



SHERYL L. SPILLER
Director

ANTONIA JIMENEZ
Acting Chief Deputy

County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

12860 CROSSROADS PARKWAY SOUTH • CITY OF INDUSTRY, CALIFORNIA 91746
Tel (562) 908-8400 • Fax (562) 695-4801



Board of Supervisors

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July 11, 2017

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

23 July 11, 2017

LORI GLASGOW
EXECUTIVE OFFICER

RECOMMENDATION TO APPROVE LOS ANGELES COUNTY'S PLAN FOR REFUGEE SOCIAL SERVICES AND TARGETED ASSISTANCE FOR FEDERAL FISCAL YEARS 2017-2019 (ALL DISTRICTS - 3 VOTES)

SUBJECT

The Department of Public Social Services (DPSS) requests Board approval of the County's Refugee Social Services and Targeted Assistance (RSS/TA) Plan for Federal Fiscal Years (FFYs) 2017-2019. All Refugee impacted counties are required to submit Board approved plans to the California Department of Social Services/Refugee Programs Bureau (CDSS/RPB).

The purpose of the RSS/TA Plan is to demonstrate the County's plan to deliver employment services to its refugee population. The Plan reflects the structure of the County's Refugee Employment Program (REP) under the Refugee Employment and Acculturation Services (REAS) Contract.

IT IS RECOMMENDED THAT THE BOARD:

Approve the enclosed County Plan for RSS and TA for FFYs 2017-2019. The Plan addresses how the County, under its administration of the REP, utilizes the RSS and TA grants to finance services for refugees and asylees residing in Los Angeles County.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The CDSS/RPB requires Los Angeles County to submit a RSS/TA Plan to demonstrate how the County delivers services to their refugee population. The FFY 2017 RSS/TA Plan will apply to FFYs

2017-2019 and documents the County's administration of REP.

The State requires counties to submit a County Plan/Plan Update on an annual basis. The Plan for FFYs 2017-2019 was developed by the Department of Public Social Services (DPSS) and reflects the County's REP. As a preliminary measure, the draft Plan was submitted to the State for their initial review and certification.

On March 15, 2017, CDSS/RPB initially certified the County's Plan for submission to the Board. Upon receiving Board approval, the Plan will be submitted to CDSS/RPB for final certification.

REP is the County's employment program which is designed to provide culturally and linguistically sensitive employment, training and specialized services for refugees and asylees (individuals who travel to the United States, apply for and are subsequently granted asylum status) who have resettled in Los Angeles County.

The Plan identifies services components for REP to assist refugees in attaining self-sufficiency through the participation in various activities such as employment services, English language training, on-the-job training and case management. Additionally, refugees are offered other Employability services and Non-Employment Services, which include Vocational Career Assessments, Citizenship and Naturalization services and Life Skills workshops. Services under this Program are available to all refugees and asylees aided through various programs and have been in the Country less than five years.

DPSS administers the REP program through the REAS contract with Catholic Charities of Los Angeles, Inc.

Implementation of Strategic Plan Goals

This recommended action is consistent with the principles of the Countywide Strategic Plan, Goal 1: Make Investments That Transform Lives; Strategy 1.2, Deliver comprehensive and seamless services to those seeking assistance from the County.

FISCAL IMPACT/FINANCING

REP is financed through a combination of federal RSS and TA grants allocated to the County by CDSS/RPB and the federal Office of Refugee Resettlement.

In addition, the County receives the Services to Older Refugees Set-Aside (SOR) Grant to provide services to targeted refugee populations.

There is no Net County Cost. The costs are included in the Fiscal Year (FY) 2016-17 Adopted Budget and FY 2017-18 Budget Request. The County's total FFY 2016-17 allocation for REP is \$3,706,547.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

DPSS drafted the Plan to meet applicable legal requirements and programmatic goals and to secure State approval. DPSS submitted the draft Plan to State officials, and in response, received comments, which DPSS used to further refine the Plan. Since initial certification of the Plan has

been received from the State, DPSS is submitting the Plan to the Board for approval. Once approved, it will be re-submitted to the State for final certification.

The community-based refugee agency, Catholic Charities of Los Angeles is in compliance with all Board, Chief Executive Office, and County Counsel requirements.

County Counsel has approved the Plan for RSS and TA for FFY 2017-2019, as to form.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the Plan will allow for the continued provision of employment services to the refugee population through REP.

CONCLUSION

Upon Board approval it is requested that the Executive Officer of the Board of Supervisors return one adopted, stamped Board Letter to DPSS.

Respectfully submitted,

A handwritten signature in black ink, reading "Sheryl L. Spiller". The signature is fluid and cursive, with the first name "Sheryl" being more prominent.

SHERYL L. SPILLER

Director

SLS:bds

Enclosures

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors
Auditor-Controller



**County of Los Angeles
Department of Public Social Services**

**Refugee Social Services and Targeted Assistance
Plan**

**Federal Fiscal Year 2017-2019
Federal Fiscal Year 2016-2017 (Year1)**

Submitted: October 27, 2016
Revised/Resubmitted: February 8, 2017

Los Angeles County Plan for Refugee Social Services and Targeted Assistance for Federal Fiscal Years 2017-2019

