite supervisors will schedule time during working hours for temporary employees to complete mandatory trainings online, if they have not already completed them.

Templa employees will also have an opportunity to take online Lynda.com trainings to develop skills in the areas of communication, professionalism, teamwork, customer service, flexibility, interpersonal skills, responsibility, work ethic, etc. Templa will individually assess each Templa employee to determine a recommended training schedule. The Templa Program Manager will provide Templa employees access to Lynda.com. DHR will compensate Templa employees for completing the recommended trainings. Templa employees will receive instructions on how to begin the recommended trainings via their County email address.

Templa employees may also receive training(s) from the assigned departments when necessary. Templa employees must inform the Templa Program Manager of any requested departmental trainings.



TEMPLA TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



TIMECARD SUBMISSION AND PAYROLL

Employee Salary

Templa employees are classified as temporary OSA (Item Number 1137). Templa temporary OSAs will be compensated at an hourly rate. All Templa employees are paid on the same pay schedule (see chart below).

Effective October 1, 2017	\$13.37/hour
Effective April 1, 2018	\$13.64/hour

Timecard Submission

Templa employees must adhere to the following timecard submission process:

- Templa employees will submit their timecards electronically through the County's Employee Self-Service (ESS) website accessible at <http://mylacounty.gov> (Appendix IV)
- After electronically submitting their timecards, Templa employees will print a paper copy of their timecards
- Templa employees will verify their timecards are accurate, sign and date the paper copy, and submit the copy to their worksite supervisors
- Worksite supervisors will review timecards for accuracy, sign and date the timecards upon verification of their accuracy, and email the timecards to the Templa Program Manager
- The Templa Program Manager will approve the timecards electronically in ESS

Both the worksite supervisor and the Templa Program Manager must confirm that time submitted as worked is accurate. The Templa Program Manager will not approve any timecards without the signature of the authorized worksite supervisor.

Templa employees with questions about their paychecks related to timekeeping while on assignment should contact the Templa Program Manager.



TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



Timecard Revision

If Templa employees must revise a timecard after submission, a timecard amendment must be completed and submitted to the Templa Program Manager, adhering to the following process:

- Templa employees must complete and submit an Amendment to the Timecard form for the pay period where the correction is required
- Templa employees must sign and date the form, and submit a copy to the Templa Program Manager
- The Templa Program Manager will review the forms for accuracy

Both the worksite supervisor and the Templa Program Manager must confirm that time submitted as worked is accurate. The Templa Program Manager will not approve any Amendment to Timecard forms without an email from the worksite supervisor.

Timecard Due Date

Signed timecards accounting for all hours worked by temporary employees are due on the 15th and 30th of each month.

Templa employees must submit timecards for each pay period worked. Missing or late timecards may result in missed or delayed paychecks. Employees who are away from work on the date the pay period ends must make arrangements with worksite supervisors to submit their timecard during their absence.

Paychecks are mailed on the 15th and the 30th of each month. If the 15th or 30th of the month falls on a Saturday, Sunday, or County holiday, the paycheck date will be the Friday before.

Direct Deposit

Templa employees are highly encouraged to participate in the Direct Deposit Program. By participating in direct deposit, Templa employees will agree to receive their pay electronically deposited directly into their checking account. To establish direct deposit, Templa employees must submit a completed Direct Deposit Form and voided check to DHR Office of Human Resources. Direct deposit takes approximately two pay periods to become effective. Direct Deposit forms are available online in the employee portal (www.mylacounty.gov). If you do not have access online, contact the Program Manager for a copy of the Direct Deposit Form.



TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



TEMPORARY EMPLOYEE BENEFITS

Temporary employees may qualify for the following benefits:

- County medical insurance is available after establishing eligibility, a minimum of 20 hours per week for three consecutive months
- County Pension Savings Plan (PSP), a mandated retirement and savings plan for temporary, recurrent, and part-time employees
- Short-term and long-term military leave
- Civil Service examination leave

Temporary employees may contact DHR Employee Benefits at (213) 388-9982 to learn more about the benefits offered or visit www.mycountyca.gov.



TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



EMPLOYEE HEALTH AND SAFETY

Work Related Injury or Illness

Temporary employees injured at work while on an assignment should immediately notify:

- Worksite supervisor or a member of management at the assigned department
- TempLA Program Manager
- Return-to-Work staff member

Reporting an injury promptly helps avoid problems and delays in receiving medical care.

Disability Accommodations

The County does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services, or activities. The County is committed to ensuring that its programs, services, and activities are fully accessible to and usable by individuals with disabilities.

TempLA employees who need accommodations for a disability should immediately contact a return-to-work staff member to discuss options for accommodations.

Pregnancy Disability

TempLA employees who become disabled by pregnancy should immediately contact a return-to-work staff member to discuss options for accommodations.

Medical Leaves of Absence

TempLA employees who need to take a leave of absence for personal reasons or medical reasons related to their own health condition or the health condition of a family member should immediately contact a return-to-work staff member to discuss their options and obtain information on how to apply for a leave of absence. The temporary employee must also inform the worksite supervisor and the TempLA Program Manager regarding leave time.



TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES
AND PROCEDURES



APPENDICES



TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



APPENDIX I

Subject:	Policy Number: 531
ATTENDANCE	Effective Date: March 14, 2011

Each department is responsible for training its managers and supervisors in proper techniques for managing absences. Such training should cover:

- Proper communication of attendance standards;
- Differentiating between unauthorized and authorized absences;
- Enforcing departmental absence policies uniformly and consistently;
- Maintaining attendance data and documenting absences;
- Obtaining advice and assistance from a department's Human Resources Office;
- Investigating potential problems;
- Using performance management to deal with attendance problems;
- Imposing appropriate discipline.

Unscheduled Absences

In this policy, the term "absenteeism" means an employee's failure to report to work or to remain at work as scheduled, failure to return to work following a break on time, or leaving work early without prior supervisory approval. Tardiness is defined as the failure to report to work at the designated work location on the scheduled work time.

By definition, in this policy, unscheduled absences include absenteeism and tardiness. In general, excessive absenteeism and excessive tardiness, is that level of unscheduled absence which disrupts the work of the department or its organizational units. Because of the variety of work and of organizational structures that exist in the County, each department is responsible for defining, for each of its units, what constitutes excessive absenteeism, and for communicating attendance expectations to its employees.

Department managers must ensure that subordinate supervisors distinguish leaves that are protected by law from those that are simply the result of an employee's failure to observe attendance standards. Disciplinary measures must not be taken in a case where what appears to be absenteeism is actually leave taken that is permitted by law. However, managers and supervisors should be reminded that in cases where there may be doubt about an employee's leave, management may ask for verification of the leave in accordance with County Code Section 6.20.120.

Departments must also stress to employees that excessive absenteeism will result in appropriate disciplinary action. Note that ordinarily discipline imposed should be in accordance with progressive steps such as, but not limited to, written reprimand, suspension and discharge. But when the employee's offense is serious, stronger discipline may be justified. Thus in this policy document the term "appropriate discipline" is used.

Further, to reduce the incidence of excessive absenteeism, departments are expected to take the following actions:



TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



Subject: ATTENDANCE	Policy Number: 531 Effective Date: March 14, 2011
--	--

- Establish standards for attendance and for evaluating the occurrence of unscheduled absences in accordance with Los Angeles County Employee Relations Ordinance 5.04.040;
- Monitor, track and analyze the occurrence of unscheduled absences;
- Document employees' failures to meet the standards in performance evaluations, and apply the standards consistently and uniformly;
- Take appropriate disciplinary steps for those employees who do not meet departmental standards because of excessive absenteeism.

Unscheduled Absence Reporting

County Code Section 5.16.030 requires an employee who is absent because of sickness to immediately notify his/her supervisor of his/her absence.

An unscheduled absence is the failure to report and remain at work as scheduled without prior supervisory approval. Most unscheduled absences are due to unanticipated personal reasons, for example, sickness or injury. Each employee must inform his/her supervisor that he/she will not be at work as scheduled as soon as the employee learns of his/her inability to work. If the employee is not physically able to notify his/her supervisor, he/she should ensure that someone notifies the supervisor, as soon as practicable. Notification should be made in accordance with applicable MOUs as soon as reasonably possible, before the start of the employee's shift to enable the supervisor to plan for staff coverage.

Following the initial notification, the employee must inform his/her supervisor of the expected date of return to work. If this is unknown, the employee is required to call in every day unless the supervisor and the employee otherwise agree about when and how often the employee should subsequently report to the supervisor during the employee's absence.

Departments must establish absence reporting requirements and train their employees and supervisors accordingly.

Mandatory Medical Certification Requirement For Sick Leave

The County recognizes that some unscheduled absences are unavoidable: principally, those due to illness or injury. The County provides Sick Leave (or MegaFlex Leave) to cover absences due to these circumstances, with the expectation that such leaves will be used only when an employee or an immediate family member is truly ill or injured.

A supervisor may require the employee to furnish a doctor's certificate or other proof satisfactory to the department, pursuant to County Code Section 6.20.120. Generally, this occurs when an employee exhibits a pattern of absences, or frequent and prolonged absences.



TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



Subject:	Policy Number: 531
ATTENDANCE	Effective Date: March 14, 2011

This policy mandates a medical certification when an employee is absent more than five consecutive work days; departments that currently require such certification after a shorter period may continue their current policy.

The medical certification must:

- List the dates of absences and include a statement that the employee was unable to work for that specific period because of functional limitations on the employee's capacity to work;
- Be signed by a licensed physician or licensed practitioner;
- Be presented by the employee to the supervisor on the first day back to work or as soon as practicable.

Note that the management of sick leave is covered in a separate Policy Statement: *Managing Sick Leave*; departments needing additional information about dealing with the abuse of sick leave should refer to this Policy Statement.

Requesting Scheduled Absences

A scheduled absence is any absence that is approved a minimum of one work day in advance by an employee's supervisor. The approved absence may be paid (covered by an accrued leave) or unpaid; it may be a full or a partial workday.

Departments may require more advance notice depending on the number of leave days requested or the needs of the service. An employee's request to leave work early may be considered by his/her supervisor on the same day. These absences which are initiated by the employee and which require prior approval of the employee's supervisor are allowed only where the needs of County service permit.

An employee must inform his/her supervisor at the employee's earliest knowledge of the need to take such leaves as Jury Duty or Witness Leave for which the need may arise unexpectedly, and which are essentially beyond the control of the employee. These leaves are provided in the County Code and allow an employee to be away from work for certain reasons. To the extent possible, an employee should notify his/her supervisor as soon as the employee is aware even of a potential need for leave, and request such leave at least one day in advance. Departments may request verification of the need for these leaves, as provided in County Code Section 6.20.120.

An employee's request for a scheduled absence must be made in writing. Departments are free to determine the format, timing, and other requirements for submitting such requests, and must insure that employees are aware of all such requirements. An example of a Request Form is contained in Appendix A.




TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



APPENDIX II



County of Los Angeles *Department of Human Resources* **POLICIES, PROCEDURES, AND GUIDELINES**

Subject: PROFESSIONAL APPEARANCE IN THE WORKPLACE	Policy Number: 512	Pages: 3
	Effective Date: December 31, 2009	
	Approved By: 	

POLICY

This policy is intended to clarify County Code 5.72.010. County employees are required to wear clothing suitable to their occupations, as may be determined by their respective Department Heads. Employees shall furnish and maintain in suitable and appropriate condition such clothing and associated articles at their own expense except as otherwise expressly provided for by the Board of Supervisors. Employees should maintain a neat and professional appearance in the performance of their duties.

GUIDELINES

County departments provide a wide variety of programs and services and the professional image of our workforce is critical to fostering public confidence and providing "effective and caring service." Therefore, these guidelines on professional appearance are intended to:

- Foster respect and earn the confidence of our customers, the public, vendors and fellow employees.
- Promote a positive work environment and limit distractions.
- Ensure safety and security while working.

The County of Los Angeles respects the diversity of its residents and its workforce. This policy provides guidelines on dress and appearance appropriate to the nature of the work environment, nature of work performed, involvement with the service provided to the public, and/or other circumstances or business needs as defined by the Department Head.

Employees are expected to abide by the following standards:

- Employees shall present a neat, clean, and professional appearance in their performance of duties at all times based on the employee's assignment and/or work location.



TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



Subject: PROFESSIONAL APPEARANCE IN THE WORKPLACE	Policy Number: 512 Effective Date: December 31, 2009
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- Employees must dress in a manner that will not hinder their ability to effectively complete their work assignments, including consideration of the communities served, customer expectations, business needs or standards of the department and the employee's safety.
- Employees are expected to practice personal hygiene that does not interfere with the public and/or co-workers in their work environment.
- Employees should be mindful of, and dress appropriately for, special events, meetings and appointments with customers.
- Official photo identification badges and uniforms (where applicable) should be worn in the performance of County business and in all County facilities in order to identify employees as legitimate County representatives.
- Employees shall abide by specific dress requirements intended to ensure job-related safety such as when operating equipment or machinery, working with potentially dangerous chemicals, or for public health consideration.

Except as noted or approved by the Department Head, employees may not wear the following:

- T-shirts or clothing articles that may create a hostile or abusive work environment, such as sexually suggestive cartoons, pictures, or words
- Denim pants or jean-style pants of any color (some exceptions may include assignments in the field)
- Pants below the waistline or low-rise pants showing undergarments
- Low front or tops, halter tops, bare midriffs
- Flip-flop styled sandals
- Athletic wear, e.g., gym or sweat pants, leggings, jogging outfits, shorts, spandex, worn during work hours. Exception for break time when walking, running, etc.
- Torn, frayed, or ripped clothing
- Excessively tight fitting or oversized (baggy) garments
- Visible excessive number of earrings and/or studs; no nose, eyebrow, lips, tongue rings and/or studs
- Tattoos, must be reasonably covered (with exception for cultural or religious purposes)

Exceptions to this policy may be made by the Department Head in circumstances such as County or Department-sponsored events, special occasions, seasonal weather changes, and business casual days, but may also be made based on requests for reasonable accommodation (e.g., religious, cultural, disability, etc.).

2 of 3

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TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



Subject: PROFESSIONAL APPEARANCE IN THE WORKPLACE	Policy Number: 512 Effective Date: December 31, 2009
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Dress Policy Enforcement

This policy is intended to provide guidelines on dress and appearance and is not meant to address all situations. Therefore, depending on the nature of the work environment, nature of work performed, involvement with the public, or other circumstances, there may be some differences in dress guidelines. Consistent with this policy, exceptions can be made at the department level by the Department Head with approval from the Director of Personnel due to the nature of work, special events, and business casual days. Employees who report to work and are not in compliance with this policy may be sent home to change and return to work, unless some other remedy can be arranged, such as an employee putting on a jacket.

Any questions regarding the dress policy within your department should be directed to your Departmental Human Resources Manager.

AUTHORITY

County Code, Title 5 Personnel, Section 5.72.010 - Suitable clothing to be worn.
County of Los Angeles Employee Handbook, Section C, Performance Expectations.

DATE ISSUED/REVIEW DATE

Original Issue Date:
February 10, 2009

3 of 3



TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



APPENDIX III

DEPARTMENT OF HUMAN RESOURCES	
POLICY/PROCEDURES MEMORANDUM	
Subject: CELLULAR (WIRELESS) PHONES	Approved By: LISA M. GARRETT, Director of Personnel
Effective Date: July 1, 2008 Revision Date: February 1, 2011	Distribution: ALL DHR STAFF

PURPOSE:

The intent of this policy is to inform the Department of Human Resources (DHR) employees of the legal requirements and Countywide/DHR policies regarding the use of County-issued cellular phones while driving in the performance of their job duties and the use of personal cellular phones at work and to ensure compliance with such policies.

CALIFORNIA VEHICULAR CODES:

- California Vehicular Code Section 23123 (effective July 1, 2008) provides that drivers shall not use a wireless telephone while operating a motor vehicle unless that telephone is specifically designed and configured to allow hands-free listening and talking and is used in that manner while driving. A violation of this section is an infraction punishable by a base fine for a first offense and an increased fee for each subsequent offense. Use of wireless telephones for emergency purposes including emergency calls to law enforcement, health care providers, fire department or other emergency services are excluded from this section.
- California Vehicular Code Section 23123.5 (effective January 1, 2009) provides that a person shall not drive a motor vehicle while using an electronic wireless communications device to write, send, or read a text-based communication. A violation of this section is an infraction punishable by a base fine for a first offense and an increased fee for each subsequent offense.

COUNTY POLICY:

The County of Los Angeles is not responsible for any citations if an employee violates California Vehicular Code Sections 23123 or 23123.5. The employee is personally liable for the violation of either code section. Under no circumstances are employees allowed to place themselves at risk to fulfill County business needs.



TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES

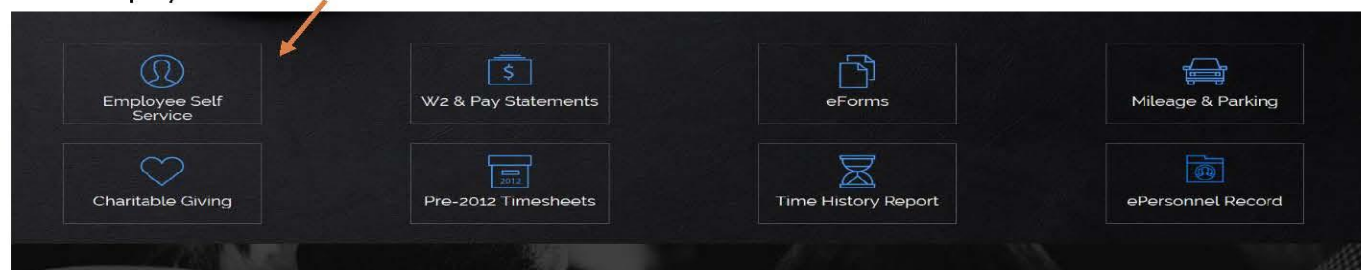


APPENDIX IV

Visit www.Mylacounty.gov



Select Employee Self Service to access timecard.





