



Board of Supervisors Family & Social Services Cluster Agenda Review Meeting

DATE: June 18, 2025

TIME: 1:30PM

MEETING CHAIRS: Monica Banken, 5th Supervisorial District

CEO MEETING FACILITATOR: Claudia Alarcon

THIS MEETING IS HELD UNDER THE GUIDELINES OF BOARD POLICY 3.055.

To participate in the meeting in-person, the meeting location is:

Kenneth Hahn Hall of Administration

500 West Temple Street

Los Angeles, California 90012

Room 140

To participate in the meeting virtually, please call teleconference number

1 (323) 776-6996 and enter the following 995 916 944# or

[Click here to join the meeting](#)

For Spanish Interpretation, the Public should send emails within 48 hours in advance of the meeting to: ClusterAccommodationRequest@bos.lacounty.gov

Members of the Public may address the Family & Social Services Cluster on any agenda item during General Public Comment.

The meeting chair will determine the amount of time allowed for each item.

THIS TELECONFERENCE WILL BE MUTED FOR ALL CALLERS. PLEASE DIAL *6 TO UNMUTE YOUR PHONE WHEN IT IS YOUR TIME TO SPEAK.

- I. **Call to Order**
- II. **Consent Item(s)** (Any Information Item is subject to discussion and/or presentation at the request of two or more Board offices):
-- None --
- III. **Presentation/Discussion Items:**
 - a. **Department of Public Social Services:** Recommendation to Award a Master Agreement to Various Agencies to Provide Community Services Block Grant Program Services.
 - b. **Department of Children and Family Services:** Ombudsman Office.
 - c. **Department of Economic Opportunity:** Transitional Subsidized Employment Program Pilot.
- IV. **Public Comment**
- V. Standing item(s) and those continued from a previous meeting of the Board of Supervisors or from a previous FSS Agenda Review meeting.
- VI. **Adjournment**

IF YOU WOULD LIKE TO EMAIL A COMMENT ON AN ITEM ON THE FAMILY & SOCIAL SERVICES CLUSTER AGENDA, PLEASE USE THE FOLLOWING EMAIL ADDRESS AND INCLUDE THE AGENDA NUMBER YOU ARE COMMENTING ON:

Family_Social_Services@ceo.lacounty.gov

BOARD LETTER/MEMO CLUSTER FACT SHEET

☒ Board Letter

☐ Board Memo

☐ Other

CLUSTER AGENDA REVIEW DATE	6/18/2025							
BOARD MEETING DATE	7/29/2025							
SUPERVISORIAL DISTRICT AFFECTED	<input checked="" type="checkbox"/> All <input type="checkbox"/> 1 st <input type="checkbox"/> 2 nd <input type="checkbox"/> 3 rd <input type="checkbox"/> 4 th <input type="checkbox"/> 5 th							
DEPARTMENT(S)	Public Social Services							
SUBJECT	Recommendation To Award Master Agreements to Various Agencies to Provide Community Services Block Grant Program Services							
PROGRAM	Community Services Block Grant (CSBG)							
AUTHORIZES DELEGATED AUTHORITY TO DEPT	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No							
SOLE SOURCE CONTRACT	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes, please explain why:							
SB 1439 SUPPLEMENTAL DECLARATION FORM REVIEW COMPLETED BY EXEC OFFICE	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Not Applicable							
DEADLINES/ TIME CONSTRAINTS	Current Master Agreements (MAs) and Service Requisitions (SRs) expire on December 31, 2025. The new MAs will be effective January 1, 2026 through December 31, 2028, with the option to extend for up to two additional one-year periods. Services need to be in place by January 1, 2026.							
COST & FUNDING	<table border="1"> <tr> <td>Total cost: \$6,270,685 based on Calendar Year 2025 allocation</td><td>Funding source: 1) CSBG program services are fully funded by federal appropriations through the California Department of Community Services and Development.</td></tr> <tr> <td colspan="2">TERMS (if applicable): N/A</td></tr> <tr> <td colspan="2">Explanation: The estimated cost of the SRs for Calendar Years 2026-2028, and extension periods, will be determined based on federal allocations.</td></tr> </table>		Total cost: \$6,270,685 based on Calendar Year 2025 allocation	Funding source: 1) CSBG program services are fully funded by federal appropriations through the California Department of Community Services and Development.	TERMS (if applicable): N/A		Explanation: The estimated cost of the SRs for Calendar Years 2026-2028, and extension periods, will be determined based on federal allocations.	
Total cost: \$6,270,685 based on Calendar Year 2025 allocation	Funding source: 1) CSBG program services are fully funded by federal appropriations through the California Department of Community Services and Development.							
TERMS (if applicable): N/A								
Explanation: The estimated cost of the SRs for Calendar Years 2026-2028, and extension periods, will be determined based on federal allocations.								
PURPOSE OF REQUEST	Request approval to execute a new three-year MA, with the option to extend for two additional one-year periods, with 54 qualified agencies to provide CSBG program services.							
BACKGROUND (include internal/external issues that may exist including any related motions)	The CSBG program was originally part of the War on Poverty under the Economic Opportunity Act of 1964 and has been traditionally seen as a “hand up” rather than a “hand out” for low-income persons. The purpose of the CSBG program is to assist low-income families and individuals to achieve economic self-sufficiency through a variety of services such as employment, seniors and/or disabled adults, emergency, legal, domestic violence, and child and family development services.							