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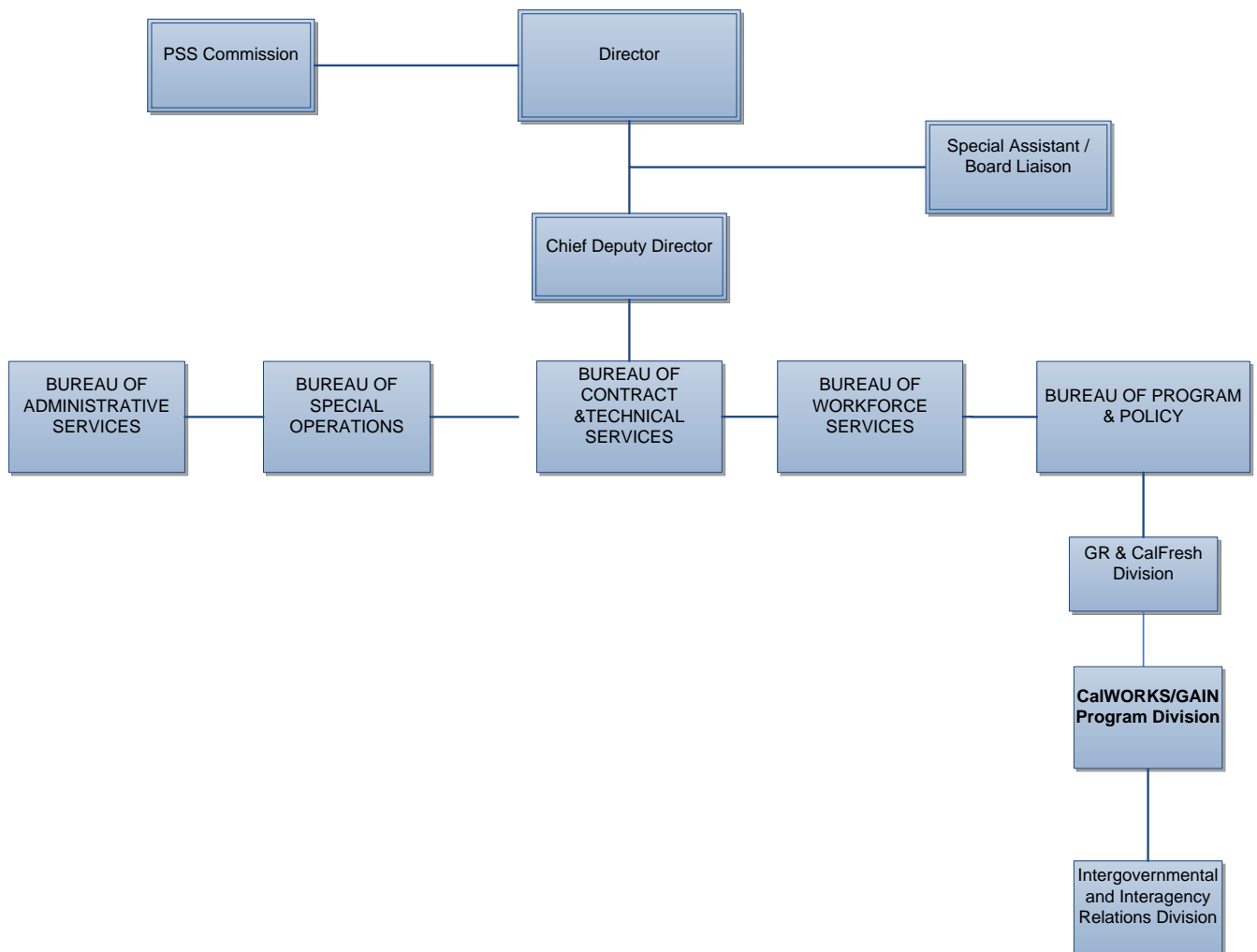
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SECTION I: COUNTY REFUGEE PROGRAM ADMINISTRATION

The Los Angeles County Department of Public Social Services (DPSS) administers the Refugee Employment Program (REP). Program and policy responsibility for the REP falls under the Bureau of Program and Policy, CalWORKs and GAIN Program Division.

A. ORGANIZATION CHART



SECTION II: DESCRIPTION OF REFUGEE PROGRAMS

A. FUNDING SOURCES

1. **REFUGEE SOCIAL SERVICES (RSS) FORMULA GRANT**

The funding allocated by the California Department of Social Services (CDSS) for RSS to Los Angeles County for federal Fiscal Year (FFY) 2016-17 is \$2,086,168.

2. **TARGETED ASSISTANCE (TA) FORMULA GRANT**

The funding allocated by CDSS for TA services to Los Angeles County for FFY 2016-17 is \$1,314,651; first increment is \$820,205 (58% allocation).

3. **REFUGEE SOCIAL SERVICES (RSS) FORMULA GRANT (Carryover)**

The RSS carryover funds from FFY 2015-16 totaling \$183,549 will be used this plan year.

4. **TARGETED ASSISTANCE (TA) FORMULA GRANT (Carryover)**

TA carryover funds from FFY 2015-16 totaling \$1,209,981 will be used this plan year.

5. **SERVICES TO OLDER REFUGEES (SOR) SET-ASIDE GRANT**

The funding allocated by CDSS under the SOR to Los Angeles County for FFY 2016-17 is \$59,854.

SECTION II: DESCRIPTION OF REFUGEE PROGRAMS (cont.)

B. GENERAL PROGRAM DESCRIPTION

1. Refugee Social Services (RSS) Formula Grant

The Refugee Employment Program (REP) is designed to provide culturally and linguistically sensitive employment and specialized services for refugees. For purposes of this document the term “refugees” also encompasses asylees, Cuban/Haitian Entrants, victims of severe human trafficking, Amerasians, and Iraqi/Afghan Special Immigrant Visa holders. The program is intended to assist refugees through the initial adjustment period with the ultimate goal of becoming self-sufficient. Services under the REP are available for up to 60 months from the date of arrival in the United States (U.S.) for refugees or the date asylum is granted for asylees, dependent upon availability of funding and approval by the Board of Supervisors.

In keeping with the Priority in Provision of Services, RSS will be used primarily to offer employability services to eligible refugees. The program objective is to, enable refugees to obtain jobs within one year of becoming enrolled in services and, achieve economic self-sufficiency as soon as possible.

The intent of the REP is to address the needs of eligible refugees in a holistic manner. Services under REP are designed to identify and deliver necessary assistance to refugees and their families. The assistance ensures individuals and family’s needs are assessed and met in relation to obtaining and retaining employment, while becoming accustomed to their new country.

In Los Angeles County REP case management services are provided by contracted Community Based Organizations/Agencies. REP services provided by contracted agencies include, but are not limited to, social adjustment and employment services. Refugees will be referred to community agencies for educational and other specialized services, such as Domestic Violence (DV), Mental Health (MH) and Substance Use Disorder (SUD) treatment and assessment. The Department of Public Social Services (DPSS) will facilitate collaboration and information sharing between Resettlement Agencies (RAs) and contracted Case Management Agencies to assure that refugees are receiving integrated services.

Under this funding, newly arrived refugees, after initial time with a RA, are referred to a County Welfare office to apply for County benefits such as Refugee Cash Assistance (RCA) or California Work Opportunity and

SECTION II: DESCRIPTION OF REFUGEE PROGRAMS (cont.)

Responsibility to Kids (CalWORKs). If eligible for benefits, the refugee is referred to a REP Agency for employment services.

2. Targeted Assistance (TA) Formula Grant

REP services under TA are identical to those for RSS. TA funds are used primarily for participants who have been in the U.S. beyond 12 months. In addition, TA funds are used for refugees who are long-term recipients of cash assistance. Services under this funding may be provided after a refugee has entered a job to help the refugee retain employment or move to a better job.

Participants' length of time in the U.S. is tracked through the LEADER Replacement System (LRS).

3. Services to Older Refugees (SOR) Set-Aside Grant

This Grant is provided under the RSS Formula Grant and offers older refugees, age 60 and over, services that include naturalization/citizenship application assistance, referrals to senior adult services, senior networking activities, and English-as-a-Second Language classes (ESL). Contracted agencies will outreach to the target population to inform them of the SOR program and the specialized services available. Refugee participants are referred to contracted agencies to provide SOR specialized program services to this population.