TEMPLA TEMPORARY SERVICES REGISTRY PROGRAM GUIDELINES AND PROCEDURES



Click on My Time to view timecard.

Quick Links

My Time

View Leave Balance

Monthly Leave Accrual/Usage

Leave Activity by Date

Employee Salary

Elective Annual Leave Reimbursement

View Tax Levies and Garnishments

View Licenses

Enter timecode and hours worked.

Timesheet

Action Menu

Transaction ID : TIMEI-0131180000001612140

Employee ID : [REDACTED]

Home Department : HM

Assignment From : 10/01/2017

Submitted Date : 02/12/2018

Position Number : 20157665

Timesheet Accounting Adjustment : ☐

Employee Name : [REDACTED]

Home Unit : 11903

Assignment To : 12/31/9999

Submitted By : [REDACTED]

Split Position : N

Dept Specific ID : 100

Title : 1137/OFC SUPP ASSIST

Union Local : CLERICAL AND OF

Pay Period Start Date : 02/01/2018

Reports To : [REDACTED]

Pay Location : HM012

Sub-Title : F

Appointment ID :

Pay Period End Date : 02/15/2018

Supervisor Name :

FLSA : Non-Exempt

Other Functions

Copy Previous 099

Easy Fill

Leave Balance

Printer Friendly Version

Show Accounting Details

View Default Accounting

Show/Hide First 7 Days

Expand/Collapse COAs

Choose Accounting

Use Entered Accounting

Event

Reason Code

Work Schedule

Total Hours

Thu 02/01

Fri 02/02

Sat 02/03

Sun 02/04

Mon 02/05

Tue 02/06

Wed 02/07

Thu 02/08

Fri 02/09

Sat 02/10

Sun 02/11

Mon 02/12

Tue 02/13

Wed 02/14

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Unit:

Project: TEMP-SS

Task Order: 106

Location:

Function: CMNT

Phase:

Activity:

Total Hours :

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APPENDIX V

AMENDMENT TO TIMECARD

Employee Name _____ Employee Number _____

DEPARTMENT DHR MONTH FROM TO YEAR

[illegible]

COMMENTS: Forgot to add training. PROJECT CODE: EHRM-001; TASK: 106; FUNCTION: CMNT

Employee Signature	Date
--------------------	------

Approved Signature _____ Date _____

FOR PAYROLL USE

BY:

E-HR DATE

Submit original and 2 copies to the Office of Human Resources, Hall of Administration, Room 577

10/12

APPENDIX B



Frequently Asked Questions

1. What is my pay rate?

\$13.37. After April 1, 2018, your hourly rate of pay will be \$13.64.

2. When do I get paid?

Payday is the 15th and 30th of every month, unless that day falls on a weekend, then you will be paid the Friday before.

3. When will my direct deposit start?

Direct deposit takes two – three pay cycles to process. On payday, your paycheck will be available for pickup at 500 W. Temple at the Hall of Administration. If paychecks are not picked up by 3:30 p.m., they will be mailed to the address on file.

4. Do I get paid for federal holidays (e.g. Memorial Day, Labor Day, etc.)?

No, temporary employees do not get paid for holidays.

5. How do I submit my timecard?

Initially, timecards will be submitted manually until you receive access to Employee Self Service. Timecards will be emailed to you and your supervisor. You will complete the timecard; you and your onsite supervisor will sign it and email it to the program manager.

6. What benefits am I eligible for?

- County medical insurance (after a minimum of 20 hours worked per week for three consecutive months)
- County Pension Savings Plan
- Short-term and long-term military leave
- Civil Service examination leave

7. Do I accrue sick time?

Yes, 1 hour for every 30 hours worked. You can use a maximum of 24 hours per calendar year.

8. Do I accrue vacation time?

No, temporary employees do not accrue vacation time.

9. Do I get paid for jury duty?

No, temporary employees do not receive pay for jury duty.

10. I am ready to start working! When will my assignment start?

It depends; we place temps on assignment based on a variety of factors such as past work experience and location. We will work closely with you to place you on an assignment as quickly as possible.

11. Should I quit my current job right now?

No, do not quit your job until you have been placed on an assignment with a confirmed start date.

12. How long will my assignment last?

Assignment lengths vary based on the department's needs. Assignments range from one month up to one year.

13. What happens after my assignment ends?

The TempLA staff will look for another assignment for you.

14. When can I start my Lynda.com training?

It will take a few weeks to receive access. You will receive an email with instructions on how to activate your account.

15. I have more questions, who should I contact?

You may contact the Program Manager or email questions to TempLA@hr.lacounty.gov.

APPENDIX C



OFFICE SUPPORT ASSISTANT FACT SHEET

Office Support Assistant (OSA) Hourly Rate of Pay: \$13.37, After April 1, 2018: \$13.64

OSA Benefits:

- County medical insurance is available after establishing eligibility (a minimum of 20 hours worked per week for three consecutive months)
- County Pension Savings Plan
- Short-term and long-term military leave
- Civil Service examination leave

Mandatory County Training	
Orientation	
Achieving Service Excellence Workshop	
Sexual Harassment Prevention	
CPOE for Line Staff	
Security Awareness I	
Disaster Service Worker	
ERGO & IIPP	
TempLA Developmental Training Courses Available	
Customer Service Fundamentals	Teamwork Fundamentals
Effective Listening	Typing Fundamentals
Excel 2013 Essential Training	Word 2013 Essential Training
Getting Things Done	Working with Upset Customers
Grammar Fundamentals	Writing E-Mails
Outlook 2013 Essential Training	

Other facts:

- Temporary assignments may last up to one full year
- All TempLA employees receive a DHR email address where they are notified of all Countywide job announcements; access to www.mylacounty.gov and Learning Net
- Pay dates are the 15th and 30th of every month
- No paid holidays
- Contact information: TempLA@hr.lacounty.gov

APPENDIX D



Resource Guide

Service	Purpose	Contact Information
Clothes the Deal	Provides business attire to low-income individuals.	(562) 922-8635
Dress for Success	Provides services to women who are unemployed and searching, recently employed and adjusting, and gainfully employed and succeeding.	(323) 461-1021
Employee Assistance Program (EAP)	Enhances the quality of life for County of L.A. employees and their dependents.	(213) 738-4200
LA Financial Credit Union	Provides members with no surcharge access to shared branch networks and ATMs.	(800) 894-1200
General Relief Opportunities for Work (GROW)	Provides transition support to participants into the labor market.	(866) 613-3777
Greater Avenues for Independence (GAIN)	Provides employment-related services to CalWORKs participants to help them find employment.	(877) 292-4246
Health Services	Provides world-class care in communities with compassion and respect.	(310) 222-2345 24 hours, 7 days a week
Housing Authority of the County of Los Angeles (HACoLA)	Provides rental assistance and affordable housing units to low-income.	(626) 262-4510
Legal Services	Provides free and low-cost legal help for California courts.	http://www.courts.ca.gov/selfhelp-lowcosthelp.htm
Los Angeles Regional Food Bank	Distributes food and other essentials to children, seniors, families and other individuals in need.	(323) 234-3030

<http://lacountyhelps.org>



LISA M. GARRETT
DIRECTOR OF PERSONNEL

COUNTY OF LOS ANGELES

DEPARTMENT OF HUMAN RESOURCES

HEADQUARTERS
579 KENNETH HAHN HALL OF ADMINISTRATION • LOS ANGELES, CALIFORNIA 90012
(213) 974-2406 FAX (213) 621-0387

BRANCH OFFICE
3333 WILSHIRE BOULEVARD • LOS ANGELES, CALIFORNIA 90010
(213) 738-2211 FAX (213) 637-0820

July 2, 2018

To: Supervisor Sheila Kuehl, Chair
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Janice Hahn
Supervisor Kathryn Barger

From: Lisa M. Garrett
Director of Personnel

Cynthia D. Banks, Director
Workforce Development, Aging and Community Services

Subject: **FIFTH QUARTERLY BOARD REPORT – PILOT TEMPORARY SERVICES
REGISTRY PROGRAM**

This is to provide the Board with the fifth quarterly report of the pilot Temporary Services Registry Program (TempLA). On February 14, 2017, the Board adopted a motion by Supervisors Hilda L. Solis and Janice Hahn directing the Director of Personnel and Workforce Development, Aging and Community Services (WDACS) to implement a twenty-four month Temporary Services Registry pilot project, for clerical services with several participating departments. Since the last quarterly report, three additional departments were added to the TempLA program: Agricultural Commissioner Weights & Measures (ACWM), Board of Supervisors (BOS), and District Attorney (DA).

As of this quarterly report, there are a total of 129 candidates who have accepted offers of employment from Department of Human Resources (DHR). Of the 129 candidates, 12 candidates are in the hiring process, for a cumulative total of 117 TempLA employees hired to date.

DHR is pleased to report that of the 117 TempLA employees, 96 are in the pool, as of this memo, 15 have been appointed to permanent Los Angeles County (County) employment and four have received permanent employment with the private sector.

"To Enrich Lives Through Effective and Caring Services"

Below is a chart depicting the permanent placements.

Number of Permanent Placements	Department	New Position
1	Department of Children and Family Services (DCFS)	Human Services Aid
4	Department of Children and Family Services (DCFS)	Intermediate Clerk
1	Department of Mental Health	Intermediate Clerk
1	Department of Public Health	Intermediate Clerk
1	Department of Public Health	Intermediate Typist Clerk
5	Department of Public Social Services	Intermediate Clerk
1	Department of Public Works	Intermediate Clerk
1	Sheriff's Department	Custody Records Clerk, I
4	Outside County	<ul style="list-style-type: none"> Accounting Support Certified Nurse's Assistant Day Care Assistant Senior Executive Assistant

Below is a chart depicting the Board participation goals.

TempLA Board Motion Percentages			
Board Participation Goals	Criteria	Total Percentage	Out of 117 Temps
30%	Students or recent graduates of adult school programs or local community colleges and living in a Tier 2 Zip Code	25%	Community College 16 California State University 10 Trade School 3
25%	Current or former foster youth	4%	5
51%	Served by WIOA	7%	8
	Tracked by WIOA*	100%	117
20%	GAIN participants	71%	83
	GROW participants	14%	16

* WDACS tracks participant activity through its network of America's Job Centers of California (AJCCs), which include Workforce Innovation and Opportunity Act (WIOA) services. Registration with the AJCC system enables Los Angeles County to track participants.

Each Supervisor
July 2, 2018
Page 3

The July 2, 2018 quarterly report attached to this memorandum describes the milestones achieved since the March 30, 2018 quarterly report. The quarterly report also outlines relevant metrics collected and used to determine the performance of TempLA, training and development provided to TempLA employees, and next steps for the continued success of TempLA.

Should you have any questions regarding this report, please contact Lisa M. Garrett, Director of Personnel, at (213) 974-2406, or Cynthia D. Banks, Director of WDACS, at (213) 637-0798.

LMG:CDB:EP
OS:MM:CDW

Attachment



TEMP | LA

County of Los Angeles Temporary Services Registry Program



JULY 2, 2018

FIFTH QUARTERLY BOARD REPORT

Response to Board Motion, Agenda No. 2 on February 14, 2017



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OVERVIEW

On April 1, 2017, the Board of Supervisors approved the Department of Human Resources (DHR) to launch the Temporary Services Registry Program, also known as TempLA. TempLA provides contract clerical services for participating departments. TempLA was created to help attract and develop targeted populations, such as low-income local residents, overcome workforce barriers and to provide on-the-job work experience and soft skills training to temporary employees. The ultimate goal of the program is to help temporary employees gain valuable work experience and obtain permanent employment with the County of Los Angeles (County) or within the private sector.

To assist TempLA employees, DHR works closely with each individual to assess his or her skills in order to best provide a roadmap to success. TempLA employees enhance their clerical skills and abilities while on assignments in various County departments. TempLA makes great efforts to provide employees with assignments that align with their career goals and interests. All TempLA employees have many valuable opportunities to enhance their knowledge of Microsoft Word, Excel, Outlook, and typing, which can increase their administrative support skills. The assignments, in conjunction with the training and development program, are preparing TempLA employees for not just a job, but a career in public service at the County or a career in the private sector.

Since inception, DHR has hired a cumulative of 117 TempLA employees. Nineteen TempLA employees have secured permanent employment. Fifteen of the nineteen TempLA employees have been appointed to permanent County employment and four have received permanent employment with the private sector. As of June 7, 2018, the placement of the permanently hired TempLA employees are as follows:

Number of Permanent Placements	Department	New Position
1	Department of Children and Family Services (DCFS)	Human Services Aid
4	Department of Children and Family Services (DCFS)	Intermediate Clerk
1	Department of Mental Health	Intermediate Clerk
1	Department of Public Health	Intermediate Clerk
1	Department of Public Health	Intermediate Typist Clerk
5	Department of Public Social Services	Intermediate Clerk
1	Department of Public Works	Intermediate Clerk
1	Sheriff's Department	Custody Records Clerk, I
4	Outside County	Various positions

TEMPLA MILESTONES

On February 23, 2017, candidates applied for the Office Support Assistant position online through NeoGov. On April 1, 2017, TempLA began working on hiring candidates to the program. On May 31, 2017, TempLA extended the 50th offer of employment. Shortly thereafter, on August 14, 2017 the first TempLA employee was hired with DPSS as permanent County employee.

In October 2017, there were a total of three temporary employees who had been hired by the County. Since the number of permanent placements was growing, on October 5, 2017, the Chief Executive Office approved 50 additional positions for TempLA. Shortly thereafter, at the beginning of 2018, the Director of Personnel approved TempLA as a training program, which allows TempLA employees to apply for promotional opportunities within the County. Moving forward, on February 23, 2018, TempLA conducted the program's first *"Lunch and Learn" – Building a Better Resume* at the DPSS in the 5th District (Lancaster). Lastly, on May 23, 2018, TempLA reached the milestone of having 100 participants in the program (active in the pool).



"I am learning so much while working in the TempLA Program."
– Jessica S.

"Being in this program has provided me a second chance."
– Alejandra O.

"I am so proud to work for the County and I will never forget this opportunity."
– Rosa M.

TARGETED POPULATIONS

The Board motion directed that TempLA positions be made available to local residents from low-income communities or constituents facing barriers to employment. The low-income communities referenced in the motion include residents living in a Tier 2 Zip Code; Tier 2 Zip Codes are qualifying zip codes of constituents whose poverty level is below 200% of the federal poverty level.

In addition, the motion also directed that: (1) 30% of the hired TempLA employees are students or recent graduates of local community colleges and living in a Tier 2 Zip Code; (2) 51% are served and tracked by WIOA; (3) 20% are GAIN or GROW participants and (4) At least 25% of the participants in the program must be current or former foster youth.

Of the 117 TempLA employees hired, 29 (25%) are students or recent graduates who reside in a Tier 2 Zip Code; 5 (4%) current or former foster youth; 117 (100%) are tracked by WIOA through the AJCCs, of which eight have elected to receive WIOA services. Registration of employees with the AJCC system allows for tracking of their career trajectory; 99 (85%) are GAIN/GROW participants.

