



# Board of Supervisors Family & Social Services Cluster Agenda Review Meeting

**DATE:** July 9, 2025

**TIME:** 1:30PM

**MEETING CHAIRS:** Monica Banken, 5<sup>th</sup> 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](mailto: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 Approve Los Angeles County's Refugee Support Services Plan for Federal Fiscal Years 2023-2024 Through 2025-2026.
- 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](mailto:Family_Social_Services@ceo.lacounty.gov)

# BOARD LETTER/MEMO CLUSTER FACT SHEET

☒ Board Letter

☐ Board Memo

☐ Other

|   |  |  |  |
|---|--|--|--|
| <b>CLUSTER AGENDA REVIEW DATE</b>   | 7/9/2025   |  |  |
| <b>BOARD MEETING DATE</b>   | 7/29/2025  |  |  |
| <b>SUPERVISORIAL DISTRICT AFFECTED</b>  | <input checked="" type="checkbox"/> All <input type="checkbox"/> 1 <sup>st</sup> <input type="checkbox"/> 2 <sup>nd</sup> <input type="checkbox"/> 3 <sup>rd</sup> <input type="checkbox"/> 4 <sup>th</sup> <input type="checkbox"/> 5 <sup>th</sup>   |  |  |
| <b>DEPARTMENT(S)</b>  | Department of Public Social Services   |  |  |
| <b>SUBJECT</b>  | Recommendation to Approve Los Angeles County's Refugee Support Services Plan for Federal Fiscal Years (FFYs) 2023-2024 Through 2025-2026   |  |  |
| <b>PROGRAM</b>  | California Work Opportunity and Responsibility to Kids and Greater Avenues for Independence/Refugee Employment Program   |  |  |
| <b>AUTHORIZES DELEGATED AUTHORITY TO DEPT</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  |  |  |
| <b>SOLE SOURCE CONTRACT</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br>If Yes, please explain why:   |  |  |
| <b>SB 1439 SUPPLEMENTAL DECLARATION FORM REVIEW COMPLETED BY EXEC OFFICE</b>                      | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No – Not Applicable   |  |  |
| <b>DEADLINES/ TIME CONSTRAINTS</b>  | Upon Board of Supervisors' approval, the Refugee Support Services (RSS) Plan will be immediately submitted to the California Department of Social Services, Refugee Programs Bureau, for final certification.  |  |  |
| <b>COST &amp; FUNDING</b>   | Total cost:<br>\$ 26,944,457   | Funding source:<br>Federal RSS base and RSS Set-Aside Services to Older Refugees (SOR) grant funds |  |
|   | TERMS (if applicable):<br>Combined for Federal Fiscal Years 2023-2024, 2024-2025 and 2025-2026   |  |  |
|   | Explanation:<br>N/A  |  |  |
| <b>PURPOSE OF REQUEST</b>   | To obtain Board approval of the three-year RSS Plan for submission to the Refugee Programs Bureau of the California Department of Social Services. The subject request covers FFYs 2023-2024, 2024-2025, and 2025-2026.  |  |  |
| <b>BACKGROUND (include internal/external issues that may exist including any related motions)</b> | <p>The RSS Plan demonstrates Los Angeles County's plan to deliver employment services to refugee populations eligible for Federal Office of Refugee Resettlement (ORR) funded services. In Los Angeles County, RSS are provided via the Refugee Employment Program (REP), which utilizes RSS base and SOR grant funds.</p> <p>There are no known issues with RSS funds, which are used for REP services available to ORR eligible refugee populations.</p> |  |  |
| <b>EQUITY INDEX OR LENS WAS UTILIZED</b>  | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br>If Yes, please explain how:   |  |  |
| <b>SUPPORTS ONE OF THE NINE BOARD PRIORITIES</b>  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No<br>If Yes, please state which one(s) and explain how:  |  |  |

|                              |   |
|------------------------------|---|
|                              | <p>Board Priority #6: Immigration. RSS funded services are provided to ORR eligible refugee populations residing in the United States (U.S.) for five years or less, five years for asylees from the point they are granted asylum, and for eligible parolees during their parole term date. Contracted service providers assist in the effective resettlement of refugees with the goal of helping them achieve economic mobility after their arrival in the U.S.</p> <p>Board Priority #8: Anti-Racism, Diversity and Inclusion (ARDI). The RSS Plan supports ARDI efforts by creating program procedures that allow culturally and linguistically appropriate employment services and give access to all refugee populations.</p> <p>Board Priority #9: Poverty Alleviation. RSS funded programs prepare participants to obtain employment and achieve self-sufficiency. SOR help participants network within their local communities to obtain needed services and attain education to prepare to adjust their alien status or prepare for the U.S. Citizenship exam.</p> |
| <b>DEPARTMENTAL CONTACTS</b> | <p>Name, Title, Phone # &amp; Email:</p> <p>Michael Sylvester II, Chief Deputy Director, (562) 908-8396,<br/> <a href="mailto:MichaelSylvester@dpss.lacounty.gov">MichaelSylvester@dpss.lacounty.gov</a></p> <p>Gabriela Herrera, Special Assistant/Board Liaison, (562) 908-8311,<br/> <a href="mailto:GabrielaHerrera@dpss.lacounty.gov">GabrielaHerrera@dpss.lacounty.gov</a></p>  |



JACKIE CONTRERAS, Ph.D.  
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County of Los Angeles  
**DEPARTMENT OF PUBLIC SOCIAL SERVICES**

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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 APPROVE LOS ANGELES COUNTY'S  
REFUGEE SUPPORT SERVICES PLAN FOR  
FEDERAL FISCAL YEARS 2023-2024 THROUGH 2025-2026  
(ALL DISTRICTS - 3 VOTES)**

**SUBJECT**

The Department of Public Social Services (DPSS) requests Board approval of the County's Refugee Support Services (RSS) Plan for Federal Fiscal Years (FFYs) 2023-2024 through 2025-2026. All refugee impacted counties are required to submit the Board approved plans to the California Department of Social Services/Refugee Programs Bureau (CDSS/RPB) every three years.

The purpose of the RSS Plan is to demonstrate the County's plan to deliver employment services to the County's refugee population. The RSS Plan reflects the structure of the County's Refugee Employment Program (REP) via the Refugee Employment and Acculturation Services (REAS) contracts for FFY 2023-2024 through 2025-2026. The RSS Plan also specifies the REP budget and goals for the first year of the plan, FFY 2023-2024 (Year One).

**IT IS RECOMMENDED THAT THE BOARD**

Approve the enclosed RSS Plan as to form for FFYs 2023-2024 through 2025-2026. The RSS Plan addresses how the County, under its administration of REP, utilizes the RSS grant to finance services for refugee populations residing in Los Angeles County.

## **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

The CDSS/RPB requires refugee-impacted counties to submit an RSS Plan that covers three FFYs, to demonstrate how the County delivers services to the refugee population. Subsequent plan updates for FFYs 2024-2025 (Year Two) and 2025-2026 (Year Three) of the RSS Plan are also required. The enclosed RSS Plan for FFYs 2023-2024 through 2025-2026 documents Los Angeles County's administration of REP and specifies the REP budget and goals for Year One of the plan. The RSS Plan was developed by DPSS in consideration of input from various local refugee community stakeholders.

As a preliminary measure, the draft RSS Plan was submitted to the State on November 16, 2023, for their initial review. After prolonged discussion, review, and input from CDSS/RPB, CDSS/RPB gave preliminary approval of the Los Angeles County RSS Plan for submission to the Board on February 4, 2025.

REP is the County's employment program designed to provide culturally and linguistically sensitive employment, training and specialized services for refugees, asylees, certain Amerasians, certain Special Immigrant Visa holders, Cuban and Haitian Entrants, human trafficking and serious crimes victims, and certain humanitarian parolees who have resettled in Los Angeles County, generally referred to in this letter as refugee populations. The goal of REP is to assist refugees to achieve economic mobility through participation in various activities, such as employment services, English language education, vocational training and on-the-job training, via effective case management. Additionally, refugees are offered and referred to other services, including Vocational and Career Assessments, adjustment of immigration status, Citizenship exam preparation and Naturalization application services, and Financial Literacy, Acculturation, and Life Skills workshops.

REP services are available to all refugee populations, aided or unaided through various programs, who have been in the Country for less than five years. The subject RSS Plan reflects that DPSS administered REP through REAS contracts with Catholic Charities of Los Angeles (CCLA) and Jobs Vision Success (JVS) SoCal for Year One. The contract with CCLA expired on March 31, 2025. An additional REAS contract was executed on November 1, 2024, with the International Institute of Los Angeles (IILA). Subsequent RSS Plan updates for Years Two and Three will reflect the change in REAS providers, as appropriate.

## **IMPLEMENTATION OF STRATEGIC PLANNING GOALS**

This recommended action is consistent and aligned with the County Strategic Plan's North Stars and Focus Area Goals: 1-B. Employment and Sustainable Wages; 2-E. Economic Health; 2-F. Community Connections; 3-C. Equity-Centered Policies and Practices; and 3-G. Internal Controls and Processes.

### **FISCAL IMPACT/FINANCING**

REP is funded by the federal RSS grant allocated to the County by CDSS/RPB and the federal Office of Refugee Resettlement, as well as the Trafficking and Crime Victims Assistance Program and CalWORKs Single Allocation funding.

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

There is no Net County Cost for these services. The costs are included in the County Fiscal Year (FY) 2024-2025 Adopted Budget and FY 2025-2026 Budget Request. Future funding will be included in the subsequent Budget Request. The County's RSS and SOR allocation funds received from CDSS/RPB for REP are \$15,823,344 and \$11,121,113 for FFYs 2023-2024 and 2024-2025, respectively, for a combined total of \$26,944,457. The FFY 2023-2024 allocated funds included Additional Ukraine Supplemental Appropriations Act RSS base funding in the amount of \$6,500,000 for the Housing Assistance for Ukrainians program.

### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

DPSS drafted the RSS Plan to meet applicable legal requirements and programmatic goals and to secure State approval. DPSS submitted the draft RSS Plan to State officials, and in response, received comments, which DPSS then used to update the RSS Plan. The RSS Plan includes comments received from the State from their prior review and the document has received preliminary approval. Since preliminary approval of the RSS Plan has been received from the State, DPSS is submitting the RSS Plan to the Board of Supervisors for approval. Upon your approval, it will be resubmitted to the State for final certification.

JVS SoCal and IILA, the current REAS contractors, are community-based organizations, in compliance with all Board, Chief Executive Office, and County Counsel requirements.

County Counsel has approved the RSS Plan for FFYs 2023-2024 through 2025-2026, as to form.

### **IMPACT ON CURRENT SERVICES (OR PROJECTS)**

Approval of the RSS Plan will allow for the continued provision of employment and acculturation services to the Los Angeles County refugee population through REP.

**CONCLUSION**

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

Respectfully submitted,

Jackie Contreras, Ph.D.  
Director

JC:mj

Enclosures

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



COUNTY OF LOS ANGELES  
Department of Public Social Services

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# Refugee Support Services Plan

Federal Fiscal Years 2023-2024 through 2025-2026  
Federal Fiscal Year 2023-2024 (Year One)

February 12, 2024

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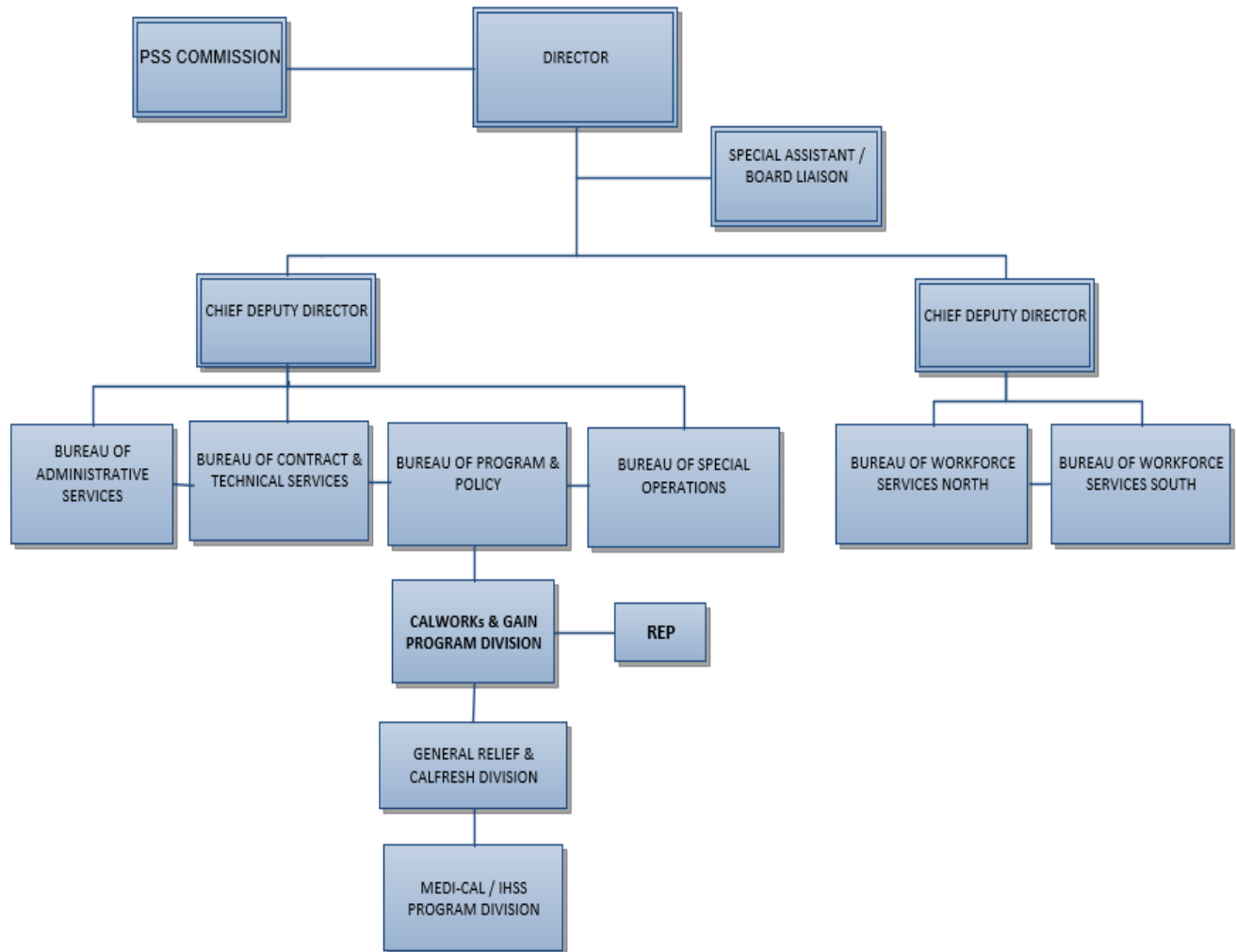
## SECTION I: COUNTY REFUGEE PROGRAM ADMINISTRATION