	<p>On October 10, 2024, the Department of Public Social Services (DPSS) released the Request for Statement of Qualifications (RFSQ) for CSBG program services. The RFSQ allows DPSS to establish a pool of qualified agencies to provide CSBG program services throughout the County of Los Angeles Community Action Agency service area.</p>
EQUITY INDEX OR LENS WAS UTILIZED	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If Yes, please explain how:</p>
SUPPORTS ONE OF THE NINE BOARD PRIORITIES	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If Yes, please state which one(s) and explain how:</p> <p>Board Priority #9, Poverty Alleviation – CSBG program services that are provided through the MA are targeted to low-income families and individuals who are at or below the 200 percent of the federal poverty level to assist them to attain the skills, knowledge, and motivation necessary to achieve self-sufficiency.</p>
DEPARTMENTAL CONTACTS	<p>Name, Title, Phone # & Email:</p> <p>James A. Blunt, Administrative Deputy III, (562) 908-8622, JamesBlunt@dpss.lacounty.gov</p> <p>Gabriela Herrera, Special Assistant/Board Liaison, (562) 908-8311, GabrielaHerrera@dpss.lacounty.gov</p>



County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

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(562) 908-8400 • dpss.lacounty.gov

JACKIE CONTRERAS, Ph.D.
Director

MICHAEL J. SYLVESTER II
Chief Deputy Director, Administration

KRISTIN STRANGER
Chief Deputy Director, Operations



Board of Supervisors

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July 29, 2025

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

Dear Supervisors:

**RECOMMENDATION TO AWARD A MASTER AGREEMENT TO VARIOUS
AGENCIES TO PROVIDE COMMUNITY SERVICES BLOCK GRANT PROGRAM
SERVICES
(ALL DISTRICTS - 3 VOTES)**

SUBJECT

The Department of Public Social Services (DPSS) seeks approval to execute Master Agreements (MAs) with 54 community-based and faith-based organizations, and public entities for the provision of the Community Services Block Grant (CSBG) program services for a three-year term, effective January 1, 2026 through December 31, 2028, with an option to extend for up to two additional one-year periods. The approval of the MAs will allow DPSS to partner with community-based and faith-based organizations, and public entities to provide a variety of services to low-income families and individuals throughout the County of Los Angeles Community Action Agency (CAA) service area.

IT IS RECOMMENDED THAT THE BOARD:

1. Delegate authority to the Director of DPSS, or their designee, to prepare and execute MAs with the 54 organizations listed on Enclosure I, in substantially similar form as Enclosure II, effective January 1, 2026 through December 31, 2028. The Director of DPSS, or their designee, will notify the Board within ten business days after execution.
2. Delegate authority to the Director of DPSS, or their designee, to prepare and execute amendments to extend the MA for two additional one-year periods, for a maximum contract term of five years. The approval of County Counsel as to form will be obtained

prior to executing such amendments. The Director of DPSS, or their designee, will notify the Board within ten business days after executing such amendments.

