

PY 05-06 Six Month WorkSource and OneSource Performance

BACKGROUND

This Report provides a summary of the system's progress towards the PY 05/06 Annual Performance Evaluation and provides a snapshot of our system's performance as of December 31, 2005, the halfway point in the contract year. Unlike the annual review, this report focuses on only two of the four elements of the Balanced Scorecard to track performance progress. This report reviews Administrative Capability and Customer Flow, and does not detail Outcomes and Customer Satisfaction results. Reasons for this are that the federal Outcome measures track past performance unrelated to the current contracting period, and that the Customer Satisfaction measures depend exclusively on employer and job-seeker surveys that have not yet been completed. The department is not recommending awards for Star or Qualifying performance levels, but instead is offering a report on progress towards annual goals as of December 31, 2005, the halfway point in the program year. The department anticipates returning to Star and Qualifying level award for the annual performance review.

RESULTS

The Workforce Development System is on track to successfully meet or exceed the established federal Outcome measures for the current program year. Presently, the WorkSource component is exceeding all federal measures, with the exception of the Employment Retention Rates for both the Adult and the Dislocated Worker programs where the current retention rate for the Adult program is 77%, slightly below the 80% goal; for the Dislocated Worker program, the level of performance is 84%, also slightly below the target of 87%.

In the past year, the department has expressed concern with the Dislocated Worker performance numbers, including the number of registered customers and the number of exited customers. In addition, system operators have reported a decrease in client referrals from the State Employment Development Department. In response, the department has provided additional on-site training to WorkSource Center staff to ensure that outreach and enrollment strategies effectively capture and accurately record eligible Dislocated Worker customers. The department has also revamped its processes for tracking and enrolling customers that attend the Rapid Response orientations, and for referring these individuals to the WorkSource Centers.

The Youth OneSource program is also on track to meet the federal measures. Previously, the system was unsuccessful in two younger youth federal measures, Skill Attainment and Diploma Rates. In response to this, the City implemented revisions to the monitoring, technical assistance, and training protocols. These revisions have resulted in improved outcomes in these measures. A current focus for the Youth system is improving the Entered Employment Rate and the Credential Rate for Older Youth.

WORKSOURCE

In the Customer Flow area, the department reviews the number of Universal Access Customers, the number of Exited registered customers, the number of “hard to serve” registrants, and the number of businesses served. These elements document the volume of activity as well as address the WIB priorities to serve business and hard to serve participants.

In the Administrative Capability area, the department reviews the total expenditures, training and supportive services expenditures, and administrative practices. The system operators are contractually obligated to budget 12% of their total funding for training and support services. To mitigate mid-year funding reductions, the department permitted operators to apply a portion of their budget reduction towards this training and support services “set-aside.”

In exchange for this reduction, the department required that the total expenditures (actual and leveraged) for training and support services equal at least 12% of the operator’s budget. As of the sixth month reporting period, the operators reported training and supportive services expenditures of \$842,675 and leveraged resources of \$1,506,936.

The system and individual operators need to improve in the following areas:

I. Customer Flow

- A. Number of Universal Access Customers: The system averaged 119% of its goal of 53,260 customers.
- B. Exits: Two WorkSource Centers were lagging in their Adult Exit goals for the period.
 - Marina del Rey-Mar Vista (Career Planning Center (CPC))
 - Harbor (City of Torrance (CLT))

As previously indicated, the system continues to struggle with Dislocated Worker performance. Eight WorkSource Centers are lagging in their Dislocated Worker Exits:

- Downtown (Chicana Service Action Center)
- Lafayette Park (Housing Authority of the City of Los Angeles)
- Marina del Rey-Mar Vista (Career Planning Center, Inc.)
- Metro North (Goodwill Industries)
- Southeast Los Angeles, Crenshaw (UAW-LETC)
- Southeast Los Angeles-Watts (Watts Labor Community Action Committee),
- West Adams-Baldwin Hills (Los Angeles Urban League)
- Westlake (Pacific Asian Consortium in Employment)

- C. Hard to Serve Registrations: The system and the operators are exceeding the targets set for registering and exiting hard to serve customers.
- D. Number of Businesses Served: Contractors were expected to have provided creditable services to at least 30 businesses by December 31. Two centers were lagging.
- South Los Angeles (Community Centers, Inc.), 13 businesses served
 - Southeast Los Angeles-Crenshaw (UAW-LETC), 15 businesses served

II. Administrative Capability

- A. Training and Support Services: In reviewing reported expenditures and leveraged resources, two operators have not met the six-month benchmark for this measure. Reported expenditures do not include obligated funds.
- Downtown WorkSource (Chicana Service Action Center, Inc.)
 - Sun Valley WorkSource (El Proyecto del Barrio, Inc.)
- B. Administrative Monitoring Measure: Three agencies were rated less than satisfactory in this measure
- Downtown WorkSource (Chicana Service Action Center, Inc.), Marginal
 - Harbor WorkSource (City of Torrance), Unsatisfactory
 - Lafayette Park WorkSource (Housing Authority of the City of Los Angeles), Unsatisfactory

ONESOURCE

I. Customer Flow

Youth contractors have three customer flow goals: new registrations, total registrations, and out-of-school youth registrations.

- A. New Registered Youth: Seven OneSource Centers were behind in reaching their new registration goal.
- Para Los Ninos (East Los Angeles)
 - Catholic Charities (Central Los Angeles)
 - Regents of the University of California (Central Los Angeles)
 - Los Angeles Urban League (South Los Angeles)
 - Catholic Charities (South Los Angeles)
 - Watts Labor Community Action Center (South Los Angeles)
 - Regents of the University of California (West Los Angeles)

- B. Total Registered Youth: All contractors met or exceeded their six-month benchmarks.
- C. Out-of-School Youth: One OneSource Center did not meet the six-month goal for Out-of-School Youth enrollment.
- Catholic Charities (Central Los Angeles)

II. Administrative Capability

- D. Provision of Services: The Department of Labor (DOL) and the City have established a list of twelve service elements that each Network must make available to any client assessed as requiring these. To date, six operators have been unable to provide at least eleven of these elements.
- Youth Opportunity Movement (East Los Angeles)
 - Youth Opportunity Movement (North Valley Los Angeles)
 - Regents of the University of California (Central Los Angeles)
 - Catholic Charities (Central Los Angeles)
 - Los Angeles Unified School District (Harbor)
 - Marriott Foundation
- E. Administrative Monitoring Measure: Six OneSource Centers were rated as less than satisfactory for this measure
- Catholic Charities (South Los Angeles), Marginal
 - Los Youth Opportunity Movement (North Valley Los Angeles), Marginal
 - Regents of the University of California (Central Los Angeles), Marginal
 - Regents of the University of California (West Los Angeles), Marginal
 - Los Angeles Unified School District (Harbor), Unsatisfactory
 - Catholic Charities (Central Los Angeles), Unsatisfactory

MC:JP
Attachments