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

### A. ORGANIZATION CHART

FFY 2023-2024



## SECTION II: DESCRIPTION OF REFUGEE PROGRAMS

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### A. FUNDING SOURCES

1. **Refugee Support Services Formula Grant**

The funding allocated by the California Department of Social Services/Refugee Programs Bureau (CDSS/RPB) for Refugee Support Services (RSS) to Los Angeles County for Federal Fiscal Year (FFY) 2023-2024 is \$8,377,537.

2. **Refugee Support Services Formula Grant (Carryover)**

The RSS carryover funds from FFY 2022-2023 totaling \$2,288,859 are targeted to be used this plan year.

3. **Refugee Support Services Formula Grant (Carryover)**

The RSS carryover funds from FFY 2021-2022 totaling \$1,099,756 are targeted to be used this plan year.

4. **Services To Older Refugees Set-Aside Grant**

The funding allocated by CDSS/RPB under the Services to Older Refugees (SOR) to Los Angeles County for FFY 2023-2024 is \$170,713.

5. **Services To Older Refugees Set-Aside Grant (Carryover)**

The SOR carryover funds from FFY 2022-2023 totaling \$136,329 are targeted to be used this plan year.

6. **Services To Older Refugees Set-Aside Grant (Carryover)**

The SOR carryover funds from FFY 2021-2022 totaling \$138,911 are targeted to be used this plan year.

7. **Additional Ukraine Supplemental Appropriations Act Funding**

The funding allocated by CDSS/RPB to Los Angeles County for Ukrainian Refugee Support Services, available for use FFY 2022-2023 through FFY 2024-2025, is \$2,000,000.

8. **Housing Assistance For Ukrainians (HAU) Program Supplemental Funding**

The funding allocated by CDSS/RPB to Los Angeles County, available under the Additional Ukraine Supplemental Appropriations Act (AUSAA), for FFY 2023-2024 is \$5,000,000.

## SECTION II: DESCRIPTION OF REFUGEE PROGRAMS (CONT.)

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### B. GENERAL PROGRAM DESCRIPTION

#### 1. Refugee Support Services Formula Grant

REP is designed to provide culturally and linguistically sensitive employment and specialized services for refugees. For purposes of this document the term “refugees” also encompasses asylees, Cuban and Haitian Entrants, victims of severe human trafficking, certain Amerasians, Iraqi/Afghan Special Immigrant Visa holders, Afghan Special Immigrant Parolees/Conditional Permanent Residents/Humanitarian Parolees (temporary eligibility periods may apply), and Ukrainian/non-Ukrainian national Humanitarian Parolees under the Uniting for Ukraine (U4U) Program (specific eligibility periods apply). The program is intended to assist refugees through the initial adjustment period with the ultimate goal of becoming self-sufficient. Services under REP are available for up to 60 months from the date of arrival in the United States (U.S.) for refugees or the date asylum is granted for asylees, dependent upon availability of funding and approval by the Board of Supervisors.

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

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

In Los Angeles County, REP case management services are contracted out to one Community Based Organization (CBO). The CBO provides REP services, which include, but are not limited to, social adjustment and employment services. Refugees will be referred to community agencies for educational and other Specialized Supportive Services (SSS), such as Learning Disability (LD), Domestic Violence (DV), Mental Health (MH) and Substance Use Disorder (SUD) treatment, evaluation, and assessment. Due to an influx in the REP caseload, an additional REP contractor was secured effective October 1, 2023.

DPSS facilitates partnership and information sharing between Resettlement Agencies (RAs) and contracted CBOs to assure that refugees are receiving integrated services. Under this funding, newly arrived refugees, after initial time with an RA, are referred to a County Welfare office to apply for County benefits such as Refugee Cash Assistance (RCA) or California Work Opportunity and Responsibility to Kids (CalWORKs). If eligible for benefits, the refugee is referred

## SECTION II: DESCRIPTION OF REFUGEE PROGRAMS (CONT.)

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to a contracted agency for employment services. Non-aided refugees may also directly apply with the contracted agencies who will enroll eligible refugees.

DPSS collaborates with other County departments and CBOs to outreach and inform the public on the availability of RSS for REP-eligible refugees. Outreach and education activities are conducted in a linguistic and culturally sensitive manner.

Additionally, DPSS has entered into Memoranda of Understanding (MOUs) and renewed other MOUs, with Los Angeles area Workforce Development Boards (WDBs), in accordance with the Workforce Innovation and Opportunity Act (WIOA) and the California Employment Development Department (EDD) directive for aligned and coordinated services through the America's Job Centers of California (AJCCs) one-stop partners. The MOUs serve to establish the framework for providing services to employers, employees, job seekers, including, but not limited to, REP participants who need workforce services. As one-stop partners, DPSS and WDBs leverage funds and braid services to provide workforce services seamlessly and effectively to DPSS and AJCC participants.

Additionally, supplemental RSS funding will allow services for the following targeted populations, as noted:

**a. Additional Ukraine Supplemental Appropriations Act (AUSAA) Funding**

Los Angeles County intends to utilize Ukrainian Refugee Support Services funding for case management for Ukrainian and other non-Ukrainian individuals who are federal Office of Refugee Resettlement (ORR)-eligible under the U4U Program, for determined periods of eligibility per particular categories. Case Management services shall be equivalent to those provided to other refugee populations.

**b. Housing Assistance For Ukrainians (HAU) Program Funding**

Housing and utility support services will be available under AUSAA funds for federal ORR-eligible Ukrainian parolees under the U4U Program and other non-Ukrainian parolees who last habitually resided in Ukraine.

## SECTION II: DESCRIPTION OF REFUGEE PROGRAMS (CONT.)

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### 2. Services to Older Refugees Set-Aside Grant

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

### C. **CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS (CalWORKs) AND REFUGEE CASH ASSISTANCE (RCA) COMPLIANCE**

Los Angeles County assures that the provision of activities and services provided to mandatory and voluntary CalWORKs Welfare-to-Work (WtW) and RCA participants funded by the federal ORR and allocated by CDSS/RPB will be in accordance with CalWORKs WtW and RCA requirements.

The requirements include Program Participation Flow, Good Cause Determination, Financial Sanctions, and Supportive Services specified in the Manual of Policy and Procedures Sections 42-700 and 69-200, respectively, and other applicable CalWORKs and RCA policy guidance issued by CDSS/RPB.

### D. **COUNTY PLANNING PROCESS**

#### 1. Planning Participants

The REP design was achieved by soliciting and meeting with nonprofit Refugee Service Providers, RAs, members of the Los Angeles County Refugee Forum, several Community Colleges, local WDBs, and members of both the public and private sectors that are involved with the Los Angeles County refugee community. A sampling of attendees included local RAs (Church World Service, International Institute of Los Angeles, Interfaith Refugee and Immigration Service, International Rescue Committee, Uplift Charity), Catholic Charities of Los Angeles, Coalition To Abolish Slavery & Trafficking, Episcopal Diocese of Los Angeles, Los Angeles County WDB, Home for Refugees USA, Los Angeles Valley College, Los Angeles County Office of Education, Los Angeles Unified School District, Pacific Asian Consortium in Employment, and various local AJCCs.

#### 2. Demographics of Los Angeles County's Refugee Population

Los Angeles County serves a multilingual refugee population. Approximately 39 percent of REP participants are RCA aided, 36 percent are CalWORKs, and 25 percent are non-cash aided but may have previously received cash or other form of public assistance (source: Los Angeles County. *REP Caseload Ad hoc Report*. June 2023).



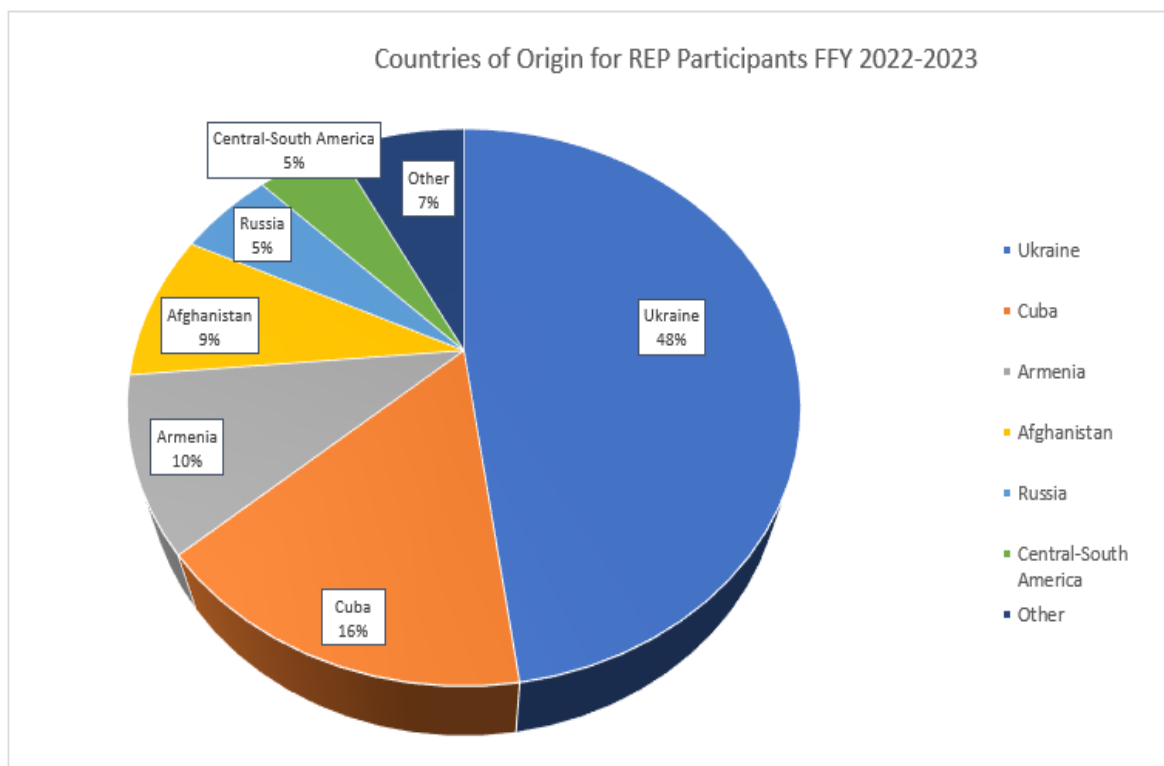
## SECTION II: DESCRIPTION OF REFUGEE PROGRAMS (CONT.)

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REP participants have varying work histories, employment skills and childcare needs, as well as transportation, ancillary and/or other specialized (e.g., DV, Family Stabilization (FS), SUD, and MH barriers). A number of these individuals have some college education. However, a substantial number have no formal schooling. English language is a barrier for the majority of refugee participants.

As of June 2023, REP has served approximately 3,600 refugee participants during FFY 2022-2023. REP participants represent over 50 different countries. The majority of REP participants were from Ukraine (1,738) followed by Cuba (567), Armenia (367), Afghanistan (312), Russia (198), Guatemala (64), Iran (57), the Middle East (53), Africa (44), Southeast Asia (40), other Central and South American countries (113), and other parts of the world (70).