C. California Work Opportunity and Responsibility to Kids (CalWORKs) And Refugee Cash Assistance (RCA) Compliance

Los Angeles County assures that the provision of activities and services provided to mandatory and voluntary CalWORKs Welfare-to-Work (WtW) and RCA participants funded by the Office of Refugee Resettlement (ORR) and allocated by California Department of Social Services (CDSS) will be in accordance with CalWORKs WtW and RCA requirements. The requirements include Program Participation Flow, Good Cause Determination, Financial Sanctions, and Supportive Services specified in Manual of Policy and Procedures Sections 42-700 and 69-200, respectively, and other applicable CalWORKs and RCA policy guidance issued by CDSS.

SECTION II: DESCRIPTION OF REFUGEE PROGRAMS (cont.)

D. COUNTY PLANNING PROCESS

1. Planning Participants

The REP design was achieved by soliciting and meeting with non-profit Refugee Service Providers, RAs, members of the Los Angeles County Refugee Forum, Community Colleges, and members of both the public and private sectors that are involved with Los Angeles County's Refugee Community. A sampling of attendees included, Catholic Charities of Los Angeles, Episcopal Diocese of Los Angeles, Integrated Refugee and Immigrant Services, Legal Aid Foundation of Los Angeles, Los Angeles County Office of Education, Los Angeles Valley College, and Los Angeles Trade Tech College.

2. Demographics of Los Angeles County's Refugee Population

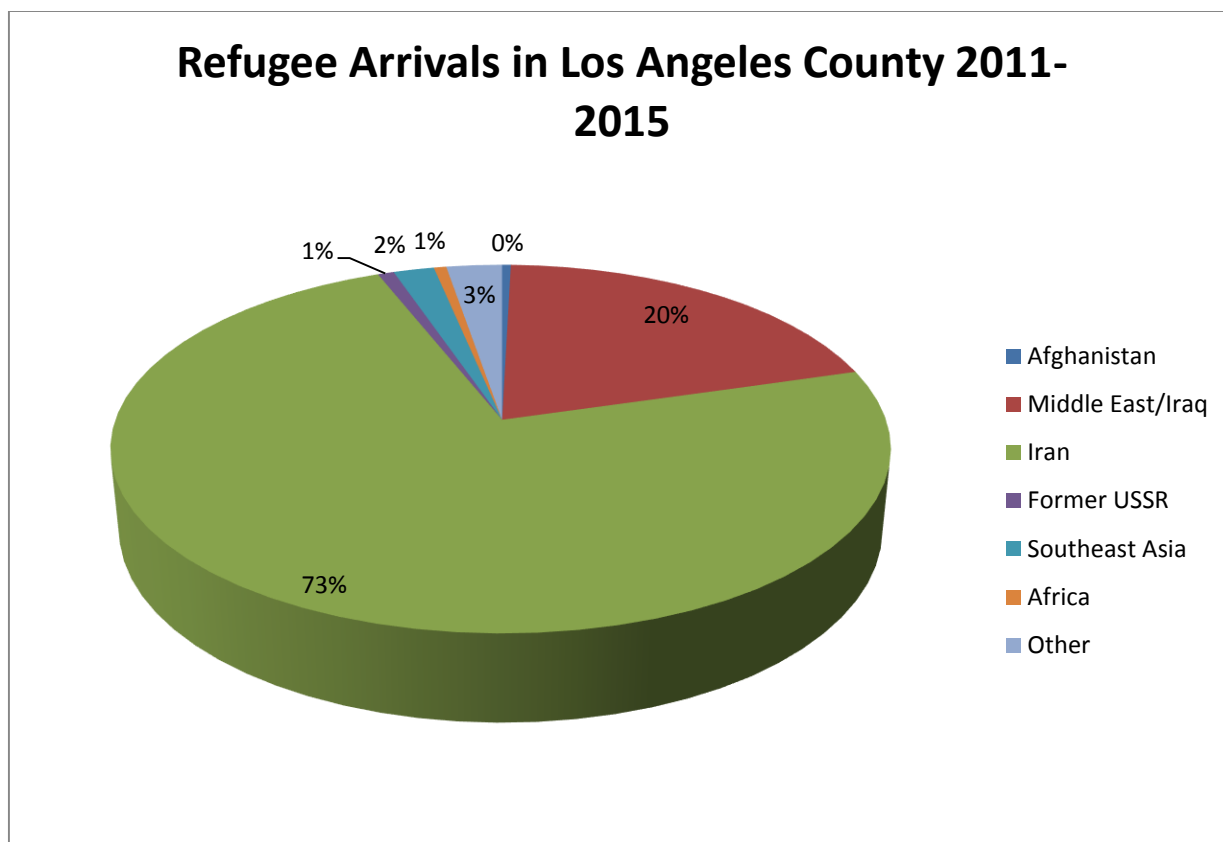
Los Angeles County serves a multi-lingual refugee population. Approximately 53 percent of the refugees are CalWORKs participants and 47 percent are RCA, former RCA or GR participants.

REP participants have varying work histories, employment skills and childcare needs; as well as transportation, ancillary and/or other specialized needs (e.g., DV, Family Stabilization (FS), SUD, and MH barriers).

A number of these individuals have some college education; the majority attended school for some length of time. However, a substantial number have had no formal schooling. The majority of refugee participants have poor to no English language skills. Though there are over 25 ethnic groups from 65 or more countries represented in Los Angeles County, the majority of arrivals between FFYs 2011 through 2015 were from Iran (4,913) followed by Iraq (1,343), Southeast Asia (131), the former Union of Soviet Socialist Republics (USSR) (52), Africa (40) and Afghanistan (28).

The chart below shows the composition of refugees by country of origin, who resettled in Los Angeles County between FFYs 2011-2015.

SECTION II: DESCRIPTION OF REFUGEE PROGRAMS (cont.)



Source: California Department of Social Services/Refugee Program Bureau and Los Angeles County Resettlement Agency's reports.

3. Target Population Needs

Achieving self-sufficiency has been difficult for refugees on long term public cash assistance. Through meetings with refugee stakeholders, it has been indicated that while there may be a variety of jobs available, the main factors inhibiting a refugee's attainment of employment is the lack of training resources that serve diverse languages and cultures, lack of employable skills, limited English/language barriers, and fear of leaving the security of public assistance.

Although CalWORKs regulations allow the household to keep a larger share of its earnings, Service Providers still need creative approaches in supporting and encouraging refugees to participate in job training and ultimately accept employment.

SECTION II: DESCRIPTION OF REFUGEE PROGRAMS (cont.)

The REP employment components and targeted refugee services are designed to help family members prepare for and accept employment and achieve self-sufficiency.

Los Angeles County is mindful of the needs of the refugees and the barriers they must overcome. Examples of these barriers or needs include the following:

- Lack of English language skills;
- Lack of native language literacy;
- Lack of basic education skills;
- Lack of job skills;
- Lack of available and affordable child care;
- Suffer from DV, MH, and/or SUD;
- Lack of stable, affordable housing; and
- Longer cultural adjustment periods.

