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LISA M. GARRETT
DIRECTOR OF PERSONNEL

COUNTY OF LOS ANGELES DEPARTMENT OF HUMAN RESOURCES

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May 21, 2020

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

From: Lisa M. Garrett
Director of Personnel


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

ANNUAL BOARD REPORT - TEMPORARY SERVICES REGISTRY PROGRAM

This memo serves to provide your Board with the annual report for the Temporary Services Registry Program (TempLA). On May 21, 2019, the Board adopted a motion by Supervisors Hilda L. Solis and Janice Hahn approving TempLA as a permanent program. Your Board instructed the Directors of Personnel and Workforce Development, Aging and Community Services (WDACS) to implement and expand the TempLA program; identify funding for the implementation and tracking of data and metrics; and provide annual program reporting.

As of May 15, 2020, there have been a total of 211 participants hired into the registry. A total of 75 have been hired into permanent positions, of which 64 attained employment within the County and 11 of which were hired by private sector employers. Currently, there are 88 active TempLA participants employed through the program.

In addition, the Department of Human Resources (DHR) received approval from the Chief Executive Officer to increase the pool of TempLA employees from 100 to 150. DHR has also requested and received your Board's approval and authorization to utilize \$450,000 in one-time funding from the County's Information Technology Fund (ITF) to establish a database to enhance the operation of TempLA. DHR intends to continue its hiring efforts and implementation of software development to create a robust program database; however, due to the current COVID-19 pandemic, DHR will postpone the database enhancements and adhere to the Countywide hiring freeze until all restrictions are lifted.

Each Supervisor
Page 2
May 21, 2020

The overall success of TempLA is attributed to fellow County departments supporting programmatic efforts. DHR will continue to support the current pool of TempLA participants and looks forward to creating opportunities for the professional and financial success of those who have historically faced barriers to employment in our community.

Should you have any questions, please contact Lisa M. Garrett, Director of Personnel, at (213) 974-2406, or Otto Solorzano, Acting Director of WDACS, at (213) 738-2617.

LMG:OS:PAM
MM:MPD:MBM

Attachment

S:\DHRSec\TS\LMG to BOS re 2020 TempLA Board Report



ANNUAL BOARD REPORT

MAY 21, 2020



Background

On February 14, 2017, your Board adopted a motion by Supervisors Hilda L. Solis and Janice Hahn instructing the Director of Personnel to implement a twenty-four month Temporary Services Registry (TempLA) pilot project for clerical services. The Department of Human Resources (DHR) and Workforce Development, Aging and Community Services (WDACS) worked collaboratively to develop and launch a job readiness and training program as well as provide for a longitudinal evaluation of sustained employment.

TempLA sought to hire County residents who faced barriers to employment such as:

- Justice involved;
- Formerly homeless or at risk of experiencing homelessness;
- Unemployed;
- Veterans;
- Foster youth;
- Participants in the LA County Greater Avenues for Independence (GAIN) or General Relief Opportunity for Work (GROW) programs; and,
- Residents who live in the Tier 2 Zip Codes defined in the County's Local and Target Worker Hire policy.

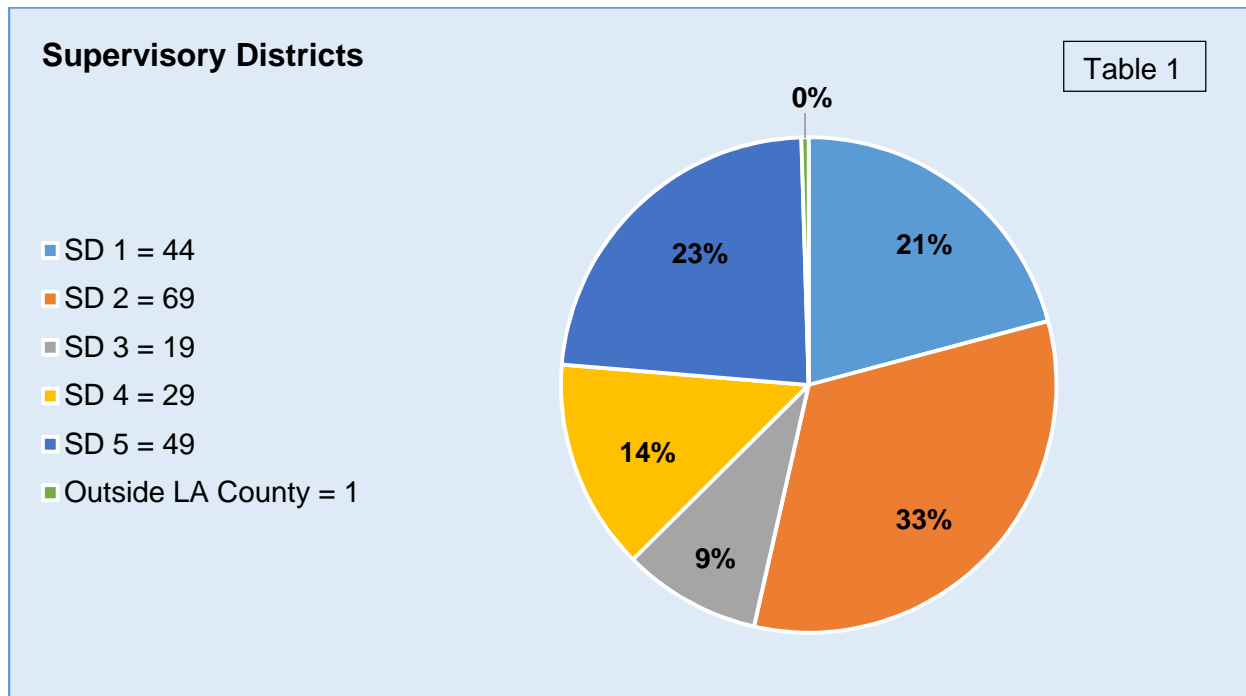
On April 17, 2017, TempLA launched with the approval to hire 50 participants. DHR hired individuals in this program as Office Support Assistants (OSAs). Nearly two years later, the Board adopted TempLA as a permanent Countywide program with approval to hire up to 150 OSAs.

TempLA places its participants in Departments throughout the County. While on assignment with TempLA, participants are given the opportunity to learn new skills, gain valuable on-the-job training, and earn a fair wage. OSAs are often promoted to permanent County positions or hired by private sector employers while on assignment with TempLA. Notably, the success of TempLA has changed many lives for the better and reduced reliance on public funds for its participants.

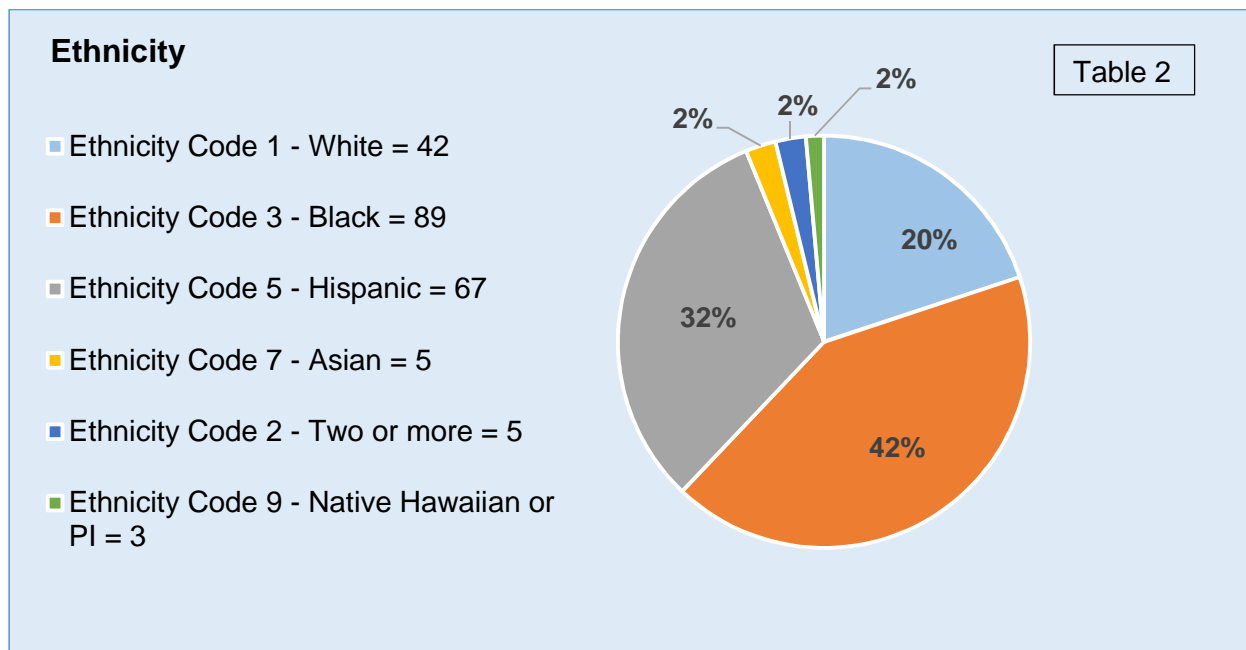
As of May 15, 2020, a total of 211 participants were hired to the TempLA program. Out of those 211 participants, the County of Los Angeles has permanently hired 64 TempLA employees. Currently, there are 88 active TempLA employees in the pool, of which 65 are currently on assignment within the County.

Program Metrics

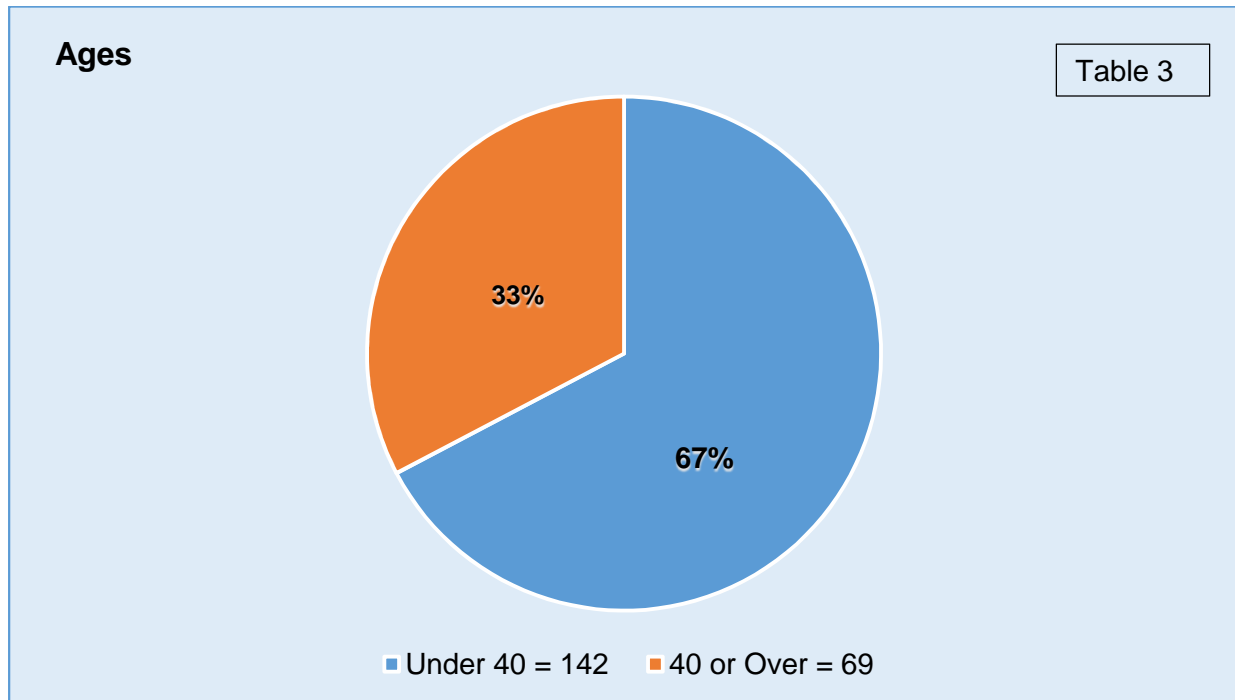
The following is a breakdown of all TempLA participants by the Supervisorial Districts in which they reside:



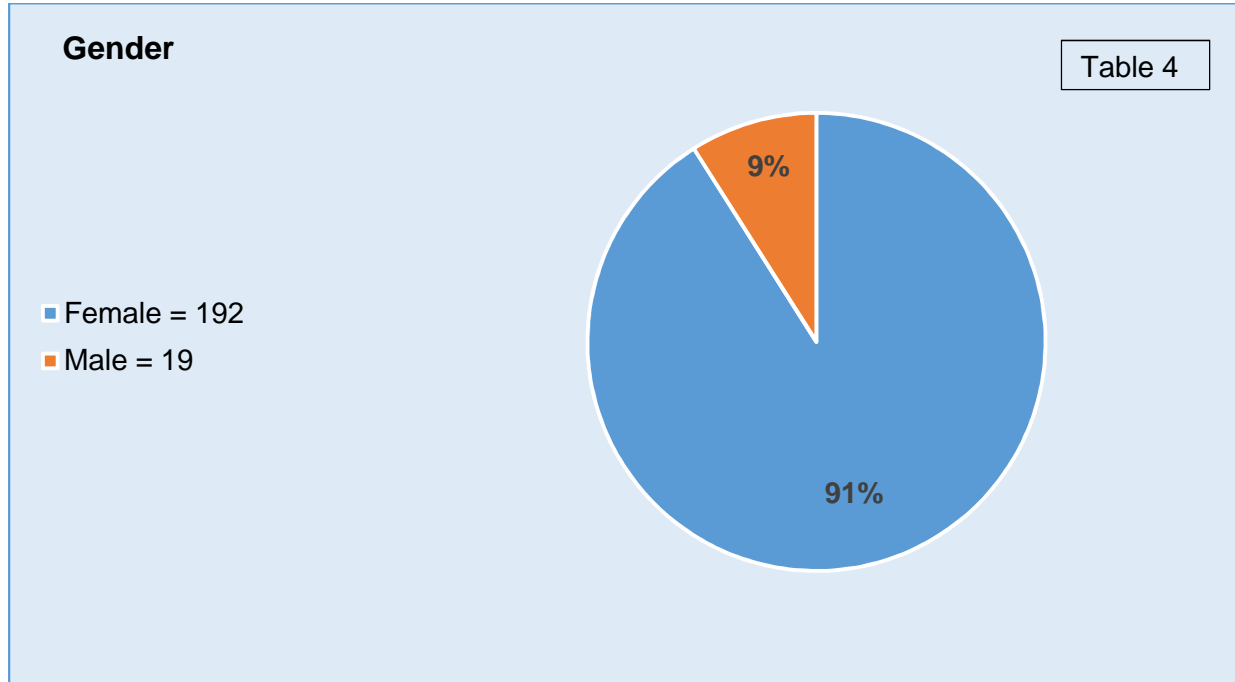
The ethnic breakdown of the TempLA participants includes the following:



The ages of the TempLA participants are as follows:

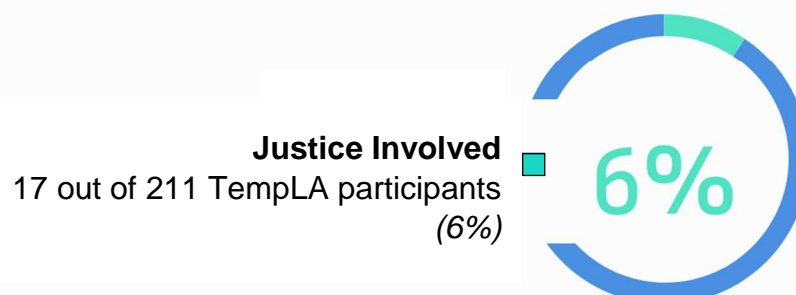
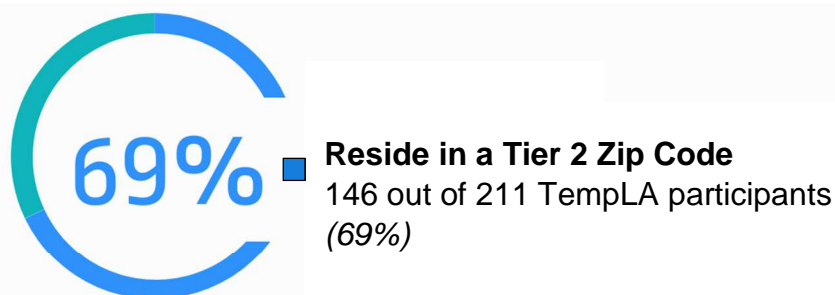
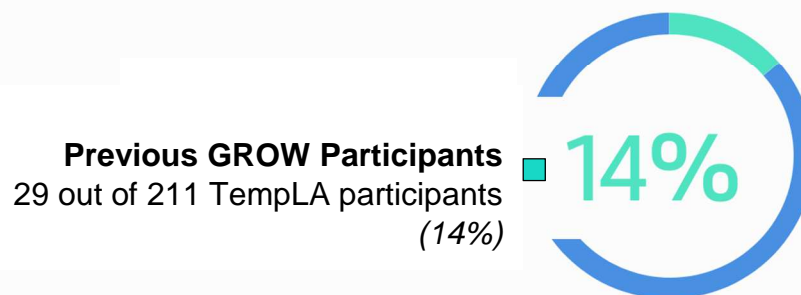
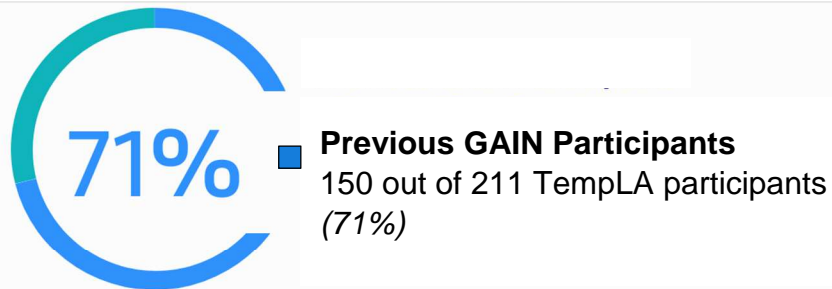


The gender of the TempLA participants are as follows:

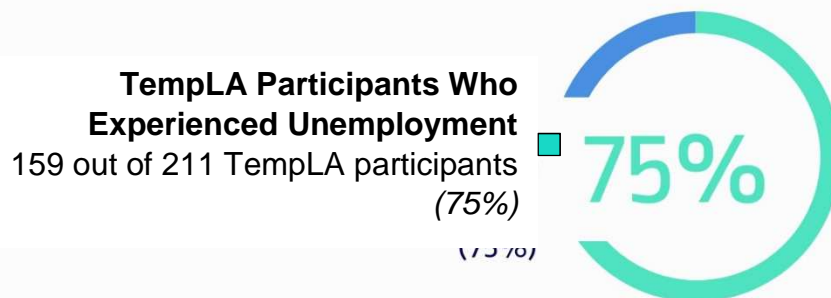
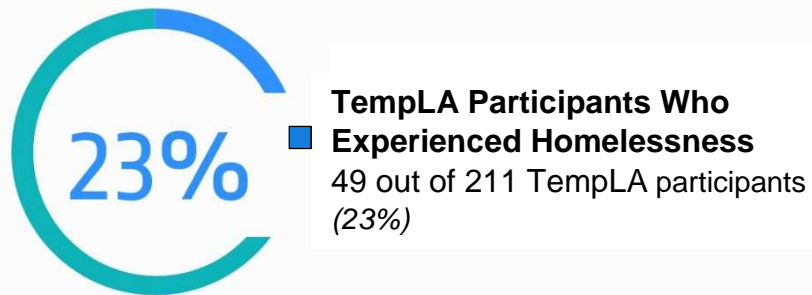


Targeted Population Percentages

TempLA was created to help local low-income residents and other targeted workers overcome barriers to employment. TempLA strives to provide equal employment opportunities and promote a diverse and inclusive workforce. Below are breakdowns of TempLA participants who were previously included as part of the County's targeted population: GAIN/GROW participants, Tier 2 residents, and justice involved.



In addition, the graph below shows the percentage of TempLA participants who have experienced homelessness and unemployment.



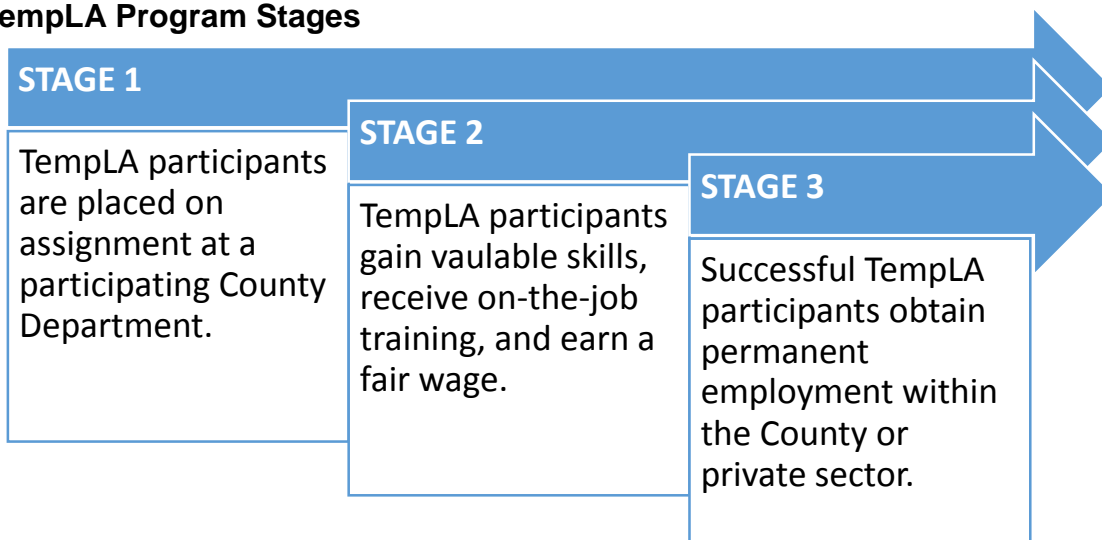
"THROUGH MY WHOLE EXPERIENCE WITHIN THE
TEMPLA PROCESS, TEMPLA HAS BEEN NOTHING BUT
FLEXIBLE, PATIENT, AND VERY UNDERSTANDING.
TEMPLA IS THE BEST, LITERALLY! I REALLY APPRECIATE
TEMPLA AND ALL THE HELP I HAVE RECEIVED. THANK
YOU!"

- K. O'BRIEN,
(PERMANENTLY HIRED BY THE
DEPARTMENT OF MENTAL HEALTH)

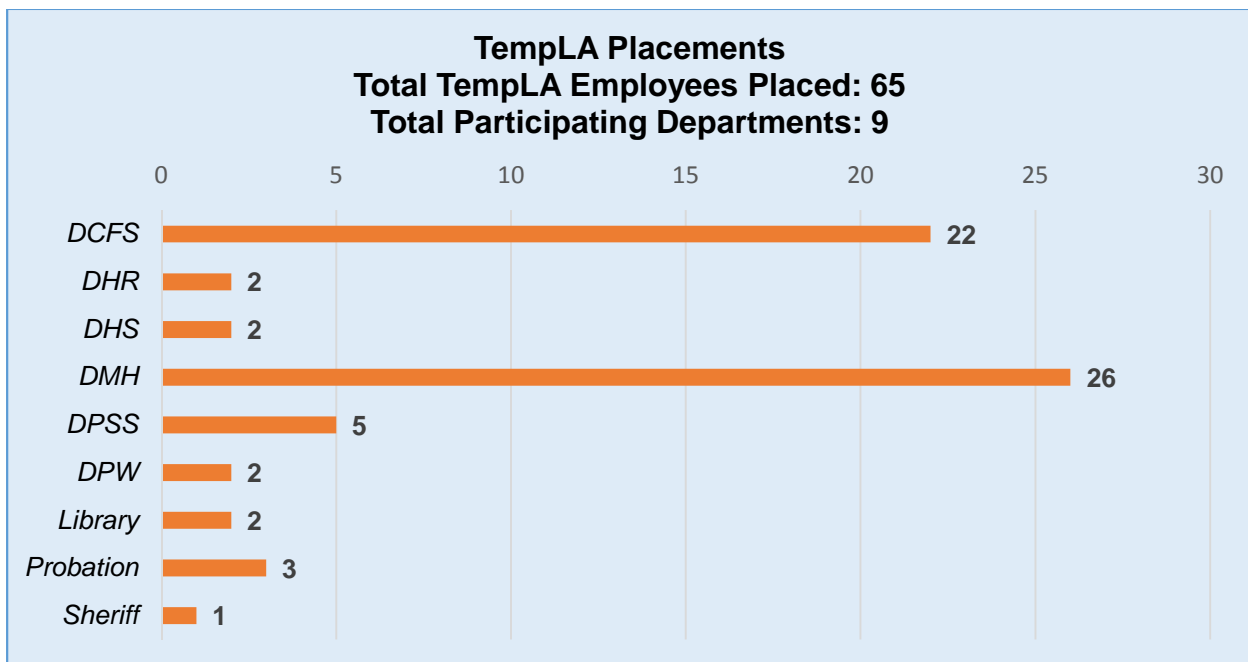
TempLA Achievements

Many of the program's participants attribute their success to the process flow of the program, as shown below:

TempLA Program Stages

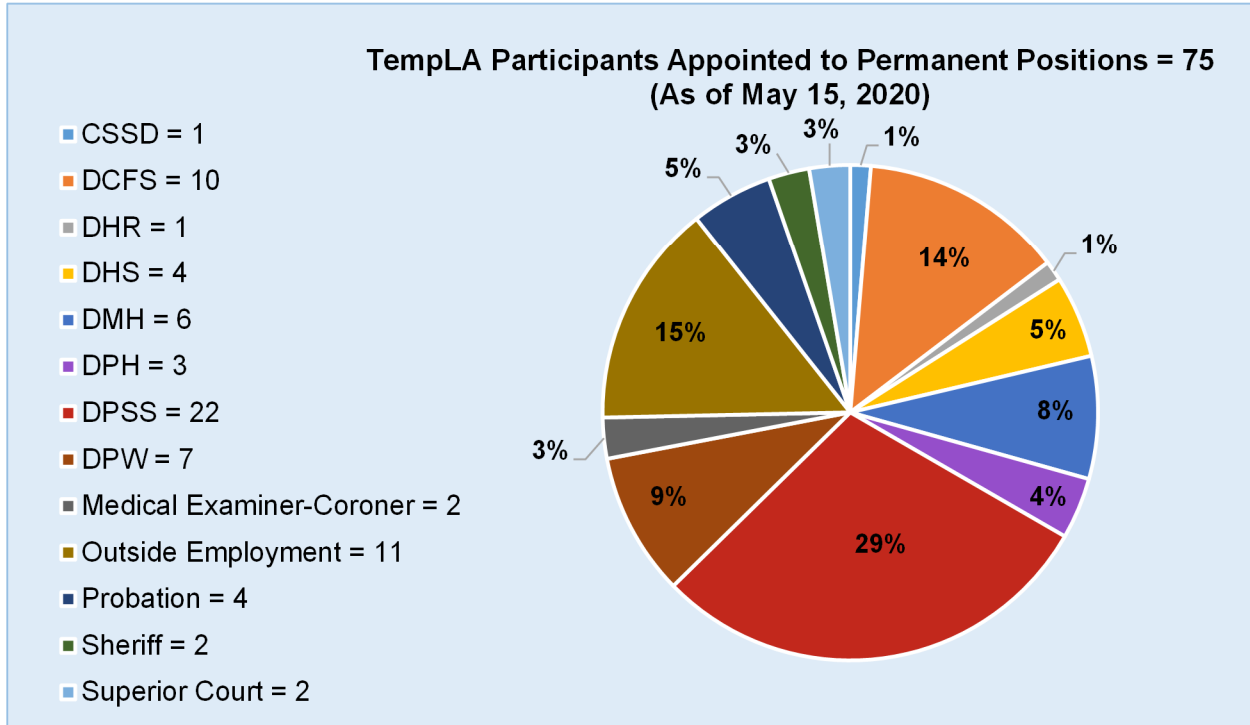


The opportunity to participate in TempLA was extended to all County departments upon establishing its permanency. As of May 15, 2020, 18 departments have participated in the program and nine departments are actively hosting participants. Throughout those nine departments, 65 TempLA participants are currently on assignment as OSAs. The breakdown below represents the number of TempLA employees currently working at various County departments:



TempLA Participants

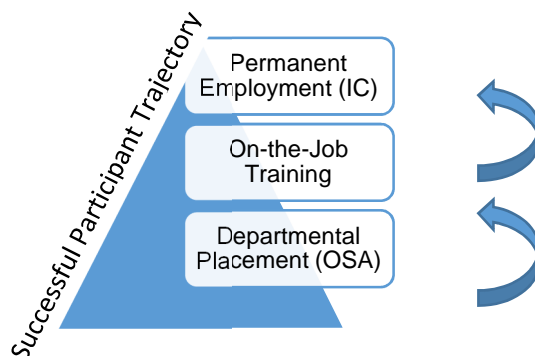
A total of 211 TempLA participants have participated in the program since inception. Of them, 64 were hired as permanent County employees and 11 obtained permanent employment within the private sector. The graph below depicts TempLA participants who have been appointed to a permanent position:



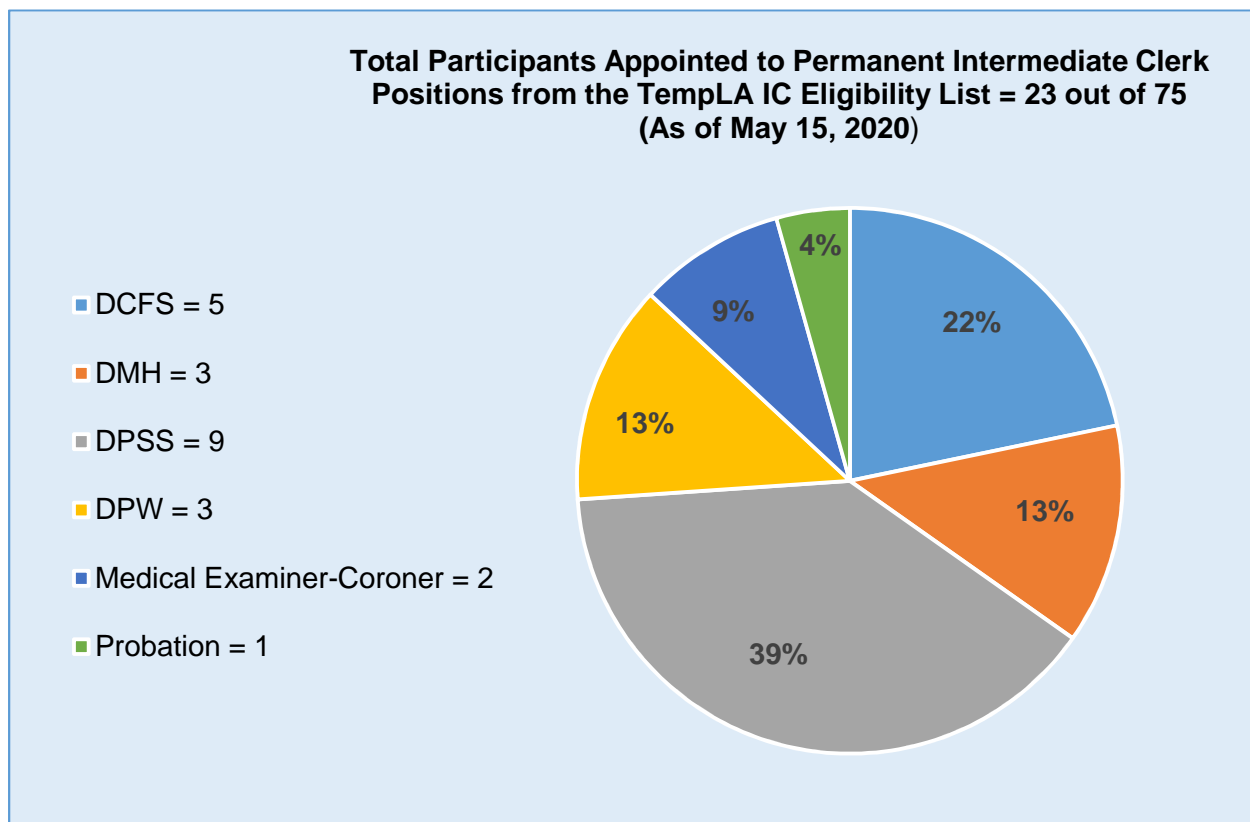
Additionally, DHR established the TempLA Intermediate Clerk (IC) examination to create a career pathway for OSAs within the County. This opportunity provides an examination exclusively to TempLA employees to allow the participants to compete for permanent County employment. Successful TempLA participants are placed on an eligibility list and hired by various County departments. To date, 23 participants have been hired permanently through the TempLA IC examination.