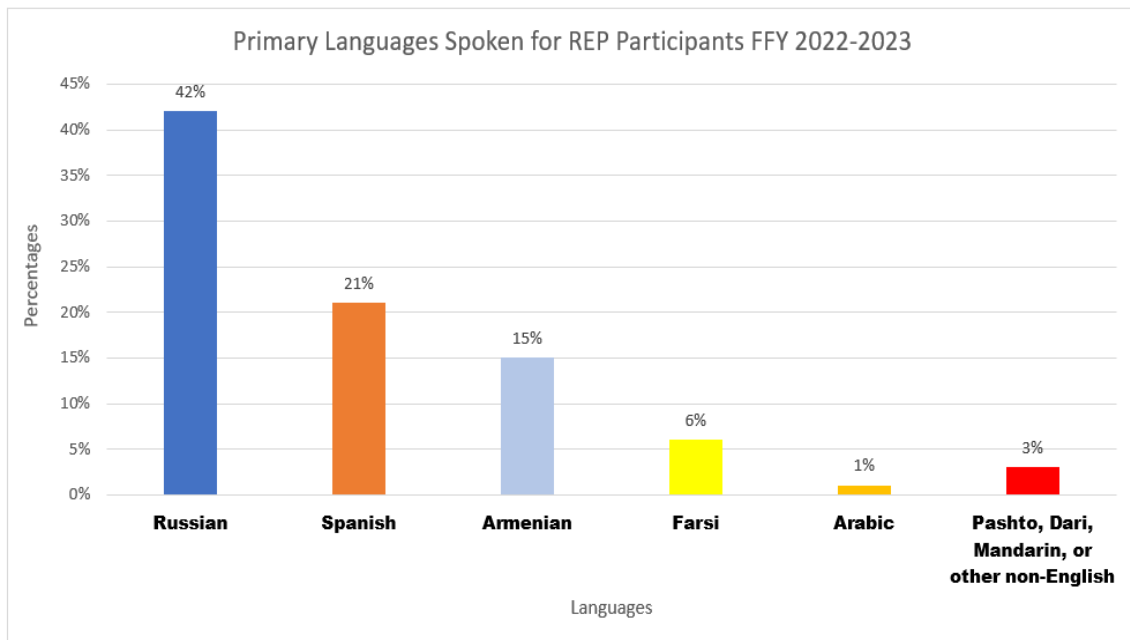
The chart and bar graph below illustrate REP participants' country of origin and primary languages spoken during FFY 2022-2023.



**Source:** CalSAWS REP Caseload for the REP Contract reports for October 2022 to June 2023.

## SECTION II: DESCRIPTION OF REFUGEE PROGRAMS (CONT.)

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**Source:** CalSAWS REP Caseload for the REP Contract reports for October 2022 to June 2023.

### 3. Target Population Needs

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

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

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

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

- Lack of English language skills;
- Lack of native language literacy;
- Lack of basic education skills;
- Lack of job skills;

## SECTION II: DESCRIPTION OF REFUGEE PROGRAMS (CONT.)

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- Lack of work experience in the U.S.;
- Lack of available and affordable childcare;
- Suffer from DV, MH, and/or SUD;
- Lack of stable, affordable housing;
- Longer cultural adjustment periods; and
- Lack of confidence and fear of falling ill with COVID-19.

### **4. Labor Market Information**

Participants will be prepared for jobs in occupations that show the fastest growth and most openings in Los Angeles County. Based on the California EDD Labor Market Information for 2022-2024, the following are some targeted entry-level occupations with projected job increases:

- Personal Care and Service Occupations;
- Flooring, Roofers, and Building Trades/Construction;
- Trade, Transportation, and Utilities;
- Food Services and Cooks;
- Leisure and Hospitality; and
- Professional and Business Support Services.

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

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

## SECTION III: DESCRIPTION OF SERVICE COMPONENTS

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### A. REFUGEE EMPLOYMENT SOCIAL SERVICES

#### 1. Employment Services Components

##### a. REP Appraisal

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

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

The COVID-19 pandemic brought upon several adjustments to ensure ongoing and accessible services to REP participants. Many adjustments, such as conducting Appraisals via telephone and obtaining telephonic signatures, remained in order to support participant engagement and a healthy work, school, and family lifestyle.

##### b. Family Self-Sufficiency Plan

Part of the REP Appraisal will include the development of an FSSP for every participant and employable family member in the household. The FSSP is intended to be a holistic approach to assessing the impact of the family's needs on the participant's quest for training, employment, and self-sufficiency in a new environment. The FSSP will be utilized to assess potential teen crises, parenting, health, housing, social and other family issues that have a bearing on the participant's ability to focus on training

### SECTION III: DESCRIPTION OF SERVICE COMPONENTS (CONT.)

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and obtaining employment. The family assessment will also act as a pre-screening for WtW activities and the need for SSS, such as LD, SUD, MH, and DV services. The FSSP must include the following:

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

REP service provider(s) contact the RA, who resettle refugees and their families to obtain specific data associated with a refugees' Family Self-Sufficiency Assessment. The Family Self-Sufficiency Assessment is conducted upon a refugee's resettlement in Los Angeles County. The RAs Family Self-Sufficiency Assessment shall be used as the foundation for developing the FSSP.

In addition, the service provider(s) shall revisit the FSSP minimally at the six- and 12-month post REP enrollment and shall include:

- An assessment of the progress and outcomes towards meeting the short- and long-term goals set in the FSSP;
- Identification of any new barriers hindering participant progress towards goals;
- Employment status (date of employment, full- or part-time, number of months employed, hourly wage) – employment outcomes for other family members 16 years of age and older will also be documented in the case record; and
- A revised employability plan if the participant is still enrolled in RSS at the time of follow-up, if appropriate.

### SECTION III: DESCRIPTION OF SERVICE COMPONENTS (CONT.)

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For participants who have already met their goals or are no longer actively receiving services, follow-up assessments may be attempted, as feasible. If at the six- and 12-month participants that had already met their goals, and/or exited from RSS are found to be unemployed or underemployed, they may be re-enrolled in RSS and/or referred to other services and resources for assistance, as deemed necessary.

**c. REP Orientation/Job Club, In-House and Other Job Search Activity**

REP Orientation/Job Club is a four-week activity beginning with REP orientation during the first week of program participation and includes a series of motivational techniques, introductory overview of REP services, information regarding community resources and referrals, and job-finding skill classes/workshops. This is followed by three weeks of active supervised job search. Job Club services are to be provided by the REP Job Readiness and Career Planning Vocational Assessment (JRCPVA) services contractor in REP participants' preferred spoken language. Services are provided in a multilingual in-person or hybrid classroom setting throughout Los Angeles County.

REP participants will be referred to a County-approved Contractor for the Job Club activity based on their REP Appraisal/Intake, English language proficiency assessment, and CalWORKs or non-CalWORKs Program requirements. RSS is used to fund the REP Orientation/Job Club activity for CalWORKs and non-CalWORKs REP participants. Contingent on the availability of RSS funds, SA may be used to leverage funds for this activity.

The Job Club service provider introduces DPSS WtW participants, including REP participants, to AJCC services for additional job development and job placement assistance services such as industry-specific recruitment events. The Job Club service provider also encourages and assists DPSS/REP participants to register for a CalJOBS (California Job Openings Browse System) website account. CalJOBS is a California EDD workforce development system used by AJCCs and other partners to share data and intake information, per job seeker and employers' consent. No RSS funds are used for CalJOBS.

In-House Job Search is an activity in which a REP participant is assigned to work with the contracted agency's designated Business Services Specialist (BSS, equivalent position to a job developer) in job search activities, notwithstanding participation policy for good cause, exemptions, and/or mixed aided/unaided/ineligible CalWORKs households, for up to the following weekly hours of participation:

### SECTION III: DESCRIPTION OF SERVICE COMPONENTS (CONT.)

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- Thirty-two (32) hours for an RCA, General Relief and non-CalWORKs participant;
- Twenty (20) hours for a CalWORKs single parent with a child under six years old;
- Thirty (30) hours for a CalWORKs single parent without a child under six years old; and
- Thirty-five (35) hours for a CalWORKs two-parent household.

Participants can be assigned to this service anytime within the 60-month program time limit. The length of time in this activity is based on participants' individual needs. RSS is used to fund this activity.

REP participants that complete Job Club, Vocational Assessment, and In-House Job Search but are not placed in employment are referred by a BSS to additional employment-directed activities, such as an AJCC for Transitional Subsidized Employment (TSE), employment recruitment events, and/or short-term training programs. CalWORKs REP participants may be referred to Paid Work Experience (PWE) and On-the-Job Training (OJT) while non-CalWORKs REP participants can only be referred to OJT. DPSS BSS', including those for REP, attend quarterly Job Development Cluster meetings, which are also attended by AJCCs, the JRCPVA contractor, and other County departments, to share resources, job leads, and coordinate job fairs.

Other Job Search activities may be available per collaboration agreements with non-contracted local service providers such as AJCCs. Documentation of validated and tracked Job Search activities is made for REP participants. Other Job Search activities are currently available under non-RSS funds.

#### **d. Post-Employment Services**

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

## SECTION III: DESCRIPTION OF SERVICE COMPONENTS (CONT.)

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### **e. Employment Retention Services**

Employment retention services by REP Refugee Case Managers (RCMs) help ensure participants have the necessary skills, such as mentorship on time management, workplace conflict resolution, and employment labor rights, to remain employed. RSS funding is used for this service which can be offered to participants anytime within the designated 60-month program time limit.

## **2. English Language Training**

### **a. Vocational English-as-a-Second Language**

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

### **b. English-as-a-Second Language**

ESL activities are initiated based on the participants' needs identified during the Vocational Assessment. ESL instruction is in concurrence with an employment services activity and emphasis must be related to obtaining and retaining employment. The length of service is based on the participant's need. ESL can be offered anytime during the designated program time limit. RSS funding is used for this activity. SA funds are used for CalWORKs REP participants. ESL is not used as a stand-alone activity for non-CalWORKs REP participants.

## **3. Vocational Education/Skills Training**

### **a. Vocational Education Training**

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

Vocational training for RCA participants will be available when training is part of the employability plan. The training will be part-time, and the duration of the training will not exceed one year. This program component involves vocational training, which is expected to lead to gainful employment in occupations that show opportunities for growth. RSS or SA funding is used for this activity.



### SECTION III: DESCRIPTION OF SERVICE COMPONENTS (CONT.)

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Services for CalWORKs REP participants who are in a Self-Initiated Program (SIP) activity are funded with SA funds. The transfer occurs after the Appraisal interview when the provider is made aware that the participant is currently in a degree or certificate program.

Los Angeles area community colleges and the Los Angeles County Office of Education offer in-person and virtual VESL, ESL, and Vocational Education/Skills Training programs. RCMs review with and refer REP participants for available programs, per refugee participants' REP employability and Employment Plans. RCMs inform participants of free or low-cost Internet access programs.

Additionally, RCMs inform participants of REP Internet Service allowance, low-cost laptop supportive service payments, Advanced Standard Ancillary Payments for participants enrolled in public postsecondary educational institutions, and any other ancillary and transportation supports needed.

#### **b. Work Experience**

Work Experience (WEX) is a component in which a participant receives a non-salaried position in a public/private for profit or nonprofit organization. This component provides work experience, work-site behavior skills, acquisition of new skills and enhancement of existing skills. It may also provide the participant with an employment reference to assist in their job search. WEX participation is limited to six months. This is a no cost item. RSS funds are not used for this activity.

#### **c. Transitional Subsidized Employment Training**

TSE training is a wage subsidized work experience assignment that combines employment with employer-linked education and training programs. TSE is a time-limited employment program that includes the following activities:

1. Paid Work Experience (PWE) – Assignment at a nonprofit public organization or a nonprofit private employer. PWE is only available for CalWORKs REP participants.
  - a. Customer Service Assistant (CSA) – These are PWE positions assigned at a DPSS office. CSA participants are referred to a designated AJCC for job search during the last three months of PWE.
2. Specialized Work Experience (SWE) – Activity for eligible CalWORKs REP participants receiving SSS, i.e., DV, MH, or SUD services.

### SECTION III: DESCRIPTION OF SERVICE COMPONENTS (CONT.)

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3. OJT – Activity that is funded through subsidized and unsubsidized wages. OJT provides job skills training from an employer.
4. Enhanced Transitional Subsidized Employment – Activity is designed to address the unique needs of homeless CalWORKs REP participants, including refugees, who are interested in attaining work experience as a step towards self-sufficiency.
5. Work Study (WS) – Activity that provides CalWORKs REP student participants an opportunity to engage in a work assignment concurrent with their hours of education and/or training.

**Note:** WS activity is available under both the TSE program and independently as awarded by a college/occupational school. WS is an available activity for non-CalWORKs REP participants when it is awarded by a college/occupational school and is non-DPSS managed. When WS is part of the TSE Program, non-RSS funds are used.

DPSS administers the TSE program, and it is exclusively designed for participants who remain unemployed or underemployed. Except for OJT, all TSE programs are only for eligible CalWORKs participants including CalWORKs REP participants. TSE is funded with non-RSS funds, except OJT for non-CalWORKs REP participants, which is funded with RSS funds. Length of participation is dependent on funding.

#### d. **Community Service**

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

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

#### 4. **Case Management**

Case management services shall be provided by at least one DPSS contracted CBO, to assist in meeting the specific needs of REP participants.