4. Labor Market Information

Participants will be prepared for jobs in occupations that show the fastest growth and most openings in Los Angeles County. Based on 2012-2020 Industry Employment Projections for Los Angeles County Metropolitan area, from the State Employment Development Department and State of California Department of Finance, the following are some of the targeted entry-level occupations with projected job increases:

- Retail Trade;
- Food Services;
- Personal Care and Service Occupations;
- Leisure and Hospitality; and
- Child Care Workers.

We have selected our employability services to help refugee participants take advantage of these openings in the local labor market. Training programs offered through selected educational providers correlate with specific entry level positions in the occupations within the high growth industry sectors identified.

SECTION II: DESCRIPTION OF REFUGEE PROGRAMS (cont.)

We will also target training programs that include a Vocational English as a Second Language (VESL) component that connects the language associated with specific occupations, and will encourage the development of similar programs. The work experience component provides participants with hands-on training with specific employers in the growing industry sectors.

SECTION III: DESCRIPTION OF SERVICE COMPONENTS

A. REFUGEE EMPLOYMENT SOCIAL SERVICES (RSS)

1. Employment Services Components

a. REP Appraisal

DPSS requires all REP participants (RCA/CalWORKs/Non-Aided) to participate in an appraisal activity. REP Appraisal is a one-day activity using RSS/TA/Single Allocation funding. At appraisal, the REP providers shall provide a verbal and written program description that includes the following:

- A general description of the WtW Program including program time limits, available activity components, supportive services, and child care.
- A review of Program requirements to participate in WtW activities.
- A general description of the rights and responsibilities of the participants.
- Information on available MH, DV, FS Program (for CalWORKs refugees only) and SUD services.
- Gathering of individual information on employment history and skills, supportive service needs, and any other relevant information the County requires in assigning appropriate WtW activities.
- Development of a Family Self-Sufficiency Plan (FSSP) to address the family's need in the areas of employment and social services.

i. Family Self-Sufficiency Plan (FSSP)

Part of the REP Appraisal will include the development of a FSSP for every participant and employable family member in the household. The FSSP is intended to be a holistic approach to assessing the impact

SECTION III: DESCRIPTION OF SERVICE COMPONENTS (cont.)

of the family needs on the individual's quest for a training employment and self-sufficiency in a new environment. The FSSP will be utilized to evaluate teen, parenting, health, housing, social and other family issues that have a bearing on the individual's ability to focus on training and obtaining employment. The family assessment will also act as a pre-screening for WtW activities and the need for Specialized Supportive Services, such as SUD, MH, and DV services. The FSSP must include the following:

- A determination of the income level a family would require to exceed its cash grant and move into self-support;
- A strategy and timetable for obtaining that level of family income through placement of a sufficient number of employable family members in jobs at sufficient wage levels;
- Employability plans for every employable member of the family;
- A plan to link elderly family members with senior services and language skills; and
- A plan to address the family's social service needs that may be barriers to self-sufficiency.

REP Contracted Agencies will contact the RAs, who resettled the refugee and his/her family to obtain specific data associated with the refugee's Family Self-Sufficiency Assessment conducted upon resettlement in Los Angeles County. The RAs Family Self-Sufficiency Assessment shall be used as the foundation for developing the FSSP.

b. REP Orientation/Job Club and In-House Job Search

Job Club/REP Orientation is a four-week activity beginning with REP orientation during the first week of program participation and includes a series of motivational techniques, introductory overview of REP services, information regarding community resource and referrals, and job-finding skill classes/workshops. This is followed by three weeks of active supervised job search; all of which is to be provided by the REP Job Readiness and Career Planning Services Contractor.

RSS/TA is used to fund this activity for RCA, former RCA, and non-aided refugees. Single Allocation (SA) is used to fund this activity for CalWORKs refugees. REP participants will be referred to a County approved Contractor for Job Club activity based upon their REP

SECTION III: DESCRIPTION OF SERVICE COMPONENTS (cont.)

Appraisal/Intake, English language proficiency assessment, and CalWORKs or non-CalWORKs Program requirements.

In-House Job Search is an activity in which a refugee participant is assigned to work with the contracted agency's designated Job Developer (JD), in job search activities, for a total of twenty (20) hours a week for GR participants, up to thirty (30) hours per week for a RCA participant/single parent, or thirty-five (35) hours per week for a CalWORKs two-parent household. RSS/TA is used to fund this activity. Length of time in this activity is based on need of participant. Participants can be assigned to this service anytime within the 60-month program time limit.

c. Post-Employment Services (PES)

PES provides participants, who have found employment, with the information, resources, and tools they need to retain unsubsidized employment, improve career potential, and achieve economic self-sufficiency at a living wage for up to 12 months. An array of services is offered to help CalWORKs refugee participants stay employed and get a better job with sufficient wages to reach self-sufficiency from CalWORKs dependency via SA funds. PES provides supportive services and activities for employed aided and former CalWORKs Refugee participants.

d. Employment Retention Services

Employment retention services, such as on-the-job visitation by a Case Manager, help ensure participants have the necessary skills (time management, conflict resolution etc....) to remain employed. RSS/TA funding is used for this service which can be offered to participants any time within the designated program time limit.

2. English Language Training

a. Vocational English-as-a-Second-Language (VESL)

VESL is an intensive instruction program designed to develop English language skills in the context of career preparation in a specific field. Typically, VESL programs are multilevel vocational and ESL courses that may be taken by a participant prior to or concurrently with enrollment in a vocational/career preparation course. When available, VESL is limited to 12 months of participation. RSS/TA/SA funding is used for this activity.

SECTION III: DESCRIPTION OF SERVICE COMPONENTS (cont.)

b. English-as-a-Second Language (ESL)

ESL activities are initiated based on the participants' needs identified during the Vocational Assessment. ESL instruction is in concurrence with an employment services activity and related to obtaining and retaining employment. Length of service is based on participant need. ESL can be offered anytime during the designated program time limit. RSS/TA funding is used for this activity. Single Allocation (SA) funds used for CalWORKs refugees. ESL is not used as a stand-alone activity.

3. On-The-Job Training/Skills Training

a. Vocational/Education Training

Vocational/Education training includes, but is not limited to, occupational skills training at Community Colleges, Regional Occupational Centers and in other regional occupational programs. Participants may receive a certificate upon completion.

Vocational Training for RCA participants will be available when training is part of the employability plan. The training will be part-time and the duration of the training will be less than one year. This program component involves vocational training, which is expected to lead to gainful employment in occupations that show opportunities for growth. RSS/TA or SA funding is used for this activity.