3. Delegate authority to the Director of DPSS, or their designee, to award CSBG MAs to additional agencies during the three-year period, and any extension periods, provided that: a) Such agencies meet all of the minimum mandatory requirements outlined in the initial Request for Statement of Qualifications (RFSQ) dated October 10, 2024; b) There is a need for the Core Service Category(ies) in the Supervisorial District(s) for which agencies apply; and c) The Director of DPSS, or their designee, will notify the Board in writing within ten business days after execution.
4. Delegate authority to the Director of DPSS, or their designee, to award Service Requisitions (SR) for CSBG program services to agencies with MAs as needed. The Director of DPSS, or their designee, will notify the Board within ten business days after execution. The total cost for services under the SRs is to be determined based on annual federal CSBG allocations. The estimated annual cost for subsequent Fiscal Years (FYs) will be included in DPSS' budget requests.
5. Delegate authority to the Director of DPSS, or their designee, to prepare and execute amendments to the MAs and/or Service Requisitions for: a) Instances which affect the scope of work, contract term, contract sum, payment terms, or any other term or condition; b) Additions and/or changes required by the Board or Chief Executive Office (CEO); c) Changes to be in compliance with applicable federal, State, and County regulations; or d) Increases or decreases to the SR amounts based on contractor's performance, community needs, and funding availability. The approval of County Counsel as to form will be obtained prior to executing such amendments. The Director of DPSS, or their designee, will notify the Board within ten business days of executing such amendments.
6. Delegate authority to the Director of DPSS, or their designee, to suspend or terminate CSBG MAs and/or SRs on behalf of the County in accordance with the applicable provisions in the respective Agreements. The approval of County Counsel as to form will be obtained prior to executing suspensions or terminations. The Director of DPSS, or their designee, will notify the Board at least ten days in advance of executing terminations.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The recommended actions will allow DPSS to create a pool of qualified community-based and faith-based organizations and public entities to provide CSBG program services to assist low-income individuals and families attain the skills, knowledge, and motivation necessary to achieve self-sufficiency throughout the County of Los Angeles CAA service area.

Implementation of Strategic Plan Goals

The recommended actions support and are consistent with the Countywide Strategic Plan, North Star I – Make Investments that Transform Lives, Focus Area Goal B – Employment and Sustainable Wages via Strategies i, ii, and iv, and Focus Area Goal D – Support Vulnerable Populations via Strategies vii, viii, and ix; and North Star II – Foster Vibrant and Resilient Communities, Focus Area Goal E – Economic Health via Strategies i and iv, and Focus Area Goal F – Community Connections via Strategy iii.

FISCAL IMPACT/FINANCING

The estimated cost of the SR for Calendar Years 2026-2028, and extension periods, will be determined based on federal allocations. The Calendar Year 2025 allocation was \$6,270,685. The funding for CSBG services is included in DPSS' FY 2025-26 Budget Request and will be included in the Department's budget requests for subsequent FYs. CSBG program services are fully funded by federal appropriations through the California Department of Community Services and Development, and there is no impact on Net County Cost.

DPSS will fund all services within its approved budget for the CSBG services. DPSS will confirm that funding is available before SR are executed.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The purpose of the CSBG program is to assist low-income families and individuals achieve economic self-sufficiency through a variety of services such as employment, senior and/or disabled adult, emergency, legal, domestic violence, and child and family development services.

The County of Los Angeles CAA service area includes all the cities and unincorporated areas of the County except the cities of Arcadia, Duarte, Los Angeles, Long Beach, Monrovia, Pasadena, Sierra Madre, South Pasadena, and the unincorporated area of Altadena. In order to receive CSBG services, participants must be at or below 200 percent of the federal poverty level and reside within the CAA service area. Funding for CSBG services is allocated among the five Supervisorial Districts based on the percentage of low-income individuals in the CAA service area that reside in each District (Enclosure III). The allocation is based on 2020 census data and on the Los Angeles County Supervisorial District boundaries that were re-drawn in 2021.

County Counsel reviewed this Board letter and approved the MA (Enclosure II) as to form. The MA will not result in the unauthorized disclosure of confidential information and will be in full compliance with federal, State, and County regulations and requirements.

All contractors, current and prospective, are, and will be, in compliance with all Board, CEO, and County Counsel requirements.

CONTRACTING PROCESS

On October 10, 2024, DPSS released an RFSQ for CSBG Program services. The RFSQ was advertised on DPSS' social media platforms, the CEO's The Way Home Newsletter, and in the following newspapers: Los Angeles Times, La Opinion, Long Beach Press Telegram, Antelope Valley Press, and the San Gabriel Valley Tribune. The RFSQ was also posted on the County of Los Angeles Solicitations and DPSS' Contract Opportunities websites.