### SECTION III: DESCRIPTION OF SERVICE COMPONENTS (CONT.)

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CBOs will either provide or refer the participant to appropriate services. Case management activities will include:

- Tracking of participating refugee activities/services. The tracking of activities/services is done through the California Statewide Automated Welfare System (CalSAWS), or other current system, and includes:
  - Orientation;
  - Job Club;
  - Work Experience;
  - Employment; and
  - Other job-related and life skills activities.
- Providing information, referral, outreach, and social adjustment services. This includes information on the right to apply for CalWORKs or General Relief for refugees whose circumstances have changed and have reached the RCA time limit;
- Assuring participants receive timely and appropriate supportive services (including transportation, childcare, school, training, and work-related expenses);
- Addressing barriers to employment through referrals to LD, DV, FS Program resources, MH, and SUD;
- Assisting refugees in their job search activities;
- Facilitating job placement and retention; and
- Establishing and maintaining a good working relationship with the network of community partners and providers, such as RAs wherein refugee information is shared.

Contingent on the availability of funds, case management services for Ukrainian and non-Ukrainian individuals who last habitually resided in Ukraine and are humanitarian parolees will be paid with AUSAA funding for Ukrainian Refugee Support Services.

#### **5. Other Employability Services**

##### **a. Post-Employment Career Assessment**

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

## SECTION III: DESCRIPTION OF SERVICE COMPONENTS (CONT.)

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### **b. Evaluation of Records**

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

### **c. Vocational Assessment**

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

The REP provider(s) will utilize the assessment in developing an employability plan. This service is funded by RSS and SA funds.

### **d. Translation and Interpreter Services**

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

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

## **6. Non-Employment Services**

### **a. Learning Disability Services**

LD services include screening, evaluation, and diagnosis for refugees. CalWORKs REP participants are referred to contracted agencies to provide LD evaluation and diagnosis, as appropriate. Non-CalWORKs including RCA REP participants are referred to community organizations and local health services providers for similar services. These services may or may not be funded through the refugee's Medi-Cal benefits.

### **b. Clinical Assessment**

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

### SECTION III: DESCRIPTION OF SERVICE COMPONENTS (CONT.)

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**c. Life Skills/Acculturation Workshops**

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

**d. Outreach Services**

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

**e. Citizenship and Naturalization Preparation Services**

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

No specific refugees are targeted; however, those refugees who request this service are referred to agencies offering the services. For those refugees requesting this service and who are age 60 and over, please refer to Services to Older Refugees, Section III, B. below, page 24.

**Note:** REP participants can avail themselves of all services above anytime within the 60-month program time limit.

**f. Asylee and Refugee Orientation Session Services**

DPSS has entered into a MOU with the County of Los Angeles Department of Consumer and Business Affairs, Office of Immigrant Affairs to provide Asylee and Refugee Orientation Session Services. Services shall inform countywide asylee and refugee populations on their rights to social services, consumer resources, and how to access important documents, public benefits, and essential government services in order to acquire

### SECTION III: DESCRIPTION OF SERVICE COMPONENTS (CONT.)

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social stability and upward economic mobility. Services may assist in increasing the overall number of refugees and asylees accessing DPSS benefits and services.

#### **g. Housing and Utility Assistance for Ukrainians**

Housing and utility assistance will be available to eligible Ukrainian and non-Ukrainian humanitarian parolees who last habitually resided in Ukraine (known as UHPs and NUHPs, respectively), to support their transition to long-term housing, via the REP HAU. REP contracted service providers must inform all UHP and NUHP REP participants at Appraisal, initial and follow-up FSSP, and any point during the monthly contact, of the availability of the REP HAU, to support them and their family's stability and economic mobility.

Upon identified need during a REP participant's assessment or a participant's expressed need for this assistance, a REP HAU application shall be furnished in-person or completed via telephone with the assistance of an RCM. The RCM will review the participants' application, documentation, and case file to verify that the applicant:

- Holds a federal ORR-eligible Ukrainian or non-Ukrainian population status for individuals who have been displaced from Ukraine and is enrolled in REP for case management services;
- Has a financial need for housing and/or utilities assistance based on various determinants including, but not limited to, continued dependence on any DPSS benefit, household expenses exceed household income and/or declaration of any of the following:
  - Job loss or job disruption (e.g., furlough, temporary layoff, or reduction in work hours);
  - Challenges securing a job or earning sufficient income to meet household needs;
  - Applicant or a household member's medical/physical/mental condition that prevents immediate or appropriate employment entry, or results in unpaid time off from work;
  - Challenges to enter employment, such as delayed right to work documentation or services, such as childcare, occupation required certification, or work tools;
  - New or recent changes in family circumstances, such as increased family size;
  - Limited English or native language and/or literacy proficiency impacting length of time to enter appropriate employment; and/or

### **SECTION III: DESCRIPTION OF SERVICE COMPONENTS (CONT.)**

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- Any other personal barrier or lack of social support hindering immediate employment entry.

Prior to the provision of REP HAU, the REP contracted services provider shall ensure that at the time of REP HAU application, documentation or participant's signed declaration confirms that the participant:

- Does not reside with their financial supporter under a rent-free agreement;
- Resides at the residence for which housing and/or utility assistance is being requested;
- Is part of a household that does not include a second adult who is requesting duplicate HAU payments;
- Owes a particular housing rent, mortgage, or utility bill; and
- Is part of a household that has not exceeded the maximum HAU assistance amount or received for more than six months.

REP providers shall utilize CalSAWS to maintain REP HAU documentation and track assistance payment requests, which shall be issued via supportive services payments directly to eligible participants.

The use of HAU funds will be consistent with requirements outlined in the CDSS/RPB Refugee County Letter 20-06, unless otherwise waived or altered in subsequent guidance. This assistance will be funded with HAU grant funds.

#### **B. SERVICES TO OLDER REFUGEES SET-ASIDE GRANT**

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

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

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

### **SECTION III: DESCRIPTION OF SERVICE COMPONENTS (CONT.)**

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

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



## SECTION IV: ADDENDUMS

### ADDENDUM #1 – CONTINUED IMPACT OF COVID-19

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Los Angeles County's emergency declaration for Coronavirus 2019 (COVID-19) ended on March 31, 2023. However, according to the Los Angeles County 2021-2026 Pathways for Economic Resiliency report [Pathways-for-Economic-Resiliency-Executive-Summary-copy.pdf \(lacounty.gov\)](#), it is not until recently that more data and information have become available to truly comprehend the negative impacts and challenges faced towards COVID-19 recovery. Per California EDD Labor Market Information Division data, approximately 715,000 nonfarm jobs were lost in Los Angeles County in March and April of 2020 and nearly 30% of those jobs lost have been recovered, leaving 500,000 jobs to be recovered. Additionally, a significant number of the jobs lost, nearly 400,000 paid a living, which is defined by the Michigan Institute of Technology, a minimum amount of income necessary for the "basic needs of a family." Of these living wage jobs, many were in industries that are filled by entry-level workers, such as newly arrived immigrants, women, and those with a high school diploma. Such industries that were most severely impacted were due to their dependence on in-person customers and their inability to transition to remote work as the technology or professional services industries were able to do so. For example, hospitality, food preparation and service, personal care, non-essential retail, and entertainment and recreation. Sources, such as the federal Bureau of Labor Statistics (BLS), indicate that the year-over-year change in jobs by industry since September 2020, dislocated workers in these industries may not find jobs within the near term and will need supportive services, such as retraining or upskilling programs to help them re-enter the workforce.

Coupled with the slow recovery of jobs, the rate of inflation has further widened the gap between affluent income and low-income households. According to the BLS [Consumer Price Index, Los Angeles area — June 2023 : Western Information Office : U.S. Bureau of Labor Statistics \(bls.gov\)](#), as of June 2023, food prices increased nearly five-percent (5%) and housing six-percent (6%) compared to one year ago. Furthermore, the County's COVID-19 Tenant Protections Resolution expired as of March 31, 2023, which halted tenant and small landlord rental assistance and relief programs. It can be deduced that Los Angeles County refugee populations and other low-income groups have been hit the hardest and disproportionately impacted by the continued effects of COVID-19.

For many, DPSS benefits and services including RSS have made the difference between having sufficient food, shelter, and ongoing progress towards upward mobility. Through its expansive contract service levels and agreements, partnerships with local community colleges, training centers, and AJCCs, the Los Angeles County RSS provides refugee populations opportunities to enter industries that require training or upskill, such as Healthcare, Construction, Transportation, Warehousing and Distribution, and many other industries with high growth potentials.

## SECTION IV: ADDENDUMS (CONT.)

### ADDENDUM #2 – STRATEGIC CO-ENROLLMENT

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The Los Angeles County Department of Economic Opportunity Workforce Development Board (WDB), which provides policy and oversight to the second largest [Local Workforce Development Area](#) (LWDA) in California, serves approximately four million residents, 57 of the 88 cities, and approximately 150 unincorporated communities within Los Angeles County. Currently, there are seven WDBs in Los Angeles County. WDBs oversee AJCCs.

As previously mentioned in this Plan, DPSS has entered into MOUs and renewed other MOUs with Los Angeles area WDBs, in accordance with the WIOA and the California EDD directive for aligned and coordinated services that support co-enrollment strategies through the AJCCs one-stop partners. The MOUs serve to establish the framework for providing services to employers, employees, job seekers, including, but not limited to, English Language Learners and refugee populations who need workforce services. As one-stop partners, DPSS and WDBs leverage funds and braid services to provide workforce services seamlessly and effectively to DPSS and AJCC participants.

As of 2023, DPSS is an active collaborator in local WDB biennial modifications to Local Plans, which include but are not limited to:

- Modernization strategies, for recipients of DPSS, to ensure they have equitable access to customized economic and workforce development services;
- Support for WtW participants, including refugee populations, through the expansion of the Preparing Los Angeles for County Employment Program and other County employment avenues and strengthening of stronger connections with Labor and Labor-focused training partners that lead to quality, union jobs for WtW participants; and
- Support for connections to various programs and systems, including with WIOA mandated system partners, in Los Angeles County.

Consistent with local WDB Plans, DPSS' expectations for partnerships with WDBs and AJCCs is to develop career and employment opportunities for WtW/REP participants within local businesses and industries.

## **SECTION IV: ADDENDUMS (CONT.)**

### **ADDENDUM #3 – AUGMENTATION TO FFY 2020 REFUGEE SUPPORT SERVICES**

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In March 2020, the COVID-19 outbreak further exacerbated barriers experienced by refugee populations. Hence, Los Angeles County implemented a series of COVID-19 policies and procedures to support REP participants' participation in employment and employability activities. Also, DPSS REP established the provision of direct assistance for housing and utilities due to income loss or disruption related to COVID-19.

Los Angeles County provided all services in accordance with federal ORR and CDSS/RPB regulations, and waivers thereof, and strategically used RSS and RSS Set-Aside funding to meet the social and employment service needs of REP participants including those resulting from the COVID-19 pandemic. A primary operational change in DPSS' REP operations and services included a transition to virtual services and activities, such as but not limited to, conducting the REP Appraisal via telephone, providing REP Orientation and Job Club activities via various virtual platforms, either in one-on-one or small group multilingual sessions, continuous telephone contact to inform participants of available services. Also, Vocational Assessment and In-House Job Search activities were made available via the phone. Ancillary policy was updated to allow supportive services payments to purchase a low-cost laptop, Internet service, and necessary Internet equipment, in order for REP participants to access virtual activities.

Furthermore, Los Angeles area community colleges and the Los Angeles County Office of Education continued to offer VESL, ESL, and Vocational Education/Skills Training via virtual remote access programs during the COVID-19 emergency. RCMs reviewed programs and referred REP participants to available programs, per refugee participants' REP employability and Employment Plans while taking into consideration the participants' health and comfort levels during the pandemic. In order to support participants in education, training, and employment activities, RCMs informed participants of free or low-cost Internet access programs. RCMs also informed participants of the REP Internet Service allowance and low-cost laptop supportive service payments. For face-to-face interaction activities, personal protective supply payments were available.

RSS and RSS COVID-19 Supplemental funds were used for direct assistance, employment, and employability services related to the COVID-19 emergency.

## **SECTION IV: ADDENDUMS (CONT.)**

### **ADDENDUM #4 – IMPACT AND ADJUSTMENTS MADE AS A RESULT OF THE INFLUX OF HUMANITARIAN PAROLEES**

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On March 24, 2022, President Biden committed to resettling 100,000 Ukrainians displaced by the invasion of the Ukraine by Russia. On April 21, 2022, the USCIS announced the U4U Program, which provides a pathway for Ukrainian citizens and non-Ukrainians who last habitually resided in Ukraine, and their immediate family members (spouse and children) to enter the U.S. as humanitarian parolees (UHPs and NUHPs) for a period of up to two years. Those participating in U4U must have a U.S. government vetted financial supporter who agrees to provide financial support for the duration of their stay. On May 21, 2022, President Biden signed into law the AUSAA 2022, authorizing the federal ORR to provide resettlement assistance and other federal benefits to specific UHP populations and NUHP individuals displaced from Ukraine to the same extent as refugees. These populations were eligible to receive federal ORR and mainstream federal benefits (e.g., Temporary Assistance for Needy Families, Medicaid, Supplemental Nutrition Assistance Program, and Supplemental Security Income). This included humanitarian parolees who arrived under the U4U Program if they resettled during the eligibility timeframe.