CalWORKs refugees who are in a Self-Initiated Program (SIPs) that will last more than one (1) year are transferred to the CalWORKs WtW program (GAIN). The transfer occurs after the CalWORKs refugee appraisal interview, when the provider is made aware that the participant is currently in a degree or certificate program.

b. Work Experience (WEX)

WEX is a job component in which a participant receives a non-salaried position in a public/private for profit or non-profit organization. WEX provides work experience, work-site behavior skills, acquisition of new skills and enhancement of existing skills. It may also provide the participant with an employment reference to assist in their job search. WEX participation is limited to six months. RSS/TA funds are not used for this activity.

SECTION III: DESCRIPTION OF SERVICE COMPONENTS (cont.)

c. Paid Work Experience

Paid Work Experience is a wage subsidy work experience assignment that combines part-time employment with employer-linked education and training programs. This service is for CalWORKs refugees only and is contingent on funding resources other than RSS/TA. DPSS is currently administering the Transitional Subsidized Employment (TSE) Program. Length of participation is dependent on funding.

The TSE Program, funded with resources other than RSS/TA, provides subsidized employment opportunities for eligible refugee participants. As a post-assessment activity, TSE is exclusively designed for participants who remain unemployed or underemployed.

d. On-the-Job Training (OJT)

OJT is an employment and training program. Participants enrolled in OJT receive job skills training from an employer. Upon completion of their training, it is expected that the participants will be retained by the employer. Length of participation is subject to availability of funding. RSS/TA or SA funds are used for this activity.

e. Community Service (CS)

CS is a temporary and transitional activity performed with private or non-profit organizations. CS activities are intended to enhance or further develop participant's necessary job skills that can lead to unsubsidized full-time employment and ultimately lead to self-sufficiency. Length of participation in CS is the length of time between WtW components. This is a no cost item. No RSS/TA funds are used for this activity.

Note: Participants can avail themselves of all services above within the designated program time limit.

4. Case Management

DPSS has elected to contract with non-profit refugee agencies to provide case management services to assist in meeting the specific needs of REP participants. The agencies will either provide, or refer the participant to, appropriate services. Case management activities will include:

- Tracking of participating refugee activities/services. The tracking of activities/services is done through LRS and includes:

SECTION III: DESCRIPTION OF SERVICE COMPONENTS (cont.)

- Orientation;
 - Job Club;
 - Work Experience;
 - Employment; and
 - Other job related activities.
- Providing information, referral, outreach, and social adjustment services;
- Assuring participants receive timely and appropriate supportive services (including transportation, child care, work related expenses);
- Addressing barriers to employment through referrals to DV, FS Program resources, MH and, SUD;
- Assisting refugees in their job search activities;
- Facilitating job placement and retention; and
- Establishing and maintaining a good working relationship with the network of community partners and providers such as RAs wherein refugee information is shared.

5. Other Employability Services

a. Post-Employment Career Assessment

Post-Employment Career Assessment is a plan that includes the path for moving a REP participant from an entry level job, to better employment that allows the participant to build a career and attain self-sufficiency. This service is funded by RSS/TA/SA funds.

b. Evaluation of Records

Services include the validation of another country's educational degree to acceptable American standards of education. Special attention will be given to participants with degrees from universities that are no longer in business as a result of changes within the home country's political regime. This service is funded by RSS/TA/SA funds.

c. Vocational Assessment

Participants who have not obtained full-time unsubsidized employment at the end of the job search activity must be referred to County approved vocational assessment providers for a vocational assessment.

SECTION III: DESCRIPTION OF SERVICE COMPONENTS (cont.)

The REP providers will utilize the assessment in developing a REP Employment Plan. This service is funded by RSS/TA/SA funds.

d. Translation & Interpreter Services

Translation and interpreter services are offered when necessary in connection with employment or participation in an employability service.

Note: Refugee participants can use the services above up until the designated program time limit.

6. Non-Employment Services

a. Clinical Assessment

Clinical Assessment is a mandatory WtW activity for CalWORKs refugees who disclose issues related to DV, SUD, and MH situations. This service is funded with SA. RCA refugees are referred to local Los Angeles County mental health services for similar services. These services are funded through the refugee's Medi-Cal benefits.

b. Life Skills/Acculturation Workshops (LSC)

LSC workshops will be incorporated into the Refugee Family Appraisal, Job Club/Job Search and any other curriculum that deems the workshops as needed and appropriate. LSC provide REP participants with practical tools for everyday life as well as coping strategies for difficult situations. LSC workshops consists of survival skills workshops for refugees that address topics such as: landlord/tenant relations, basic legal education to assist with maneuvering through the system (e.g., labor law, acceptable work environment, gender law and equal rights of employment, acceptable professional work ethics, etc.). This service is funded by RSS/TA/SA funds.

c. Outreach Services

Outreach will be conducted by contracted agencies within relevant ethnic communities to identify and introduce available resources and services to the refugee population and assist them accessing those services.

SECTION III: DESCRIPTION OF SERVICE COMPONENTS (cont.)

d. Citizenship and Naturalization Preparation Services

The Citizenship and Naturalization Preparation Services is a referral-based program in which REP participants will have the opportunity to take citizenship preparation classes at a local community college, vocational/adult school or provider agency with the appropriate accreditations and credentials. These classes will prepare participants for the history examination administered by the U.S. Citizenship and Immigration Services (USCIS) Agency.

No specific refugees are targeted; however, those refugees who request this service are referred to agencies offering the services. For those refugees requesting this service and are age 60 and over, please refer to SOR, Section III - C below, page 20.

Note: Refugee participants can use the services above up until the designated program time limit.

B. TARGETED ASSISTANCE (TA) FORMULA GRANT

The program components funded by the TA grant are the same as those under RSS. TA primarily funds refugees who have been in the U.S. 13 -60 months from date of entry.

1. Employment Services Components

Please refer to Employment Services – RSS, pages 12-14

2. English Language Training

Please refer to English Language Training – RSS, pages 14-15

3. On-the-Job Training/Skills Training

Please refer to On-the-Job/Skills Training - RSS, pages 15-16

4. Case Management

Please refer to Case Management – RSS, pages 16-17

5. Other Employability Services

Please refer to Other Employability Services – RSS, pages 17-18

SECTION III: DESCRIPTION OF SERVICE COMPONENTS (cont.)

6. Non-Employment Services

Please refer to Non Employment Services – RSS, pages 18-19

C. SERVICES TO OLDER REFUGEES (SOR) SET-ASIDE GRANT

SOR will include ESL and/or citizenship examination preparation classes, naturalization and citizenship services (assistance with completing and filing the adjustment of status application I-485, and the citizenship application N-400), and referral of older refugees to aging services in their communities.

Based on local refugee service providers and RAs, the following identified needs are important for the older refugee population:

- Mainstream senior services;
- Citizenship examination preparation; and
- Adjustment of status and citizenship application services.

Los Angeles County anticipates to mainstream senior services in their community and/or, to complete adjustment of status or citizenship applications. No SOR funding will be used to pay United States Citizen and Immigration Service fees.