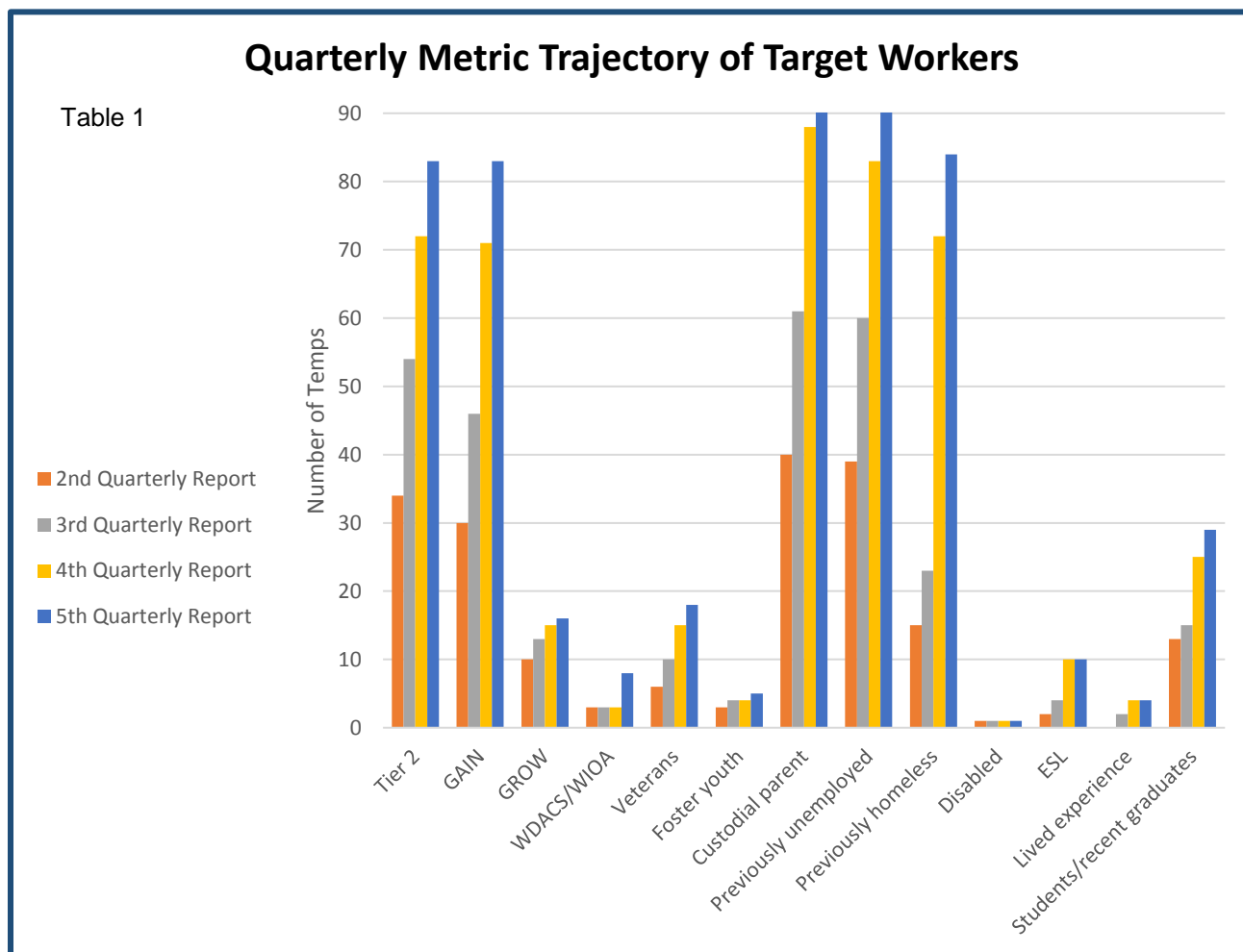
TempLA Board Motion Percentages			
Board Participation Goals	Criteria	Total Percentage	Out of 117 Temps
30%	Students or recent graduates of adult school programs or local community colleges and living in a Tier 2 Zip Code	25%	Community College 16 California State University 10 Trade School 3
25%	Current or former foster youth	4%	5
51%	Served by WIOA	7%	8
	Tracked by WIOA*	100%	117
20%	GAIN participants	71%	83
	GROW participants	14%	16

* WDACS tracks participant activity through its network of America's Job Centers of California (AJCCs), which include Workforce Innovation and Opportunity Act (WIOA) services. Registration with the AJCC system enables Los Angeles County to track participants.

The County's America's Job Center of California (AJCC) system is comprised of and leverages multiple resources, including WIOA, to provide employment services to both youth and adults. AJCC participants are served through multiple levels of service, commensurate with their specific needs and eligibility. Accordingly, for purposes of this report and ongoing reports, "served" shall reference participants who are receiving or who have received AJCC services. As noted above, WDACS expanded outreach and AJCC system training efforts surrounding the TempLA program for the second examination, and anticipates the number of AJCC clients will increase in future reports.

The Target Workers served by the AJCCs include: Tier 2 local residents, GAIN and GROW participants, WDACS and WIOA participants, Veterans, foster youth, custodial parents, previously unemployed, previously homeless, disabled, English as a Second Language (ESL), lived experience and recent graduates (within the past three years).

The chart below depicts the metrics supporting the Local and Target Worker Hiring Goals (Table 1).

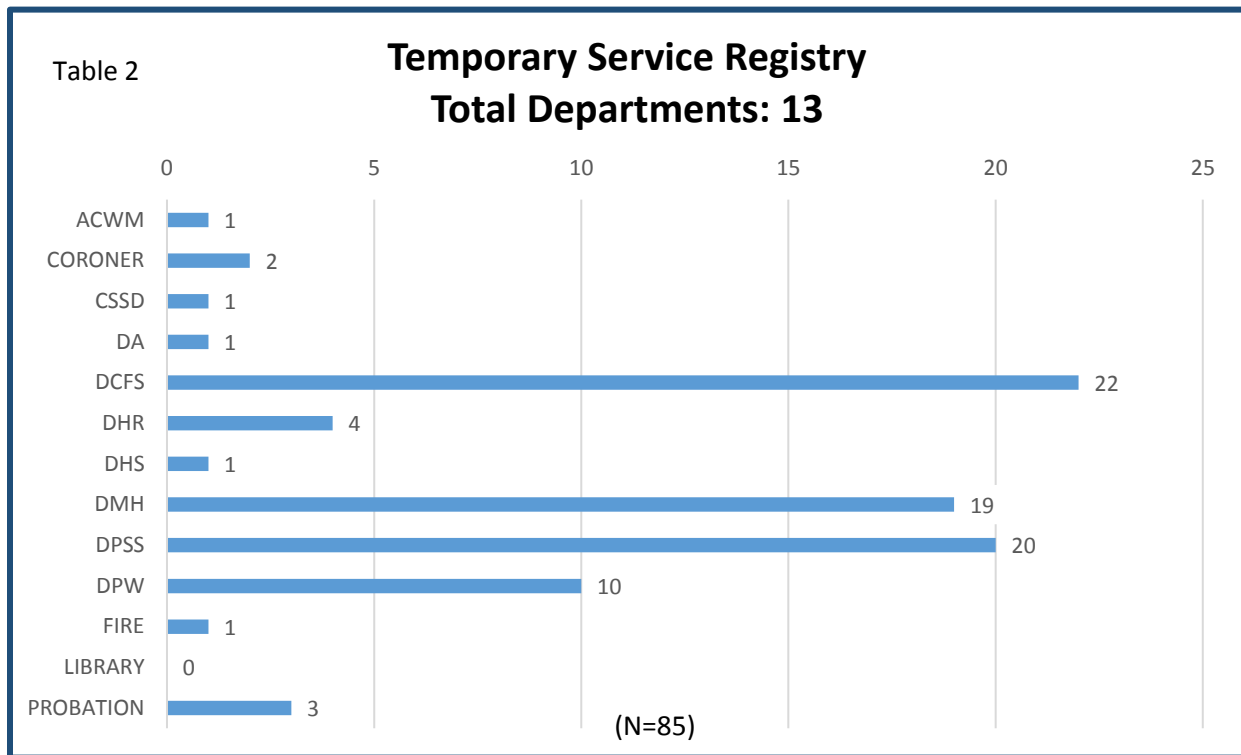


As of this quarterly report, there are 85 TempLA employees on assignment in 13 various County departments (Table 2). DHR is in the process of placing six of the 13 TempLA employees not on assignment; the remaining seven are unavailable. DHR has identified the following barriers to their placement:

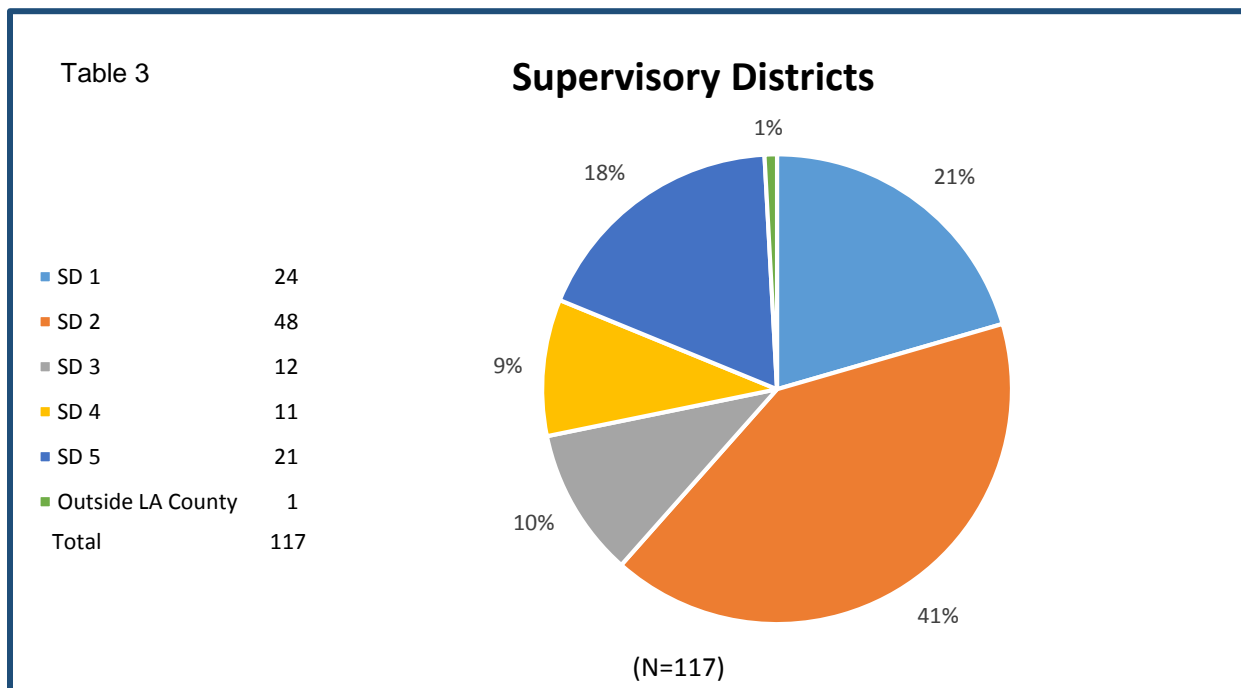
- Location of assignments in comparison to where the TempLA employee resides
- Assignment work hours e.g., 4 days/week 10hours/day
- Access to public transportation where the TempLA employee resides
- Access to public transportation near the assignment location
- Not available for work assignment (e.g. leave of absence or vacation)

DHR will continue to pursue resources to mitigate these barriers.

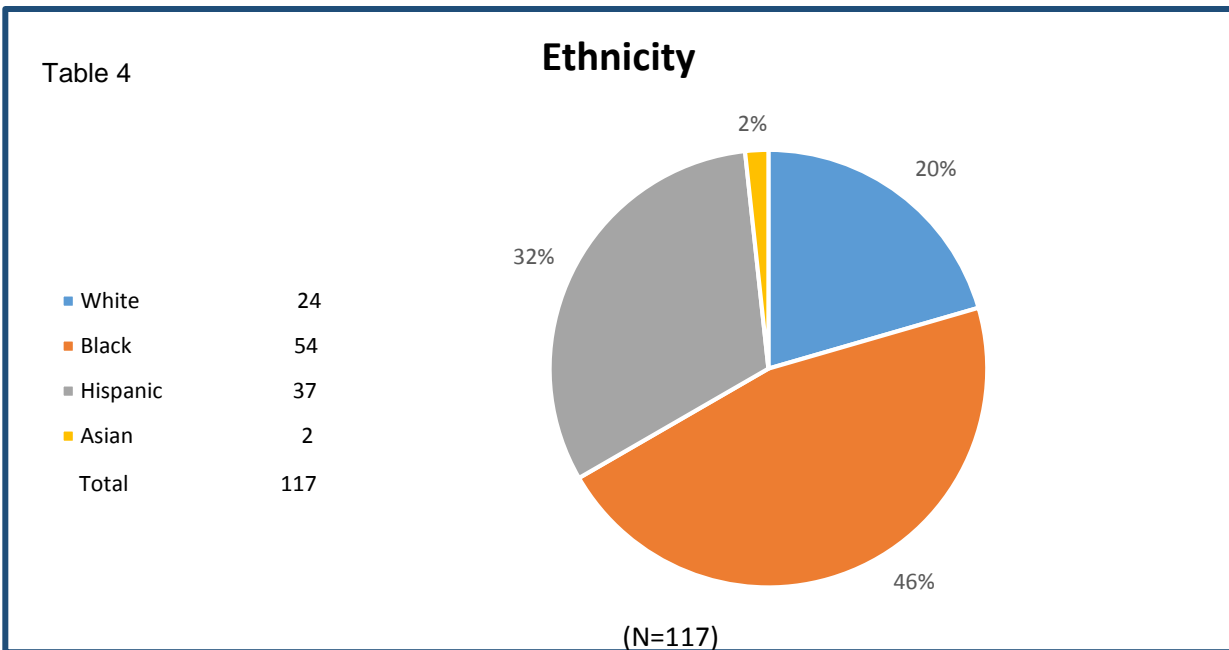
The 85 TempLA employees are on assignment at the following departments (Table 2):



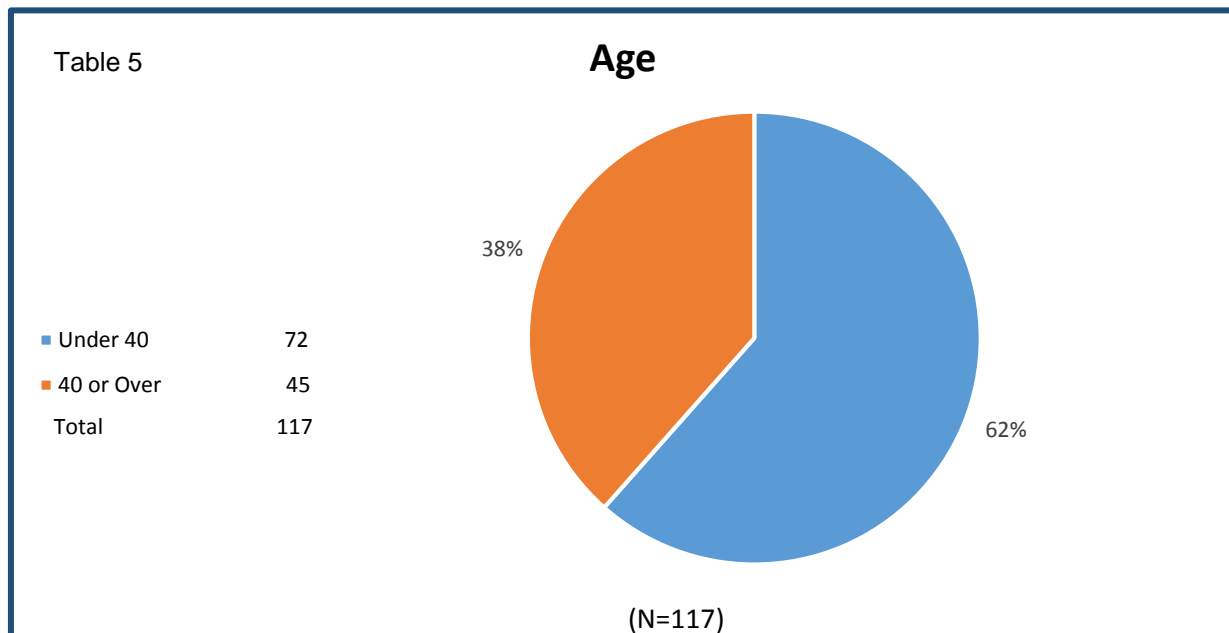
The 117 TempLA employees reside in the following Supervisorial Districts (Table 3):



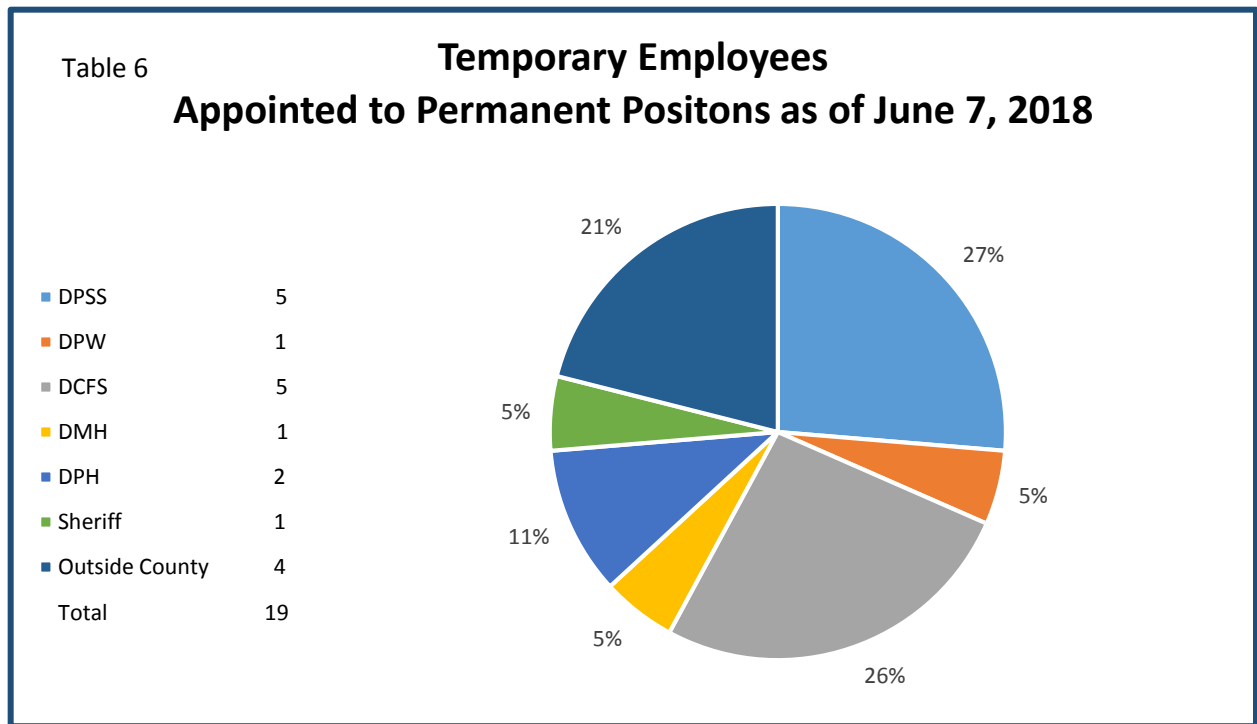
Of the 117 TempLA employees hired, the ethnic breakdown includes the following (Table 4):



Of the 117 TempLA employees, there are 72 (62%) who are under 40 years old and 45 (38%) who are over 40 years old (Table 5):



Of the 19 TempLA employees who have transitioned to permanent employment, the following table indicates their permanent placements (Table 6):



“My experience in TempLA was great. TempLA provided me trainings that refreshed my skills and knowledge from working at the bank, and I am now able to use that knowledge as a receptionist for the Bureau of Special Operations at DPSS Headquarters.”
 – Anonymous, permanently placed at DPSS on August 28, 2017.