Through June 27, 2023, nearly 30,400 financial supporters were approved in California. Out of this number, over 9,800, or 32 percent, reside in Los Angeles County, making it the lead for the highest number of financial supporters in the State.

Per local refugee service providers, the needs of UHP and NUHPs are consistent with those of refugees; however, they experience unique challenges, such as significant delays in obtaining Employment Authorization Documents (EADs), Social Security Numbers, and locating and securing affordable and stable housing as this population is not eligible for Reception and Placement Program services that other refugees may receive. As a result of the atypical high volume and abrupt increase in UHP and NUHP arrivals, Los Angeles' refugee resettlement service agencies have been overwhelmed with UHP and NUHP requests for assistance in navigating to access much needed benefits and social services including, but not limited to, RCA and RSS.

In order to mitigate delays in accessing REP-RSS, Los Angeles County DPSS has issued three amendments to the Refugee Employment and Acculturation Services (REAS) contract with Jobs Vision Success (JVS SoCal), to increase service provider capacity, extend provisions for systems updating, and reasonable timelines for REP registration enrollment and delivery of initial services while complying with State and federal regulations for RSS. DPSS has also delivered training to all REP contracted staff and allowed for telephonic and virtual delivery of RSS and other program services.

The following have been best practices for effective delivery of RSS during the influx of federal ORR-eligible UHP and NUHP arrivals:

- Availability of Appraisal appointments via telephone and capturing telephonic signatures;
- Virtual services for various activities and services; and

## **SECTION IV: ADDENDUMS (CONT.)**

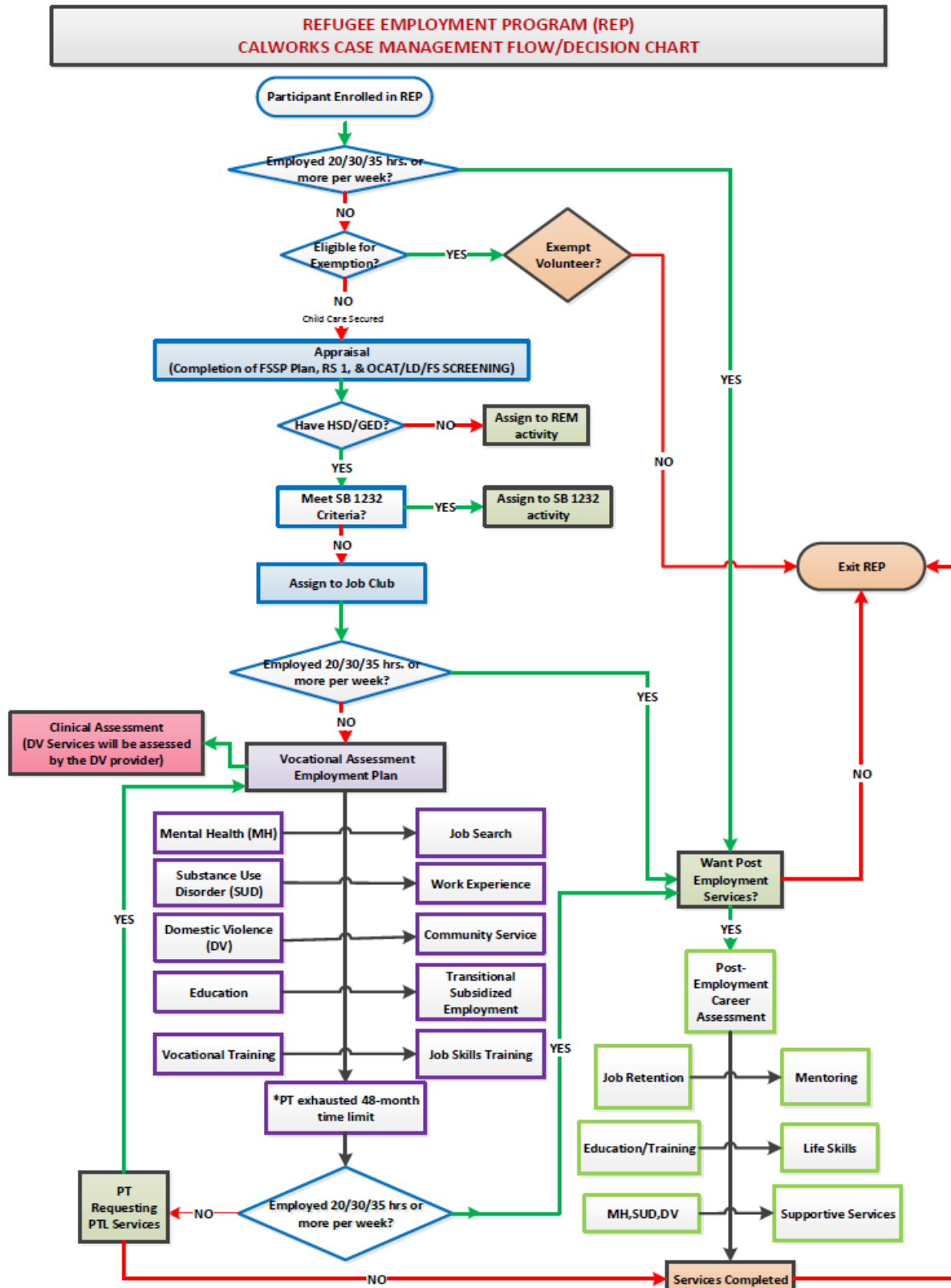
### **ADDENDUM #4 – IMPACT AND ADJUSTMENTS MADE AS A RESULT OF THE INFLUX OF HUMANITARIAN PAROLEES**

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- Participation of all REAS contracted staff in REP trainings and frequent refresher reviews of REP – RSS program policies.

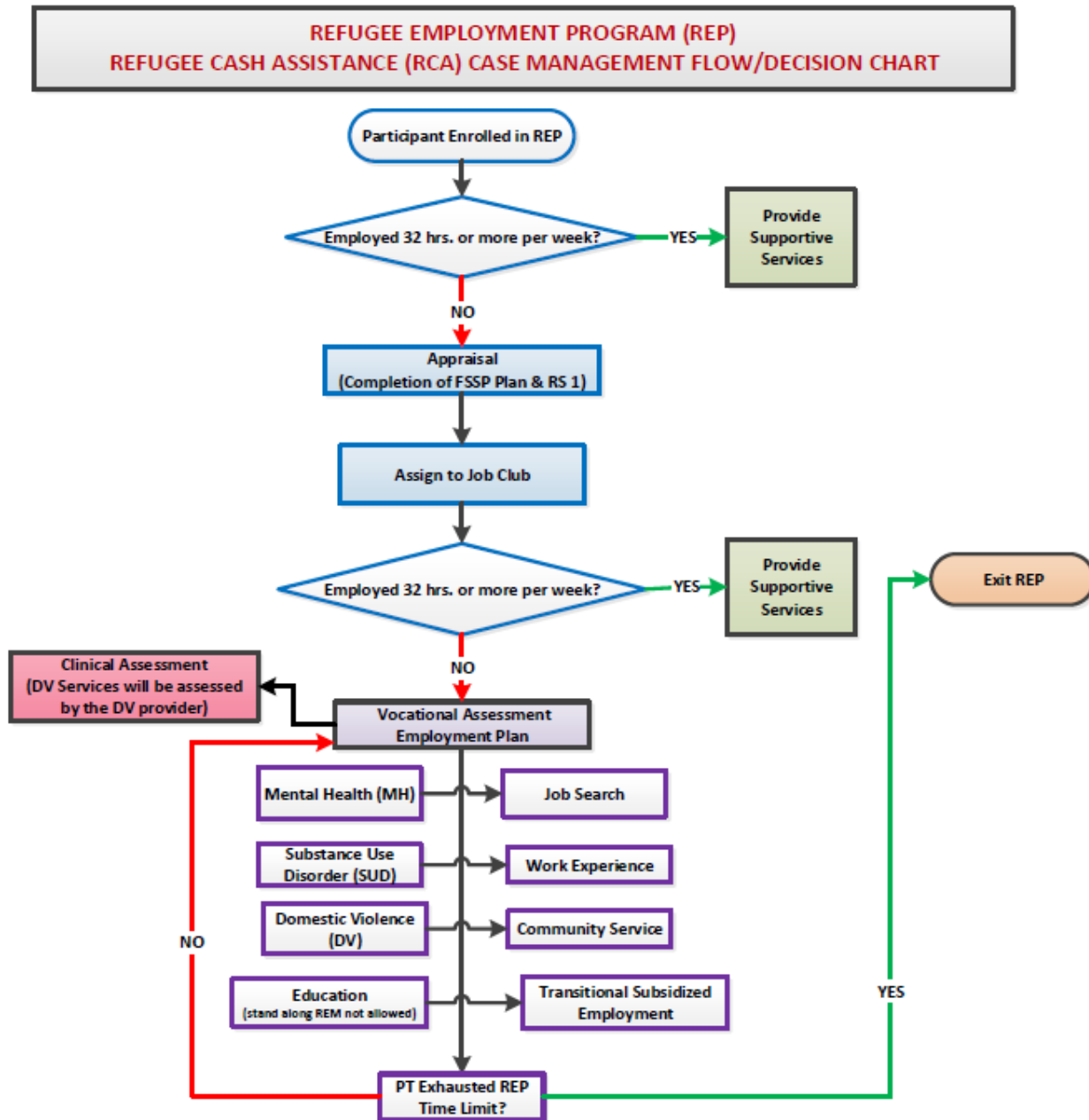
## SECTION V: PARTICIPANT FLOW CHARTS

### A. REFUGEE EMPLOYMENT PROGRAM (REP) CalWORKs CASE MANAGEMENT FLOW DECISION CHART



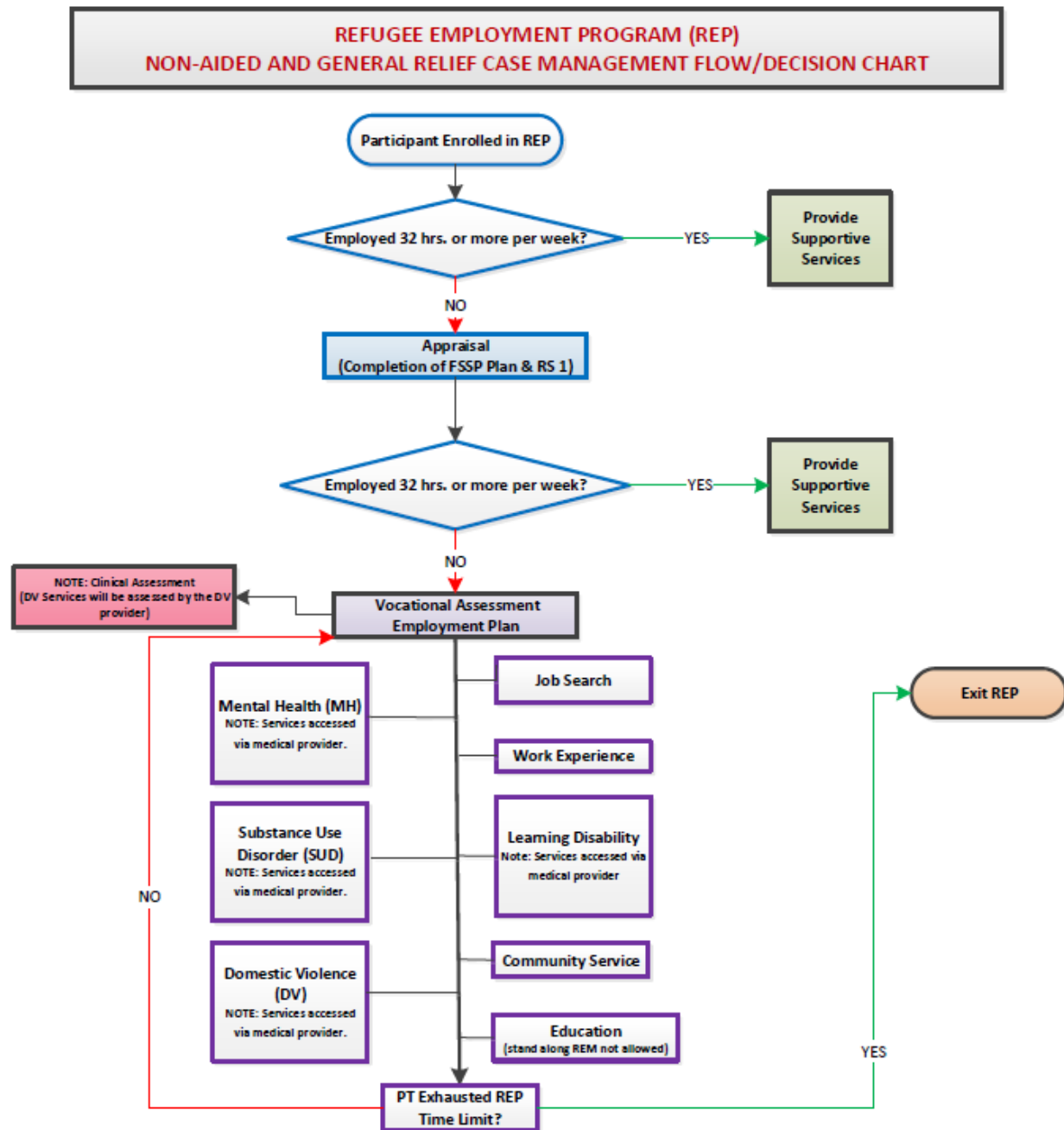
## SECTION V: PARTICIPANT FLOW CHARTS (CONT.)

