

# LA COUNTY AJCC MODERNIZATION REQUEST FOR PROPOSALS (RFP)

Summary Overview

## BACKGROUND

DEO oversees the public workforce system for LA County, including the LA County Workforce Development Board (WDB), its network of America's Job Centers of CA (AJCC), and all outreach, job preparation, industry-informed training and work-based learning, supportive services, business incentives, and hiring and advancement services for young adults, jobseekers, and businesses. DEO is in the process of releasing a Request for Proposals (RFP) in early 2023 to procure AJCC service providers. We are required by law to procure our AJCC providers every 5 years. In addition to meeting this legal requirement, DEO engaged with stakeholders, community partners, and county leadership to best inform the design of our RFP. As a result of this engagement, DEO established the AJCC modernization strategies, intended to increase the effectiveness of our workforce services and prioritize equitable outcomes for both the businesses and communities we serve.



## MODERNIZATION STRATEGIES & NORTH STAR PRINCIPLES

Through significant research and public engagement efforts, DEO identified the **North Star Principles** and **7 overarching modernization strategies** to strengthen our AJCC system and increase the overall effectiveness of the services we provide. The North Star Principles include: **Equitable Outcomes, Inclusive Economic Growth, Economic Mobility, Climate Resilience** and **Job Quality**.

The 7 modernization strategies include practices to:

- Empower and Include Community-Based Organizations (CBOs)
- Establish Population and Industry-Specific Centers of Excellence
- Incentivize Quality Outcomes and Impact
- Grow Place-Based and Virtual Service Delivery
- Increase Community Outreach Engagement
- Prioritize High Road Pathways
- Invest in Effectively Staffed AJCCs that Serve as High Road Employers

## MODERNIZATION STRATEGIES IN PRACTICE

### Empower and Include CBOs

To further LA County's goal of implementing equity and diversity in county contracting, DEO will require AJCC providers to include a small CBO with expertise in serving community in their proposal.

### Centers of Excellence (COE)

The COE is a function of our AJCCs that allows each comprehensive area to lead in developing key strategies and planning for the County in one pre-identified industry sector and one pre-identified priority population. Additionally, DEO will lead a COE for recipients of Public Social Service Benefits and County Employment/Public Sector Employment.



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## MODERNIZATION STRATEGIES IN PRACTICE (CONT'D)

### Incentivize Quality Outcomes & Impact

In areas where AJCCs demonstrate exemplary performance in implementing North Star Principals and COE's, incentives may be provided and best practices may be recognized and shared across system.

### Grow Place-Based & Virtual Services

DEO will be releasing an additional RFP to support the launch of a full-service Virtual AJCC. The Virtual AJCC will be accessible at-home for many of our communities and will be integrated across our brick-and-mortar AJCCs.

### Increase Community Outreach & Engagement

AJCC providers will be required to draft and implement a community outreach and engagement plan to reflect both the North Star Principles and the work they are leading as a Center of Excellence.

### Prioritize High Road Pathways

In partnership with industry sector-based COEs, DEO will dedicate a portion of WIOA and other funds for high-road training partnerships, registered apprenticeships and related models that prepare residents for quality jobs and careers in high-growth and opportunity sectors.

### Invest in AJCCs to Serve as Model High Road Employers

DEO developed a staffing model that ensures AJCCs have at least 20 full-time benefited staff responsible for direct delivery of career and business services, coordination of partners, COE activities, community engagement, and quality assurance. DEO will ensure AJCCs provide at minimum a living wage (\$21.89/hr) to all employees.

## AJCC MODERNIZATION RFP HIGHLIGHTS

Interested proposers will be provided with a comprehensive Community Workforce Needs Assessment (CWNA). The CWNA will include data to help inform responses to the RFP questions that each proposer will be required to respond to in full. Proposers will also be provided with a sample staffing model, descriptions of the 7 sub-regions ([Antelope Valley](#), [Rancho Dominguez](#), [Pomona Valley](#), [East San Gabriel Valley](#), [East LA/West San Gabriel Valley](#), [Southeast LA](#), and [Rio Hondo](#)) and 2 specialized centers ([West LA](#) and [Veterans](#) AJCC) in which they can apply. Each AJCC will also need to provide the following services in addition to the implementation of the modernization strategies:

- Operation and Implementation of WIOA Services for:
  - Adult Low Income
  - Dislocated Worker
  - Youth
  - Rapid Response (only 3 proposers will be selected and funded to operate)
- Operation and Oversight of one Affiliate AJCC (Rancho Dominguez & Antelope Valley will be required to operate two Affiliate AJCCs)
- Coordination with all required partners including EDD, DOR, DPSS, and others where specified.
- Achievement of WIOA-mandated performance outcomes