PROGRESSION OF TEMPS AND THE PROGRAM

After TempLA employees complete orientation, program staff places them on assignments based on the needs of the pilot departments. Temporary assignments may vary from one to 12 months. The distinction between temporary staff hired through a contracted temporary agency and temporary staff hired through TempLA is the contracted staff can work no more than 90 days on an assignment, whereas TempLA employees can work up to 12 months on an assignment.

The program began April 1, 2017 with 50 ordinances and eight pilot departments. With the highly achieved success of the program, 50 additional ordinances were added to the TempLA program. With extreme popularity of the program on the rise, to date, DHR has received 204 requests for temporary assignments from participating departments which has allowed TempLA to provide employment opportunities to individuals who face barriers of employment.

Also worth noting, as of June 2018, TempLA has reduced the cost of public assistance from the County by \$3,203 decrease for CalWORKs benefits, \$7,369 decrease for CalFresh benefits, and \$211 decrease for General Relief benefits. As TempLA employees continue in their assignments, their reliance on and utilization of County services will be further reduced.

Impact on Public Assistance	FY 17-18 2 nd Quarterly Board Report	FY 17-18 3 rd Quarterly Board Report	FY 17-18 4 th Quarterly Board Report	FY 18-19 5 th Quarterly Board Report
CalWORKs Benefits	\$4,018 Decrease	\$966* Increase	\$1,892 Decrease	\$3,203 Decrease
CalFresh Benefits	\$609 Decrease	\$1,494.01 Decrease	\$6,804 Decrease	\$7,369 Decrease
General Relief Benefits	\$763 Decrease	No Increase or Decrease	No Increase or Decrease	\$221 Decrease

* CalWORKs experienced a slight increase because the previous report excluded twelve new TempLA employees whose status for County assistance was pending as of that report, but was later approved.

NEXT STEPS

Due to the success of the TempLA program as a pilot program, TempLA is seeking to become a permanent program at DHR. After a year of success, the rate of transition to permanent employment is 16% and on the rise. The effectiveness of the pilot program has reduced the participant's usage of County aide. Following the completion of the 24-month pilot TempLA program, DHR will request for the program to become permanent, by allowing:

- Participation from all County departments
- Funding for a TempLA software
- Additional resources to manage the program

As stated in the Board Motion dated February 14, 2017, the County must continue to ensure that there are employees from the entry level to highly experienced generalists and specialists. TempLA will aim to cultivate the next generation of County employees with the necessary training, experience, and creativity to take the helm, as current workers move on to other opportunities or retire. The TempLA pilot program will continue to make a difference in the lives of those experiencing barriers to employment, as we impact the lives of constituents who are seeking a better quality of life. We look forward to perfecting TempLA so as to ensure that current and future participating constituents can have a better quality of life.

DHR will deliver the next quarterly report to the Board on September 28, 2018.



LISA M. GARRETT
DIRECTOR OF PERSONNEL

COUNTY OF LOS ANGELES DEPARTMENT OF HUMAN RESOURCES

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October 1, 2018

To: Supervisor Sheila Kuehl, Chair
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Janice Hahn
Supervisor Kathryn Barger

From: Lisa M. Garrett
Director of Personnel
[Signature]
Cynthia D. Banks, Director
Workforce Development, Aging and Community Services
[Signature]

Subject: **SIXTH QUARTERLY BOARD REPORT – PILOT TEMPORARY SERVICES
REGISTRY PROGRAM**

This is to provide the Board with the sixth quarterly report of the pilot Temporary Services Registry Program (TempLA). On February 14, 2017, the Board adopted a motion by Supervisors Hilda L. Solis and Janice Hahn directing the Director of Personnel and Workforce Development, Aging and Community Services (WDACS) to implement a twenty-four month Temporary Services Registry pilot project, for clerical services with several participating departments. Since the last quarterly report, the Sheriff's Department joined as a TempLA pilot department, increasing the total participating departments to 19.

As of this quarterly report, 165 candidates have accepted offers of employment from the Department of Human Resources (DHR). Of the 165 candidates, 12 candidates are in the hiring process and 24 candidates did not meet the hiring standards or declined to participate in the onboarding process; thus, a cumulative total of 129 TempLA employees have been hired to date.

We are pleased to report that as of the date of this memo, 93 TempLA employees are active in the program, 7 are pending assignment, and 29 have obtained permanent employment – 24 within the County of Los Angeles and 5 in other organizations.

Each Supervisor
October 1, 2018
Page 2

The attached TempLA report sets forth the milestones achieved since the June 3, 2018 quarterly report. The report also outlines relevant metrics collected and used to determine the performance of the TempLA Program, training and development provided to TempLA employees, the goals to increase enrollment, and next steps for the continued success of the TempLA Program.

Should you have any questions regarding this report, please contact Lisa M. Garrett, Director of Personnel, at (213) 974-2406, or Cynthia D. Banks, Director of WDACS, at (213) 738-4247.

LMG:CDB:EP
OS:MM:CDW

Attachment

DHRSec:TS:TempLA:6thQuarterlyBoardReport-09.28.18



Sixth Quarterly Board Report

October 1, 2018

Response to Board Agenda No. 2 - On February 14, 2017



TempLA

Sixth Quarterly Board Report

October 1, 2018

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OVERVIEW

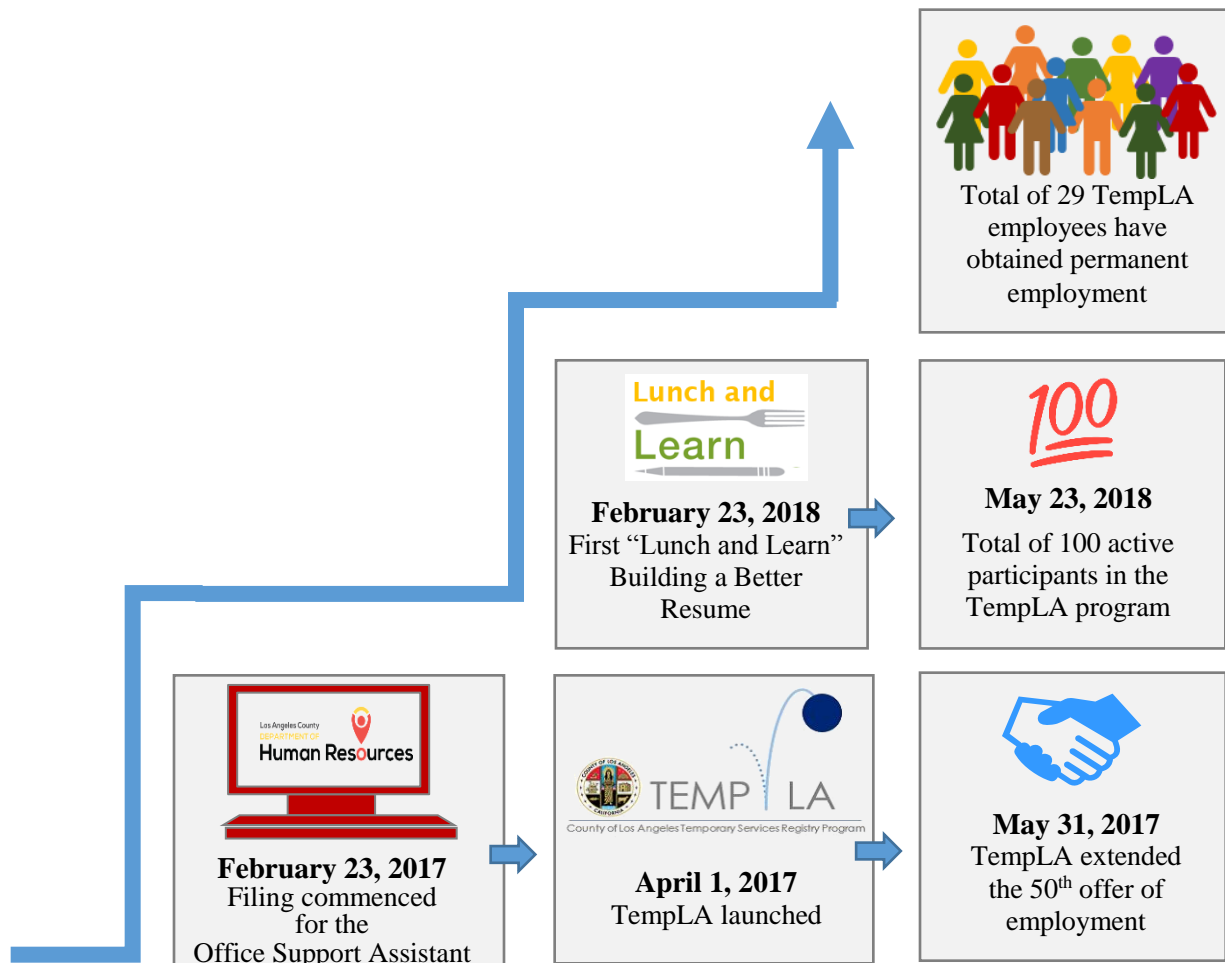
On April 1, 2017, the Board of Supervisors approved the Department of Human Resources (DHR) to launch the Temporary Services Registry Program, also known as TempLA. TempLA was created to help attract and develop targeted populations, such as, low-income local residents to overcome workforce barriers by providing on-the-job work experience and soft skills training while they are employed in clerical roles. The ultimate goal of the program is to help temporary employees gain valuable work experience and obtain permanent employment with the County of Los Angeles (County) or within the private sector.

TempLA makes great efforts to provide employees with assignments that align with their career goals and interests. All TempLA employees have many valuable opportunities to enhance their knowledge of Microsoft Word, Excel, Outlook, and typing, which can increase their administrative support skills. The assignments, in conjunction with the training and development program, are preparing TempLA employees for not just a job, but a career in public service.

As of September 28, 2018, DHR has hired 129 TempLA employees. Of the total TempLA employees hired; 24 have been appointed to permanent employment with the County, additionally five TempLA employees attained permanent jobs outside of the County. The placement of the permanently hired TempLA employees are as follows:

Departments Permanent Position Title	Number of Permanent Placements
Child Support Services Department	1
Intermediate Clerk	1
Department of Children and Family Services	4
Human Services Aid	1
Intermediate Clerk	3
Department of Health Services	1
Patient Resources Worker	1
Department of Mental Health	2
Intermediate Clerk	2
Department of Public Health	2
Intermediate Clerk	1
Intermediate Typist Clerk	1
Department of Public Social Services	9
Intermediate Clerk	9
Department of Public Works	2
Intermediate Clerk	2
Probation Department	1
Intermediate Typist Clerk	1
Sheriff's Department	1
Custody Records Clerk, I	1
Superior Court	1
Intermediate Clerk	1
Outside County	5
Various positions	5
Grand Total	29

TEMPLA MILESTONES



Since the implementation of TempLA, the program has reached several milestones. On February 23, 2017, candidates applied online for the Office Support Assistant. Shortly thereafter, on April 1, 2017 TempLA launched. On May 31, 2017, TempLA extended the 50th offer of employment. Additionally, TempLA conducted the program’s first “Lunch and Learn” Building a Better Resume at the Department of Social Services (DPSS) in the 5th District (Lancaster). In addition, TempLA reached 100 active participants in the program. Lastly, 29 TempLA employees have obtained permanent employment with either the County or outside of the County.

TARGETED POPULATIONS

The Board motion, dated February 14, 2017, directed that TempLA positions be made available to local residents from low-income communities or constituents facing barriers to employment. The low-income communities are those that include residents living in a Tier 2 Zip Code. Tier 2 Zip Codes are qualifying zip codes of constituents whose poverty level is below 200% of the federal poverty level.

In addition, the motion also directed that: (1) 30% of the hired TempLA employees are students or recent graduates of local community colleges and living in a Tier 2 Zip Code; (2) 51% are served and tracked by WIOA; (3) 20% are GAIN or GROW participants and (4) at least 25% of the participants in the program must be current or former foster youth.

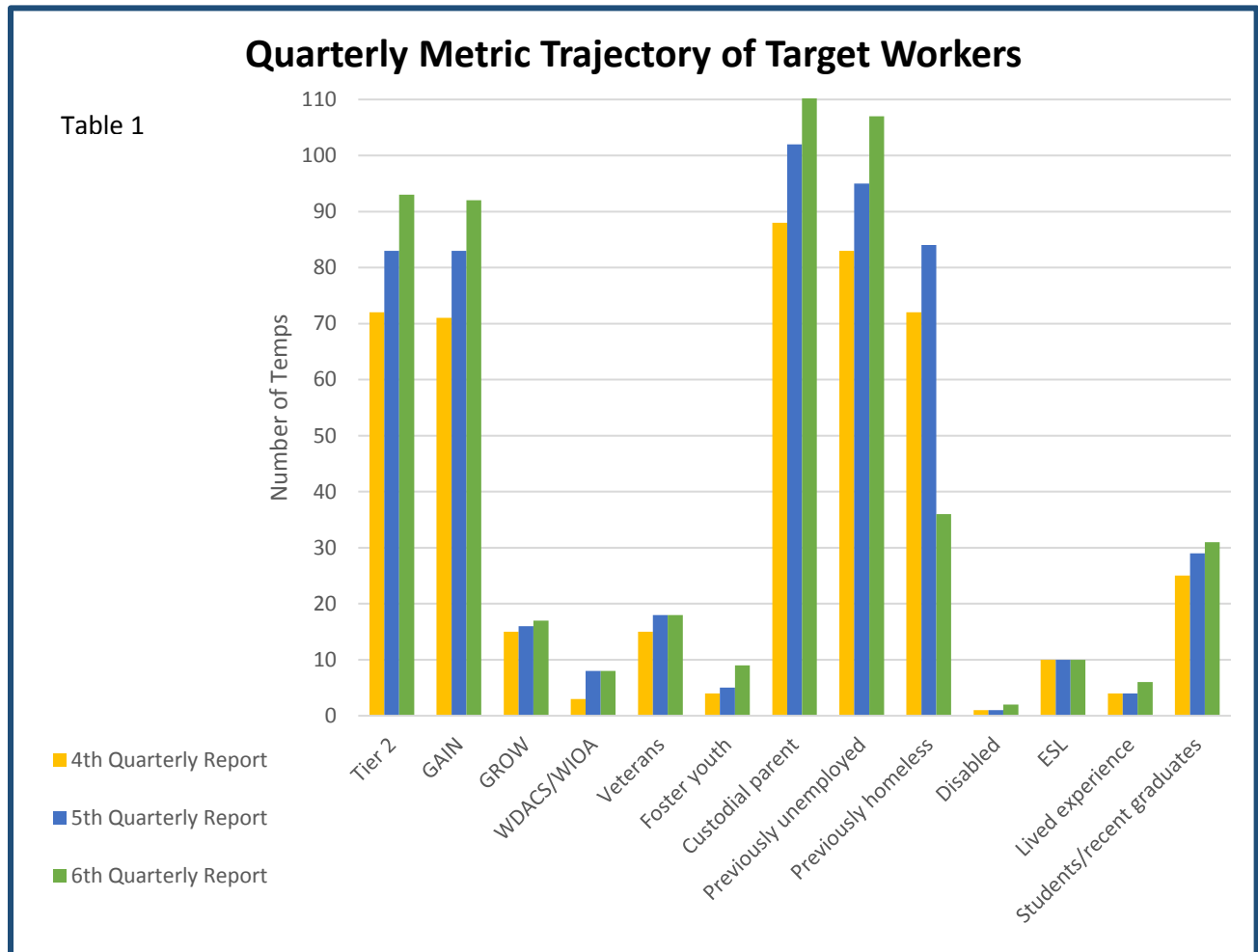
In recruiting participants, our focus has been on individuals receiving public assistance, especially GAIN and GROW participants, to reduce reliance on County services. Of the 123 TempLA employees hired, 31 (25%) are students or recent graduates who reside in a Tier 2 Zip Code; 9 (7%) current or former foster youth; 129 (100%) are tracked by the Workforce Innovation and Opportunity Act (WIOA) through the AJCCs, of which eight have elected to receive WIOA services; and 109 (85%) are GAIN/GROW participants. Registration of employees with the AJCC system allows for tracking of their career trajectory.