### B. REP REFUGEE CASH ASSISTANCE (RCA) FLOW DECISION CHART



## SECTION V: PARTICIPANT FLOW CHARTS (CONT.)

### C. REP NON-AIDED AND GENERAL RELIEF CASE MANAGEMENT FLOW DECISION CHART





## SECTION VI: BUDGETS

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**A. Los Angeles County Department of Public Social Services  
FFY 2023-2024 Refugee Support Services Formula Allocation**

| Item |   |             |
|------|---|-------------|
| 1    | Employment                              | \$1,424,182 |
| 2    | ELT                                     | \$137,433   |
| 3    | OJT                                     | \$147,675   |
| 4    | Skills Training                         | \$142,418   |
| 5    | Case Management                         | \$1,347,535 |
| 6    | Other                                   | \$3,921,663 |
|      | Sub Total                               | \$7,120,906 |
|      | County Administration<br>(15% of Total) | \$1,256,631 |
|      | FFY 2023-2024 RSS Budget                | \$8,377,537 |

## SECTION VI: BUDGETS (CONT.)

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**B. Los Angeles County Department of Public Social Services  
FFY 2022-2023 Refugee Support Services Formula Allocation Carryover**

| Item |   |                |
|------|---|----------------|
| 1    | Employment                              | \$328,690      |
| 2    | ELT                                     | \$41,086       |
| 3    | OJT                                     | \$164,344      |
| 4    | Skills Training                         | \$41,086       |
| 5    | Case Management                         | \$719,006      |
| 6    | Other                                   | \$760,093      |
|      | Sub Total                               | \$2,054,305    |
|      | County Administration<br>(15% of Total) | \$234,553.91   |
|      | FFY 2022-2023 RSS Carryover Budget      | \$2,288,858.91 |

## SECTION VI: BUDGETS (CONT.)

---

**C. Los Angeles County Department of Public Social Services  
FFY 2021-2022 Refugee Support Services Formula Allocation Carryover**

| Item |   |             |
|------|---|-------------|
| 1    | Employment                              | \$175,960   |
| 2    | ELT                                     | \$21,995    |
| 3    | OJT                                     | \$87,981    |
| 4    | Skills Training                         | \$21,995    |
| 5    | Case Management                         | \$384,915   |
| 6    | Other                                   | \$406,910   |
|      | Sub Total                               | \$1,099,756 |
|      | County Administration<br>(15% of Total) | \$0         |
|      | FFY 2021-2022 RSS Carryover Budget      | \$1,099,756 |

## SECTION VI: BUDGETS (CONT.)

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**D. Los Angeles County Department of Public Social Services  
FFY 2022-2023 Refugee Support Services Formula Allocation Augmentation**

| Item |   |           |
|------|---|-----------|
| 1    | Employment                              | \$40,219  |
| 2    | ELT                                     | \$12,809  |
| 3    | OJT                                     | \$0       |
| 4    | Skills Training                         | \$12,809  |
| 5    | Case Management                         | \$76,503  |
| 6    | Other                                   | \$76,240  |
|      | Sub Total                               | \$218,580 |
|      | County Administration<br>(15% of Total) | \$38,573  |
|      | FFY 2022-2023 RSS Augmentation Budget   | \$257,153 |

## SECTION VI: BUDGETS (CONT.)

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**E. Los Angeles County Department of Public Social Services  
FFY 2023-2024 Services to Older Refugees Set-Aside Allocation**

| Item  | 100%      |
|---|-----------|
| 1 Senior Networking / ESL Civics Courses /<br>Adjustment of Alien Status and/or Citizenship<br>Application Services | \$145,106 |
| Sub Total   | \$145,106 |
| County Administration<br>(15% of Total)   | \$25,607  |
| FFY 2023-2024 SOR Budget  | \$170,713 |

## SECTION VI: BUDGETS (CONT.)

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**F. Los Angeles County Department of Public Social Services  
FFY 2022-2023 Services to Older Refugees Set-Aside Allocation Carryover**

| Item  | 100%      |
|---|-----------|
| 1 Senior Networking / ESL Civics Courses /<br>Adjustment of Alien Status and/or Citizenship<br>Application Services | \$120,889 |
| Sub Total   | \$120,889 |
| County Administration<br>(15% of Total)   | \$15,440  |
| FFY 2022-2023 SOR Carryover Budget  | \$136,329 |

## SECTION VI: BUDGETS (CONT.)

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**G. Los Angeles County Department of Public Social Services  
FFY 2021-2022 Services to Older Refugees Set-Aside Allocation Carryover**

| Item  | 100%      |
|---|-----------|
| 1 Senior Networking / ESL Civics Courses /<br>Adjustment of Alien Status and/or Citizenship<br>Application Services | \$138,911 |
| Sub Total   | \$138,911 |
| County Administration<br>(15% of Total)   | \$0       |
| FFY 2021-2022 SOR Carryover Budget  | \$138,911 |

## SECTION VI: BUDGETS (CONT.)

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**H. Los Angeles County Department of Public Social Services  
FFY 2022-2023 Ukrainian Refugee Support Services Supplemental Allocation  
(under the Additional Ukraine Supplemental Appropriations Act (AUSAA))  
Formula Carryover**

| Item   | 100%        |
|--|-------------|
| 1 Case Management                                | \$2,000,000 |
| Sub Total  | \$2,000,000 |
| County Administration<br>(15% of Total)          | \$0         |
| FFY 2022-2023 URSS Supplemental Carryover Budget | \$2,000,000 |



## SECTION VI: BUDGETS (CONT.)

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**I. Los Angeles County Department of Public Social Services  
FFY 2023-2024 Housing Assistance for Ukrainians Program Allocation**

| Item  | 100%        |
|---|-------------|
| 1 Ukrainians Housing and Utility Assistance | \$4,250,000 |
| Sub Total                                   | \$4,250,000 |
| County Administration<br>(15% of Total)     | \$750,000   |
| FFY 2023-2024 HAU Program Budget            | \$5,000,000 |

## SECTION VII: ANNUAL SERVICES PLAN

| Annual Service Plan<br>(Instructions/additional details are under each section as applicable.)          |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | ORR-6<br>OMB Control No. 0970-0036<br>Expires 12/31/2025 |                           |                                |                 |                 |       |
|---|-----------------|--|---------------------------------|--------------------|---------------------|--|---|--------------------------|-----------------------------|---------------------------------|--|---------------------------|--------------------------------|-----------------|-----------------|-------|
| 1.<br>State/Grantee:  | Los Angeles     |  | 2. Fiscal Year:                 | 2024               | 3. Date:            | 10/19/2023                                     |   |                          |                             |                                 |  |                           |                                |                 |                 |       |
| <b>4. Previous FFY Report (Program Participants)</b><br>45 CFR §§ 400.154 and 400.155                   |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | Total FY Unduplicated                                    |                           |                                |                 |                 |       |
| a) Employment   |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | 1750   |                           |                                |                 |                 |       |
| b) Employability assessment   |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | 293  |                           |                                |                 |                 |       |
| c) On-the-job training  |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | 0  |                           |                                |                 |                 |       |
| d) English language instruction   |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | 842  |                           |                                |                 |                 |       |
| e) Vocational Training  |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | 46   |                           |                                |                 |                 |       |
| f) Skills recertification   |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | 0  |                           |                                |                 |                 |       |
| g) Day care for children  |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | 456  |                           |                                |                 |                 |       |
| h) Transportation   |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | 481  |                           |                                |                 |                 |       |
| i) Translation and Interpreter Services   |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | 0  |                           |                                |                 |                 |       |
| j) Case management  |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | 1750   |                           |                                |                 |                 |       |
| k) EAD assistance   |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | 0  |                           |                                |                 |                 |       |
| l) Information and referral   |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | 198  |                           |                                |                 |                 |       |
| m) Outreach services  |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | 0  |                           |                                |                 |                 |       |
| n) Social adjustment  |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | 0  |                           |                                |                 |                 |       |
| o) Citizenship and naturalization   |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | 0  |                           |                                |                 |                 |       |
| ASA RSS services only   |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | 0  |                           |                                |                 |                 |       |
| p) ASA housing  |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | 0  |                           |                                |                 |                 |       |
| q) ASA immigration-related legal assistance   |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | 0  |                           |                                |                 |                 |       |
| <b>5. Total Unduplicated</b>  |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | 1750   |                           |                                |                 |                 |       |
| <b>6. Previous FFY report services participation (45 CFR §§ 400.154 and 400.155)</b>                    |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | Total Number   |                           |                                |                 |                 |       |
| a) Report number of service participants at the end of FFY who are 0-12 months since arrival in the US  |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | 947  |                           |                                |                 |                 |       |
| b) Report number of service participants at the end of FFY who are 13-60 months since arrival in the US |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | 803  |                           |                                |                 |                 |       |
| <b>7. Previous FFY set-aside programs services participation</b>  |                 |  |                                 |                    |                     |  |   |                          |                             |                                 | RSI  | SOR                       | YM                             | RHP             | ARSI S2S        | Other |
| a) Report number of service participants at the end of FFY who are 0-12 months since arrival in the US  |                 |  |                                 |                    |                     |  |   |                          |                             |                                 |  | 1                         |                                |                 |                 |       |
| b) Report number of service participants at the end of FFY who are 13-60 months since arrival in the US |                 |  |                                 |                    |                     |  |   |                          |                             |                                 |  | 1                         |                                |                 |                 |       |
| <b>Plan for upcoming FY</b>   | <b>9. Grant</b> | <b>10. Contracted Amount by Funding Source</b> | <b>11. Program Participants</b> |                    |                     | <b>12. Type of Agency and Percent of Funds</b> |   |                          |                             |                                 |  |                           |                                |                 |                 |       |
| <b>8. Description of State-provided or Contracted Services</b>  |                 |  | <b>0-12 Month</b>               | <b>13-60 Month</b> | <b>Total Number</b> | <b>A. State or County</b>                      | <b>B. Mutual Assistance Association</b> | <b>C. Refugee Agency</b> | <b>D. Community College</b> | <b>E. Adult Basic Education</b> | <b>F. Non Profit Organization</b>                        | <b>G. School District</b> | <b>H. Area Agency on Aging</b> | <b>I. Other</b> | <b>J. Total</b> |       |
| a. Employment Services  | RSS             | \$1,464,401                                    | 585                             | 771                | 1,356               |  |   |                          |                             |                                 | 100%   |                           |                                |                 | 100%            |       |
| b. English Language Instruction   | RSS             | \$24,079                                       | 232                             | 346                | 578                 |  |   |                          |                             |                                 | 100%   |                           |                                |                 | 100%            |       |
| c. On-the-Job Training  | RSS             | \$400,000                                      | 12                              | 5                  | 17                  |  |   |                          |                             |                                 | 100%   |                           |                                |                 | 100%            |       |
| d. Vocational Training  | RSS             | \$29,065                                       | 12                              | 20                 | 32                  |  |   |                          |                             |                                 | 100%   |                           |                                |                 | 100%            |       |
| e. ASA Housing  | RSS             |  | 0                               | 0                  | 0                   |  |   |                          |                             |                                 |  |                           |                                |                 | 0%              |       |
| f. ASA Immigration-Related Legal Assistance   | RSS             |  | 0                               | 0                  | 0                   |  |   |                          |                             |                                 |  |                           |                                |                 | 0%              |       |
| g. Other Services   | RSS             | \$3,421,941                                    | 1,089                           | 1,357              | 2,446               | 36%  |   |                          |                             |                                 | 64%  |                           |                                |                 | 100%            |       |
|   | RSS-RSI         |  |                                 |                    | 0                   |  |   |                          |                             |                                 |  |                           |                                |                 | 0%              |       |
|   | RSS-SOR         | \$145,106                                      | 10                              | 35                 | 45                  | 20%  |   |                          |                             |                                 | 80%  |                           |                                |                 | 100%            |       |
|   | RSS-YM          |  |                                 |                    | 0                   |  |   |                          |                             |                                 |  |                           |                                |                 | 0%              |       |
|   | RSS-RHP         |  |                                 |                    | 0                   |  |   |                          |                             |                                 |  |                           |                                |                 | 0%              |       |
|   | RSS-ARSI S2S    |  |                                 |                    |                     |  |   |                          |                             |                                 |  |                           |                                |                 |                 |       |
|   | Other           | \$2,000,000                                    | 664                             | 828                | 1,492               | 36%  |   |                          |                             |                                 | 64%  |                           |                                |                 | 100%            |       |

## SECTION VIII: ANNUAL OUTCOME GOAL PLAN

### Annual Outcome Goal Plan Performance Goals and Actuals

(Instructions/additional details are under each section as applicable.)