TempLA Career Pathways

The breakdown below demonstrates the ideal trajectory of a successful TempLA participant:



The pie chart below is a breakdown of the total number of TempLA participants appointed to permanent IC positions by department:



TempLA focuses on preparing participants for permanent employment in either the public or private sector through developmental and on-the-job training, in which multiple core competencies are gained. Some of the various core competencies TempLA participants gain include: accountability, conflict resolution, customer service, initiative, problem solving, team building, and technology management. Additionally, DHR has connected with private sector employers, such as Amazon, to provide participants with additional information and resources pertaining to real time job opportunities outside of the County.

TRAINING AND DEVELOPMENT

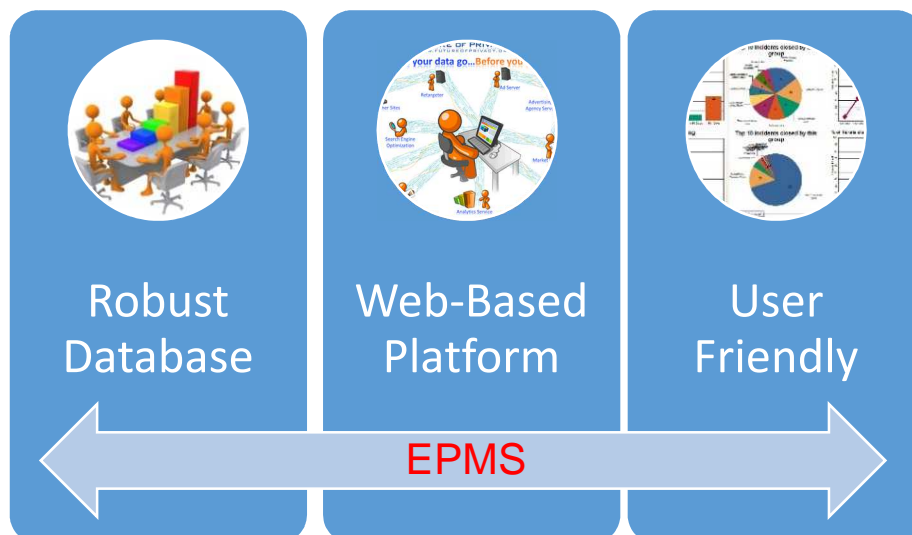
DHR has sought to give TempLA employees every opportunity to prepare for and feel confident while seeking permanent job placement. With the County's recent launch of the online Udemy training, TempLA employees are given an opportunity to enhance their technical and soft skills. In addition, TempLA employees obtain on-the-job training to build practical professional skills for employment suitability.

PROGRAM DATABASE

Recently, DHR has identified technological enhancements that will further develop TempLA's ability to efficiently manage and track its participant data and information. Currently, information is gathered manually and metrics are calculated with basic software. Based on various metrics that need to be captured, a data tracking database and repository is essential to enable DHR to maintain and generate reports swiftly and efficiently.

Since TempLA was established as a permanent program, your Board directed DHR to identify funding for the implementation and administration of the program, including information technology systems for on-going program management, and tracking and reporting of data and metrics. DHR applied for the County's Information Technology Fund (ITF) grant, and was approved to utilize \$450,000 in one-time funding for this project. DHR plans to build a database called the Electronic Personnel Management System (EPMS). This system will be technically designed to allow future growth of the TempLA program. DHR will build a robust web-based application leveraging Microsoft SharePoint. Use of DHR's in-house SharePoint licenses and servers for the TempLA program will prevent additional hardware/software costs. The data in the tracking system will be easy to update and accessible via dashboard. This program database will:

- Coordinate workforce development;
- Prioritize and implement technology initiatives that enhance service delivery and increase efficiency; and,
- Facilitate operational effectiveness and fiscal responsibility.



NEXT STEPS

DHR will continue develop TempLA participants through training, mentoring, wrap around services, and on-the-job experience. WDACS, via the LA County AJCCs, continues to provide on-going training to AJCC staff on TempLA policies and procedures, setting AJCC goals for recruitment into the program, as well as providing additional employment services such as career, training, and other supportive services to the referred participants.

The TempLA program has strong potential to make a significant impact on hiring within Los Angeles County. The program further solidifies relationships between County departments to provide temporary employment and development to constituents who are most in need of social services such as job training, healthcare, and/or housing. TempLA enables constituents to obtain needed skills and begin rewarding careers while exemplifying how the County can lead by example in social enterprise employment. After fiscal recommendations are made within the context of the overall budget and numerous competing funding priorities and requests, DHR will report back to the Board in the next annual report on May 21, 2021.



LISA M. GARRETT
DIRECTOR OF PERSONNEL

COUNTY OF LOS ANGELES

DEPARTMENT OF HUMAN RESOURCES

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May 21, 2021

To: Supervisor Hilda L. Solis, Chair
Supervisor Holly J. Mitchell
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

From: Lisa M. Garrett
Director of Personnel

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

SECOND ANNUAL BOARD REPORT – TEMPORARY SERVICES REGISTRY PROGRAM – ITEM NO. 19, AGENDA OF MAY 21, 2019

This memorandum serves to provide your Board with the annual report for the Temporary Services Registry Program (TempLA). On May 21, 2019, your Board adopted a motion by Supervisors Hilda L. Solis and Janice Hahn approving TempLA as a permanent program. Your Board instructed the Director of Personnel and Director of Workforce Development, Aging and Community Services (WDACS) to implement and expand the TempLA program; identify funding for the implementation and tracking of data and metrics; and provide annual program reporting. On May 21, 2020, the Department of Human Resources (DHR) and WDACS provided your Board with the program's first annual report.

As of May 21, 2021, there have been a total of 211 participants hired into the registry. Currently, there are 75 TempLA participants in the program. Of the 75 participants, 12 have obtained permanent employment; 32 are on assignment with eight County Departments, 15 participants are currently not on assignment due to their unavailability, and 16 participants have reached the conclusion of their 24-month time period allotted in the program.

The ongoing COVID-19 pandemic and the implementation of social distancing guidelines and requirements have impacted the ability to secure additional assignments. DHR anticipates participation to increase upon reopening of County facilities and the lifting of the countywide hiring freeze.

To Enrich Lives Through Effective and Caring Service

Each Supervisor
May 21, 2021
Page 2

The attached report provides an update of TempLA's progress to date. DHR continues to build a robust database to enhance administrative operations, including TempLA program participation and tracking.

We remain committed to supporting TempLA participants and look forward to creating opportunities for the professional and financial success of those who have historically faced barriers to employment in our community.

Should you have any questions, please contact Lisa M. Garrett, Director of Personnel, at (213) 974-2406, or Otto Solórzano, Acting Director, WDACS, at (213) 738-2617.

LMG:OS:PAM
RC:MPD:MBM

Attachment

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TEMP LA

TEMPORARY SERVICES REGISTRY PROGRAM



ANNUAL BOARD REPORT

MAY 21, 2021



Los Angeles County
DEPARTMENT OF

Human Resources



BACKGROUND

On February 14, 2017, your Board adopted a motion by Supervisors Hilda L. Solis and Janice Hahn instructing the Director of Personnel to implement a 24-month Temporary Services Registry (TempLA) pilot project for clerical services. The Department of Human Resources (DHR) and Workforce Development, Aging and Community Services (WDACS) worked collaboratively to develop and launch a job readiness and training program as well as provide for a longitudinal evaluation of sustained employment.

TempLA sought to hire County residents who faced barriers to employment including:

- Justice involved individuals;
- Individuals who were formerly homeless or at risk of experiencing homelessness;
- Unemployed individuals;
- Veterans;
- Foster youth;
- Individuals in the LA County Greater Avenues for Independence (GAIN) or General Relief Opportunity for Work (GROW) programs; and,
- Individuals who live in the Tier 2 Zip Codes as defined in the County's Local and Target Worker Hire policy.

On April 17, 2017, TempLA launched with Board approval authorizing up to 50 participants. DHR hired individuals in this program as Office Support Assistants (OSAs). Nearly two years later, the Board adopted TempLA as a permanent Countywide program with approval to hire up to 150 OSAs.

TempLA places its participants in Departments throughout the County. While on assignment, TempLA participants are given the opportunity to learn new skills, gain valuable on-the-job training, and earn a living wage. OSAs have been promoted to permanent County positions or hired by private sector employers while on assignment with TempLA. Notably, the success of TempLA has changed many lives for the better and reduced reliance on public funds for its participants.

OVERVIEW

For nearly four years, the TempLA program has provided participants who face barriers entering the workforce an opportunity for employment with the County of Los Angeles (County). As of May 21, 2021, there have been a total of 211 participants hired into the registry, of which 75 participated during Fiscal Year (FY) 2020-21. Of the 75 participants, 12 have obtained permanent employment; 32 are on assignment with eight County departments, 15 participants are currently not on assignment due to their unavailability, and 16 participants have reached the conclusion of their 24-month time period allotted in the program.

It should also be noted that collectively, of the 211 participants, 87 have obtained permanent employment; 72 have been hired by the County, and 15 have obtained permanent employment within the private sector.

Currently, there are 46 active TempLA participants. Of those 46 participants, 31 are on assignment with one of eight partnering County departments, two of which are on Disaster Service Worker assignments, and 15 are currently not on assignment due to their unavailability.

The decline in active program participants can be attributed to a number of factors including the Countywide hiring freeze as well as participants reaching the conclusion of their maximum time allotted in the program. DHR anticipates participation to increase upon the stabilization of the County's day-to-day operations and the lifting of the hiring freeze, including the reopening of TempLA's OSA examination.

DHR continues to build a robust database platform to aid the TempLA program in administration, tracking, and reporting out on program participation. The TempLA database will provide much needed support in reporting program metrics and allow the program to facilitate wraparound services, community outreach, and departmental collaboration in a steadfast and efficient manner.



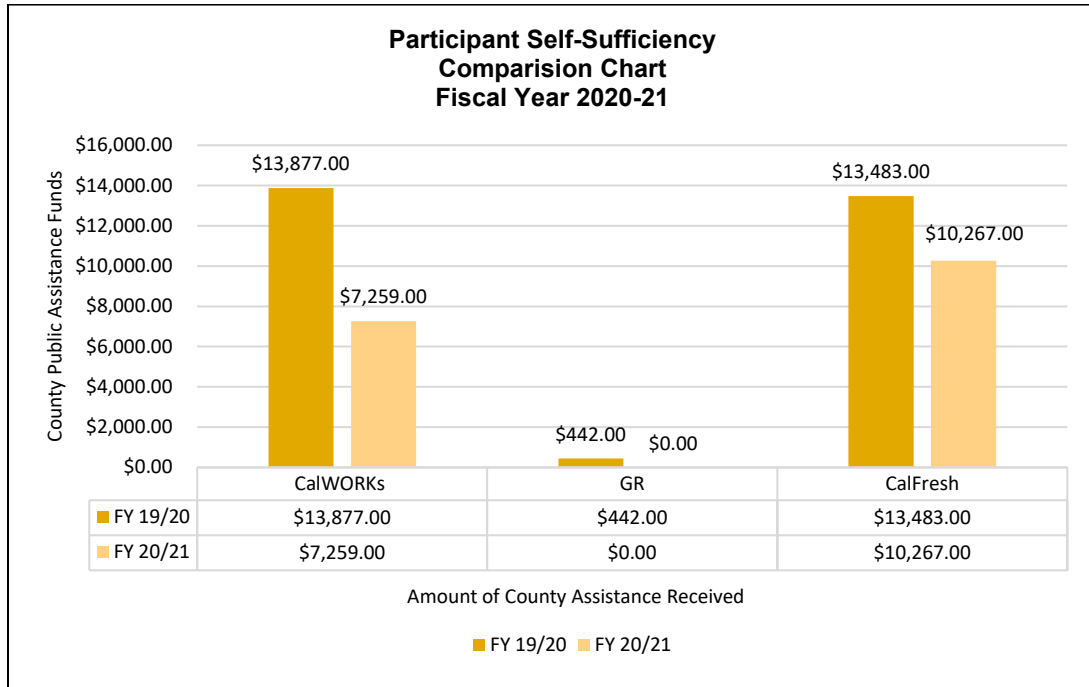
ECONOMIC OPPORTUNITY FOR PARTICIPANTS

One of the most valuable aspects of the TempLA program is providing the County the opportunity to hire individuals who are participants of DPSS' GAIN and GROW programs. During FY 2020-21, of the 75 total participants in the program, 70 participated in public assistance programs; 59 participated in GAIN and 11 in GROW. When TempLA participants are placed on assignment, they have an opportunity to build their skill sets and gain valuable work experience. Combined with mentoring and professional development, participants are well-positioned to compete for permanent positions with County Departments or with private sector employers, thus increasing self-sufficiency and reduction in the use of public assistance programs.

During this fiscal year, TempLA participants' utilization of County aid benefits decreased by the following:

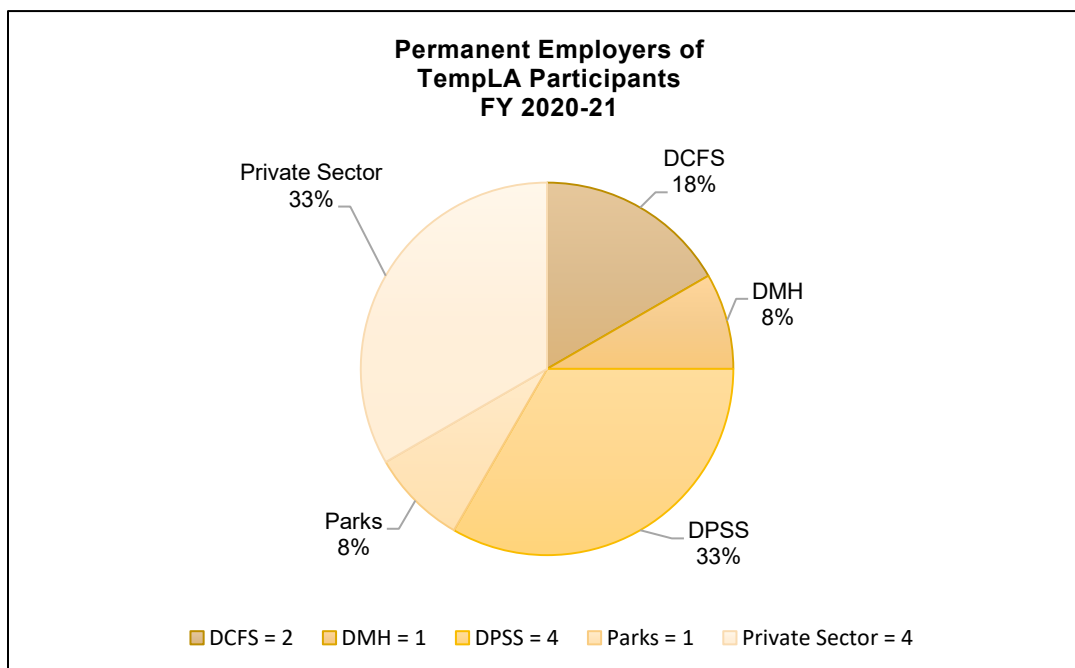
- CalFresh benefits decreased nearly 32%;
- CalWORKs benefits decreased by 48%; and,
- GROW by 100%.