TempLA Board Motion Percentages			
Criteria	Board Participation Goals	Total Percentage	Out of 123 Temps
Students or recent graduates of adult school programs or local community college and living in a Tier 2 Zip Code	30%	25%	Community College 18 California State University 10 Trade School 3
Current or former foster youth	25%	4%	5
Served by WIOA	51%	7%	8
Tracked by WIOA*		100%	123
GAIN participants	20%	71%	92
GROW participants		14%	17

**WDACS tracks participant activity through its network of America's Job Centers of California (AJCCs), which include Workforce Innovation and Opportunity Act (WIOA) services. Registration with the AJCC system enables Los Angeles County to track participants.*

The categories of Target Workers participating in the TempLA Program include: Tier 2 local residents, GAIN and GROW participants, WDACS and WIOA participants, veterans, foster youth, custodial parents, previously unemployed, previously homeless, disabled, English as a Second Language (ESL), lived experience and recent graduates (within the past three years).

The chart below depicts the metrics supporting the local and target worker hiring goals (Table 1).

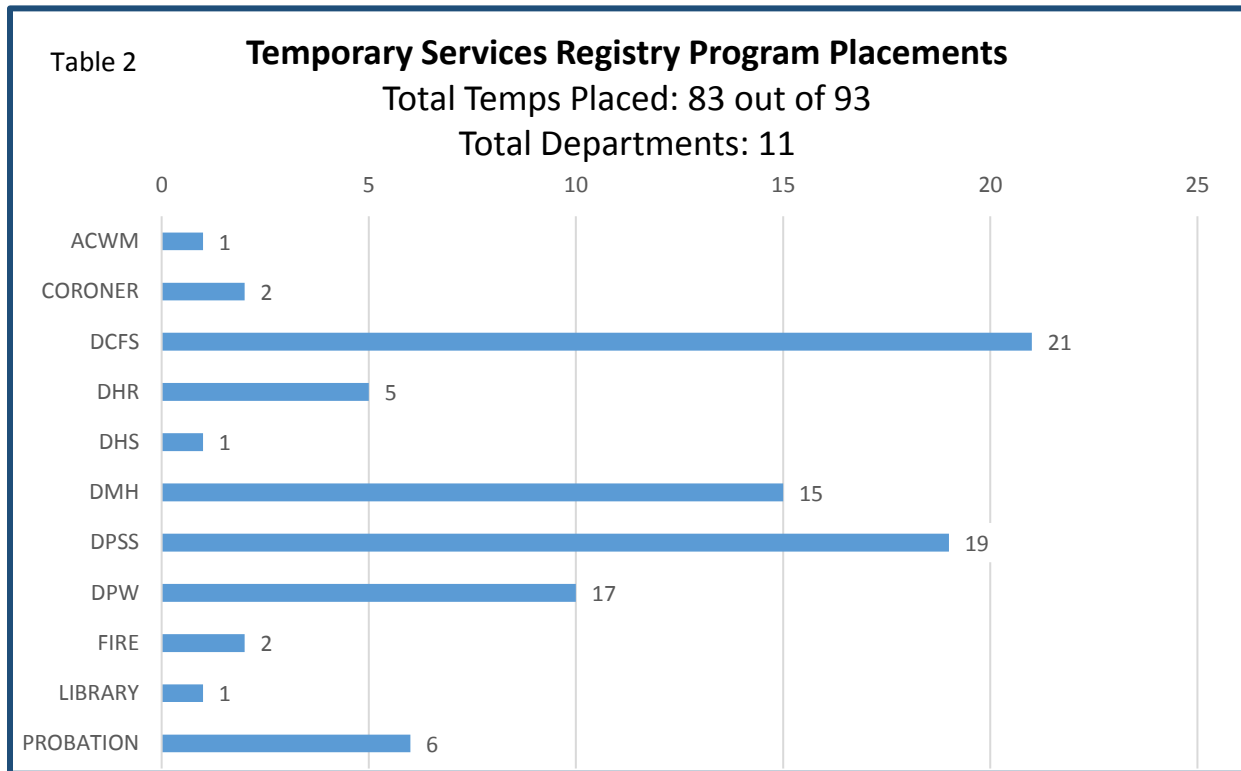


As of this quarterly report, there are 93 TempLA employees active in the program. Of the 93 temps, 83 TempLA employees are on assignment in 11 of the 19 participating County departments and four temporary employees are unavailable (Table 2). DHR has identified the following barriers to their placement:

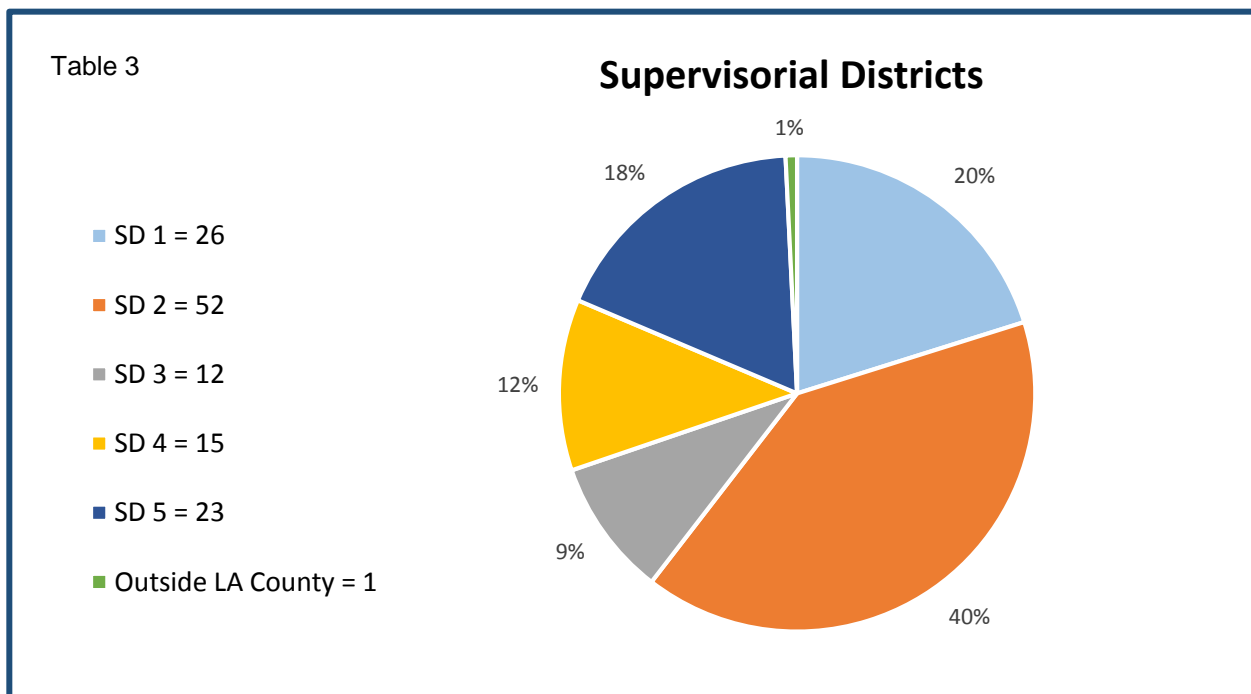
- Location of assignments in comparison to where the TempLA employee resides
- Assignment work hours e.g., 4 days/week 10 hours/day
- Access to public transportation where the TempLA employee resides
- Access to public transportation near the assignment location
- Not available for work assignment (e.g. leave of absence or vacation)

DHR will continue to pursue resources to mitigate these barriers.

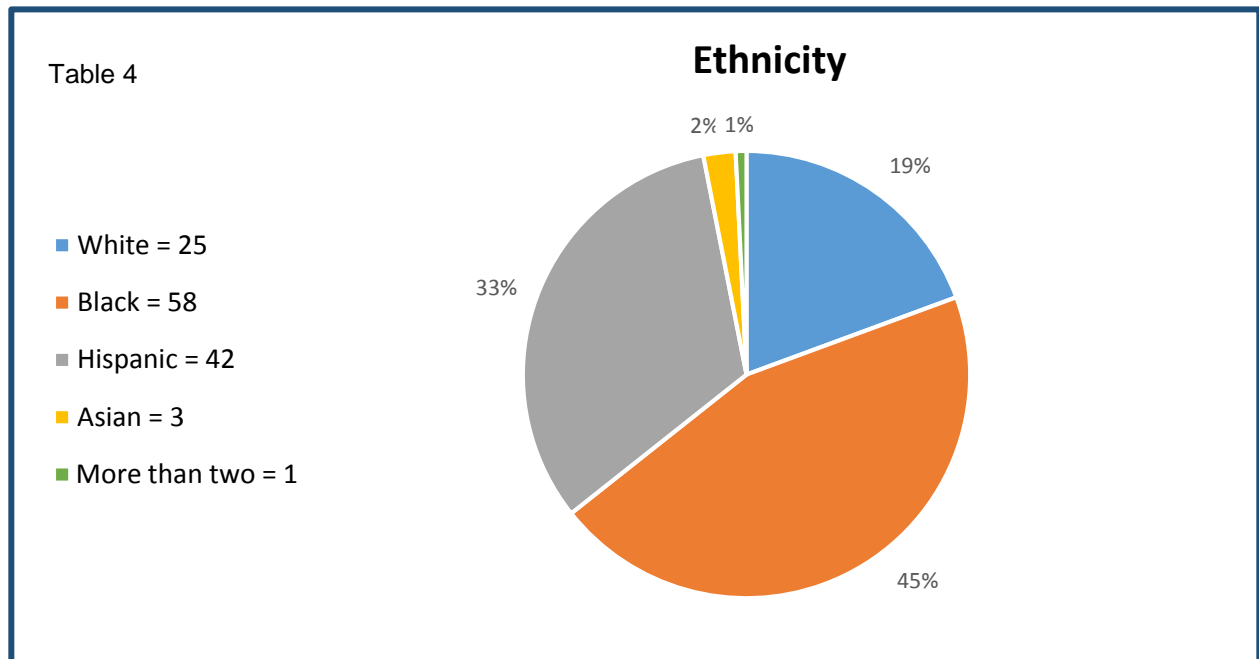
There are 83 TempLA employees on assignment at the following departments (Table 2):



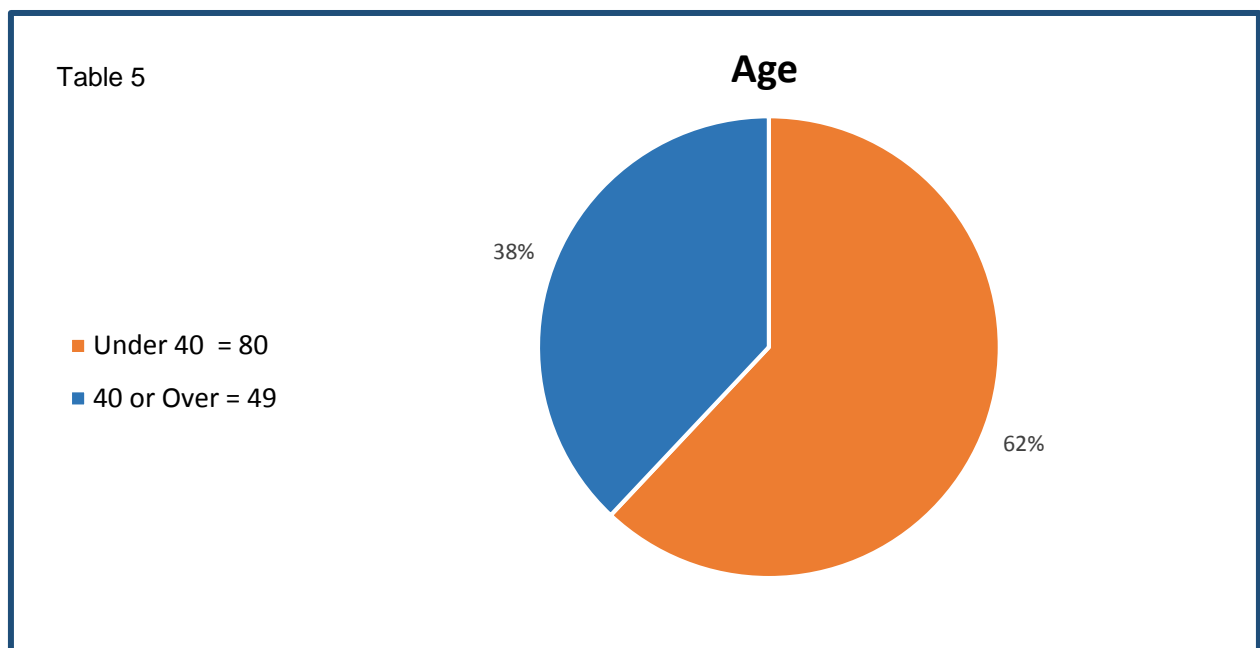
The 129 TempLA employees hired reside in the following Supervisorial Districts (Table 3):



The ethnic breakdown of the 129 TempLA employees includes the following (Table 4):



The ages of the 129 TempLA employees are as follows (Table 5):



PROGRESSION OF TEMPS AND THE PROGRAM

After TempLA employees complete orientation, program staff places them on assignments based on the needs of the pilot departments. Temporary assignments may vary from one to 12 months. The distinction between temporary staff hired through a contracted temporary agency and temporary staff hired through TempLA is the contracted staff may work no more than 90 days on an assignment, whereas TempLA employees can work up to 12 months on an assignment.

The program began April 1, 2017 with 50 ordinances and eight pilot departments. With the success of the program, 50 additional ordinances were added to the TempLA program in September 2017. With the extreme popularity of the program on the rise, to date, DHR has received 241 requests for temporary assignments from participating departments which has allowed TempLA to provide employment opportunities to individuals who face barriers of employment.

Recently, as of August 2018, CalWORKs and CalFresh experienced a slight increase because the previous report excluded six new TempLA employees whose status for County assistance was pending as of that report, but was later approved. CalWORKs benefits increased by \$6,078 and CalFresh benefits increased by \$6,752. General Relief benefits decreased by \$221. As TempLA employees continue in their assignments, their reliance on and utilization of County services will be further reduced.

Impact on Public Assistance	FY 17-18 3 rd Quarterly Board Report	FY 17-18 4 th Quarterly Board Report	FY 18-19 5 th Quarterly Board Report	FY 18-19 6 th Quarterly Board Report
CalWORKs Benefits	\$966 Increase	\$1,892 Decrease	\$3,203 Decrease	\$6,078* Increase
CalFresh Benefits	\$1,494 Decrease	\$6,804 Decrease	\$7,369 Decrease	\$6,752* Increase
General Relief Benefits	No Increase or Decrease	No Increase or Decrease	\$221 Increase	\$221 Decrease

* CalWORKs experienced a slight increase because the previous report excluded six new TempLA employees whose status for County assistance was pending as of that report, but was later approved.

NEXT STEPS

TempLA continues to recruit and acquire candidates for the Temporary Services Registry Program to maintain 100 temps active in the program. TempLA recently held two examinations in 2018 and will continue to open examinations twice a year. In addition, TempLA plans to continuously obtain more candidates, by collaborating with DPSS, and WDACS.

TempLA has demonstrated great success in meeting the Board's goal and assist employees transition into permanent employment with the County or outside the County. TempLA's rate of transition to permanent employment is 22% and continues to increase. The effectiveness of the pilot program has reduced the participant's usage of County aide, prepared local residents for employment suitability, and aided in the placement of permanent County positions. Following the completion of the 24-month pilot TempLA program, DHR will request for the program to become permanent, which would include:

- Participation by all County departments
- Funding for a TempLA database to facilitate data tracking and reporting; and
- Staffing to manage the program

As stated in the Board Motion dated February 14, 2017, the County must continue to ensure that there are employees from the entry level to highly experienced generalists and specialists. TempLA will aim to cultivate the next generation of County employees with the necessary training, experience, and creativity to take the helm, as current workers move on to other opportunities or retire. The TempLA program will continue to make a difference in the lives of those experiencing barriers to employment, as we impact the lives of constituents who are seeking a better quality of life.

DHR will deliver the next quarterly report to the Board on December 28, 2018.



LISA M. GARRETT
DIRECTOR OF PERSONNEL

COUNTY OF LOS ANGELES DEPARTMENT OF HUMAN RESOURCES

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December 31, 2018

To: Supervisor Janice Hahn, Chair
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Kathryn Barger

From: Lisa M. Garrett
Director of Personnel

Cynthia D. Banks, Director
Workforce Development, Aging and Community Services

Subject: **SEVENTH QUARTERLY BOARD REPORT – PILOT TEMPORARY
SERVICES REGISTRY PROGRAM**

This is to provide the Board with the seventh and penultimate quarterly report of the pilot Temporary Services Registry Program (TempLA). On February 14, 2017, the Board adopted a motion by Supervisors Hilda L. Solis and Janice Hahn instructing the Directors of Personnel and Workforce Development, Aging and Community Services (WDACS) to implement a 24 month Temporary Services Registry pilot project for clerical services with several participating departments. Since the last quarterly report, the Chief Executive Office has joined as a TempLA pilot department, for a total of 20 participating departments.

As of this seventh quarterly Board report, a total of 137 TempLA employees have been hired into the program. Of which 30 obtained permanent employment through the program: 25 within the County and five in other organizations. This has resulted in 22% of the TempLA participants ultimately obtaining permanent employment. It is clear that TempLA is enabling constituents to attain needed job skills, meaningful workplace exposure and begin rewarding careers, all while demonstrating how the County can serve local communities through elevated program design.

To Enrich Lives Through Effective and Caring Service

The following chart provides an at-a-glance update on the status of the TempLA participants who meet the participation guides as outlined in the Board motion.