NOGP  
OMB Control  
No.  
Expires

|                   |                    |          |           |
|-------------------|--------------------|----------|-----------|
| 1. Fiscal Year    | 2023               |          |           |
| 3. State/Grantee: | Los Angeles County | 4. Date: | 2/12/2024 |

| 1. Caseload     |              |                |              |
|-----------------|--------------|----------------|--------------|
|                 | FY 2023 Goal | FY 2023 Actual | FY 2024 Goal |
| TANF Recipients | 975          | 690            | 1150         |
| RCA Recipients  | 1300         | 644            | 1075         |
| No Federal Cash | 225          | 163            | 275          |
| <b>TOTAL</b>    | <b>2500</b>  | <b>1497</b>    | <b>2500</b>  |

#### Section 1. "Caseload". Instructions

In the available fields under FY [previous year] Actual, enter the **unduplicated** number of active, employable adults enrolled in employability services by category of assistance.

The form will automatically calculate the total caseload by adding the number of refugees in each category of assistance. Enrolled refugees receiving neither Temporary Assistance for Needy Families (TANF) nor Refugee Cash Assistance (RCA) should be included in the category No Federal Cash Assistance. Refugees receiving only state cash assistance should also be included in this category.

The caseload consists only of those refugees actively receiving employability services as defined under 45 CFR 400.154 (a) (c) (d) and (e). The full text of these sections can be found at [www.ecfr.gov](http://www.ecfr.gov). States/Wilson Fish Agencies that provide English language instruction to Match Grant enrollees through their employment services should not count these participants in their caseload.

In the available fields under FY [current year] Goal, enter the proposed **unduplicated** number of active, employable adults to be enrolled in employability services by category of assistance.

| 2. Entered Employment                             |              |            |                |            |              |
|---|--------------|------------|----------------|------------|--------------|
|   | FY 2023 Goal |            | FY 2023 Actual |            | FY 2024 Goal |
| Full Time   | 247          | 37%        | 71             | 21%        | 256          |
| Part Time   | 428          | 63%        | 267            | 79%        | 444          |
| <b>TOTAL</b>                                      | <b>675</b>   | <b>27%</b> | <b>338</b>     | <b>23%</b> | <b>700</b>   |
| 2a. TANF Recipients Entered Employment            |              |            |                |            |              |
|   | FY 2023 Goal |            | FY 2023 Actual |            | FY 2024 Goal |
| Full Time   | 137          | 37%        | 48             | 25%        | 142          |
| Part Time   | 234          | 63%        | 147            | 75%        | 243          |
| <b>TOTAL</b>                                      | <b>371</b>   | <b>55%</b> | <b>195</b>     | <b>58%</b> | <b>385</b>   |
| 2b. RCA Recipients Entered Employment             |              |            |                |            |              |
|   | FY 2023 Goal |            | FY 2023 Actual |            | FY 2024 Goal |
| Full Time   | 86           | 41%        | 21             | 16%        | 89           |
| Part Time   | 123          | 59%        | 112            | 84%        | 128          |
| <b>TOTAL</b>                                      | <b>209</b>   | <b>31%</b> | <b>133</b>     | <b>39%</b> | <b>217</b>   |
| 2c. No Federal Cash Assistance Entered Employment |              |            |                |            |              |
|   | FY 2023 Goal |            | FY 2023 Actual |            | FY 2024 Goal |
| Full Time   | 24           | 25%        | 2              | 20%        | 25           |
| Part Time   | 71           | 75%        | 8              | 80%        | 73           |
| <b>TOTAL</b>                                      | <b>95</b>    | <b>14%</b> | <b>10</b>      | <b>3%</b>  | <b>98</b>    |
| Cash Assistance Recipients Placed in Employment   |              |            |                |            |              |
|   | FY 2023 Goal |            | FY 2023 Actual |            | FY 2024 Goal |
| <b>TOTAL</b>                                      | <b>580</b>   |            | <b>328</b>     |            | <b>602</b>   |

#### Section 2. "Entered Employment". Instructions

**Full- vs. Part-time:** Full-time employment is considered any job where a refugee works 35 hours per week or more. Part-time is any job less than 35 hours per week.

In the available fields under FY [previous year] Actual, enter the **unduplicated** number of refugees entered employment by category of assistance and employment type. The form will automatically calculate the total number of refugees entered employment by adding the number of refugees in each category of assistance and employment type. Enrolled refugees receiving neither Temporary Assistance for Needy Families (TANF) nor Refugee Cash Assistance (RCA) should be included in the category No Federal Cash Assistance Entered Employment.

In the available fields under FY [current year] Goal, enter the proposed number of refugees to enter employment by category of assistance and employment type. As part of the Program Assessment Rating Tool (PART) reported to Congress, the Office of Refugee Resettlement has committed to specific increases based on a given program's performance for this measure. For State/Wilson Fish programs with previous FY Actual entered employment rates of less than 50%, the current FY Goal should reflect at least a 5% increase over

## SECTION VIII: ANNUAL OUTCOME GOAL PLAN (CONT.)

| 3. Federal Cash Assistance Terminations |              |            |                |            |              |            |
|---|--------------|------------|----------------|------------|--------------|------------|
|   | FY 2023 Goal |            | FY 2023 Actual |            | FY 2024 Goal |            |
| TANF Recipients                         | 47           | 68%        | 20             | 57%        | 53           | 68%        |
| RCA Recipients                          | 22           | 32%        | 15             | 43%        | 25           | 32%        |
| <b>TOTAL</b>                            | <b>69</b>    | <b>12%</b> | <b>35</b>      | <b>11%</b> | <b>78</b>    | <b>13%</b> |

**Section 3. "Federal Cash Assistance Terminations". Instructions**

**Termination Rate:** The termination rate is automatically calculated by dividing total federal cash assistance terminations by the total number of TANF and RCA recipients entered employment.

**In the available fields under FY [previous year] Actual, enter the unduplicated number of refugees terminating federal cash assistance due to earnings from employment by category of assistance.** The form will automatically calculate the total number of refugees terminating assistance by adding the number of refugees in each category of assistance.

**In the available fields under FY [current year] Goal, enter the proposed unduplicated number of refugees to terminate federal cash assistance due to earnings from employment by category of assistance.**

| 4. Federal Cash Assistance Reductions |              |           |                |           |              |           |
|---------------------------------------|--------------|-----------|----------------|-----------|--------------|-----------|
|                                       | FY 2023 Goal |           | FY 2023 Actual |           | FY 2024 Goal |           |
| TANF Recipients                       | 8            | 67%       | 0              | #DIV/0!   | 8            | 67%       |
| RCA Recipients                        | 4            | 33%       | 0              | #DIV/0!   | 4            | 33%       |
| <b>TOTAL</b>                          | <b>12</b>    | <b>2%</b> | <b>0</b>       | <b>0%</b> | <b>12</b>    | <b>2%</b> |

**Section 4. "Federal Cash Assistance Reductions". Instructions**

**In the available fields under FY [previous year] Actual, enter the unduplicated number of refugees reducing federal cash assistance due to earnings from employment by category of assistance.** The form will automatically calculate the total number of refugees reducing assistance by adding the number of refugees in each category of assistance.

**In the available fields under FY [current year] Goal, enter the proposed unduplicated number of refugees to reduce federal cash assistance due to earnings from employment by category of assistance.**

| 5. Entered Full Time Employment Offering Health Benefits |              |            |                |            |              |            |
|--|--------------|------------|----------------|------------|--------------|------------|
|  | FY 2023 Goal |            | FY 2023 Actual |            | FY 2024 Goal |            |
| TANF Recipients  | 22           | 63%        | 3              | 43%        | 19           | 61%        |
| RCA Recipients   | 4            | 11%        | 4              | 57%        | 4            | 13%        |
| Non-Federal Cash   | 9            | 26%        | 0              | 0%         | 8            | 26%        |
| <b>TOTAL</b>   | <b>35</b>    | <b>14%</b> | <b>7</b>       | <b>10%</b> | <b>31</b>    | <b>12%</b> |

**Section 5. "Entered Full Time Employment Offering Health Benefits". Instructions**

**Offered vs. Accepted:** Full-time jobs offering health benefits are counted regardless of whether or not the refugee chooses to accept the health coverage.

**In the available fields under FY [previous year] Actual, by category of assistance, enter the unduplicated number of refugees entered full-time employment where health benefits are offered within the first six months of employment.** The form will automatically calculate the total number of refugees entered full-time employment where health benefits are offered.

**In the available fields under FY [current year] Goal, by category of assistance, enter the proposed unduplicated number of refugees to enter full-time employment where health benefits are offered within the first six months of employment.**

| 6. Average Hourly Wage of Refugees Entering Full Time Employment |              |                |              |
|--|--------------|----------------|--------------|
|  | FY 2023 Goal | FY 2023 Actual | FY 2024 Goal |
| Average Hourly Wage  | \$ 16.00     | \$ 16.48       | \$ 17.00     |

**Section 6. "Average Hourly Wage of Refugees Entering Full Time Employment". Instructions**

**Measuring Average:** Average Wage at Employment is calculated as the sum of the hourly wages for the full time placements divided by the total number of individuals placed in employment by each state. ORR calculates the national aggregate average wage based on state averages and does not weight each particular state.

**In the available fields under FY [previous year] Actual, enter the average wage at placement for all refugees entered full-time employment.**

**In the available fields under FY [current year] Goal, enter the proposed average wage at placement for all refugees to**

## SECTION VIII: ANNUAL OUTCOME GOAL PLAN (CONT.)

### 7. 90-Day Retention Rate

|            | FY 2023 Goal | FY 2023 Actual | FFY 2024 Goal |
|------------|--------------|----------------|---------------|
| Percentage | 52%          | 41%            | 43%           |

#### 7a. 90-Day Retention Rate Calculator

|       | Unduplicated # of Retentions | Unduplicated # of Entered Employments |
|-------|------------------------------|---------------------------------------|
| TOTAL | 139                          | 338                                   |

#### **Section 7. "90-Day Retention Rate". Instructions**

**Measuring Retention:** The retention rate is a measure of retention of employment – not necessarily retention of a specific job. As long as the refugee remains employed in a job a quarter after employment entry, it is considered a retention even if it is not the same job started during the previous baseline quarter.

**For the FY [previous year] Actual, in the available field titled "Unduplicated # of Entered Employments," enter the unduplicated number of entered employments counting from July of the previous Calendar Year (CY) through June of the current CY.**

**In the available field titled "Unduplicated # of Retentions," enter the unduplicated number of retentions for FY [previous year] Actual.** The form will automatically calculate the previous FY's Actual 90-Day Retention Rate in the row above entitled "Percentage" by dividing the total retentions by the total entered employments from the 90-Day Retention Rate Calculator (7a).

### 8. Office of Refugee Resettlement Funding

|                                 | FY 2023 Actual  | FY 2024 Proposed |
|---------------------------------|-----------------|------------------|
| Social Services Formula Funding | \$ 2,278,575.00 | \$ 7,120,906.00  |
| Total Liquidated Funding        | \$ 2,068,176.56 | \$ 7,120,906.00  |
| Cost per Entered Employment     | \$ 6,118.87     | \$ 10,172.72     |

#### **Section 8. "Office of Refugee Resettlement Funding". Instructions**

**Reporting Funds:** All HSS funds expended in FY that have employment outcomes should be included in HSS Funding line in Section 8: Office of Refugee Resettlement Funding. Those without employment outcomes should not be included.

**In the available fields, enter the total Office of Refugee Resettlement funds, for employment services as defined by CFR 400.154 (a) ONLY ("including development of a family self-sufficiency plan and an individual employability plan, world-of-work and job orientation, job clubs, job workshops, job development, referral to job opportunities, job search, and job placement follow up") liquidated in FY [previous year], regardless of the year in which those funds were received.** The form will automatically calculate the total funding expended in the previous FY and the cost per placement.

**In the available fields, enter the total Office of Refugee Resettlement funds for employment services as defined by CFR 400.154 (a) ONLY proposed to be liquidated in FY [current year].** The form will automatically calculate the total funding proposed to be expended in the current FY and the proposed cost per placement.

#### **Agency Point of Contact**

In the available fields, enter the name, title, and contact information of the agency staff person best equipped to respond to questions regarding your Annual Outcome Goal Plan submission.

|               |                                    |
|---------------|------------------------------------|
| Name:         | Jose Tario                         |
| Title:        | Senior Information Systems Analyst |
| Phone Number: | 562-345-9942                       |
| Email:        | jostario@dpss.lacounty.gov         |

The completed FY XXXX Annual Outcome Goal Plan Performance Goals and Actuals and Performance Narrative should be submitted via email to [rpbreports@dss.ca.gov](mailto:rpbreports@dss.ca.gov) by [date].

## **SECTION IX: APPENDICES**

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### **A. COUNTY PROCUREMENT PROCESS**

DPSS contracts with two CBOs to provide direct services to refugees. The REP contract with JVS SoCal is a two-year contract with the option to extend for up to one and a half additional years for a maximum term of three and a half years. It was executed on November 1, 2022. The CBO was selected through the Request for Proposals (RFP) process to provide direct services under the REAS contract. The RFP detailed the current design of the REP components/activities, funding, and contract responsibilities. Due to an influx in the REP caseload, one additional REP contractor was secured effective October 1, 2023.