DPSS received Statement of Qualifications (SOQs) from 59 agencies. A total of five agencies were disqualified for failing to meet the minimum mandatory requirements. Of the 59 agencies that responded to the CSBG RFSQ, the Department recommends entering into MAs with 54 qualified agencies (Enclosure I). With the Board's approval, DPSS will continue to accept and evaluate SOQs from additional agencies throughout the term of the MA. Such agencies may be awarded an MA if they meet the initial RFSQ requirements. Information about the MA, the RFSQ requirements, and the opportunity to submit SOQs is posted on the County's website.

REQUEST FOR SERVICES AND SERVICE REQUISITION PROCESS

DPSS will work with the Supervisorial District Offices to determine which Core Service Categories and Subservices are to be funded based on the service needs and funding priorities of the five Supervisorial Districts. DPSS will identify the MA agencies that are qualified to provide the needed Core Service Categories and Subservices in the Districts and then send a Request for Services (RFS) to such agencies. The RFS will include a Statement of Work for the Core Service Category and if applicable, Subservice(s).

In response to the RFS, interested MA agencies will submit proposals to DPSS including a detailed work plan, measurable outcomes, a budget, a fixed cost for each service, and proof of insurance. SRs will be issued to those MA agencies selected from the RFS process. Additional services not included in the Service Requisition will require an amendment to the SR.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the recommended actions will enable DPSS to continue to provide CSBG Program services to low-income individuals and families throughout the County of Los Angeles CAA service area without interruption.

The recommended actions will not infringe on the role of the County in relationship to its residents, and the County's ability to respond to emergencies will not be impaired. There is no change in risk exposure to the County.

CONCLUSION

Upon Board approval, the Executive Office of the Board of Supervisors is requested to return one adopted stamped Board letter to DPSS.

Respectfully submitted,

Jackie Contreras, Ph.D.
Director

JC:lv

Enclosures

c: Chief Executive Office
Executive Office, Board of Supervisors
County Counsel

RECOMMENDED AGENCIES 2026-2028

SUPERVISORIAL DISTRICT 1

Agency Name		Core Service(s)					
		Child and Family Development Services	Domestic Violence Services	Emergency Services	Employment Services	Legal Services	Senior and/or Disabled Adult Services
1	1736 Family Crisis Center		X				
2	Asian Youth Center	X		X	X		
3	Boys & Girls Club of West San Gabriel Valley	X					
4	Catholic Charities of Los Angeles, Inc.			X	X		
5	Chinatown Service Center				X		X
6	Clothes The Deal				X		
7	Crossroads, Inc.			X			
8	Eastmont Community Center	X		X			X
9	Harriett Buhai Center for Family Law		X			X	
10	Helpline Youth Counseling, Inc.	X	X	X			
11	Hillsides	X			X		
12	Inland Valley Council of Churches			X			
13	Jovenes, Inc.			X			
14	Los Angeles Center for Law and Justice, Inc.					X	
15	LTSC Community Development Corporation						X
16	Neighborhood Legal Services of Los Angeles County		X			X	
17	Soledad Enrichment Action	X					
18	The Rector, Wardens and Vestry of the Church of Our Saviour, in San Gabriel, California			X			
19	UAW-Labor Employment and Training Corporation				X		
20	Young Men's Christian Association of Metropolitan Los Angeles	X					X
21	YWCA of San Gabriel Valley		X	X			X

RECOMMENDED AGENCIES 2026-2028
SUPERVISORIAL DISTRICT 2

Agency Name		Core Service(s)					
		Child and Family Development Services	Domestic Violence Services	Emergency Services	Employment Services	Legal Services	Senior and/or Disabled Adult Services
1	1736 Family Crisis Center		X	X			
2	Asian American Drug Abuse Program, Inc.	X			X		
3	Asian Youth Center	X		X	X		
4	Beach Cities Health District	X					X
5	Boys & Girls Clubs of Metro Los Angeles	X					
6	Boys' and Girls' Club of Santa Monica, Inc.	X					
7	Catholic Charities of Los Angeles, Inc.		X		X		
8	Clothes The Deal				X		
9	Coalition for Responsible Community Development			X	X		
10	Community Legal Aid SoCal					X	
11	Didi Hirsch Psychiatric Service	X					
12	Harriett Buhai Center for Family Law		X			X	
13	Jenesse Center, Inc.		X	X		X	
14	LTSC Community Development Corporation						X
15	New Star Family Center		X				
16	Office of Samoan Affairs of California, Inc.	X	X	X	X		X
17	PATH			X	X		
18	Peace4Kids	X					
19	Personal Involvement Center, Inc.	X	X				
20	SHIELDS For Families	X		X	X		
21	Soledad Enrichment Action	X					
22	The Richstone Center, Inc.	X	X				
23	UAW-Labor Employment and Training Corporation				X		
24	Upward Bound House			X			
25	Young Men's Christian Association of Metropolitan Los Angeles	X					X