DPSS metrics show that in comparison with the previous fiscal year, TempLA's 75 participants, in whole, reduced their dependency upon CalWORKs aid by \$6,618, CalFresh assistance by \$3,216, and lowered their use of General Relief to \$0, as depicted in the following chart:



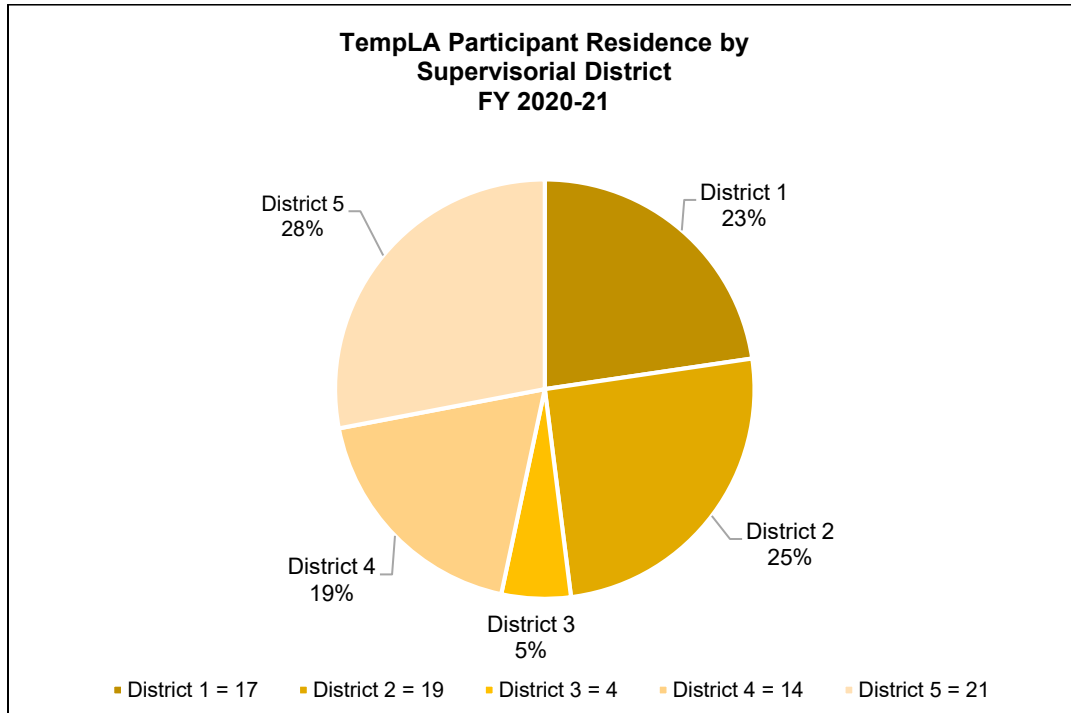
PERMANENT PLACEMENT OF PROGRAM PARTICIPANTS

During FY 2020-21, 12 TempLA participants obtained permanent positions among five County departments and private sector employers, as reflected in the following chart:

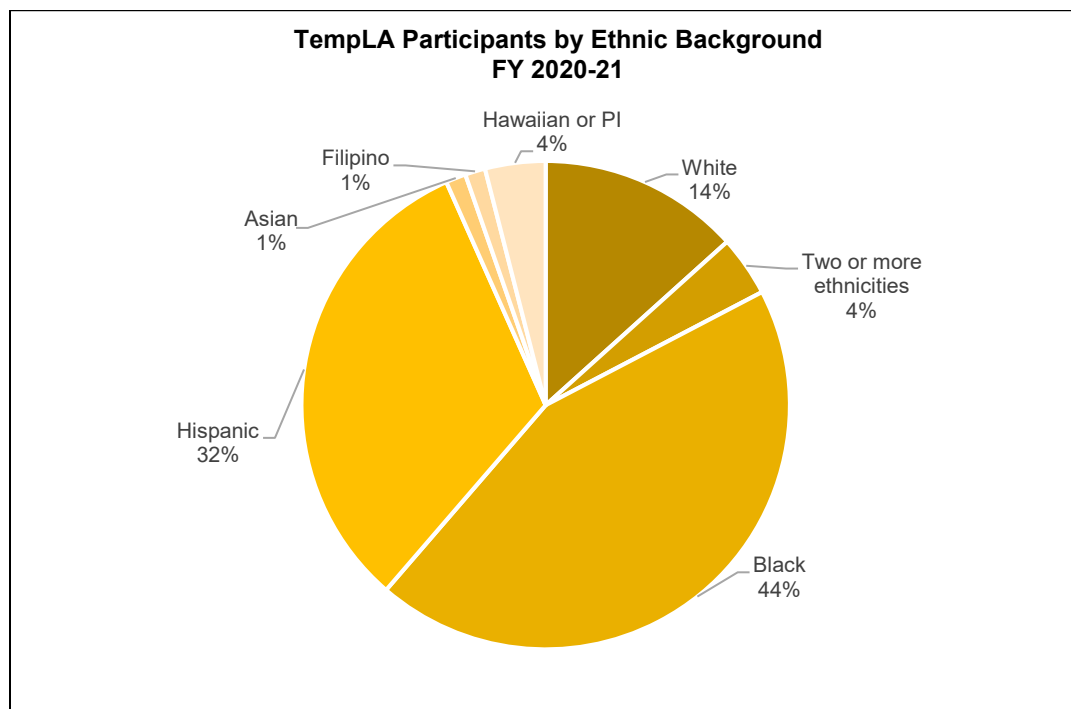


TEMPLA PARTICIPANT POPULATION

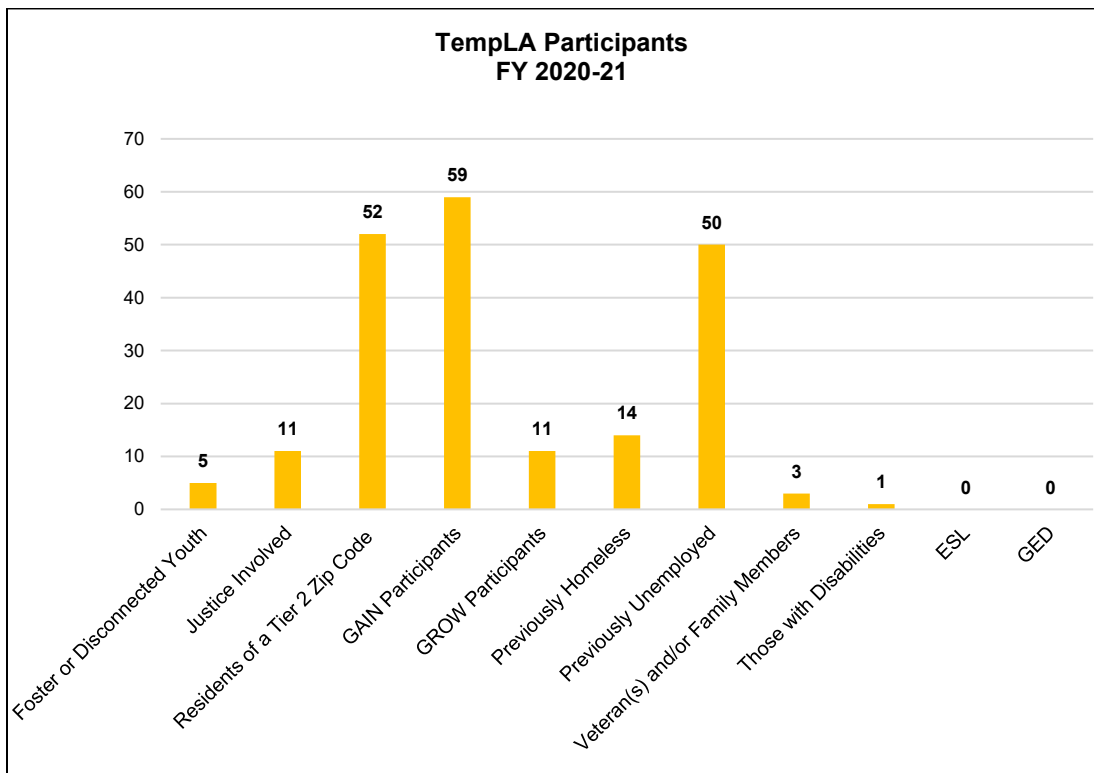
The following is a breakdown of TempLA participants by Supervisorial District in which they resided during FY 2020-21:



The following graph provides the ethnic breakdown of the TempLA participants during FY 2020-21:

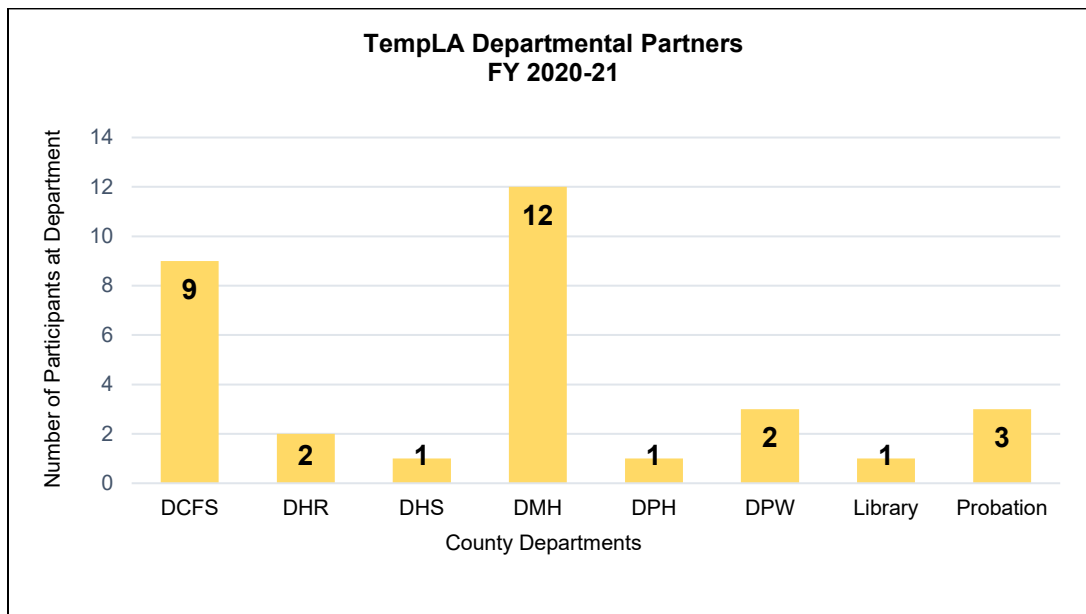


TempLA continues to support populations who have historically faced barriers to employment. The chart below is a categorization of barriers to employment faced by FY 2020-21 program participants prior to entering the TempLA program:



TEMPLA PARTICIPANT JOB PLACEMENT, TRAINING, AND OUTREACH

The following graph reflects the number of TempLA participants who are currently on assignment within eight County departments:



In addition to TempLA providing mentoring and coaching to participants who are on assignment, the program also provided information regarding more than 5,000 on-demand online learning opportunities through Udemy. Udemy, a free online training platform, allows TempLA participants to further develop their soft and hard skills. TempLA participants are also expected to complete Countywide mandatory trainings, including:

- County Policy of Equity (CPOE);
- Cybersecurity;
- Disaster Service Worker Awareness;
- Health Insurance Portability and Accountability Act (HIPAA);
- Implicit Bias; and,
- Sexual Harassment Prevention.

In an attempt to further provide outreach, staff contacted each TempLA program participant to provide health and wellness resources. Additionally, recurrent outreach efforts have been calendared to ensure TempLA participants are connected to program support staff.

NEXT STEPS

DHR is in the process of implementing a database to support the TempLA program that will assist with tracking and reporting participant activity. DHR continues to pursue a suitable platform to support an automated system to aid in the hiring, placement, coaching and mentoring aspects of the program.

Upon lifting of the hiring freeze, an examination will be conducted to hire more participants into the program. To increase the number of participants, TempLA plans to conduct an examination for the OSA item, once budgetarily feasible.

TempLA looks forward to further increasing program participation, hiring individuals who have historically faced barriers to employment, while increasing access to economic opportunity for participants. DHR will report back to the Board in the next annual report on May 20, 2022.



LISA M. GARRETT
DIRECTOR OF PERSONNEL

COUNTY OF LOS ANGELES

DEPARTMENT OF HUMAN RESOURCES

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June 2, 2022

To: Supervisor Holly J. Mitchell, Chair
Supervisor Hilda L. Solis
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

From: Lisa M. Garrett
Director of Personnel

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

THIRD ANNUAL BOARD REPORT – TEMPORARY SERVICES REGISTRY PROGRAM – ITEM NO. 19, AGENDA OF MAY 21, 2019

This memorandum serves to provide the Board with the annual report for the Temporary Services Registry Program (TempLA). On May 21, 2019, your Board adopted a motion by Supervisors Hilda L. Solis and Janice Hahn approving TempLA as a permanent program. Your Board instructed the Director of Personnel and Director of Workforce Development, Aging and Community Services (WDACS) to implement and expand the TempLA program; identify funding for the implementation and tracking of data and metrics; and provide annual program reporting. On May 21, 2020, the Department of Human Resources (DHR) and WDACS provided the Board with TempLA's first annual report and subsequently provided the second annual report on May 21, 2021.

This year, TempLA celebrates its fifth anniversary since its initial launch as a pilot program in 2017. Since the inception of TempLA, a total of 223 program participants have participated in the program. Of the 223 participants, 82 have secured permanent employment within the County and 18 obtained permanent employment within the private sector. A total of 100 participants have transitioned from temporary Office Support Assistants (OSAs) to permanent employees within the regional workforce.

As of May 23, 2022, TempLA has maintained a total of 16 participants in the program. Of the 16 participants, 14 are currently on assignment with six County departments. One program participant is awaiting assignment and one participant is not currently on assignment due to their unavailability.

Each Supervisor
June 2, 2022
Page 2

The decline in TempLA participants from 75 in 2019 to 16 is in part attributed to the pandemic's residual effects on the County. The 2021 hiring freeze and departmental budget curtailments has resulted in fewer work assignments available for program participants' placement Countywide.

DHR continues to engage constituent and departments in efforts to grow TempLA's participant pool and create new opportunities for professional development through County work experience. Most recently, TempLA has sought to explore the expansion of *Job Readiness* certifications accepted to qualify for the program, including, but not limited to, the General Relief Opportunities for Work (GROW) Cel-ED Training certificate and WDACS' Career 4 A Cause (C4C) Work Readiness certificate.

The attached report provides an update of TempLA's progress to date. TempLA remains committed to supporting program participants and looks forward to creating new opportunities for the professional and financial success of those who continue to face barriers to employment within our community.

Should you have any questions please contact Lisa M. Garrett, Director of Personnel, at (213) 974-2406, or Otto Solórzano, Acting Director, WDACS, at (213) 738-2617.

LMG:OS:RC
MPD:LS:jv

Attachment

S:\DHRSec_TS\Countywide Programs\TempLA\Third Annual Report

TempLA

FIVE YEARS IN THE MAKING

The Faces of TempLA



5th Annual Board Report

June 2, 2022

Los Angeles County
DEPARTMENT OF

Human Resources



WDACS
WORKFORCE DEVELOPMENT
AGING & COMMUNITY SERVICES

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TEMPLA HIGHLIGHTS

On May 21, 2019, the Temporary Services Registry Program (TempLA) was approved as a permanent County program. This fiscal year, TempLA celebrates five years of program success. TempLA is accessible to all County departments in need of temporary administrative and clerical services. The program is comprised of local residents, community college students, and targeted workers, including participants in the Department of Public Social Services (DPSS) programs such as Greater Avenues for Independence (GAIN) and General Relief Opportunities for Work (GROW). In addition, other populations are served and tracked by Workforce Development, Aging and Community Services (WDACS) through its Workforce Innovation and Opportunity Act (WIOA) and other workforce development programs. Individuals hired to the program are County residents who face barriers to employment such as:

- Justice impacted individuals;
- Individuals who were formerly homeless or at risk of experiencing homelessness;
- Unemployed individuals;
- Veterans;
- Foster youth or disconnected youth
- Participants in the DPSS sponsored programs, GAIN or GROW; and
- Individuals who reside in the Tier 2 Zip Codes as defined in the County's Local and Target Worker Hire policy.

The 24-month program provides temporary and as-needed work to individuals who want to gain valuable work experience and exposure while providing a pathway to full-time employment in the County or private sector. Participants in the program, known as Office Support Assistants (OSAs) are temporarily placed on assignment at various County departments and earn a living wage in addition to County medical benefits and contributions to the Pension Savings Plan.