SOR services will be provided primarily via the DPSS contracted REP providers, local Resettlement Agencies, and Area Agencies on Aging.

SECTION IV: BUDGETS

A. FFY 2016- 2017 Refugee Social Services Formula Grant Allocation

	100%
Employment	\$868,889
Case Management	\$53,197
Other	\$390,113
ELT	\$390,113
OJT	\$0
Skills Training	\$70,929
Sub Total	\$1,773,243
County Administration (15% of Total)	\$312,925
FFY2016-17 RSS Budget	\$2,086,168

SECTION IV: BUDGETS (cont.)

B. FFY 2016-17 Targeted Assistance Formula Grant Allocation

	58%	100%
Employment	\$401,900	\$644,179
Case Management	\$24,606	\$39,440
Other	\$180,445	\$289,223
ELT	\$180,445	\$289,223
OJT	\$0	\$0
Skills Training	\$32,808	\$52,586
Sub Total	\$820,205	\$1,314,651
County Administration (15% of Total)	\$144,742	\$231,997
FFY2016-17 TA Budget	\$964,947	\$1,546,648

SECTION IV: BUDGETS (cont.)

C. FFY 2015-16 Refugee Social Services Formula Grant Carryover

Employment	\$89,939
ELT	\$40,381
OJT	\$0
Skills Train	\$7,342
Case Management	\$5,506
Other	\$40,381
Sub Total	\$183,549
County Administration (15% of Total)	\$91,794
FY2015-16 RSS Carryover Budget	\$275,342

SECTION IV: BUDGETS (cont.)

D. FFY 2015-16 Targeted Assistance Formula Grant Carryover

Employment	\$592,891
ELT	\$266,196
OJT	\$0
Skills Train	\$48,399
Case Management	\$36,299
Other	\$266,196
Sub Total	\$1,209,981
County Administration (15% of Total)	\$0
FY2015-16 TA Carryover Budget	\$1,209,981

SECTION IV: BUDGETS (cont.)

E. FFY 2016-17 Services to Older Refugees Set-Aside Grant

	100%
Senior Networking / ESL Civics Courses / Adjustment of Alien Status and/or Citizenship Application Services	\$59,854
Sub Total	\$59,854
County Administration (15% of Total)	\$10,562
FFY2016-17 SOR Budget	\$70,416

FFY 2015 Augmentation Refugee Social Services Formula Allocation

	100%
Employment	\$102,723.60
Case Management	\$6,289
Other	\$46,121
ELT	\$46,121
OJT	\$0
Skills Training	\$8,386
Total	\$209,640

FFY 2015 Augmentation Targeted Assistance Formula Grant

	100%
Employment	\$28,929
Case Management	\$1,771
Other	\$12,989
ELT	\$12,989
OJT	\$0
Skills Training	\$2,362
Total	\$59,039

SECTION V: ANNUAL SERVICES PLAN

FY 2017 Annual Services Plan						Original (X) Revision ()							
Date: 10/17/2016				Time Period Covered by Plan:									
County: Los Angeles				From: October 1, 2016 To: September 30, 2017									
Description of Contracted or State-Provided Services		Contracted Amount by Funding Source	Total Number	0-12 Months	13-60 Months	Type of Agency* and Percent of Funds							
						A	B	C	D	E	F	G	Total (Should equal 100)
EXAMPLE	SS TAP Other	\$100,000.00	100	50	50			20%		20%		40%	100%
Employment	SS TAP TAD	\$949,246.29 \$1,237,069.75 0	1,580 425 0	1,580 0	0 425						100%		100%
ELT	SS TAP TAD	\$426,192.21 \$555,419.07 0	602 672 0	602 0	0 672						100%		100%
OJT	SS TAP TAD	\$0.00 \$0.00 0	0 0 0	0 0	0 0						100%		100%
Skills Training	SS TAP TAD	\$77,489.49 \$426,192.21 0	133 304 0	133 0	0 304						100%		100%
Case Management	SS TAP TAD	\$58,117.12 \$75,738.96 0	1,981 1,440 0	1,981 0	0 1,440						100%		100%
Other (Employment)	SS TAP TAD	\$428,192.21 \$555,419.07 0	1,632 1,330 0	1,632 0	0 1,330	100%							100%
SUBTOTAL		\$4,789,076.38	10,099	5,928	4,171								
Non-Employment	SS TAP TAD ORDG	\$0.00 \$0.00 \$0.00 \$59,854.00	0 0 0 240										
County Admin (15% admin max)	SS TAP TAD ORDG	\$401,268.88 \$231,997.00 \$0.00 \$10,562.00	*Type of Agency A. State/County B. Ethnic Community-Based Organization C. Resettlement Agencies D. Community College				E. Adult Basic Education F. Other Non-Profit Organization G. _____						
Grand Total	SS TAP TAD ORDG	\$2,340,506.20 \$3,081,836.06 \$0.00 \$70,416.00	100% (m - see example.)										

SECTION VI: ANNUAL OUTCOME GOAL PLAN

ANNUAL OUTCOME GOAL PLAN FY 2017 PERFORMANCE GOALS AND ACTUALS						
State or County:	Los Angeles County					
	FY 2016 GOAL		FY 2016 ACTUAL		FY 2017 GOAL	
1. Caseload						
TANF Recipients	730		1,269		1,007	
RCA Recipients	993		1,382		1,121	
No Federal Cash Assistance	149		198		160	
Total	1,872		2,849		2,288	
2. Entered Employment						
Full Time	384	47%	241	24%	227	25%
Part Time	441	53%	745	76%	697	75%
Total	825	44%	986	35%	924	40%
2a. TANF Recipients Entered Employment						
Full Time	140	35%	94	21%	88	21%
Part Time	255	65%	357	79%	333	79%
Total	395	48%	451	46%	421	46%
2b. RCA Recipients Entered Employment						
Full Time	173	58%	135	29%	127	29%
Part Time	125	42%	334	71%	312	71%
Total	298	36%	469	48%	439	48%
2c. No Federal Cash Assistance Entered Employment						
Full Time	71	54%	12	18%	12	19%
Part Time	61	46%	54	82%	52	81%
Total	132	16%	66	7%	64	7%
Cash Assistance Recipients Placed in Employment						
	693		920		860	
3. Federal Cash Assistance Terminations						
TANF Recipients	122	59%	71	59%	91	59%
RCA Recipients	86	41%	49	41%	64	41%
Total	208	30%	120	13%	155	18%
4. Federal Cash Assistance Reductions						
TANF Recipients	264	91%	220	99%	239	99%
RCA Recipients	27	9%	3	1%	2	1%
Total	291	42%	223	24%	241	28%
5. Entered Full Time Employment Offering Health Benefits						
TANF Recipients	13	48%	5	26%	5	25%
RCA Recipients	12	44%	12	63%	13	65%
No Federal Cash Assistance	2	7%	2	11%	2	10%
Total	27	7%	19	8%	20	9%

SECTION VI: ANNUAL OUTCOME GOAL PLAN (cont.)