TempLA Board Motion Targeted Percentages			
Criteria	Board Participation Goals	Total Percentage	Of 137 Temps
Students or recent graduates of adult school programs or local community college and living in a Tier 2 Zip Code	30%	23%	Community College 18 California State University 11 Trade School 3
Current or former foster youth	25%	7%	9
Served by WIOA	51%	6%	8
Tracked by WIOA*		100%	137
GAIN participants	20%	68%	93
GROW participants		13%	17

**WDACS tracks participant activity through its network of America's Job Centers of California (AJCCs), which include Workforce Innovation and Opportunity Act (WIOA) services. Registration with the AJCC system enables Los Angeles County to track participants.*

This quarterly report details the early history of the program and its relevant milestones. The final quarterly report will be provided to the Board on March 31, 2019.

Should you have any questions regarding this report, please contact Lisa M. Garrett, Director of Personnel, at (213) 974-2406, or Cynthia D. Banks, Director of WDACS, at (213) 637-0798.

LMG:CDB:EP
OS:MM:CDW

Attachment



TEMPLA

SEVENTH QUARTERLY BOARD REPORT

December 31, 2018

Response to Board Agenda No. 2 - On February 14, 2017

TempLA

Seventh Quarterly Board Report

December 31, 2018

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Launched in response to a February 17, 2017 Board motion from Supervisors Solis and Hahn, the TempLA Pilot Program has helped over 100 individuals with barriers to employment learn new skills, gain experience, and earn a fair wage.



TEMP LA

County of Los Angeles Temporary Employment Program

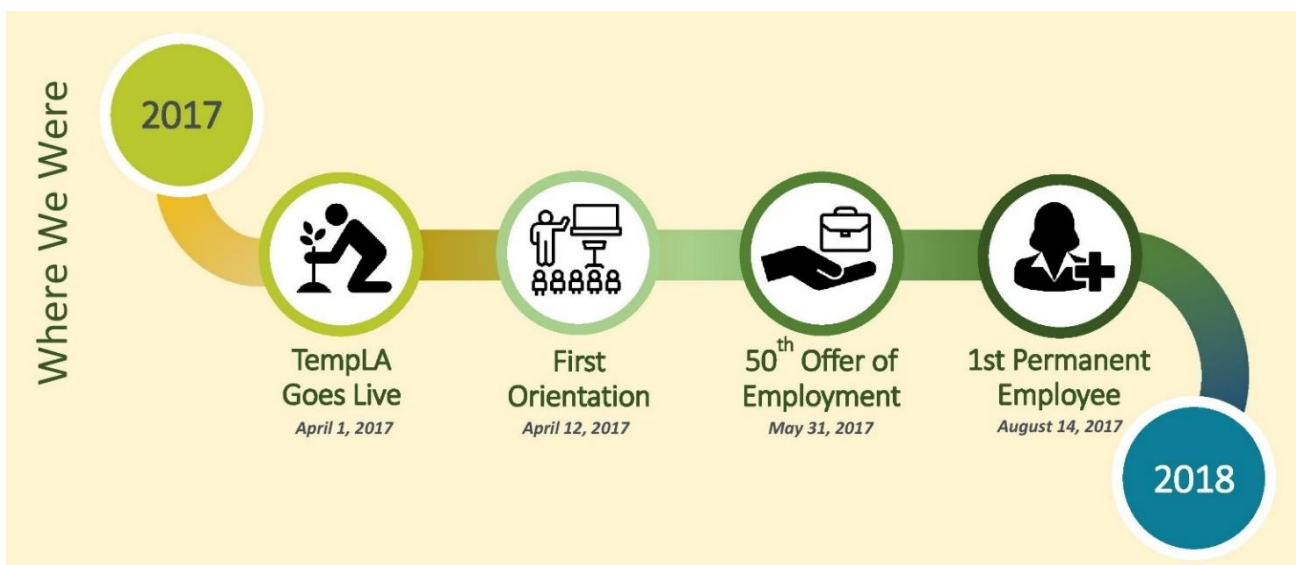
WHERE WE WERE



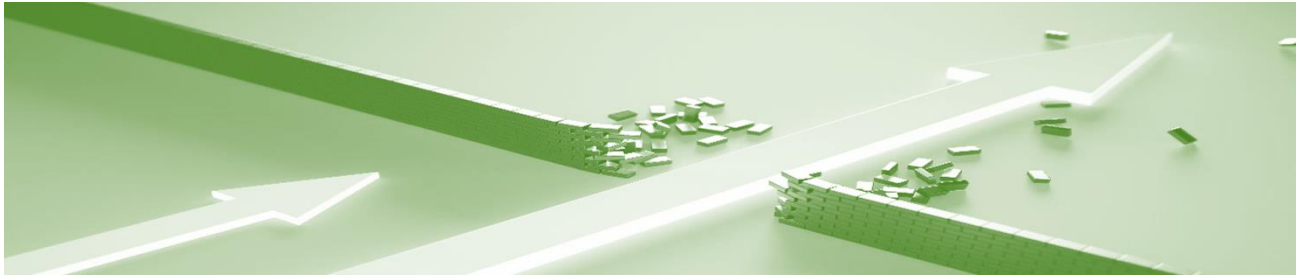
On April 1, 2017, TempLA was launched based on a Board motion by Supervisors Solis and Hahn with the unanimous support of the Board of Supervisors (BOS). The ultimate goal of the motion was twofold: employ individuals with barriers to employment while reducing (and eventually eliminating) dependence on contracted temporary clerical workers in Los Angeles County.

In the year and a half since the first orientation of the pilot program, at the Board's direction WDACS and DHR have developed new policies, processes, and procedures to solidify Los Angeles County's ability to provide meaningful workforce development through the TempLA program. The experiences and successes of all 137 individuals who participated in TempLA over the past 20 months have been documented, analyzed, and built upon. It is clear from this data that many lives, both of the participants and the families they support, have been changed for the better.

Originally designed for 50 temporary employees, with support of the Chief Executive Office (CEO), DHR was able to quickly expand the program and double participation to 100 at-risk individuals. Today, TempLA is at its operational capacity, meaning that new participants are only able to join the program when a current TempLA employee vacates their role, oftentimes due to obtaining permanent employment. In addition, due to the incredible success of the program, DHR has been able to increase the number of participating pilot departments from 12 to 20.



WHERE WE ARE



Based on the success of the program's deliverables and outcomes, and increased service needs of departments, TempLA reached its ultimate goal of 100 program participants on May 23, 2018. This incredible milestone led to a Board recognition of the TempLA pilot project in June 2018. As of December 2018, there are a total of 20 pilot departments participating in the program and 25 former TempLA participants have been hired as permanent employees with Los Angeles County.

Today, not only has the program grown, but also its awareness amongst both the general public and Countywide departments. Marching toward the end of the pilot period, pending budget approval and increased personnel, TempLA is well-positioned to expand from 20 departments to every County department. This expansion will allow participants to not only fill the need for the Office Support Assistant (OSA) item, but also fill the gap for a wider range of entry-level clerical positions as well; all-the-while still fulfilling the ultimate goal of targeting employment insecure individuals and communities that are justice involved, homeless or formerly homeless, formerly foster youth or Tier 2 Zip Codes (defined in the County's Local and Target Worker Hire policy).



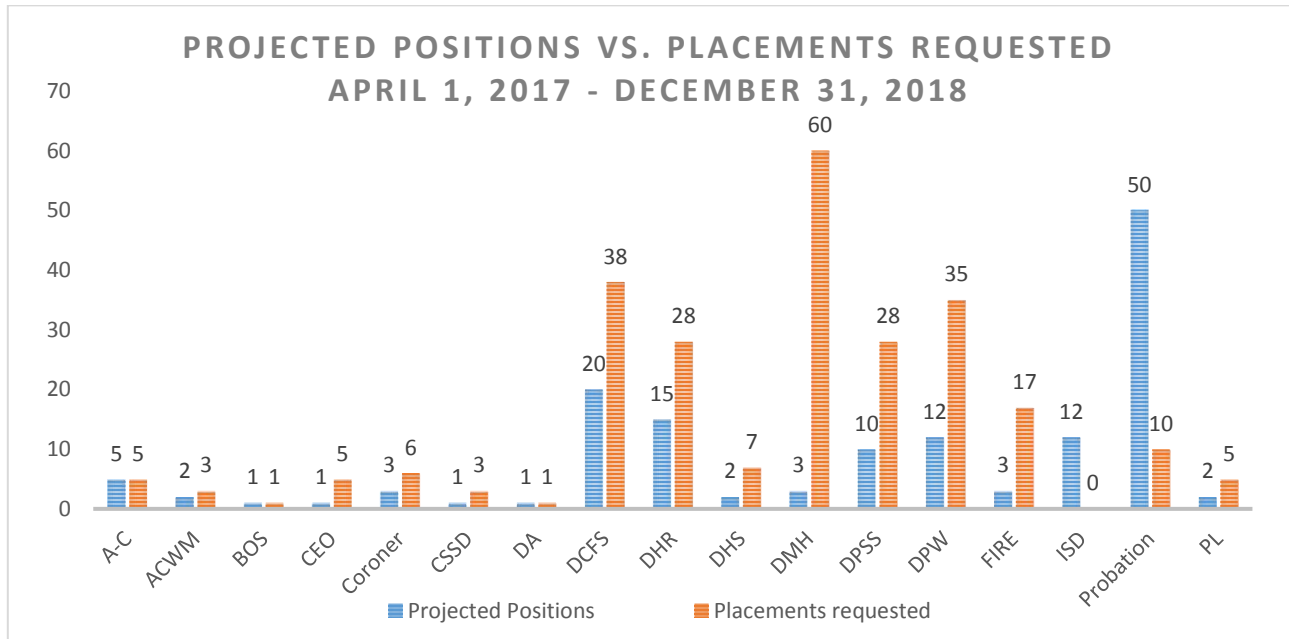
As of December 28, 2018, DHR has hired 137 TempLA employees. A total of 30 TempLA employees have been permanently hired: 25 have been appointed to permanent employment with the County, additionally five TempLA employees attained permanent jobs outside of the County. That means 1-out-of-5 TempLA participants are now permanent employees within the County of Los Angeles and there are almost 100 TempLA participants who are currently being paid a fair wage with County health benefits for themselves and any dependents. This has ultimately reduced reliance on public assistance programs, which will be discussed later in the report.

TempLA has also worked hard to meet the various program goals for hiring set by the Board of Supervisors. Below is a breakdown of the statistics:

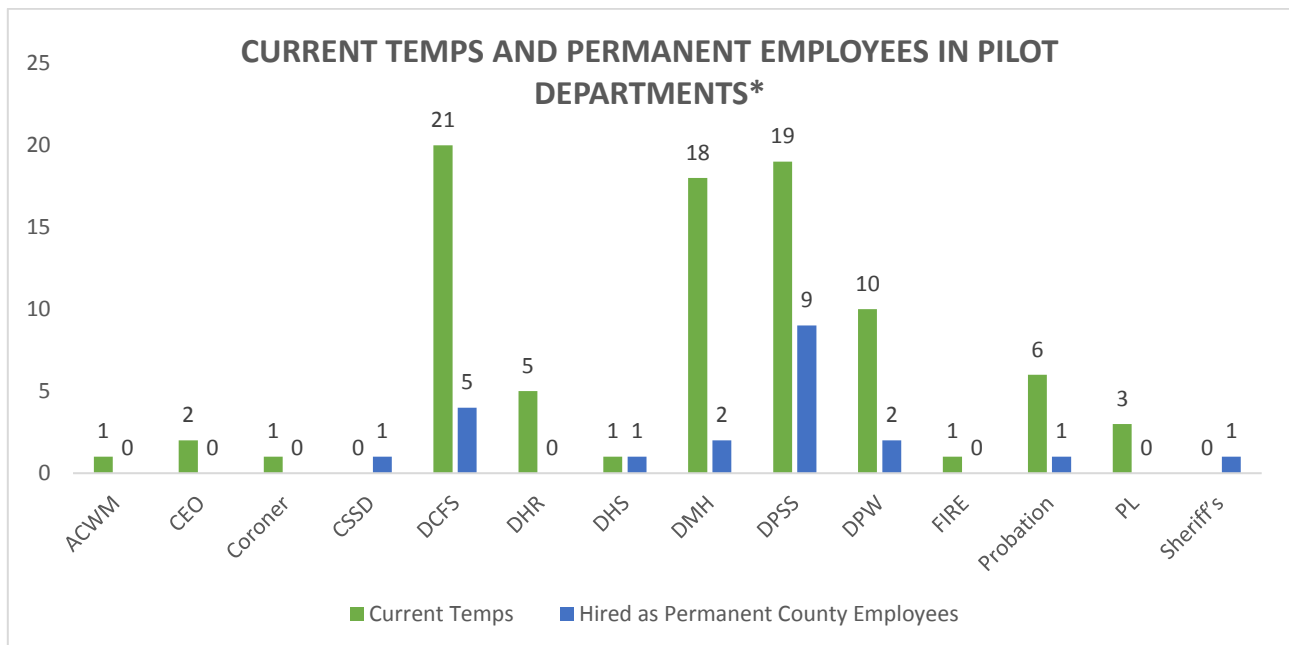
District and Ethnicity	
Participant's in District 1	27
Participant's in District 2	54
Participant's in District 3	13
Participant's in District 4	17
Participant's in District 5	25
Resided outside of LA County	1
Total	137
Not in Protected Class	87
Protected Class (Ages 40 and above)	50
Total	137
Ethnicity Code - 1 White	27
Ethnicity Code - 2 (Two or more)	2
Ethnicity Code - 3 Black	61
Ethnicity Code - 5 Hispanic	44
Ethnicity Code - 7 Asian	3
Total	137

Identifying Barriers to Employment	
Custodial Parents	119
Disabled	2
ESL	11
Foster Youth(s) and/or disconnected	9
Lived Experience (Criminal Justice)	8
Non-Custodial Parents	1
Participant's in a Tier 2 zip code	97
Participant's in GAIN	93
Participant's in GROW	17
Participant's without HS Diploma/GED	0
Previously Homeless	37
Previously Unemployed	110
Students attending adult school/community college/4-year university	32
Veteran(s) and/or family members	18
WDACS (WIOA)	8

At the beginning of the pilot program, prediction of departmental requests was based on projected temporary worker need. As seen in the graph below, actual requests for TempLA participants has exceeded projections in almost every participating department. This increase is largely due to the success of the TempLA participants at their roles and an increased understanding by departments of the value of the program.



The top three departments TempLA served are the Department of Children and Family Services, Department of Mental Health, and Department of Public Social Services. The graph below represents current TempLA participants in each pilot department and a look at permanent hires amongst them.



In addition to the placements indicated in the above chart, one TempLA participant was hired as a permanent County employee at the Department of Public Health and one TempLA participant was

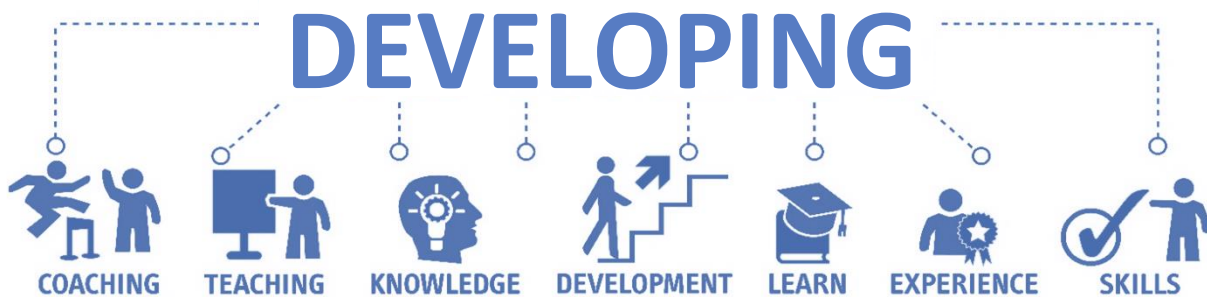
hired as a permanent County employee at Superior Court, both of which were non-pilot departments.

Below is a breakout, updated from the previous Board Report, showing permanent hires by each department. The chart shows that most former TempLA participants that transitioned into permanent County employment hired into Intermediate Clerk positions, as predicted in the original program Feasibility Report from 2015 submitted by DHR.

Department and Item	Number Hired by Department
Child Support Services Department	1
Intermediate Clerk	1
Department of Children and Family Services	5
Human Services Aid	1
Intermediate Clerk	3
Intermediate Typist Clerk	1
Department of Health Services	1
Patient Resources Worker	1
Department of Mental Health	2
Intermediate Clerk	2
Department of Public Health	2
Intermediate Clerk	1
Intermediate Typist Clerk	1
Department of Public Social Services	9
Intermediate Clerk	9
Department of Public Works	2
Intermediate Clerk	2
Probation Department	1
Intermediate Typist Clerk	1
Sheriff's Department	1
Custody Records Clerk I	1
Superior Court	1
Intermediate Clerk	1
Outside County	5
Various positions	5
Total Permanent Positions:	30

DEVELOPING AND RETAINING

As the ultimate goal of TempLA is to provide participants with the opportunity to obtain stable, full-time employment, soft skills training and testing preparation for the Civil Service Exams is a key component of the program. Through a combination of Lunch and Learns, Lynda.com online training, mentoring and on the job-experience, DHR has sought to give TempLA participants every opportunity to prepare and feel confident seeking permanent job placement.



According to a recent survey of 78 TempLA participants in August 2018, 71% reported using Lynda.com. For the remaining 29%, the two most common reasons for not using Lynda.com were not having access and time. To help mitigate this, DHR has collaborated with County pilot departments, requesting that our TempLA participants have access to County computers for two hours of weekly training. When TempLA expands administrative staff, DHR will be able to better ensure that this time is being utilized.