During the fourth cycle of the program, the County was amid an extremely serious public health emergency coupled with a \$1.2 billion budget shortfall, resulting in revenue decreases. With the Chief Executive Office's (CEO) Countywide hiring freeze placed on non-essential hires, services, and supplies, hiring completely ceased, and no new hires were added to the TempLA program.

As the end of the 2021 fiscal year approached, TempLA had 32 program participants in the program. Regrettably, Departments were forced to end several temporary assignments due to budgetary constraints. TempLA staff continued to provide program participants support including virtual TEAMs meetings with the program participants, providing participant Letters of Recommendation, offering wrap-around services like Employee Assistance and Life Assistance Programs, and job resource tools on how to apply and find jobs within the County and private sector.

On October 5, 2021, the Board lifted the hiring freeze for most County departments. TempLA was able to resume its hiring of program participants and continues to rebuild and mentor those currently in the program. To accommodate the flexibility of the new hybrid work schedule, TempLA now holds orientations virtually through TEAMS. Such measures as these have geared the program to increase program participation and departmental support. The five-year celebration continues with the 100th program participant obtaining permanent employment in April 2022.

As of April 30, 2022, there are 16 participants in the program. Of the 16 program participants, 14 are on assignment at various County departments and 2 are currently waiting for placement. Eight program participants obtained permanent County employment; seven within the County and one with an outside employer. Additionally, the OSA examination is open, and the program continues to seek suitable candidates for employment.

Since the inception of the program, TempLA has hired a total of 223 participants. Out of the 223 participants, a total of 61 participants completed 24-months in the program. Of the 61 participants whose time ended in the program, 17 have been rehired by the County in various line positions.



TempLA: Transforming lives, helping families

 Los Angeles County Newsroom

"TempLA provided a perfect bridge for me. I absolutely enjoy where I work and what I do. I look forward to working a few more years and when the time is right, retiring from this agency."

Talking about coming full circle!"

**- Marilyn S., Secretary III
Department of Health Services
Former TempLA employee**

Pictured Above: Marilyn S.; TempLA Cohort 2017;
Permanent County employee (not featured in the [TempLA: Transforming lives, helping families](#) (Venmo video))

"TempLA has been an amazing program. I have hired several Office Support Assistants as permanent County employees!"

**- Chereise Martin, ASM III
TempLA Workplace Supervisor
Probation Department**

Snapshot of Fiscal Years 2017 -2022

TempLA Five Years in the Making

Historical Program Background

2017 - 2022

Fiscal Year 2017/2018 1st Year

- TempLA reaches 100 program participants
- TempLA held first Lunch and Learn "Build a Better Resume"
- Supervisor Hilda Solis (1st District) recognizes TempLA participants hired permanently with the County of Los Angeles

Fiscal Year 2019/2020 3rd Year

- Global pandemic (Covid-19)
- Telework provisions provided to participants due to the "Stay at Home" Order
- TempLA contacted all participants to provide mentoring and support

Fiscal Year 2018/2019 2nd Year

- The Director of Personnel approved TempLA as a Career Pathway training program
- TempLA approved to be a permanent Countywide program
- DCFS and DPSS recognized by the Board for hiring the most participants into permanent County employment

Fiscal Year 2020-2021 4th Year

- Program strategies for ideal trajectory of program participants
- DHR begins to identify implementation for a robust database

Fiscal Year 2021 - Present 5th Year

- 100th participant obtains permanent employment
- TempLA increases program participation

Temporary Services Registry Program (TempLA)

Inception date April 1, 2017

TempLA: In the Know

Current Program Information

The GAIN program provides employment-related services to CalWORKs participants to assist them in finding employment and staying employed. The GROW program employs those individuals who receive General Relief (GR). Since the inception of the TempLA program, out of a total of 223 program participants, 154 were GAIN participants, and 32 participated in the GROW program; either receiving CalWORKs, CalFresh, and/or GR cash assistance from the County of Los Angeles. While working on assignments, TempLA employees reduced their reliance on these County assistance programs.

County cash assistance may be received in several ways:

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



DPSS reported that for 154 GAIN and 32 GROW participants, who received CalFresh, CalWORKs, or GR, a total estimated cost savings in cash assistance payments is \$1,771,193, which results in a net County cost (NCC) savings of \$104,528.

Temp LA Jobs

Estimated Cost Savings in Cash Assistance Payments

CalWORKs Assistance Temp LA Jobs		
	Monthly Cost	Annual Cost
MAP for family of 3	\$ 925.00	
Number of Temp LA Jobs	154	
Estimated assistance savings	\$ 142,450	\$ 1,709,400
Estimated NCC savings		\$ 42,735
Estimated Annual Savings		\$ 1,709,400

General Relief Assistance Temp LA Jobs		
	Monthly Cost	Annual Cost
GR Budgeted Case Cost	\$ 214.56	
Number of Temp LA Jobs	32	
Estimated assistance savings	\$ 6,866	\$ 61,793
Estimated NCC savings		\$ 61,793
Estimated Annual Savings		\$ 61,793

Total Estimated Cash Savings	<u>\$ 1,771,193</u>
Total NCC savings	<u>\$ 104,528</u>

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

During this fiscal year, TempLA has sought to hire and retain more program participants who face barriers to employment. Although the global pandemic is still a concern, participation numbers are gradually growing, additional assignment requests are increasing from Departments, and promotions of permanent employment are increasing within and outside of the County.

Of the 16 active participants currently in the program, 14 are on assignment at six County Departments (Chart 1, below); 1 is pending an assignment start date, and 1 is not on assignment due to unavailability. Also, worth noting, that eight participants obtained permanent employment (Chart 2, below). Of the 8, 7 were hired by various County departments and 1 was hired by an outside employer.

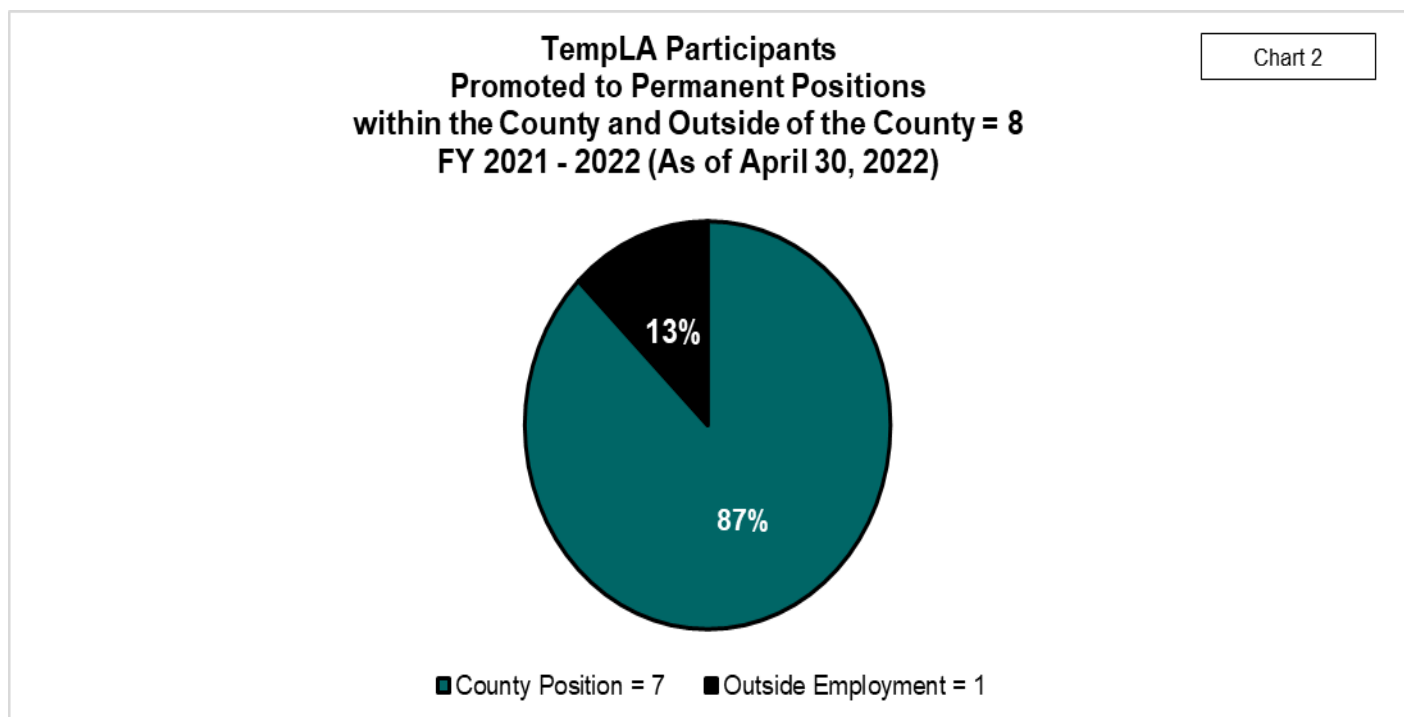
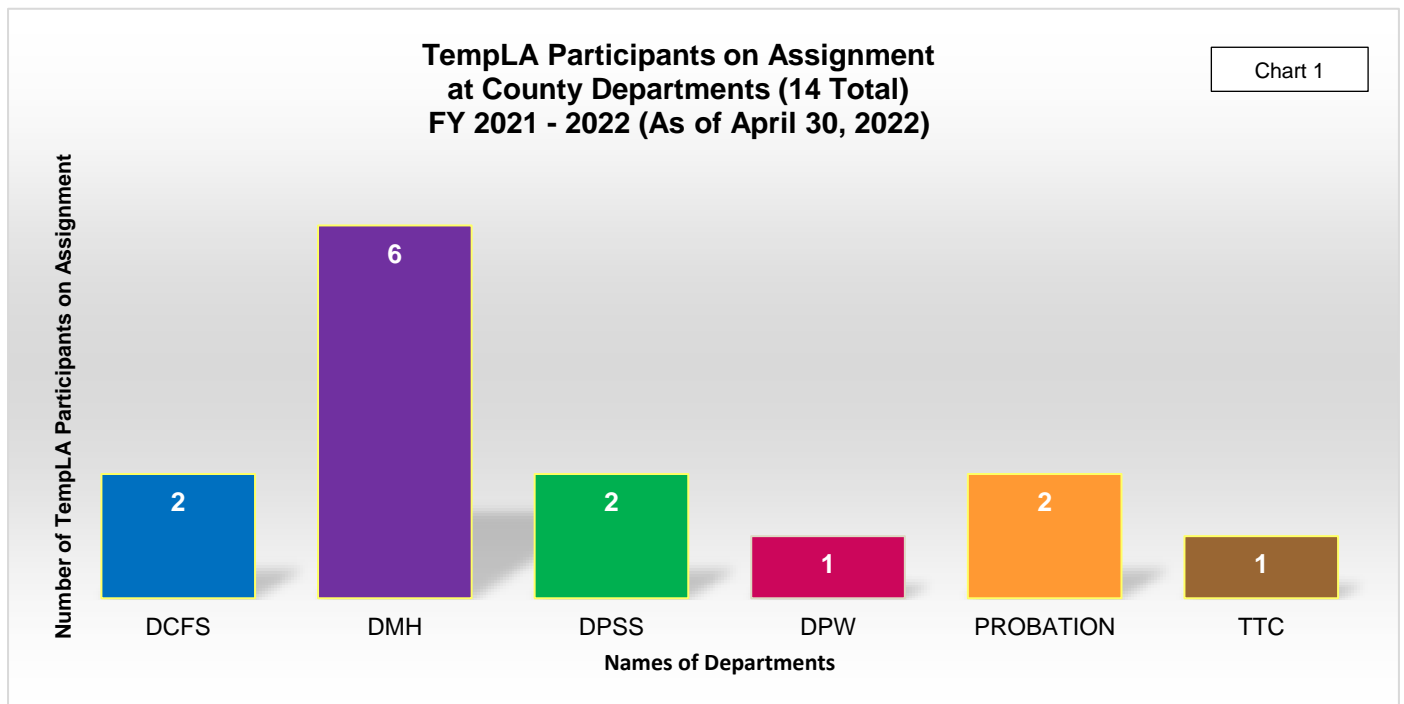


Chart three relates percentages of the 16 active TempLA employees currently in the program, by the Supervisorial Districts in which they reside during the Fiscal Year 2021 – 2022:

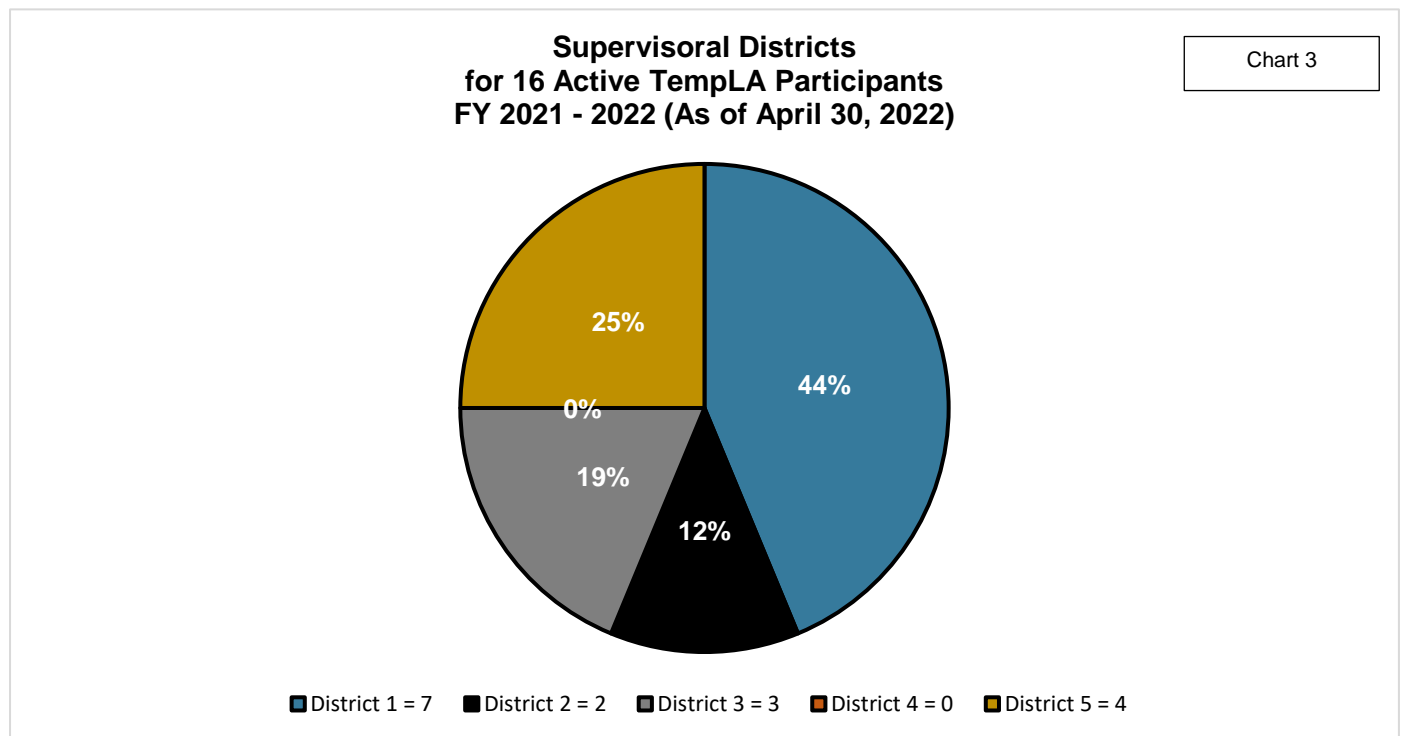
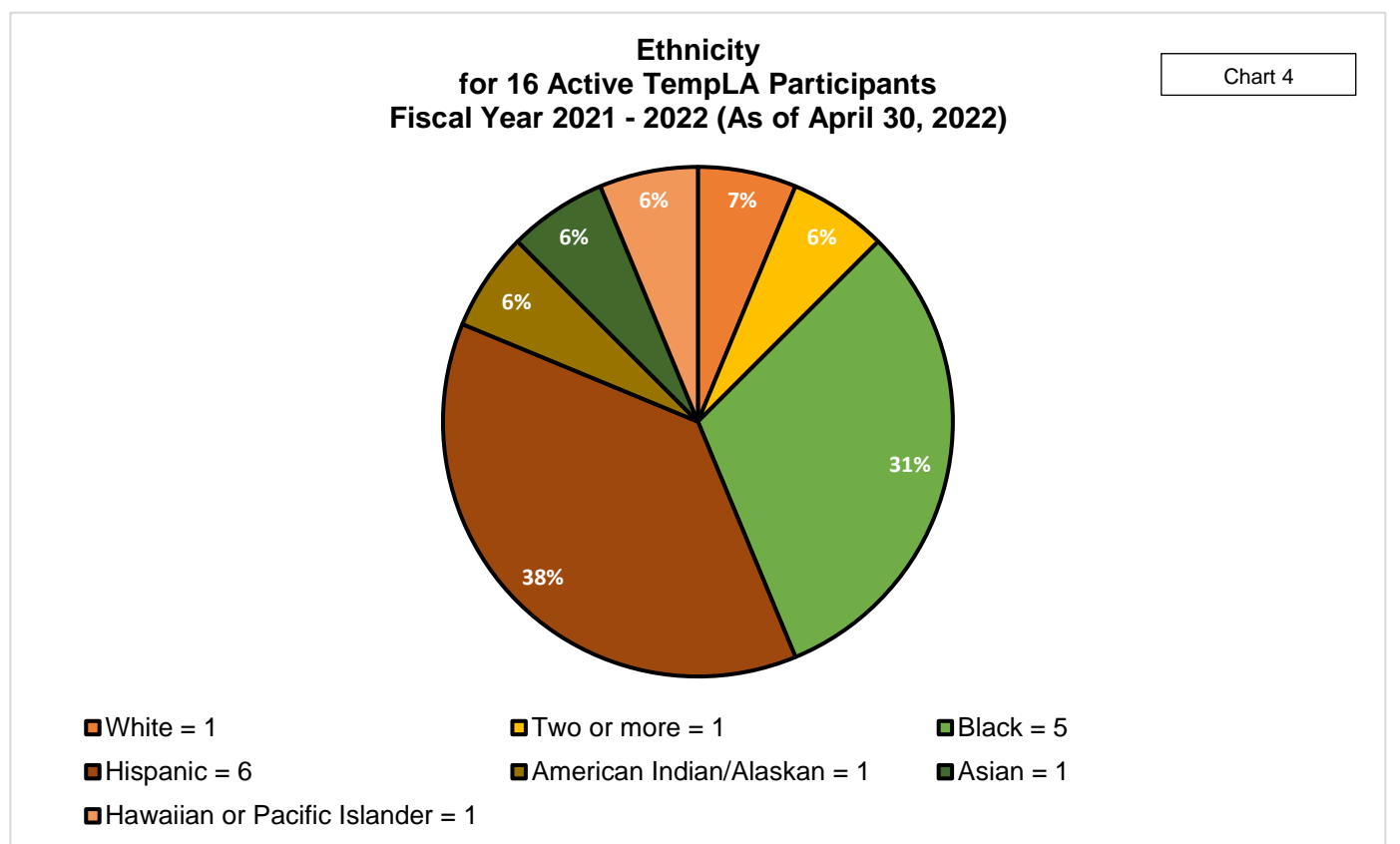