RECOMMENDED AGENCIES 2026-2028
SUPERVISORIAL DISTRICT 3

Agency Name		Core Service(s)					
		Child and Family Development Services	Domestic Violence Services	Emergency Services	Employment Services	Legal Services	Senior and/or Disabled Adult Services
1	1736 Family Crisis Center		X				
2	Asian Youth Center	X		X	X		
3	Boys' and Girls' Club of Santa Monica, Inc.	X					
4	Clothes The Deal				X		
5	Covenant House California			X			
6	Didi Hirsch Psychiatric Service	X					
7	Haven Hills, Inc.		X				
8	Neighborhood Legal Services of Los Angeles County		X			X	
9	UAW-Labor Employment and Training Corporation				X		
10	Upward Bound House			X			
11	Young Men's Christian Association of Metropolitan Los Angeles	X					X

RECOMMENDED AGENCIES 2026-2028
SUPERVISORIAL DISTRICT 4

Agency Name		Core Service(s)					
		Child and Family Development Services	Domestic Violence Services	Emergency Services	Employment Services	Legal Services	Senior and/or Disabled Adult Services
1	1736 Family Crisis Center		X	X			X
2	Asian Youth Center	X		X	X		
3	Beach Cities Health District	X					
4	Boys and Girls Club of Whittier, Inc.	X					
5	Boys & Girls Clubs of Metro Los Angeles	X					
6	Catholic Charities of Los Angeles, Inc.			X			
7	Clothes The Deal				X		
8	Coalition for Responsible Community Development			X			
9	Community Legal Aid SoCal					X	
10	Harriett Buhai Center for Family Law		X			X	
11	Helpline Youth Counseling, Inc.	X	X	X			
12	Hillsides	X			X		
13	Jovenes, Inc.			X			
14	Los Angeles Center for Law and Justice, Inc.					X	
15	LTSC Community Development Corporation						X
16	Niswa Association, Inc.		X				
17	Office of Samoan Affairs of California, Inc.	X	X	X	X		X
18	PATH			X	X		
19	Project IMPACT Inc.	X					
20	Soledad Enrichment Action	X					
21	South Asian Helpline and Referral Agency		X				X
22	Su Casa ~ Ending Domestic Violence		X				
23	UAW-Labor Employment and Training Corporation				X		
24	Women's and Children's Crisis Shelter, Inc.		X				
25	Young Men's Christian Association of Metropolitan Los Angeles	X					X

RECOMMENDED AGENCIES 2026-2028
SUPERVISORIAL DISTRICT 5

Agency Name		Core Service(s)					
		Child and Family Development Services	Domestic Violence Services	Emergency Services	Employment Services	Legal Services	Senior and/or Disabled Adult Services
1	Antelope Valley Domestic Violence Council	X	X	X		X	
2	Armenian Relief Society of Western USA, Inc.				X		X
3	Asian Youth Center	X		X	X		
4	Catholic Charities of Los Angeles, Inc.				X		
5	Chinatown Service Center				X		X
6	Clothes The Deal				X		
7	Didi Hirsch Psychiatric Service	X					
8	Friends Outside in Los Angeles County				X		
9	Home Again Los Angeles			X			
10	LTSC Community Development Corporation						X
11	Neighborhood Legal Services of Los Angeles County		X			X	
12	Optimist Boys' Home and Ranch	X					
13	Personal Involvement Center, Inc.	X	X				
14	Santa Clarita Valley Boys' and Girls' Club	X					
15	Soledad Enrichment Action	X					
16	The Antelope Valley Boys and Girls Club	X					
17	The Boys & Girls Club of Burbank and Greater East Valley, Inc.	X					
18	UAW-Labor Employment and Training Corporation				X		
19	Young Men's Christian Association of Metropolitan Los Angeles	X					X
20	YWCA of Glendale and Pasadena		X			X	
21	YWCA of San Gabriel Valley		X				X