ANNUAL OUTCOME GOAL PLAN FY 2017 PERFORMANCE GOALS AND ACTUALS			
State or County:		Los Angeles County	
	FY 2016 GOAL	FY 2016 ACTUAL	FY 2017 GOAL
6. Average Hourly Wage of Refugees Entering Full Time Employment			
	\$ 10.24	\$ 11.90	\$ 11.90
7. 90-Day Retention Rate			
Percentage	98%	56%	56%
7a. 90-Day Retention Rate Calculator			
Unduplicated # of Retentions		Unduplicated # of Entered Employments	
Total	557	986	
<p>The previous actual Retention Rate is calculated by dividing the total unduplicated number of retentions by the total unduplicated number of entered employments from July of the previous CY through June of the current CY.</p>			
8. Office of Refugee Resettlement Funding			
	FY 2016 Actual	FY 2017 Proposed	
Social Services Formula Funding	\$ 570,413	\$ 949,246	
Targeted Assistance Formula Funding	\$ 61,891	\$ 1,237,070	
Discretionary Grant Funding	\$ 33,485	\$ -	
Total Liquidated Funding	\$ 665,789	\$ 2,186,316	
Cost per Entered Employment	\$ 675.24	\$ 2,366.14	
Agency Point of Contact			
Please provide the name, title and contact information for the agency staff person best equipped to respond to questions regarding your Annual Outcome Goal Plan submission.		First and Last Name	Title
		Nam Tran	Senior Information System Analyst
		Telephone Number	Email
		562-484-7942	namtran@dpss.lacounty.gov
Deadline for submission			
The completed FY 2016 Annual Outcome Goal Plan: Performance Goals and Actuals and Performance Narrative should be submitted via email to rbreports@dpss.ca.gov by OCTOBER 23, 2015.			
For Office of Refugee Resettlement use only:			
Submission type: <input type="checkbox"/> Initial <input type="checkbox"/> Revision		Date submitted: _____	
Status: <input type="checkbox"/> Approved <input type="checkbox"/> In process - clarification needed			

SECTION VII: APPENDICES

A. County Procurement Process

DPSS contracts with community refugee agencies to provide direct services to refugees. A new three-year contract was executed on December 1, 2016 with only one community refugee agency. This agency was selected through the Request for Proposals (RFP) process for Refugee Employment Services. The RFP detailed the current design of the REP program components/activities, funding, and contract responsibilities.

B. County Program Monitoring Process

REP program monitoring is conducted by DPSS' Contract Management Division (CMD). Contract Program Monitors (CPMs) conduct semi-annual and monthly comprehensive monitoring reviews of all contracted agencies. Results of the reviews are reported to CDSS within 45 days from the completion of the review. The reviews are done on-site. CPMs, through the use of oral interviews and comprehensive check lists, review participant files and related data, to verify 90-day follow-up on job placement, and verify accuracy of data reported by the contracted agencies. The CPMs evaluate each agency's performance in meeting their contractual obligations and program goals.

CPMs ensure that deficiencies are corrected based on provider-specific corrective action plans.

Through the monitoring process, CPMs have the ability to identify potential problems and fraud, supervise corrective action plans, and otherwise ensure the quality of services to clients. CPMs review the accuracy of invoices and the County Contract Administrator (CCA) approves payments and provides technical assistance. Through program monitoring, DPSS assures that:

- Targeted refugee groups are being served;
- Refugee status is verified;
- Family Self-Sufficiency Plans are developed for all participants;
- 90-day follow-up on job placement is completed;
- Program goals are met; and
- Funds are expended appropriately.

SECTION VIII: REQUIRED ASSURANCES

A. Required Assurances for Los Angeles County Plan for RSS and TA

DPSS assures that the Los Angeles County Plan for RSS and TA for FFYs 2017-2019 was developed in accordance with the CDSS' Refugee Program County Guidelines and in accordance with:

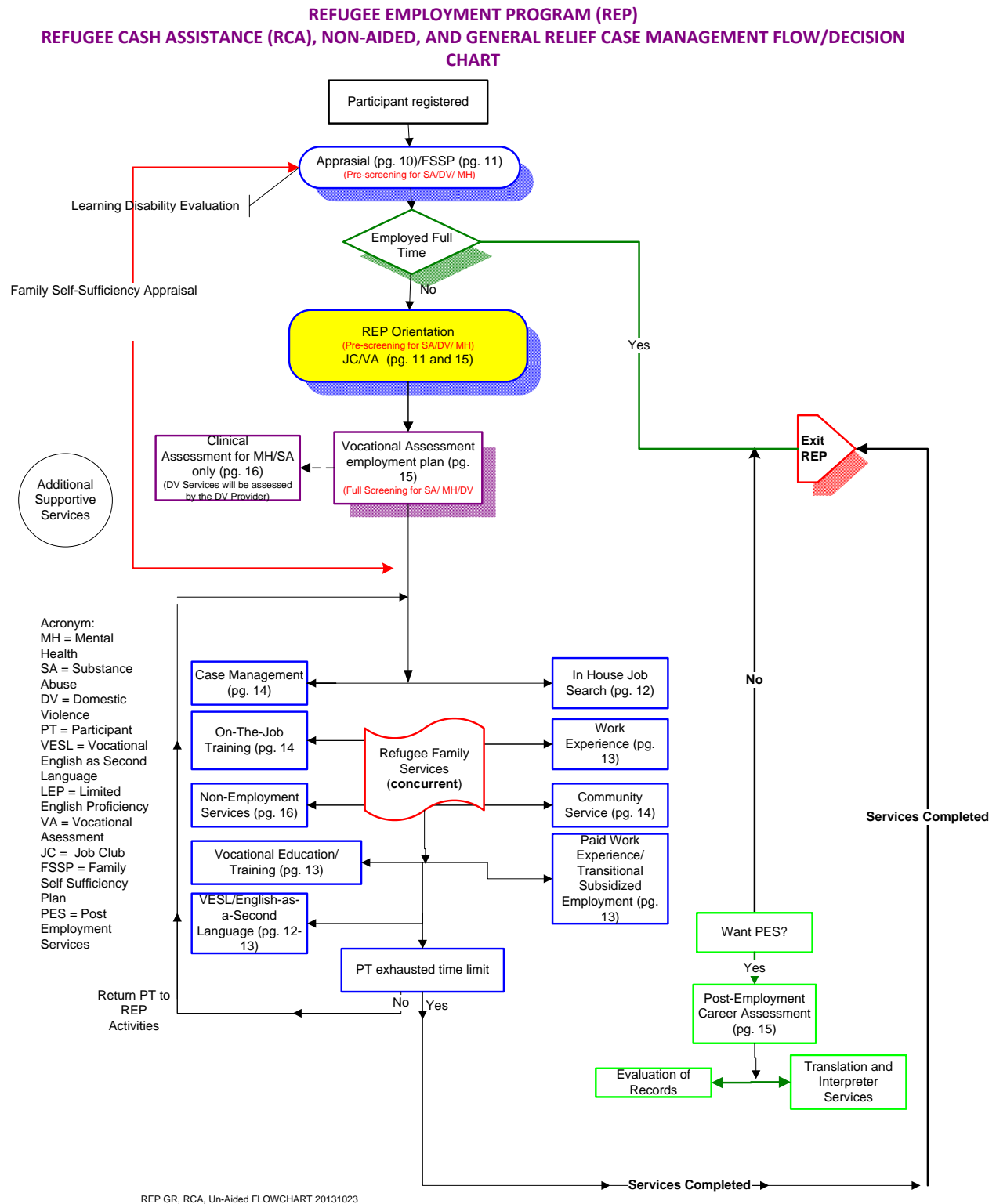
- CDSS' Manual of Policies and Procedures:
 - Refugee Resettlement Program Regulations - Division 69-200
 - Cuban/Haitian Entrant Program – Division 69-300
 - Purchase of Services Regulations – Division 23-600
- Code of Federal Regulations – Title 45 –Public Welfare:
 - Refugee Resettlement Program – 45 CFR PART 400
 - Cuban/Haitian Entrant Program – 45 CFR PART 401
 - Uniform Administrative Requirements – 45 CFR PART 74
 - Federal Procurement Standards – 45CFR PART 92
- California Welfare and Institution Code Section 10850 - Confidentiality of Records.