Chart four reflects the ethnicity of the 16 active TempLA participants in the program during the Fiscal Year 2021 – 2022:



Barriers to Employment

16 Active Program Participants
FY 2021 - 2022 (As of April 30, 2022)



100%

reside in qualifying zip codes
that are below 200% the Federal
Poverty Level



**County
Assistance**



50%

were GAIN participants



31%

were GROW participants



Office Support Assistants

2

were previously homeless



10

were previously
unemployed



1

was previously in
foster care



1

had justice involvement



7

are in the protected age class

Statistical data is based on the 16 Office Support Assistants (OSAs) currently in the program as of April 30, 2022.

Training and Wrap Around Services

As a Career Pathway Training program, TempLA offers participants on-the-job training, including but not limited to, answering phones, data entry, filing, sorting, customer service, and real-world County experience. In addition, TempLA provides participants with a varied training curriculum that offers soft skills learning, and an extensive catalog of developmental trainings, by Udemy. TempLA also provide Lunch and Learns to aid in the success of each employee. Recently, staff conducted “How to Read a County Paycheck and Timecard Practices”, and “Resume Writing and Interviewing Skills”.

After a program participant has completed six months of working on an assignment at the County, TempLA recognizes this accomplishment by providing a participation certificate. This certificate allows eligible Program participants to apply for the TempLA, Intermediate Clerk (IC) examination. The IC exam allows Departments to hire program participants as permanent employees.

Another avenue for career success can also be obtained by promotability to other County positions. All program participants can compete for other County positions through examinations. In recent years, this has aided in program successes as participants promote higher items such as Community Health Worker, Custodian, Eligibility Worker I, Human Services Aid, Patient Resource Worker, and Secretary. As part of the wrap-around services offered, TempLA assists participants with updating resumes and providing tools for applying for jobs. When participants whose time in the program nears completion, TempLA also provides avenues for applying for employment through CalJOBS and WDACS’ America’s Job Centers of California (AJCCs).

Partnerships

WDACS’ Countywide network of job centers includes 19 AJCCs. These job centers outreach to the community, prepare workers for new and better jobs, provide onramps to training and work-based learning, and build strong relationships with hiring employers across sectors. DHR collaborates with WDACS and the network of AJCCs to recruit and screen candidates for the TempLA program and ultimately for entry into quality jobs and career pathways.

To ensure all participants are set up for success, the AJCCs stay in touch with participants throughout the program and after they complete to meet their unique employment needs. Through follow-up, AJCCs assist completers in obtaining permanent employment, provide referrals to assist with any barriers to employment that persist during the follow-up period, and re-enroll any individual that identifies with a level of need that warrants unique customized interventions from the AJCCs.

Additionally, WDACS and the new Department of Economic Opportunity (DEO) are exploring ways to increase enrollments in TempLA through the AJCCs with expanded outreach and utilizing current and relevant work readiness programming as an onramp to TempLA. For example, WDACS’ Careers for Cause (C4C) program, which supports individuals with lived homelessness or justice-involvement in competing for high-demand social service jobs requiring an empathetic workforce, will partner with TempLA to provide Work Readiness certificates to participants who complete their eight-week pre-employment training program. TempLA is an excellent choice for those individuals

in C4C that have not yet been able to find permanent employment or that have an interest in getting their foot in the door of the public sector.

DHR also continues to collaborate with DPSS in the recruitment of those seeking to gain employment who may currently receive County assistance. TempLA recently added a new Work Readiness Certificate, GROW Cel-Ed training, which allows more individuals facing barriers to employment the opportunity to apply for the OSA position.



Success Stories

TEMPLA EMPLOYEES



"I am very grateful for the TempLA program. At the time of being selected I was on general relief and unable to find work. I enjoyed my time at DCFS; working with great people. After a little more than a year, I was hired at DPSS as an Intermediate Typist Clerk (ITC).

Thanks to the TempLA program I was able to obtain a full time position and gain some favorable perks such as purchasing a brand new car and financial stability."

- Jesus L.

Intermediate Typist Clerk
Department of Public Social Services

I have always wanted to work for the County of Los Angeles.

After working in a temporary assignment with the Fire Department, I received a permanent offer of employment as Human Services Aid with DCFS. I credit TempLA, which has granted me the opportunity to demonstrate my exceptional work. I am grateful to have participated in TempLA.

- (Pictured on front cover) Gohar A., Senior Typist Clerk
Department of Children and Family Services



"Before working for LA County, life was a struggle as a single mother with two small children. We were living in a homeless shelter. I was a full time student and life was pretty hard. I was called to work as an Office Support Assistant in the TempLA program. While in the program, I was hired as a permanent employee at DPSS, as an Intermediate Clerk. Working for LA County has changed my life tremendously. I am so grateful for the Temp program for giving me the opportunity to get started on a path of greatness.

I am able to provide for my children and that is the best feeling."

- Tiffany H.

Intermediate Typist Clerk
Department of Social Services



"On April 12, 2017, I entered the TempLA program. In October 2018, I was hired as a permanent County employee, an Intermediate Clerk for Department of Public Social Services and in October 2021, I was promoted to Senior Clerk for In Home Supportive Services call center. Recently, in January 2022 I was promoted to Eligibility Work I. **Being part of TempLA, a positive experience that has given me opportunities in my career, I never knew was possible.**"

- Kelly H.

Eligibility Worker I

Department Public Social Services

Coming from another Country to the U.S, I didn't have any career path in mind. Working for the U.S Government was always a dream, but I didn't think that I was able to achieve this dream. My first career in the U.S, started in 2017 when I became part of TempLA. After passing the entry exams I landed a roll of Intermediate Clerk. There was a real sense of accomplishment when I got promoted. After two months, I was promoted to an Eligibility Worker II.

The best part of all this is that I know it is just a beginning for me and this story will go on!

- (Pictured on front cover) Dariush L.

Eligibility Worker II – Department of Social Services

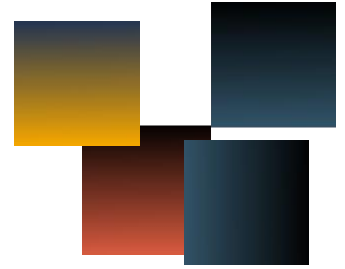


"I was previously displaced and searching for stable employment where I could flourish and possibly obtain a permanent position. This program [TempLA] was the perfect opportunity. I received a promotion to a permanent position as an Intermediate Clerk. Within two years of becoming permanent, I've promoted to an Intermediate Typist Clerk.

The best advice I can give is to stay determined & motivated."

(Pictured on front cover) – Jessica S., Intermediate Typist Clerk
Department of Children and Family Services

Next Steps



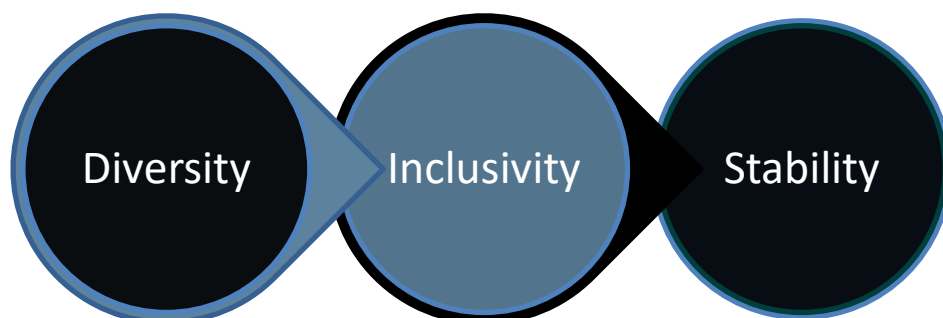
For nearly five years, TempLA has catapulted many of its participants into careers with the County. This program continues to provide meaningful job experience, career pathways, and opportunities for the most vulnerable populations. Building a diverse workforce is a key component to the program's success and the TempLA team is empathetic in their provision of personal and professional mentorship.

Furthermore, program participants who may be living paycheck to paycheck are provided an opportunity to earn a living wage, medical benefits, and contribute toward a pension savings plan, thereby reducing their reliance on County assistance programs. By serving these individuals, TempLA helps the communities that desire a life-changing career opportunity.

Although the "Great Resignation," and the decrease of candidates in the workforce have caused a slight decline in program participation, exploration of development strategies, including a transition to an examination registry process to increase the pool of active program participants, has enabled the submittal of applications continuously. As we continue to provide a longitudinal evaluation of sustained employment, TempLA will continue to increase the pool of active participants by (1) increasing job fair outreach, (2) offering the Office Support Assistant Examination as open continuous; and (3) continuing collaborations with DPSS and WDACS. As part of the collaboration between the new Department of Economic Opportunity and DHR will assess ways that TempLA and other workforce training and employment programs integrate more strategically to enhance service delivery to participants.

Lastly, TempLA has increased the number of program staff to aid in increasing the pool of participants and further the development of a robust database to capture important program data. The next annual report back to the Board will be on May 22, 2023.

TempLA continues to be an amazing force for change in individuals' lives!





COUNTY OF LOS ANGELES

DEPARTMENT OF HUMAN RESOURCES

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LISA M. GARRETT
DIRECTOR OF PERSONNEL

May 22, 2023

To: Supervisor Janice Hahn, Chair
Supervisor Hilda L. Solis
Supervisor Holly J. Mitchell
Supervisor Lindsey P. Horvath
Supervisor Kathryn Barger

From: Lisa M. Garrett
Director of Personnel
Kelly LoBianco
Director of Economic Opportunity

SIXTH ANNUAL BOARD REPORT – TEMPORARY SERVICES REGISTRY PROGRAM (ITEM NO. 19, AGENDA OF MAY 21, 2019)

This memorandum serves to provide the County of Los Angeles Board of Supervisors (Board) with the annual report for the Temporary Services Registry Program (TempLA). On May 21, 2019, your Board adopted a motion by Supervisors Hilda L. Solis and Janice Hahn approving TempLA as a permanent program. The Board instructed the Director of Personnel and the Director of Economic Opportunity (DEO), to implement and expand the TempLA program; identify funding for the implementation and tracking of data and metrics; and provide annual program reporting. On May 20, 2022, the Department of Human Resources (DHR) and DEO provided the Board with the program's fifth annual report.

This year, TempLA celebrates its sixth anniversary serving as a pathway for job preparedness and permanent job placement. DHR has been unwavering in its commitment to community outreach and in seeking inventive strategies to engage the program's target demographics. We continually work towards enhancing the wraparound services offered to our participants and aim to equip them with the requisite skills and experience to obtain full-time employment.

DHR continues to engage constituents and departments in an effort to grow TempLA's participant pool and create new opportunities for professional development through the

program. To enhance user experience and streamline procedures, DHR is in the process of introducing an online database. This innovative platform will not only expedite the hiring process, but will also enable the team to digitally coordinate interviews, gather documents, perform reference checks, and manage candidate data, thereby simplifying the onboarding process for incoming program participants.

Throughout its tenure, TempLA has proven to be an effective mechanism for job placement, with nearly 44% of its participants transitioning to permanent positions. Since the program's launch in April 2017, TempLA has had the privilege of hiring 254 participants. Out of these individuals, 112 have secured permanent employment, 94 obtained permanent employment within the County of Los Angeles (County) and 18 found employment opportunities elsewhere. Additionally, of the 254 participants since the inception of the program, 24 individuals who resigned or whose time ended in the program were later rehired by the County in various permanent positions such as; Administrative Aid, Career Development Intern, Clinic Driver, Community Health Worker, Custodian, Eligibility Worker II, Intermediate Clerk, Intermediate Typist Clerk, Park Aid, NC, Patient Resource Worker, and Tax Service Clerk I.

During Fiscal Year 2022-2023, DHR is proud to report that 12 participants have been promoted to permanent positions, 11 received promotions within the County and one secured employment with an external employer. Lastly, there have been 43 participants in the program. Of the 43 participants, 38 were on assignment across eight County departments, two are actively interviewing for placement, one is currently pending placement, and two resigned from the program.

The attached report provides a comprehensive overview of TempLA's current progress. Looking forward, we remain dedicated to supporting TempLA participants and prioritizing candidates who have faced marginalization in the job market. Our compassionate team continues to support local community members who encounter persistent employment barriers.

Should you have any questions, please contact me or Rodney Collins, Assistant Director, at rcollins@hr.lacounty.gov or Monica Paraja Dominguez, Senior Human Resources Manager, at mparajadominguez@hr.lacounty.gov.

LMG:KLB:PAM
RC:MPD:ahf

Attachment

c: Executive Office, Board of Supervisors



Los Angeles
County
Human Resources
YOUR CAREER STARTS HERE.