**FUNDING FOR COMMUNITY SERVICES BLOCK GRANT
PROGRAM BY SUPERVISORIAL DISTRICT**

Supervisorial District	Percent of CAA Population
1	32.4%
2	24.3%
3	3.7%
4	16.8%
5	22.8%
Total	100%



OMBUDSMAN OFFICE

Purpose: To achieve excellence in every facet of work with an emphasis on exemplary customer service delivery. Receive and address concerns received from external or internal sources involving open referrals and or cases.

Goal: To mediate conflict and provide feedback as to performance related issues/concerns, if applicable.

PROTOCOL

1. Complaint received will be assigned to the Director's Executive Assistant (EA) to review and determine the assignment as follows:
 - a. **Public Affairs-** If concern is related to requests for documents/tangible goods, it will be routed to Public Affairs and/or Public Inquiry
 - b. **Public Inquiry** -For inquiries that can be addressed via the chain of command, that do not have to do with unresolved conflict or concerns or those not requiring a review by the DCFS Ombudsman's office, inquiries can be directed to the Public Inquiry Section at (213) 351-5602 or via email at Pinquiries@dcfs.lacounty.gov.
 - c. **Ombudsman Office-** When concerns arise about communication or collaboration between DCFS and an individual, refer the matter to the Ombudsman Office (OO) staff to support resolution
 - d. **Youth in STRTP's and *open OHC cases- refer to the Ombudsman office at the Auditor Controller for investigation**
2. OO staff will contact the complainant within 48 business hours to acknowledge receipt of the complaint, discuss concerns, and identify the next steps (typically this will include notifying the office that a complaint was received, and that the office would be involved to reach a resolution. Explain that this might involve both parties participating in a CFT meeting (CFTM)).
3. OO staff will contact the office or program (i.e. MCMS/Sensitive cases) and inform them that a matter was brought to the offices attention and inquire as to status of the case (specifically: current service component, next court hearing, compliance, office concerns, and date/outcome of last CFT meeting). DD/designee to be included on communication, when deemed necessary.
4. If it is determined that a CFT meeting is necessary, engage the countywide Coach Developers and ask for assistance with facilitating a CFTM.
5. Contact the complainant and notify them that a CFTM will be scheduled and someone from the office will participate in the meeting.
6. Prior to the CFTM, review documentation in CWS/CMS, specifically Detention report, Jurisdiction Disposition report, last court report, and contacts for the last 6 months.
7. **If it is determined that there is falsification of records and/or employee misconduct refer to OCI, in consultation with Risk Management and Performance Management.**



8. Present findings to the Director, Chief Deputy Director, Deputy Director's, and Regional Administrator's.
9. Following the CFTM, if appropriate, brief/engage ET level managers to participate in a roundtable to discuss case concerns and recommended **Next Steps.
10. Serve as the intermediary between the complainant and the Department checking in, as needed, with both parties to facilitate ongoing communication and action items.
11. Follow up with the complainant to find out if they are satisfied with the outcome and/or if there is anything else the OO can assist with.
12. 90 Days following assignment submit final report, findings, analysis, and outcome to the Executive Assistant for review and finalization for submission to the Director and all relevant parties.
13. Provide monthly metrics which will include:
 - a. Number of cases assigned to OO during the month and date received
 - b. Area(s) of concern
 - c. Action steps taken to address concern(s) (i.e.: meeting with complainant, meeting with DCFS staff, meeting scheduled, etc.)
 - d. Summary of findings specific to practice and fidelity to practice
 - e. Status – successfully resolved and closed, ongoing, expected completion date

***Note that referring all youth in Out of Home Care to the Auditor Controller is the goal, currently the AC is only assigned to youth in STRTP's**

****The Practice Collaborative will be engaged to assist with supporting practice improvement should information received during an Ombudsman-related matter support themes around practice related matters.**