### **B. COUNTY PROGRAM MONITORING PROCESS**

REP monitoring is conducted by DPSS' Contract Administration and Monitoring Division. Contract Program Monitors (CPMs) conduct quarterly and monthly comprehensive monitoring reviews of the contracted agency. Results of the reviews are reported to CDSS/RPB within 45 days from the completion of the review. Monitoring is conducted on-site at the Contractor's offices, as well as through desk reviews. CPMs, through the use of oral interviews and comprehensive monitoring tools, review participant CalSAWS and physical files and related data, verify 90-day follow-up on job placement, and verify accuracy of data reported by the contracted agency.

Through program monitoring, DPSS assures that:

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

### **C. COUNTY CONTRACT ADMINISTRATOR**

The County Contract Administrator (CCA) evaluates the agency's performance in meeting the contractual obligations and program goals and ensures that deficiencies are corrected based on provider-specific corrective action plans.

Through the monitoring process, the CCA has the ability to identify potential problems and fraud, supervises corrective action plans, and otherwise ensures the quality of services to participants. The CCA reviews the accuracy of invoices, approves payments, and provides technical assistance.

## **SECTION X: REQUIRED ASSURANCES FOR LOS ANGELES COUNTY PLAN FOR RSS**

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DPSS assures that the FFYs 2024-2026 Los Angeles County Plan for RSS was developed in accordance with CDSS/RPB's Refugee Program County Guidelines and in accordance with:

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

Furthermore, DPSS assures that:

- The County will use CalWORKs SA funding to serve refugee CalWORKs participants, especially for supportive services (i.e., childcare and transportation).
- It is committed to reducing social and racial inequities in program policies procedures and practices (PPP), including helping individuals in RSS programs to achieve self-sufficiency and reach their full potential in the U.S. while examining the application of trauma-informed services.
- It will uphold program procedures to provide culturally and linguistically appropriate services and explore the creation and implementation of research and evaluation systems to equitably serve all refugee populations, by:
  - Mandating Implicit Bias and Sexual Orientation, Gender Identity and Expression (SOGIE) competency trainings for all staff, and Anti-Racism, Diversity, and Inclusion (ARDI) for all management and management support staff. SOGIE trainings include LGBTQ+ and transgender competency in the workplace and when serving applicants and participants. Training development is done in consultation with the County Departments of Mental Health and Health Services, County Commission on Human Relations, and LGBTQ+ community leaders.

## **SECTION X: REQUIRED ASSURANCES FOR LOS ANGELES COUNTY PLAN FOR RSS (CONT.)**

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- Evaluating tools for the identification and documentation of gaps in services, structural deficiencies, and bias in all its forms. Tools include quantitative and qualitative data from internal and external resources.
- Engaging with communities served and community partners including stakeholder representatives of the community served, and obtain perspectives of those with lived experiences.
- Welcoming feedback from internal and external customers to determine the impact of PPP.
- Reflecting, assessing, revising, and expanding PPP to eliminate barriers for accessing services.
- Being responsive to needs and concerns while being inclusive of all eligible populations without regard to race, religion, sex (including sexual orientation), gender identity, or political opinion.



## SECTION XI: CONTRACTED SERVICES AGENCY

The following is information on the two current RSS, AUSAA, SOR Set-Aside contracted services providers:

| Provider  | Contact Information   | Refugee Funding Sources and Amounts  | Refugee Participants Aid Type                                     | Services Offered by Funding Source  |
|-----------|---|--|---|---|
| JVS SoCal | Josefina Santiago,<br>Director<br><a href="#">315 Arden Avenue, #18</a><br><a href="#">Glendale, CA 91203</a><br><a href="#">(310) 467-1931</a><br><a href="mailto:jsantiago@jvs-socal.org">jsantiago@jvs-socal.org</a> | RSS/AUSAA:<br>\$6,772,948<br>(total for contract term)<br><br>SOR:<br>\$273,595<br>(total for contract term) | CalWORKs, Refugee Cash Assistance, General Relief, and non-aided. | <p>RSS:</p> <ul style="list-style-type: none"><li>• Appraisal, Acculturation and Employability Services as defined under 45 CFR 400.154 (a), (g), (h), (i), (j), and (k).</li><li>• Referrals to Employability Services as defined under 45 CFR 400.154 (b), (c), (d), (e), and (f).</li><li>• Information and referral, outreach, and social adjustment services as defined under 45 CFR 400.155 (a), (b), and (c).</li></ul> <p>SOR:</p> <ul style="list-style-type: none"><li>• Information and referral, outreach, social adjustment, transportation, translation and interpreter services, and citizenship and naturalization preparation services including English language and civics instruction as defined under 45 CFR 400.155 (a), (b), (c), (e), (f), and (i).</li></ul> |

## SECTION XI: CONTRACTED SERVICES AGENCY (CONT.)

| Provider                          | Contact Information  | Refugee Funding Sources and Amounts  | Refugee Participants Aid Type                                     | Services Offered by Funding Source  |
|-----------------------------------|--|--|---|---|
| Catholic Charities of Los Angeles | James DeRose,<br>Associate Program Director<br><a href="#">4322 San Fernando Road,</a><br><a href="#">Glendale, CA 91204</a><br><a href="#">(213) 318-5723</a><br><a href="mailto:jderose@ccharities.org">jderose@ccharities.org</a> | RSS/AUSAA:<br>\$1,316,110<br>(total for contract term)<br><br>SOR: \$43,000<br>(total for contract term) | CalWORKs, Refugee Cash Assistance, General Relief, and non-aided. | <p>RSS:</p> <ul style="list-style-type: none"> <li>• Appraisal, Acculturation and Employability Services as defined under 45 CFR 400.154 (a), (g), (h), (i), (j), and (k).</li> <li>• Referrals to Employability Services as defined under 45 CFR 400.154 (b), (c), (d), (e), and (f).</li> <li>• Information and referral, outreach, and social adjustment services as defined under 45 CFR 400.155 (a), (b), and (c).</li> </ul> <p>SOR:</p> <ul style="list-style-type: none"> <li>• Information and referral, outreach, social adjustment, transportation, translation and interpreter services, and citizenship and naturalization preparation services including English language and civics instruction as defined under 45 CFR 400.155 (a), (b), (c), (e), (f), and (i).</li> </ul> |

## SECTION XII: REFUGEE STAKEHOLDER MEETINGS

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Los Angeles County has engaged in refugee community stakeholder meetings throughout the year in order to be aware of local, statewide, and national occurrences that may impact refugee arrival numbers, refugee resettlement, and their progress towards self-sufficiency and upward economic mobility. Furthermore, Los Angeles County's goals and partnerships for the solution of issues are supported in these meetings.

A sample of meeting attendees include the State Refugee Coordinator, CDSS/RPB Managers and Analysts, State Refugee Health Coordinator, County Refugee Coordinator, Los Angeles County Departments of Economic Opportunity, Public Health and Office of Immigrant Affairs, other local and adjacent counties' governance, Refugee Resettlement Agencies, public safety, public education entities, local Workforce Development Boards, California EDD, and State Labor Department, and various community-based organizations.

The following is a list of stakeholder meetings that Los Angeles County participated in prior to FFY 2023-2024:

- County Refugee Coordinators Quarterly Meeting:
  - 2022: September 27 and December 15.
  - 2023: March 28 and June 27.
- Refugee Employment Program – Refugee Employment and Acculturation Services Provider Bimonthly Meeting:
  - 2022: August 17 and November 16.
  - 2023: February 15, May 17, and August 16.
- Refugee Forum of Los Angeles Bimonthly Meeting:
  - 2022: September 26 and November 16.
  - 2023: January 25, March 22, May 24, and July 26.
- Refugee Community Stakeholder Virtual Meeting for Development of the FFY 2023-2024 County Refugee Services Plan – August 21, 2023.
- State Advisory Council Quarterly Meeting:
  - 2023: March 28 and June 8.
- Ukrainian Statewide Biweekly Virtual Convening – August 3, 2022 to December 7, 2022.
- Monthly and ongoing Workforce Services for Refugees and Immigration convenings facilitated by the Labor and Workforce Development Agency and California EDD to ensure preparedness to serve newly arriving Afghan and Ukrainian humanitarian parolees.

## SECTION XIII: STAKEHOLDER CONSULTATION FOR THE COUNTY REFUGEE SUPPORT SERVICES PLAN

Los Angeles County consulted with various refugee community stakeholders for the development of the three-year cycle FFY 2023-2024 County Refugee Services Plan. Consultation, sharing of the draft County Plan, and solicitation for input was conducted via virtual meeting and e-mail. Input received from stakeholders was compiled into a Questions and Answers document, which was shared with stakeholders.

The following is a list of attendees that participated in the stakeholder meeting for consultation on the County Refugee Services Plan, held on August 24, 2023:

| Name                     | Organization Name   |
|--------------------------|---|
| Brenda Thomas            | Catholic Charities of Los Angeles   |
| Amber Kirk               | Church World Service (CWS) of Garden Grove  |
| Joy Mikhail              | CWS   |
| Alaudina Dina Bostandzic | CWS   |
| Lelaine Arredondo        | Citrus College  |
| Anahita Panahi           | Coalition for Humane Immigrant Rights Los Angeles   |
| Leigh LaChapelle         | Coalition To Abolish Slavery & Trafficking Los Angeles  |
| Souhaila Elmoukari       | College of the Canyons  |
| Juanita Pais-Martin      | Compton College   |
| Maria Navarro            | East Los Angeles College  |
| Adrienne Coblentz        | East San Gabriel Valley AJCC  |
| Troy Elder               | Episcopal Diocese of Los Angeles / Interfaith Refugee and Immigration Service                     |
| Czrilla Gounlong         | First Evangelical Church Glendale   |
| Susanne Ko               | Foothill Eastern Transportation Corridor America's Job Center of California (AJCC)                |
| Andrea Castillo          | Home For Refugees USA   |
| Czilla Gounlong          | Home For Refugees USA   |
| Minda Schweizer          | Home For Refugees USA   |
| Cambria Tortorelli       | International Institute of Los Angeles (IILA) AJCC  |
| Erika Lopez              | IILA AJCC   |
| Hasmik Ktoian            | IILA Glendale   |
| Shahrokh Samadi          | IILA Glendale   |
| Susay Michael            | IILA Human Trafficking Survivors/Preferred Communities/Opportunities for Youth Programs           |
| Carly Boos               | International Rescue Committee (IRC)  |
| Yvette Khani             | IRC   |
| Alees Gharibian          | JVS SoCal   |
| Josefina Santiago        | JVS SoCal   |
| Haidy Juarez             | Los Angeles Department of Consumer & Business Affairs /Office of Immigrant Affairs                |
| Cheren Kochen            | Los Angeles County Department of Economic Opportunity (LAC DEO) Workforce Development Board (WDB) |
| Jarrod Degonia           | LAC WDB   |
| May Lam                  | Long Beach City College   |

## SECTION XIII: STAKEHOLDER CONSULTATION FOR THE COUNTY REFUGEE SUPPORT SERVICES PLAN (CONT.)

|                      |  |
|----------------------|--|
| Ana Palacios-Gomez   | Los Angeles Department of Public Social Services (MediCal Program) (LA DPSS)           |
| Ana Lopez            | Los Angeles County Office of Education (LACOE)   |
| Noemi Castaneda      | LACOE  |
| Onica Ross           | LACOE  |
| Everlee Blu          | Los Angeles Unified School District (LAUSD) Refugee Educational Support Program (RESP) |
| Victor Gonzalez      | LAUSD RESP   |
| Adriana De La Torre  | LAUSD Migrant Education Program  |
| Ani Chapkinyan       | Los Angeles Valley College (LAVC)  |
| Asya Davtyan         | LAVC   |
| Edit Kocsis          | LAVC   |
| Nino Shtromberg      | LAVC   |
| Rachel Kersey        | Pacific Gateway AJCC   |
| Vartoohi Andreassian | Pacific Asian Consortium in Employment (PACE) Los Angeles                              |
| Wai Ling Chin        | PACE Los Angeles   |
| Peyman Malaz         | Pars Equality Center   |
| Ngan Mork            | Pierce College   |
| David Nelms          | South Bay Workforce Investment Board (WIB)   |
| Tracey Atkins        | South Bay WIB  |
| Michael Seale        | South Bay One Stops-Carson AJCC  |
| Andrea Van Buren     | South East Los Angeles County (SELACO) WDB   |
| Vanessa Ramirez      | SELACO WDB   |
| Tami Shaikh          | Uplift Charity   |
| Melissa Younesian    | Verdugo WDB  |
| Jose Serrano         | World Relief Southern California   |
| Alicia Oropeza       | LA DPSS (GAIN Analyst)   |
| Anik Minasian        | LA DPSS (Refugee Employment Program (REP))   |
| Burhman Smith        | LA DPSS (Transportation Analyst)   |
| Frederick Manlutac   | LA DPSS (Short-Term Vocational Training Programs Analyst)                              |
| Linh Tran            | LA DPSS REP  |
| Magin Argueta        | LA DPSS (Ancillaries Analyst)  |
| Margarita Jimenez    | LA DPSS REP  |
| Maricela Soto        | LA DPSS (REP/LA County Refugee Coordinator)  |
| Rada Mosley          | LA DPSS (CalWORKs Program)   |

## **SECTION XIV: COUNTY BOARD OF SUPERVISORS RESOLUTION**

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Pending submittal for County Board of Supervisors review, approval, and resolution upon preliminary approval from CDSS/RPB.