TemplA

SIX YEARS OF SUCCESS

6th Annual Board Report
May 22, 2023

**department
of economic
opportunity**

COUNTY OF LOS ANGELES

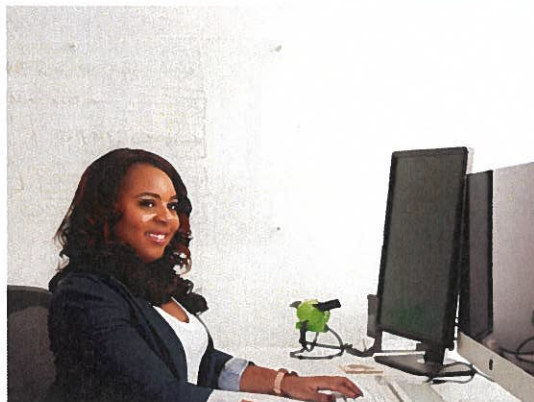




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Program Highlights

About the Program

On May 21, 2019, the Temporary Services Registry Program (TempLA) was officially established as a permanent program within the County of Los Angeles (County). As of current Fiscal Year, (FY) 2022-2023, DHR has provided six successful years of program development in assisting our local residents in finding gainful employment within the County.

DHR aims to provide opportunities and support to those who have faced barriers to employment within the County by offering valuable, practical work experience, and essential interpersonal skill development. The primary objectives of TempLA are to enable participants with the necessary tools and experiences to overcome employment obstacles and achieve long-term career success with the County or private sector, and to ensure LA County fills its vacancies with diverse, local talent.

The program assists County residents who are currently experiencing or have experienced homelessness, justice-impacted individuals, individuals who were formerly homeless or at risk of experiencing homelessness, unemployed individuals, veterans; foster youth or disconnected youth, and individuals who reside in the Tier 2 Zip Codes (Tier 2) as defined in the County's Local and Target Worker Hire policy.

The program is also comprised of individuals who have been participants in the Department of Public Social Services (DPSS) Greater Avenues for Independence (GAIN) and/or General Relief Opportunities for Work (GROW) programs. TempLA program participants, also known as Office Support Assistants (OSAs) are enrolled in the program for 24 months. Participants who work on assignment for a minimum of 30 hours for three consecutive months, are eligible to receive County medical benefits and have access to a Pension Savings Plan, with a County match of 3%.



To be eligible to participate in the TempLA program, individuals must possess one of the following certificates:

DPSS GAIN or GROW Job Services Certificates:

- GAIN Job Club
- GAIN Flex Job Club
- Blueprint for Workplace Success Programs
- GROW Cell-Ed Certificate

Department of Economic Opportunity (DEO) Work Readiness Certificates:

- America's Job Center of California (AJCC) - Job or Work Readiness Training Program
- Careers for a Cause (C4C) Work Readiness Training Program

Office of Education (LACOE) Work Readiness Certificates:

- GROW Job Readiness Training
- GAIN Job Readiness Training

Department of Mental Health (DMH) Work Readiness Certificate:

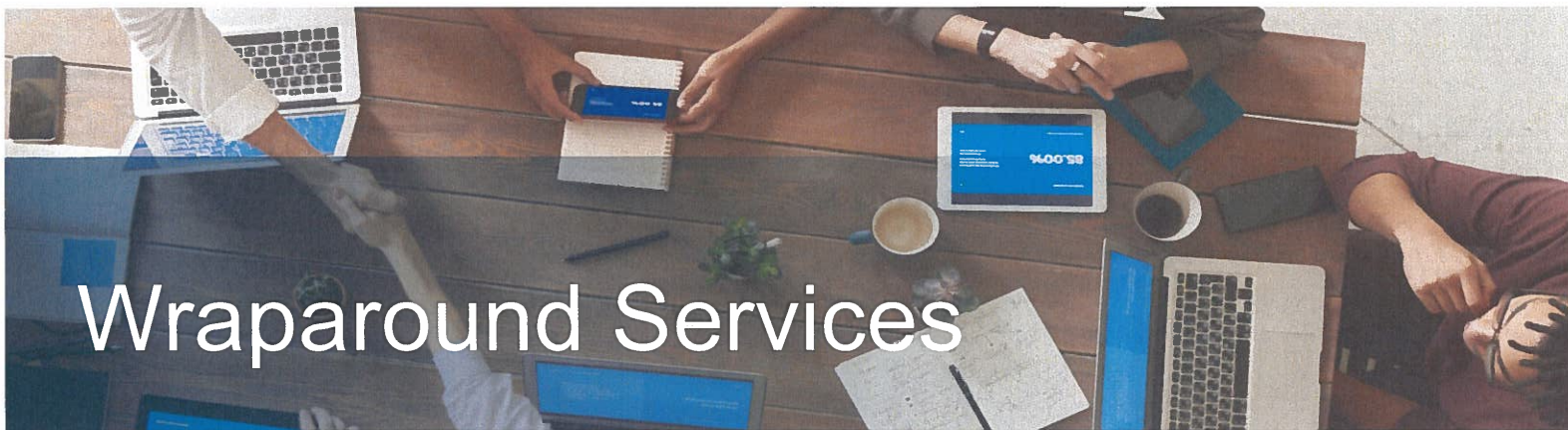
- Service Area (SA) – 4 Peer Resource Center Work Readiness Training

“

“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., former participant
Intermediate Clerk, DPSS***

”



DHR is deeply committed to empowering program participants to achieve personal and professional growth while working toward securing permanent employment with the County of Los Angeles. To achieve this, TempLA has identified key areas of assistance for participants, such as resume development, test-taking, and business acumen; and seeks new and innovative ways to bridge these gaps.

TempLA pursues to enhance the skills of program participants through personal development opportunities such as Lunch and Learn presentations, which offer informative information on a variety of topics to enhance participant skills such as, Budgeting 101, Navigating NeoGov, Setting SMART Goals, and Dressing for Professional Success. Additionally, TempLA offers valuable hands-on support for vital job-searching skills including resume assistance and mock interviews. The program also regularly promotes DHR's Job Search Toolkit to support participant career growth. Lastly, TempLA conducts regular one-on-one mentoring and coaching meetings with participants to help them grow, develop, and achieve their fullest potential.

To further enhance the program, TempLA has recently updated its program requirements whereby upon completion of six months of on-the-job training, participants receive a TempLA Certificate of Participation. This certificate allows participants to apply for the Intermediate Clerk, TempLA examination. Additionally, the program now requires the completion of the following Udemy courses as part of the mandatory training curriculum:

1. Customer Service: Enhancing participant's ability to meet the needs of clients and colleagues effectively;
2. Time Management: Empowering participants to work more efficiently and balance competing priorities; and
3. One 'elective' course related to their career trajectory: Allowing participants to further develop skills relevant to their chosen field of employment.

Through this comprehensive training and support system, DHR intends to equip program participants with the tools and knowledge needed to thrive, and ultimately, secure permanent employment.

TempLA

Success Stories



"I was struggling to find a job, so I attended job club through Gain. That is when I found out about TempLA through the Los Angeles County. I applied and took a test and they hired me to work in this program.

I enjoy working for the County. It is fun. Everyone is very welcoming and kind."

- Christina E., Office Support Assistant

"I was accepted into the Careers for a Cause program and through that program, I found out about TempLA. This program allowed me the opportunity to start my career over and work my way towards becoming a permanent LA County employee, while serving the people in my community. I am taking some classes at East LA College to finally get my associate degree to further my education and work experience."

- Aaron R., Office Support Assistant



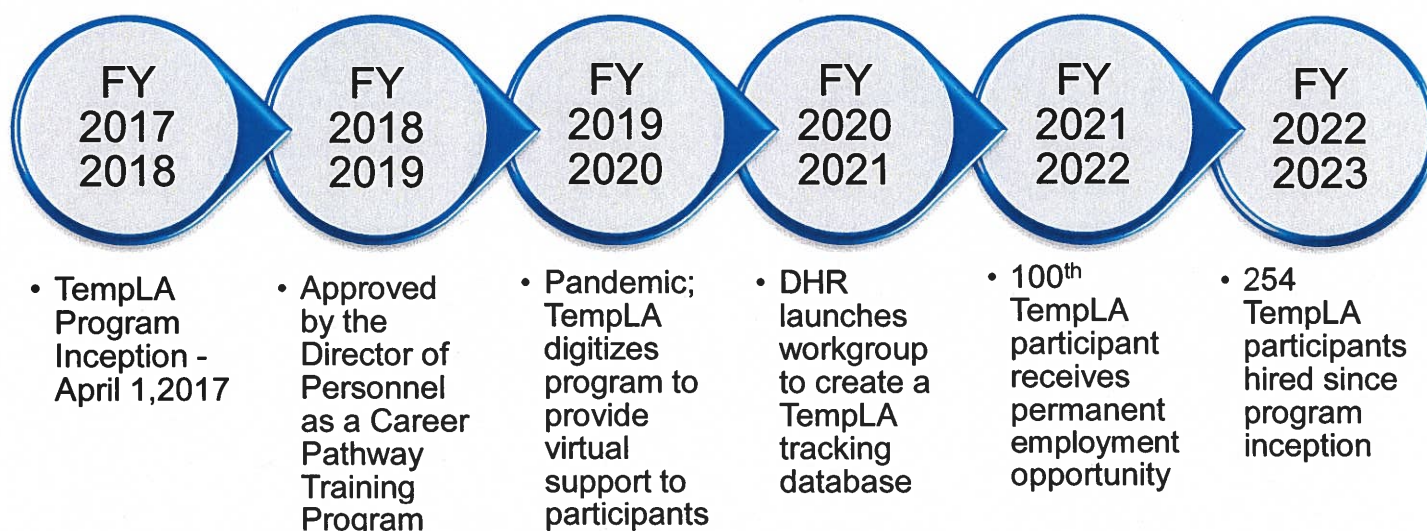
"I want to thank everyone that has been part of my journey and has helped me get this far; the Gain office team who always answered a million emails and phone calls I made and the TempLA team.

I truly hope whoever reads this quote is inspired and uses it as an example that anything is possible if you really want it, and work for it."

- Sandra A., Office Support Assistant

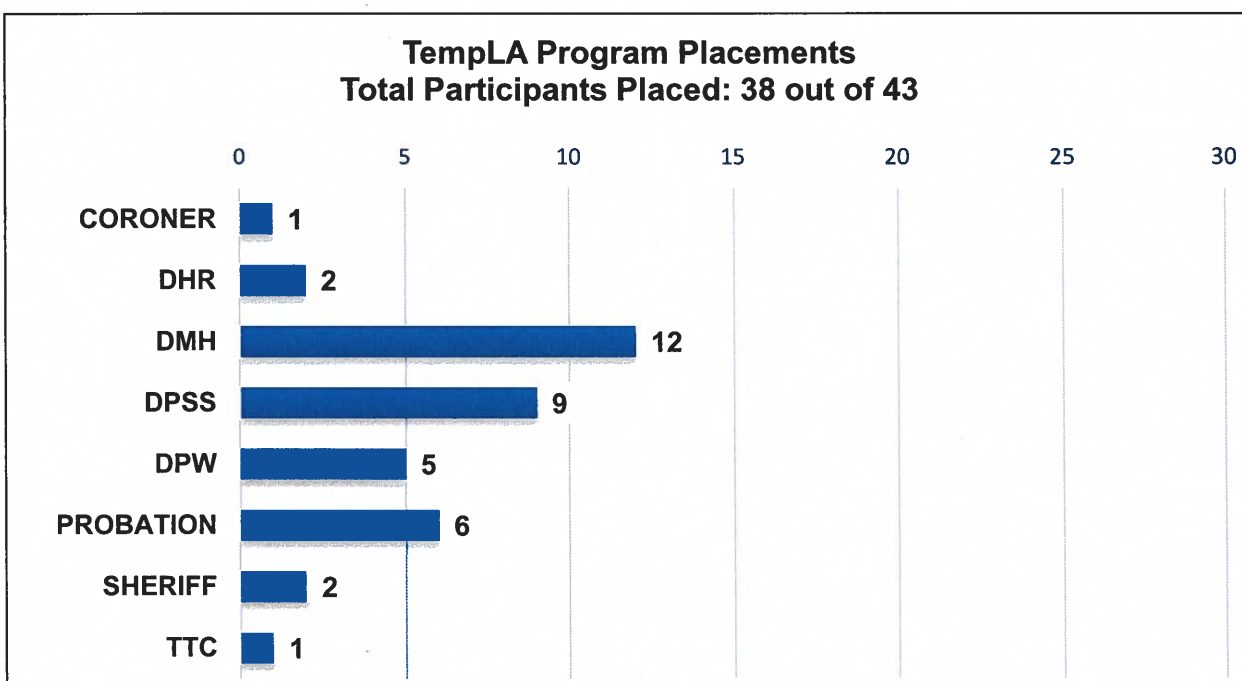
TempLA Stats

Program Timeline



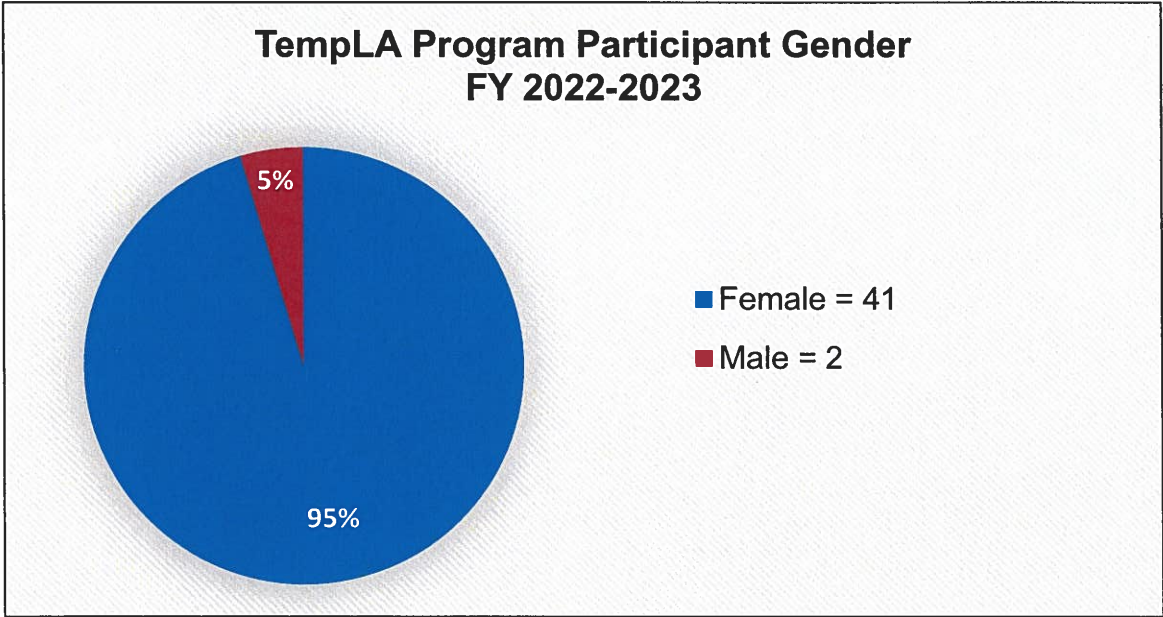
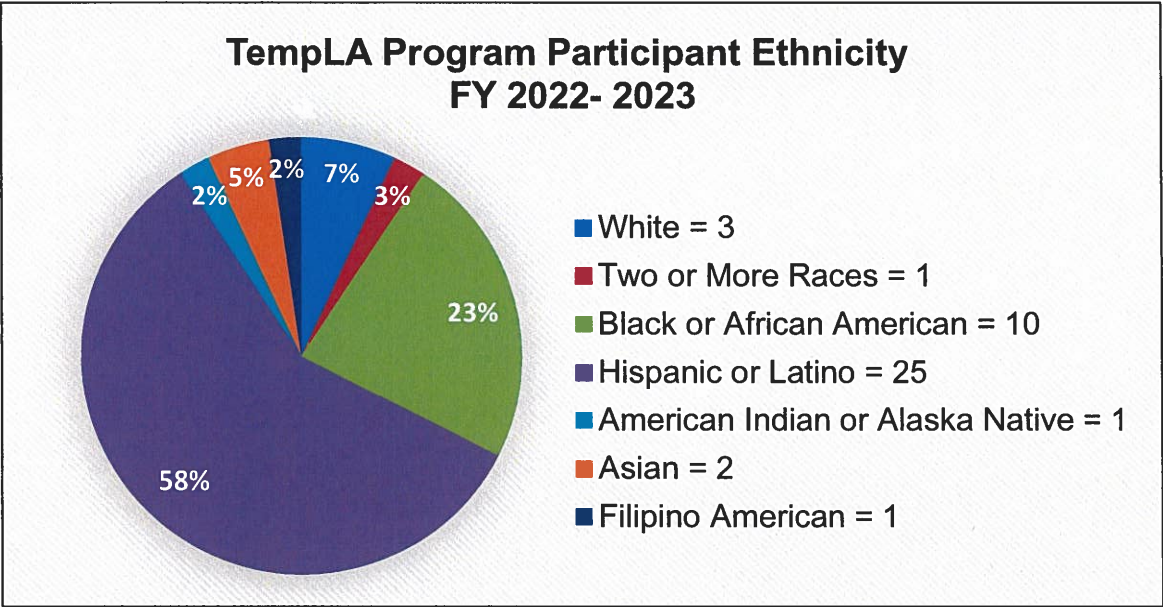
TempLA Stats FY 2022-2023