**department
of economic
opportunity**
COUNTY OF LOS ANGELES



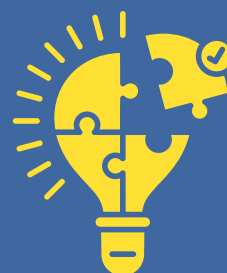
DEPARTMENT OF ECONOMIC OPPORTUNITY

GAIN/CALWORKS TRANSITIONAL SUBSIDIZED EMPLOYMENT PILOT

Family and Social Services Cluster

Presented by Kelly LoBianco and DEO Team
June 18, 2025

BACKGROUND



Call to action by Board to review current social safety net and public workforce system alignment with creation of DEO and review of long-term Transitional Subsidized Employment (TSE) contracts



Year-long engagement with DPSS and DEO with Social Finance on two systems and potential for optimization with TSE, Job Club, and business services



Kick-off of \$6 million TSE pilot with DEO while maintaining current TSE contract with South Bay WIB as well as \$500,000 START pilot with DEO in FY26

THEORY OF CHANGE

The **GAIN/CalWORKs Transitional Subsidized Employment Pilot** will improve GAIN/CalWORKs participant connection to the LA County public workforce system and quality jobs and career pathways with high-road partners and high-growth industries, supporting reduction in ongoing reliance on public assistance, increasing economic self-sufficiency, and improving long-term economic mobility while meeting region's need for diverse, local, and skilled workforce.

This pilot program will provide job readiness and unique and supportive pathways to rapid employment, skills training, and paid work experiences that offer both continuity of benefits and access to paid hiring and training services for GAIN/CalWORKs participants.

Systems Impacts



Better alignment of the County's social safety net and public workforce system



Improved customer experience and continuum of prevention and promotion services for public assistance participants



Decreased enrollment and recidivism for GAIN/CalWORKs benefits over time



Increased economic security and mobility outcomes for public assistance participants, through hiring, retention, and advancement in career pathways with family sustaining wages

KEY CHANGES

Dual customer approach with high-road businesses in high-growth sectors and GAIN jobseekers

Diversification of training and service providers for delivery of program services

Diversification of program services and experiences based on career planning, readiness, and customer choice and need, including rapid employment, skills training and credentials, Registered Pre/Apprenticeships, and cash assistance and supportive services for job seekers and hiring and training services and financial incentives like tax credits and subsidized wages for employers

Addition of economic security and mobility outcomes with goal to maximize financial well-being of participants

Connection to DEO center of excellence to advance system capacity to serve public assistance participants



PROGRAM MODEL



Outreach

- 300** employers engaged
- 250** employer commitments
- 1,000** GAIN participants reached
- 450** attend pilot orientations



Program Pathways

- 175** enrolled
- ALL** job, financial, and digital readiness, job portfolio, life coaching
 - Direct Hire - Rapid Employment with On-the-Job Training - 70
 - 3+ Months - High Road Training Partnership with On-the-Job Training - 70
 - Enrollment possible as part of H RTP Fund awardees and/or establishment of 2-3 unique H RTP programs
 - 12 Months - Transitional Subsidized Employment - 60
- ALL** may access Worker Equity Fund, supportive services
- 80%** program completion



Program Outcomes

- 70%** hired with 50% living wage
- 75%** retention at 90-days, 50% retention at 6-months
- 20%** wage advancement at 1-year reporting on GAIN re-entry

TIMELINE AND MILESTONES

July 15	<ul style="list-style-type: none"> MOU and contract executed
August 15	<ul style="list-style-type: none"> Onboard providers Finalize all program materials and training Finalize marketing and outreach campaign
August 15 – September 30	<ul style="list-style-type: none"> Launch marketing and outreach campaign Program orientations and enrollment
October 1	<ul style="list-style-type: none"> Program pathways launch
Quarterly Reporting	<ul style="list-style-type: none"> 1st quarter proposal for START pilot 2nd quarter reporting on progress and Y2 decisions for TSE Pilot as well as full proposed transition plan for TSE, Job Club, Business Services

Q&A

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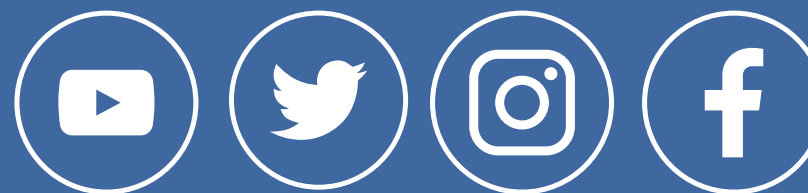
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