SECTION IX: CONTRACTED SERVICES AGENCY

Catholic Charities of Los Angeles (CCLA) 4322 San Fernando Road. Glendale, CA 91204				
Contact	Brenda Thomas	Director	bthomas@ccharities.org	818-502-2002
Funding Sources	RSS/TA	\$ 2,021,160		
	SOR	\$ 58,820		
Refugee clients aid type	CalWORKs/RCA/GR/Non-aided			
Services offered through RSS/TA funding	Appraisal, Acculturation and Employability Services as defined under 45 CFR 400.154 (a,) (g), (h) and (j).	Referrals to Employability Services as defined under 45 CFR 400.154 (b), (c), (d) and (e).	Other Services as defined under 45 CFR 400.154 (a), (b) and (c).	

SECTION X: CLIENT FLOW CHARTS

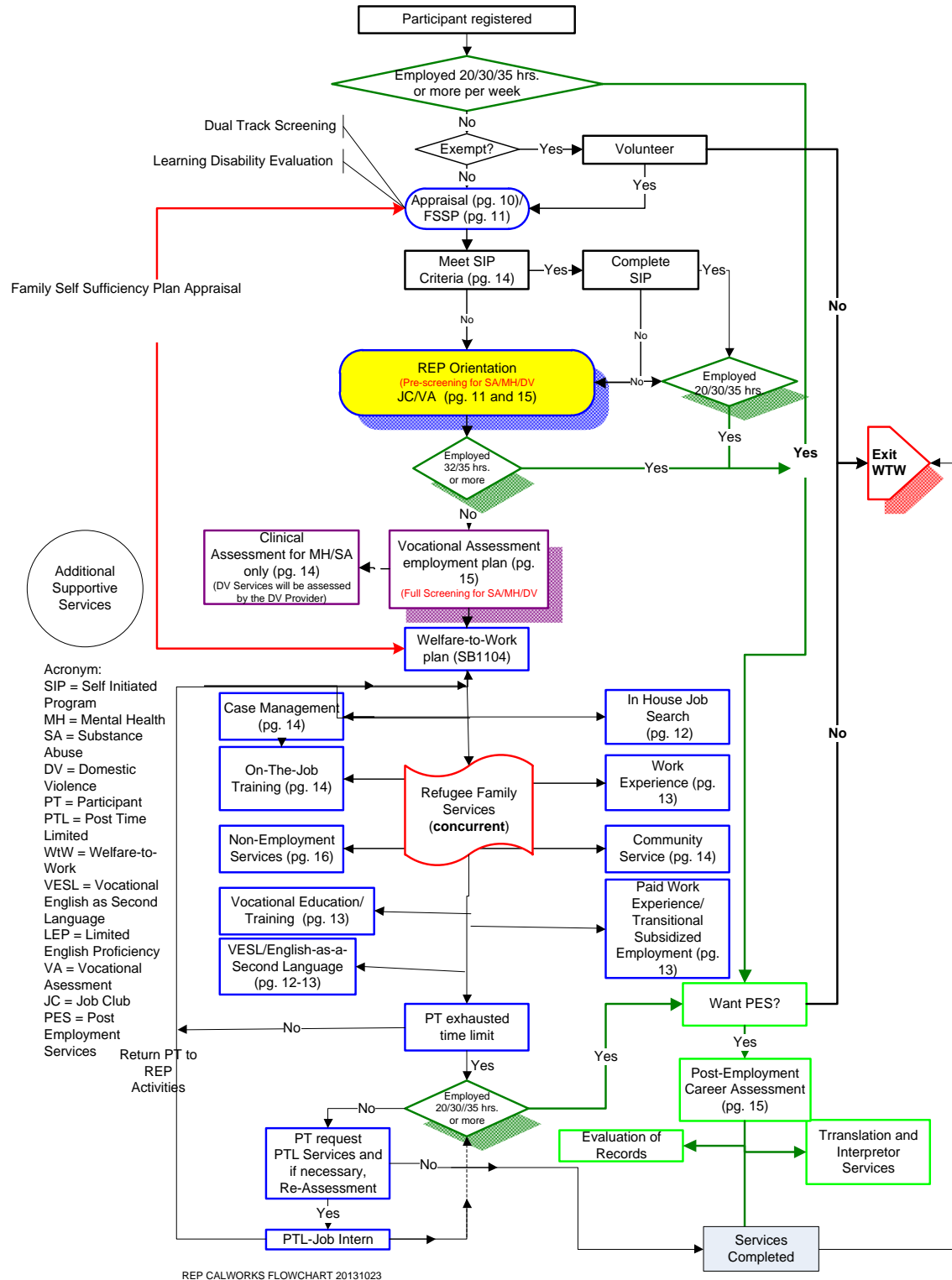
A.



SECTION X: CLIENT FLOW CHARTS (cont.)

B.

REFUGEE EMPLOYMENT PROGRAM (REP) CALWORKS CASE MANAGEMENT FLOW/DECISION CHART



SECTION XI: COUNTY BOARD OF SUPERVISORS RESOLUTION

The County Board of Supervisors resolution is pending Board review and will be submitted at a later date.