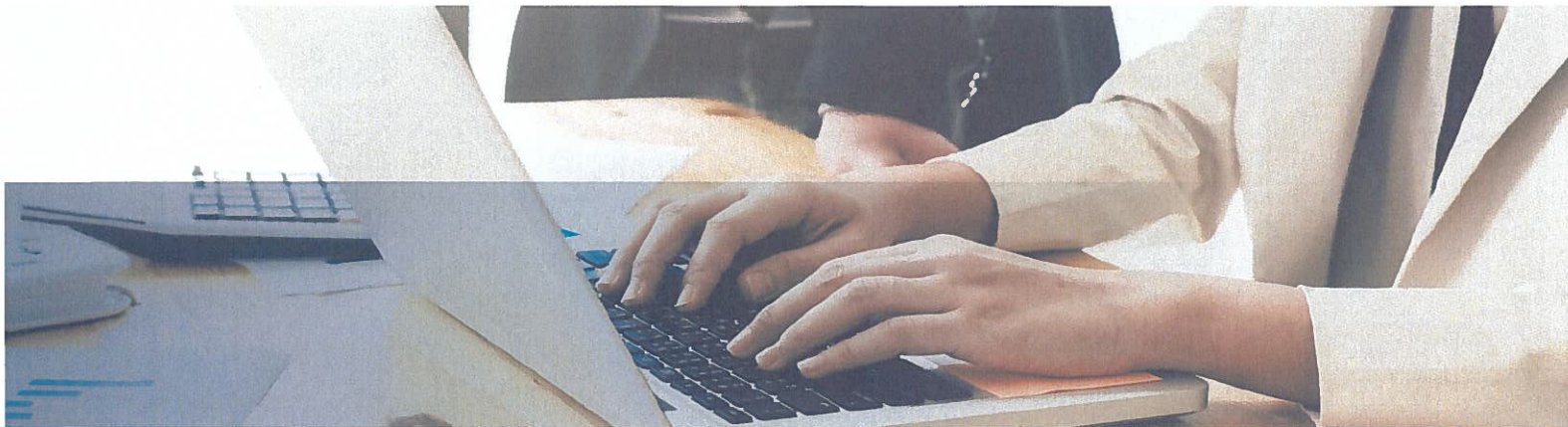
During FY 2022-2023, there have been 43 participants in the program. Of the 43 participants, 38 were on assignment across eight County departments, two are actively interviewing for placement, one is pending placement and two resigned from the program.



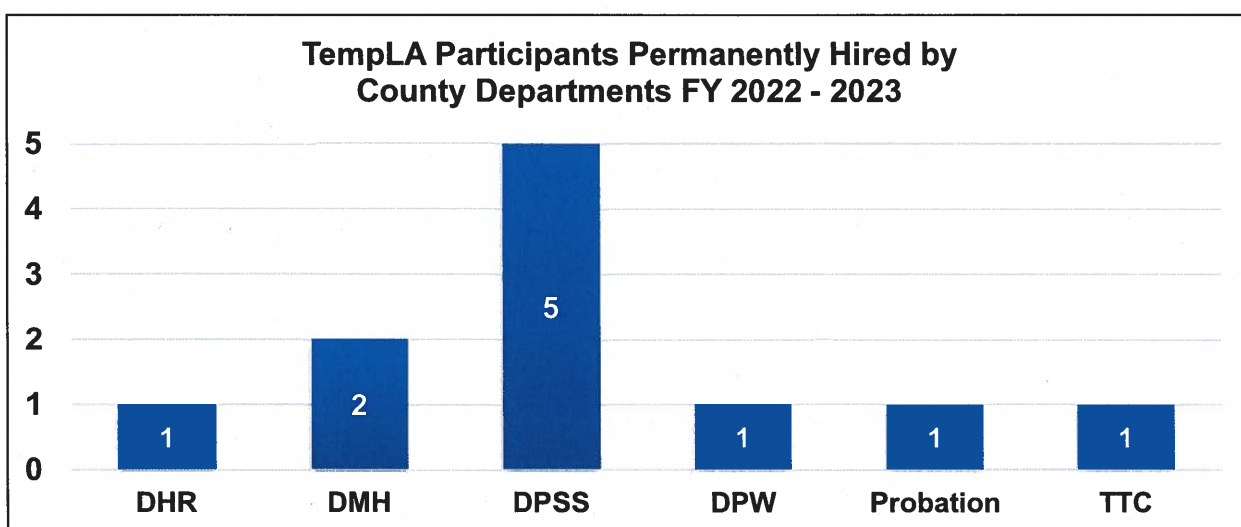


Below are the charts that reflect the ethnicity and gender of the 43 participants in the program during FY 2022 – 2023.

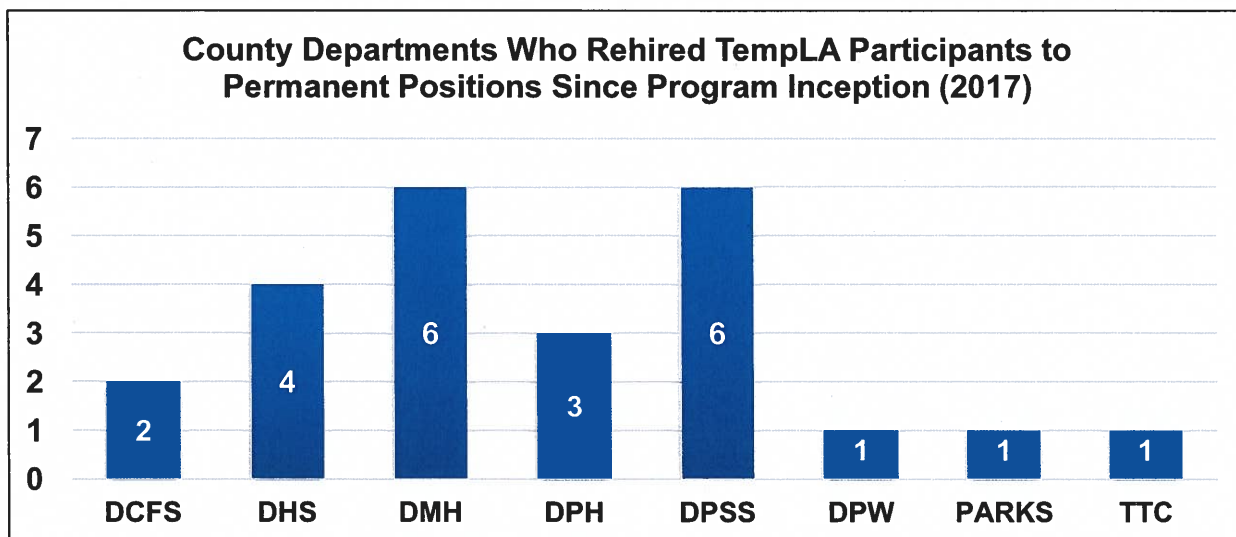


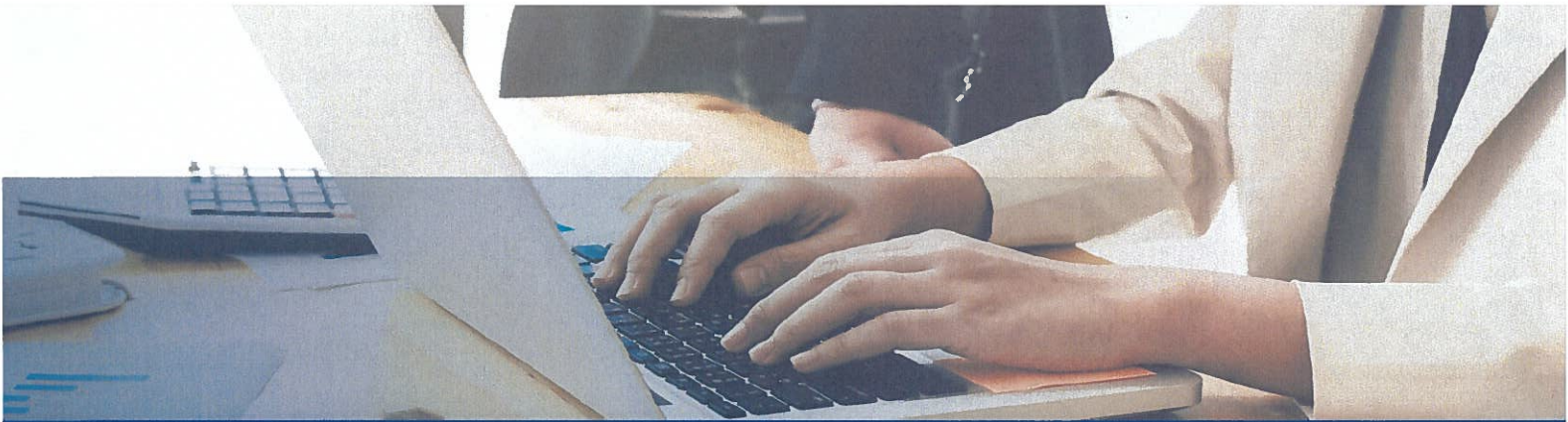


During FY 2022 - 2023, TempLA has achieved notable success in facilitating permanent employment for its participants. Specifically, 12 individuals who participated in the program have been able to secure permanent County employment, 11 within the County, and one with an outside employer. Of the 11 participants who obtained permanent employment with the County, eight were hired as Intermediate Clerks, two as Intermediate Typist Clerks, and one as a Community Health Worker in six departments.



Additionally, out of the 254 participants since the inception of the program, 24 individuals who resigned or whose time ended in the program were later rehired by the County in various permanent positions such as Administrative Aid, Career Development Intern, Clinic Driver, Community Health Worker, Custodian, Eligibility Worker II, Intermediate Clerk, Intermediate Typist Clerk, Park Aid, NC, Patience Resource Worker, and Tax Service Clerk I in eight departments.





TempLA Program Demographics FY 2022 - 2023



65%

Reside in Tier 2 Zip Codes



62%

Gain Participants



24%

Grow Participants



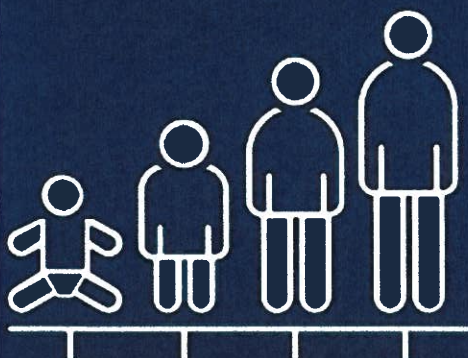
72%

Previously Unemployed



24%

Homeless/At risk
of Homelessness



34%

Protected
Age Class

7%

Former Foster Youth



Cost Savings to the County

As of March 2023, there were 21 GAIN/GROW participants in the TempLA program who receive financial assistance in the form of CalWORKs, CalFresh, and/or General Relief (GR) cash assistance from the County. Through their involvement with TempLA, these individuals have reduced their reliance on the aforementioned County assistance programs. It is also noteworthy that, as reported by DPSS, the 21 GAIN/GROW participants have generated an estimated cost savings of \$222,276 in cash assistance payments resulting in a net County cost (NCC) savings of \$14,740 (see Chart I, below). The NCC is the difference between the cost of the allocated positions versus the estimated annual cost of cash assistance for these individuals. This highlights the significant impact of the TempLA program in promoting financial independence as well as reducing the County's financial burden (see Chart I, below).

Temp LA Jobs
Estimated Cost Savings in Cash Assistance Payments

Chart I

CalWORKs Assistance Temp LA Jobs			
	Monthly Cost	Annual Cost	
MAP for family of 3	\$ 1,130		
Number of Temp LA Jobs	16		
Estimated assistance savings	\$ 18,080	\$	216,960
Estimated NCC savings		\$	5,424
Estimated Annual Savings		\$	216,960

General Relief Assistance Temp LA Jobs			
	Monthly Cost	Annual Cost	
GR Budgeted Case Cost	\$ 207.02		
Number of Temp LA Jobs	5		
Estimated assistance savings	\$ 1,035	\$	9,316
Estimated NCC savings		\$	9,316
Estimated Annual Savings		\$	9,316

Total Estimated Cash Savings	\$ 226,276
Total NCC savings	\$ 14,740

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.



Next Steps

DHR is committed to continuously improving and expanding the program to provide greater opportunities and support to program participants. Some of the upcoming improvements are:

Monthly Participant Newsletter: To further support participants, TempLA will be launching a monthly newsletter geared towards participants as an additional layer of support. The newsletter aims to increase communication between the TempLA staff and participants and will obtain information on promotional opportunities, access to County related professional development resources, and important program reminders. Participants will also be surveyed to provide feedback, ensuring that the information provided is reflective of their needs.

Lunch and Learns: TempLA will continue to host Lunch and Learn presentations providing valuable information on professional development. These sessions will cover various professional development topics including applying for County positions, paystub interpretation, interviewing skills, resume building, and financial literacy. These sessions aim to provide participants with the knowledge and tools necessary to advance their careers within the County.

Marketing: DHR is exploring innovative ways to market and manage the program to ensure TempLA reaches the targeted audience and remains competitive. To achieve this, DHR has begun a data mining exercise to determine which communities lack program outreach. DHR is also enlisting the help of other County departments to cross-promote programs with similar target audiences. Additionally, DHR is rolling out a new webpage on DHR's internship website.

Database: DHR is working to roll out a new online database to streamline the onboarding process, reduce the current time-to-hire and improve the overall candidate experience. The software will allow the program to schedule interviews, collect documents, complete reference checks, and digitally manage candidate data, providing a seamless experience for incoming participants.

Work Readiness Certificate: To be eligible for program participation candidates must obtain a work readiness certificate. There are indications that the certificate may be a barrier to participation and there will be a review of additional options to make the program more widely available.



DHR and DEO will also work together to standardize baseline criteria needed across work readiness certificates to ensure participants are prepared and competitive for work with the County and beyond. This may include basic documentation, resume, interview, and reference checks, and life/soft skill competencies.

Alignment with DEO and County Pipeline Programs:

DHR and DEO will continue to work together to ensure coordinated outreach and engagement to potential TempLA candidates from the public workforce system and partners, effective and streamlined work readiness standards (as previously described), co-enrollment with AJCCs, where possible and appropriate, to unlock additional supportive services and cash assistance for participants, and business development for co-enrolled program participants who complete and are pursuing both County and private sector opportunities for increased job outcomes. DEO will report progress on such metrics in future reports. Furthermore, DHR and DEO will continue the initial efforts to map existing County career pipeline programs like, TempLA, Preparing Los Angeles for County Employment (PLACE), and the Countywide Youth Bridges Program (CYBP) to ensure coordinated outreach, clear goals and intended outcomes as well as appropriate triaging of candidates to programs that meet both participant and County hiring needs. DHR and DEO have already hosted two coordinating meetings to date.

Additionally, over the course of six years, DHR has continued to provide employment opportunities that have led to permanent County jobs for participants. DHR remains committed to providing meaningful job experiences and viable career pathways by expanding outreach, training, and onboarding techniques. DHR aims to continue its success in providing diverse and sustainable employment opportunities to individuals and communities in need. The next annual report back to the Board will be on May 22, 2024.

DHR continues to enhance the program to provide meaningful and life-changing employment opportunities for the residents of Los Angeles County.