An area of opportunity and challenge in the past 20 months has been the training and experience required to test well and succeed on the Civil Service Exams. In a recent analysis of TempLA participants' test results (across 128 tests taken by TempLA participants), the following percentages were categorized:

Band	Percentage Tested into Each Band
Band 1:	2%
Band 2:	5%
Band 3:	17%
Band 4:	28%
Band 5:	47%

To help with exam success, TempLA has been approved by the Director of Personnel as a designated training program. The approval allows TempLA employees to apply for promotional positions, thus giving them more roadways to permanent County employment. In addition, DHR recently approved the creation of an Intermediate Clerk examination specifically for TempLA participants. This examination will allow the program participants to compete with just each other versus external applicants - a great achievement for the program that will aide in improved permanency.

While over 20% of TempLA participants have successfully found permanent employment, TempLA sees an opportunity raise those banding results through recent internal policy changes and an increased focus on Lynda.com learning and exam training.

REDUCTION IN PUBLIC ASSISTANCE:

In addition to providing participants with on-the-job training and workforce development opportunities TempLA has also proven to reduce participants' reliance on public assistance. As of December 6, 2018, TempLA participants' use of CalWORKs and CalFresh both experienced decreases, while General Relief (GR) benefits saw neither an increase nor a decrease. As TempLA participants continue in their assignments, their reliance on and utilization of County services will be further reduced.

Impact on Public Assistance	FY 17-18 3 rd Quarterly Board Report	FY 17-18 4 th Quarterly Board Report	FY 18-19 5 th Quarterly Board Report	FY 18-19 6 th Quarterly Board Report	FY 18-19 7 th Quarterly Board Report
CalWORKs Benefits	\$966 Increase	\$1,892 Decrease	\$3,203 Decrease	\$6,078 Increase	\$1,529 Decrease
CalFresh Benefits	\$1,494 Decrease	\$6,804 Decrease	\$7,369 Decrease	\$6,752 Increase	\$2,900 Decrease
General Relief Benefits	No Increase or Decrease	No Increase or Decrease	\$221 Increase	\$221 Decrease	No Increase or Decrease

NEXT STEPS

TempLA has shown great success. What has been seen in the last 20 month pilot period is that TempLA has quickly established itself as a resource for County departments seeking to temporarily fill vacancies, while also fulfilling a second mission of targeting populations with barriers to employment and creating a vehicle for them to enter into a long and lasting County career.

This program has a strong potential to make an even greater impact on hiring within Los Angeles County. TempLA can become a leading example for how the public sector can create job opportunities by redirecting energy in a more specific, effective, and compassionate manner.

DHR will deliver the final quarterly report to the Board on March 31, 2019.



LISA M. GARRETT
DIRECTOR OF PERSONNEL

COUNTY OF LOS ANGELES DEPARTMENT OF HUMAN RESOURCES

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March 28, 2019

To: Supervisor Janice Hahn, Chair
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Kathryn Barger

From: Lisa M. Garrett
Director of Personnel

Otto Solorzano, Acting Director
Workforce Development, Aging and Community Services

EIGHTH QUARTERLY BOARD REPORT – PILOT TEMPORARY SERVICES REGISTRY PROGRAM

This memo provides the Board with the eighth and final quarterly report of the pilot Temporary Services Registry Program (TempLA). On February 14, 2017, the Board adopted a motion by Supervisors Hilda L. Solis and Janice Hahn instructing the Directors of Personnel and Workforce Development, Aging and Community Services (WDACS) to implement a 24-month Temporary Services Registry pilot project for clerical services with several participating departments. Since the last quarterly report, the Sheriff's Department has joined as a TempLA pilot department, for a total of 20 participating departments.

Since the inception of the pilot program in April 2017, there have been a total of 293 placement requests from County departments seeking TempLA employees, exceeding the 100 positions made available through the structure of the program. Departmental feedback shows that TempLA's format of keeping participants on assignment for up to one year is more valuable for County operations in comparison to contracted agencies' requirement to remove temporary workers from assignment after 90 days.

As of March 29, 2019, 141 employees have been hired into the TempLA program. Of those hired, 24% of the program participants have obtained permanent employment. Of the 141 program participants, a total of 34 TempLA employees have been hired into

permanent positions, of which 28 have attained employment within the County and six have been hired into other organizations. It is clear that TempLA has enabled participants of the program to achieve needed job skills and livable wages. In fact, over the 24-month program pilot, the County has gained a total estimated cash savings of \$53,419 in public assistance spending on TempLA employees who previously relied on County aid. The fair wages provided to TempLA employees, averaging \$2,400 per month, supports the Board intent to reinvest in constituents who are working to improve themselves and simultaneously build the pool of potential future workforce of permanent County employees.

As expressed by the Board at the launch of this program, contracting with external agencies for services that County employees can provide is not a long-term solution. Temporary work, when appropriate, should be used as an opportunity to support and engage with local communities' most vulnerable populations, such as individuals receiving public assistance, military veterans and their families, current or former foster youth, mature workers, low-income, and justice involved individuals. The TempLA pilot specifically engages those populations. In our program, we have a total of 141 program participants, and 23% were students or recent graduates of adult school programs or local community college. Six percent are current or former foster youth; 100% are tracked by the Los Angeles County America's Job Center of California (AJCC) system; 70% were previously Greater Avenues for Independence (GAIN) recipients; and 12% were General Relief Opportunities for Work (GROW) participants.

The clear success of the pilot program and the positive impact it has shown to have on the target population, reduction in County aid, and County operations, we recommend that the TempLA program transition from pilot to a full-fledge permanent program in the Department of Human Resources (DHR). We plan to submit a budget request to the Chief Executive Office (CEO) to review and seek recommendations during the Fiscal Year 2019-2020 Final Changes budget phase.

Upon your Board's approval of a permanent program, this will allow recommendations to be made within the context of the overall budget and numerous competing funding priorities and requests. Highlighted in the attached report is a full overview of the success of the TempLA pilot program.

Should you have any questions regarding this report, please contact Lisa M. Garrett, Director of Personnel, at (213) 974-2406, or Otto Solorzano, Acting Director of WDACS, at (213) 738-4247.

LMG:OS:EP
MM:MB

Attachment



TEMP LA

County of Los Angeles Temporary Services Registry Program



Eighth Quarterly Board Report

March 29, 2019

Response to Board Agenda No. 2 - On February 14, 2017



TempLA

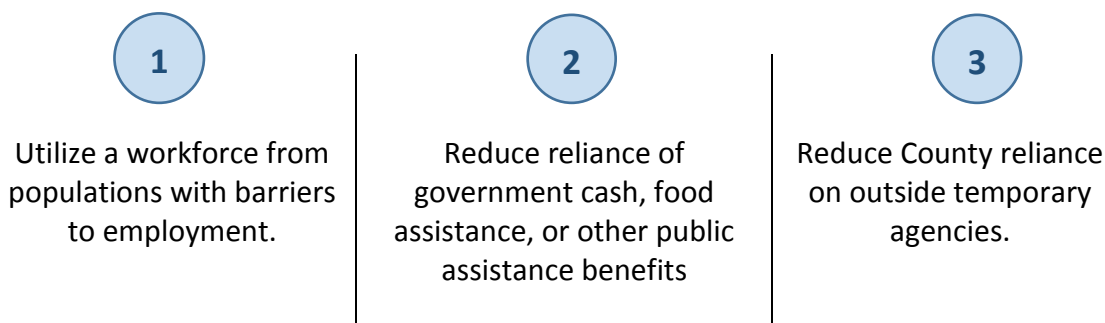
Eighth Quarterly Board Report

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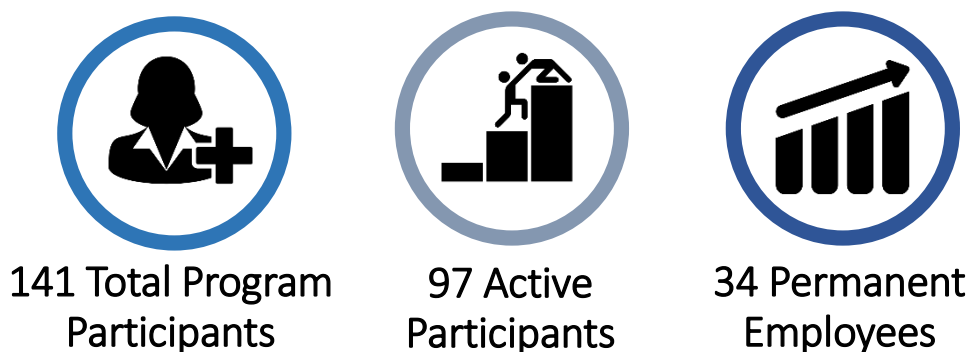
INTRODUCTION

On February 14, 2017, Supervisors Hilda L. Solis and Janice Hahn motioned for the implementation of the Temporary Services Registry program (TempLA) to begin April 1, 2017. The vision of the pilot program was to ensure that local County residents who faced barriers to employment would be able to obtain on-the-job training, work experience, and resources to help them find gainful employment at the County or with other local employers.

Since inception, the mission of TempLA has been threefold:



On April 12, 2017, TempLA held the first New Employee Orientation with seven attendees. By September 2017, there were nearly 50 TempLA employees participating in the program. Due to the success of the pilot program, the Chief Executive Office (CEO) agreed to add an additional 50 ordinance positions. As of March 29, 2019, 141 TempLA employees have been hired into the program. A total of 34 obtained permanent employment through the program (reflecting a success rate of 24% over a 2-year period); 28 within the County and six in other organizations. Currently, there are 97 TempLA employees participating in the program.



The Board specified that the pilot program should focus on five areas where local County residents face barriers to employment:

Justice Involved	Formerly homeless	Foster Youth	Veterans	Tier 2 zip codes
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Below are breakdowns in participant location, ethnicity, gender, and age.

District	Percentage	
Participant's in District 1	28	20%
Participant's in District 2	55	39%
Participant's in District 3	13	9%
Participant's in District 4	17	12%
Participant's in District 5	27	19%
Resided outside of LA County	1	1%
Total	141	

Gender	Percentage	
Female	132	94%
Male	9	6%
Total	141	

Ethnicity	Percentage	
1 White	27	19%
2 (Two or more)	2	1%
3 Black	65	46%
5 Hispanic	44	31%
7 Asian	3	2%
Total	141	

Age Breakdown	Percentage	
Not in Protected Class	91	65%
Protected Class (Ages 40 and above)	50	35%
Total	141	

TempLA has also significantly helped individuals that live in the Tier 2 zip codes, those who are custodial parents and previously unemployed individuals.

Identifying Barriers to Employment	
Custodial Parents	123
Disabled	2
English as a Second Language	11
Foster Youth(s) and/or disconnected	9
Justice Involved (Criminal Justice)	10
Non-Custodial Parents	2
Participant's in a Tier 2 zip code	101
Participant's in GAIN	98
Participant's in GROW	17
Participant's without HS Diploma/GED	0
Previously Homeless	38
Previously Unemployed	115
Students attending adult school/community college/4-year university	33
Veteran(s) and/or family members	18
WDACS (WIOA)	8

BENEFITS OF TEMPLA

Benefits for TempLA Participants

- **Reduces reliance on County assistance**

Some TempLA employees have previously reported receiving a combination of CalWORKs, CalFRESH, or General Relief. Once in the program, TempLA employees can earn enough to allow their dependency on County assistance to conclude.

- **Provides financial stability**

Promises of a fair wage, career training, and work consistency provides valuable experience and a pathway to full-time employment in the County or elsewhere.

- **Allows participants to receive medical benefits upon eligibility**

Most TempLA participants are eligible after three consecutive months of employment (minimum 20 hours per month) to apply for County Options medical benefits for themselves and their families. Nearly 87% of TempLA participants are custodial parents. In addition, participants contribute towards their retirement by participating in the Pension Savings Plan.

- **Promotional opportunities to apply for internal County jobs**

As a DHR-designated Career Pathways Program, TempLA participants are able to apply to certain promotional jobs within the County; giving them enhanced opportunity to find permanent employment within the County.

- **On the job training as well as classroom and online training**

Through physical and online trainings, TempLA gives participants every opportunity during work to make themselves into a highly skilled, versatile asset.

Before entering the TempLA program, I was not excited about my professional future. Laid off from my job of nine years, I did not know what to expect. It was very hard to find employment. As a single mother of three, I decided to enroll in the gain welfare to work program. My social worker said that I should apply to TempLA. I did so with minimal expectations. However, after I attended orientation, I was very optimistic. TempLA has changed my life. The program has exceeded my expectations!!!

After six months in the program, I became a permanent county employee with the Department of Human Resources (DHR)! I definitely see a bright future and thriving career with the County of Los Angeles.”

- R. Alex, Former TempLA Participant

Benefits for Departments

- **May keep TempLA employee on assignment longer**
Through private agency contracts, contracted temporary workers can work on assignment for three months. Whereas TempLA employees may remain on an assignment for up to one year.
- **Allows the department to assess workplace skills and behavior**
Being able to employ TempLA employees allows departments to evaluate the skill level and cultural fit of the temporary employee. This also allows the department to grow and develop a professional relationship with participants.
- **Reinvest in constituents who are working to improve themselves**
TempLA helps participants stabilize their financial lives while giving them work that builds their resume and training that builds their skills sets which provides an opportunity for TempLA employees to receive stable income.
- **Build the pool of potential future permanent County employees**
TempLA recruits participants with barriers to employment. The program live scans and trains these focused populations to become future County leaders.

Benefits for the County

In the original Board motion launching the program in 2017, TempLA was directed to service a targeted population including:

- Veterans and their families
- Justice-involved
- Individuals living in Tier 2 Zip Codes
(defined in the County's Local and Target Worker Hire policy)
- Recipients of public assistance
- Current or former foster youth
- Homeless or recently homeless
- Custodial and non-custodial parents
- The disabled community
- Protected class

REDUCTION IN PUBLIC ASSISTANCE

The Greater Avenues for Independence (GAIN) program provides employment-related services to CalWORKs participants to help them find employment and stay employed. The General Relief Opportunities for Work (GROW) program provides employment to those individuals who receive General Relief (GR). As previously mentioned, of the 141 TempLA employees, 98 were GAIN participants and 17 participated in the GROW program; either receiving CalWORKs, CalFresh, and/or GR cash assistance from the County of Los Angeles.

As of March 29, 2019, 88 TempLA employees have worked a complete year at their assignments, currently earning an average monthly salary of \$2,400 a month, reducing reliance on these County assistance programs. County cash assistance may be received several ways:

1. Individuals who have needy dependent children may be eligible for CalWORKs.
2. Low-income families who need money to purchase food may be eligible for CalFresh (formally food stamps).
3. Adults who are ineligible for Federal or State programs (such as CalWORKs), may be eligible for GR.

A total estimated cost savings in cash assistance payments is \$882,902, which results in a net County cost (NCC) savings of \$53,419. Below is a chart that reflects the estimated cost for the TempLA employees who have received County assistance in the past:

Temp LA Jobs
Estimated Cost Savings in Cash Assistance Payments

CalWORKs Assistance Temp LA Jobs		
	Monthly Cost	Annual Cost
MAP for family of 3	\$714.00	
Number of Temp LA Jobs	98	
Estimated assistance savings	\$ 69,972	\$ 839,664
Estimated Annual Savings		\$ 839,664

General Relief (GR) Assistance Temp LA Jobs		
	Monthly Cost	Annual Cost
GR Budgeted Case Cost Number	\$ 211.95	
of Temp LA Jobs Estimated	17	
assistance savings	\$ 3,603	\$ 32,427
Estimated Annual Savings		\$ 32,427

Assumptions:

- (1) The length of employment is 1 year; (GR - 9 months)
- (2) Aid is terminated at the start of employment
- (3) The cost of employment is not considered
- (4) Only savings from assistance cash payments are considered
- (5) Net County cost (NCC) savings is \$53,419

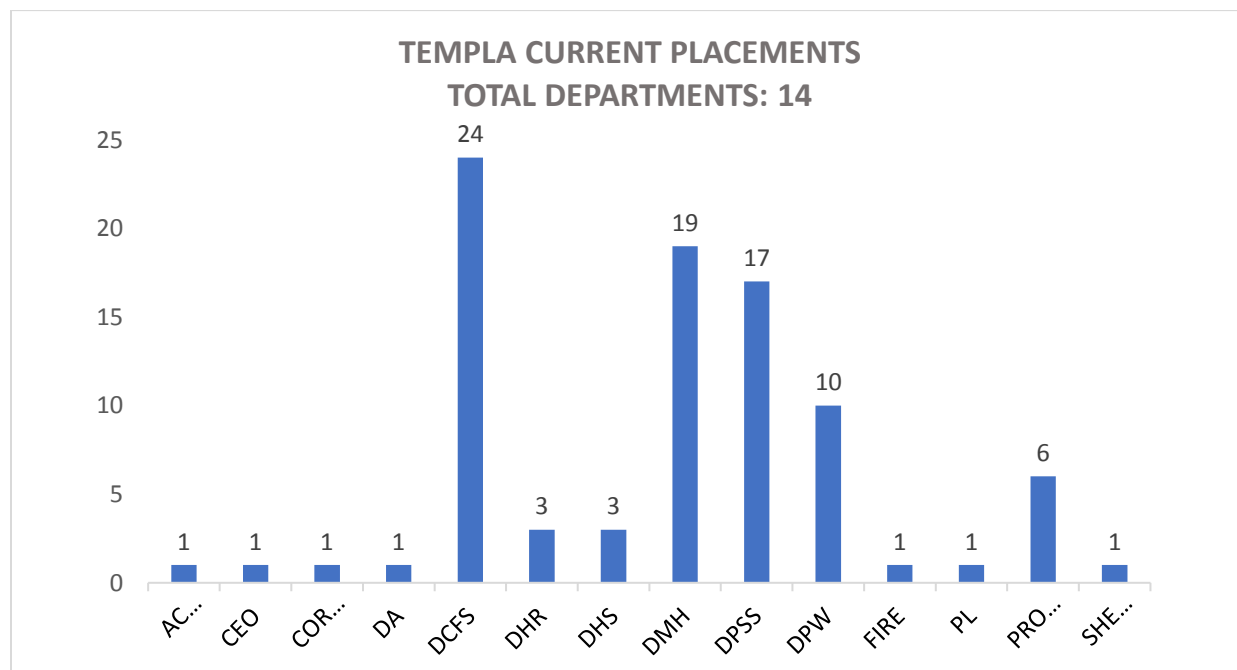
Note: The administrative costs of the Department of Human Resources (DHR) are not factored into the savings.

PLACEMENTS AND PERMANENT HIRING

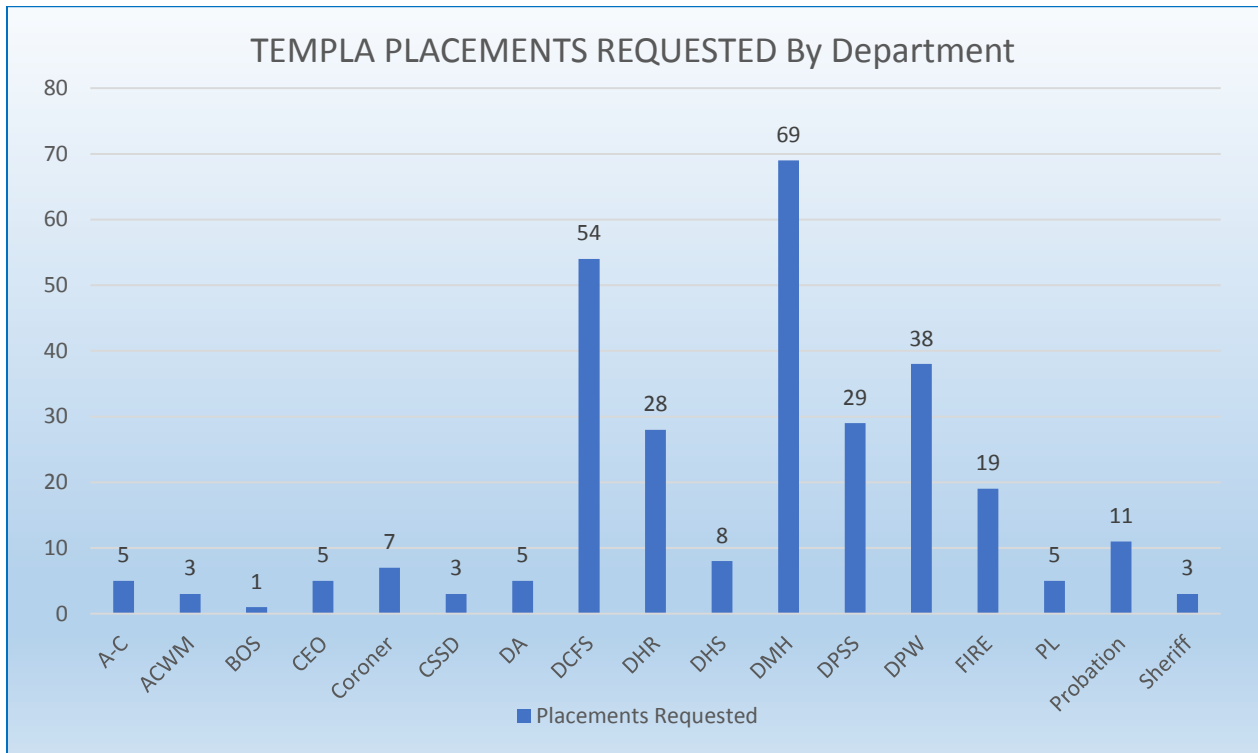
With the implementation of TempLA as a pilot program, initially the Board approved eight pilot County departments. As of March 29, 2019 there are 20 approved County departments:

1. Agricultural Commissioner-Weights and Measures (ACWM)
2. Auditor - Controller (AC)
3. Board of Supervisors (BOS)
4. Chief Executive Office (CEO)
5. Child Support Services Department (CSSD)
6. Department of Children and Family Services (DCFS)
7. Department of Health Services (DHS)
8. Department of Human Resources (DHR)
9. Department of Mental Health (DMH)
10. Department of Public Social Services (DPSS)
11. Department of Public Works (DPW)
12. District Attorney (DA)
13. Executive Office of the Board
14. Internal Services Department (ISD)
15. Los Angeles County Fire Department (LACoFD)
16. Los Angeles County Sheriff's Department (LASD)
17. Medical Examiner-Coroner (MEC)
18. Probation (PB)
19. Public Defender (PD)
20. Public Library (PL)

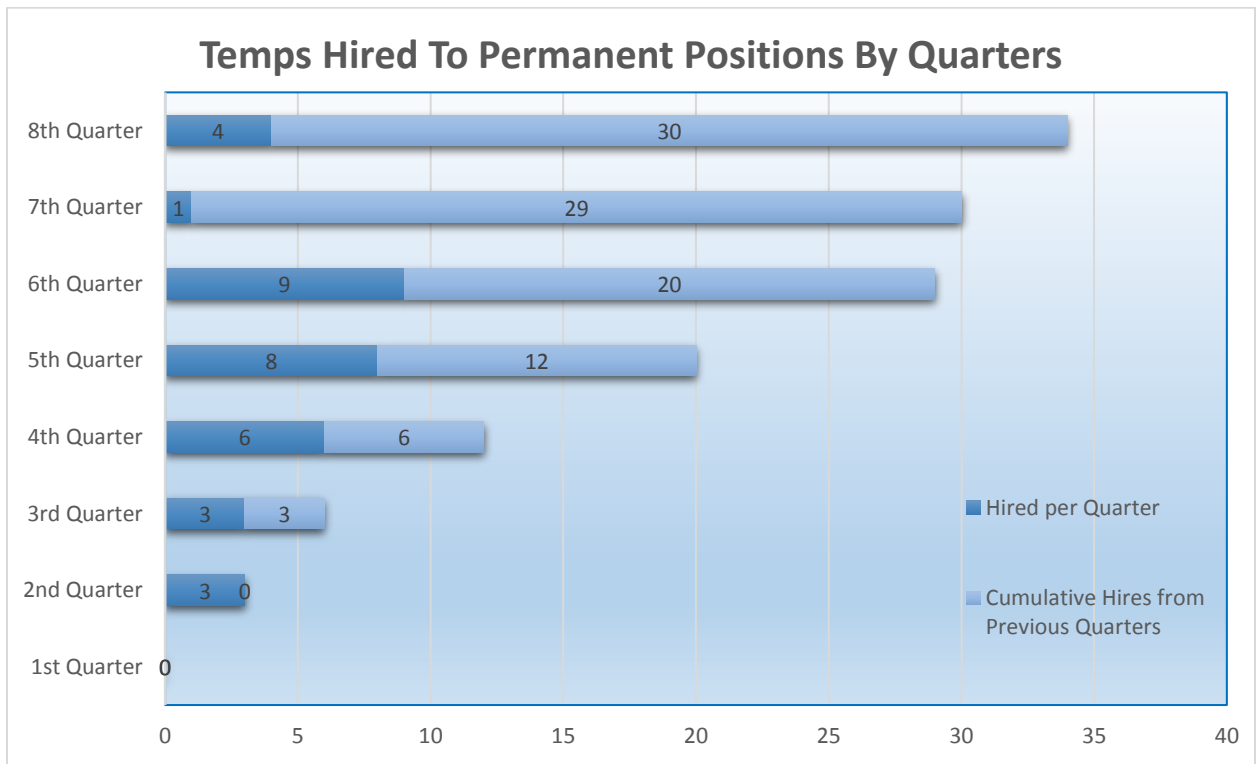
Of the 20 departments, 89 TempLA employees are working. The graph below depicts the number of employees currently working at various County departments.



Comparing the number of participants to the total number of placement requests, TempLA has received a total number of 293 requisitions; more than double the number of current program participants.



The chart below reflects the quarterly increase of TempLA employees hired to permanent positions.



On August 14, 2017, DPSS hired the first permanent TempLA employee. Below is a list of all the departments including outside employers that hired TempLA employees for permanent assignments, as well as the positions.

Department and Item	Number Placed in Department
Child Support Services Department	1
Intermediate Clerk	1
Department of Children and Family Services	5
Human Services Aid	1
Intermediate Clerk	4
Department of Health Services	2
Intermediate Clerk	1
Patient Resources Worker	1
Department of Human Resources	1
Intermediate Clerk	1
Department of Mental Health	2
Intermediate Clerk	2
Department of Public Health	2
Intermediate Clerk	1
Intermediate Typist Clerk	1
Department of Public Social Services	9
Intermediate Clerk	9
Department of Public Works	2
Intermediate Clerk	2
Probation Department	1
Intermediate Typist Clerk	1
Sheriff's Department	1
Custody Records Clerk, I	1
Superior Court	2
Intermediate Clerk	2
Outside Employers	6
Various positions	6
Grand Total	34

"TempLA provides staff that is reliable and committed to success. This is reflected in the achievement of two TempLA employees becoming permanent with our department. This program is a perfect tool for future hiring by la county departments. It ensures that responsible TempLA employees gain the needed experienced to become permanent, professional, and reliable future employees."

- M. Guzman

Supervisor at the Department of Public Social Services
(Lancaster, 5th District)

BUILDING AWARENESS

TempLA received recognition from the Board of Supervisors. On June 12, 2018, the Board acknowledged nine former TempLA employees who were hired as permanent employees with the County of Los Angeles.



In building the TempLA program, from infrastructure to departmental awareness, the Resources DHR has mentored 141 TempLA employees towards the path of success. DHR assists with the background checks, placements, oversees training, timecards, exam notifications, as well as provide career guidance.

TempLA also works with the on-site supervisors at the participating departments to help add support and coaching. On-site supervisors serve as critical mentors to TempLA employees through daily working relationships. With TempLA and departments working together, TempLA employees can obtain valuable on-the-job training experience.



TempLA employees are encouraged to participate with online trainings offered through the Service Employee International Union (SEIU) Local 721 and the Los Angeles County Library, such as Lynda.com. Of the 28 TempLA employees who obtained permanent employment within the County, 64% has utilized the trainings offered on Lynda.com. Workforce, Development Aging, and Community Services (WDACS) provides work readiness support, training, and supportive services to eligible workforce development program participants applying to the TempLA program through the Los Angeles County America's Job Centers of California. Also, quarterly Lunch and Learns have been a strong component of the TempLA program. From *Resume-Building* to *Navigating the County Hiring Process*, TempLA has brought together quality material and tools.

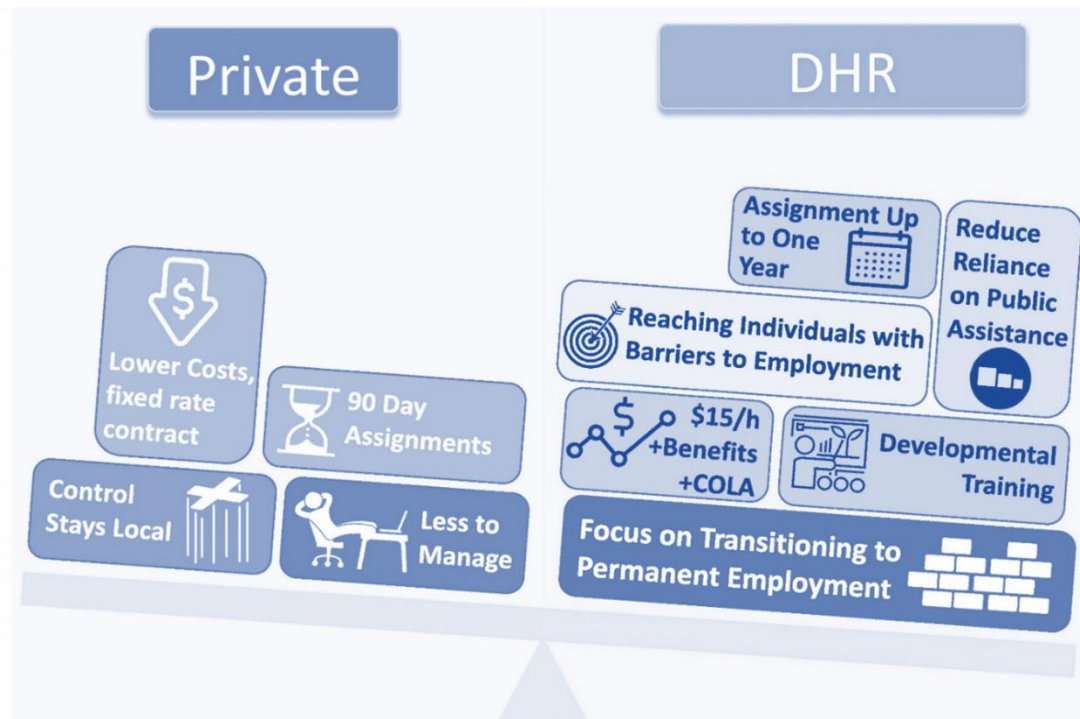
PRIVATE TEMP AGENCY COMPARISON

The intention of TempLA has been to mature into a permanent program that can ultimately replace contracted temporary agencies. In Fiscal Year 2017-2018 Los Angeles County hired 285 contracted temporary positions. A majority of these positions (over 150) fall within a clerk-level classification, with the highest being 54, the equivalent of a Senior Typist Clerk.

Item	Number of Contract Temps	Total Hours Utilized	Average Weeks of Employment
Senior Typist Clerk	54	48,333	22
Clerk	27	19,741	18
Administrative Support	24	29,928	31
Accounting Clerical	22	8,142	9
Intermediate Typist Clerk	21	8,544	10
Account Clerk	16	16,734	26
Legal Secretary	16	19,382	30
Librarian	16	9,509	15
Secretary	10	8,313	21
Administrative Analyst	9	10,027	28
Data Entry Clerk	9	2,343	7
Warehouse Worker	8	2,022	6
Administrative Assistant	6	2,518	10
Library Assistant	5	1,769	9
Cashier	4	459	3
Fiscal Clerk	4	6,601	41
HR Assistant	4	3,312	21
Procurement Assistant I	4	1,327	8
Accountant II	3	2,049	17
Administrative Assistant II	3	2,387	20
Staff Assistant	3	3,135	26
Clerical	2	2,936	37
Intermediate Clerk	2	1,065	13
IT Tech Support Analyst I	2	1,568	20
Secretary III	2	144	2
Senior Secretary III	2	1,017	13
Clerical Support	1	1,197	30
Executive Assistant	1	910	23
Intake Assistant	1	782	20
Secretary III	1	141	4
Senior Secretary II	1	47	1
Supervisor's Deputy	1	1,556	39
Typist Clerk/Bilingual	1	519	13
Grand Total	285	218,457	18

As seen in the above chart, contracted workers are on assignment for an average of 19 weeks per year. An advantage to TempLA is that those contract temporary workers can only work 90 days while TempLA participants can work for up to one year on assignment. Comparing TempLA to contracted agencies, the main incentive to keep the contracted temporary agency contracts is cost. For basic clerical work, private agencies bid to the County on a very competitive pay level per item, mainly due to County Fair Wage policies and benefits.

The TempLA program offers a variety of benefits to the TempLA employees in preparation of obtaining permanent employment. While contracted agencies focus more on serving their client contract, TempLA focuses on the participant being able to learn, grow, and change their life for the better.



"The TempLA program is a worthwhile and valuable resource for finding, training, and preparing candidates for reentry into the workforce. I have a TempLA employee that is hard working, eager to learn, and has an incredible work ethic. Without TempLA, it would be harder to find the 'diamonds in the rough'. I thank DHR and Los Angeles County for providing this incredible opportunity".

- L. Ayers

Supervisor at the Department of Public Works (1st district)

CONCLUSION

The TempLA program has a strong potential to make significant impact on hiring within Los Angeles County. TempLA will enable constituents to attain needed job skills, begin rewarding careers, and tell the story of how the County can lead by example in the field of Social Enterprise job services innovation and at the same time demonstrate efficiency in how we serve our communities.

The program can further solidify relationships with all County departments to provide temporary employment to those who need basic services like affordable healthcare and/or housing. DHR has revealed groundbreaking measures with TempLA.

If the program were made permanent, TempLA will enable DHR to hire constituents to attain needed job skills and livable wages. DHR will submit a budget request to the CEO for review and will requests recommendations during the Fiscal Year 2019-2020 final changes budget phase. This will allow recommendations to be made within the context of the overall budget and numerous competing funding priorities and requests.

“TempLA is a dynamic, fresh program, poised to provide invaluable human services. Having been semi-retired for over nine years, TempLA has provided me the opportunity to seamlessly transition back into the workplace. TempLA is a conduit that provides a pathway to permanent employment -- affording work experience and income with humanity.”

- M. Shaw, TempLA participant
2nd District Resident