

**Los Angeles County Plan for
Refugee Social Services (RSS) and
Targeted Assistance (TA)**

Federal Fiscal Year 2011

Submitted, November 10, 2010
Resubmitted April 5, 2011

**Los Angeles County Plan for Refugee Social Services (RSS) and
Targeted Assistance (TA) for Federal Fiscal Year (FFY) 2011**

Table of Contents

<u>Section</u>	<u>Page</u>
Table of Contents	1-3
I. COUNTY REFUGEE PROGRAM ADMINISTRATION	4
A. Organizational Chart	
II. DESCRIPTION OF REFUGEE PROGRAMS	5
A. Funding Sources	
1. Refugee Social Services (RSS)	
2. Targeted Assistance (TA) Formula	
3. Targeted Assistance Discretionary	
4. Refugee Social Services (RSS) Formula Carryover	
5. Targeted Assistance Formula (TA) Carryover	
6. Older Refugee Discretionary Grant (ORDG)	
7. Older Refugee Discretionary Grant Carryover	
B. General Program Description	6
1. Refugee Social Services Formula Grant (RSS)	
2. Targeted Assistance Formula Grant (TA)	
3. Targeted Assistance Discretionary Grant	
4. Older Refugee Discretionary Grant	
C. CalWORKs and RCA Compliance	7
D. County Planning Process	7-9
1. Planning Participants	
2. Demographics of Refugee Population	
3. Target Population Needs	
4. Labor Market Information	
III. DESCRIPTION OF SERVICE COMPONENTS	10
Refugee Social Services (RSS)	
A. Employment Services Components	10-11
1. REP Appraisal	
2. REP Orientation	
3. Job Club/Job Search	
4. Post-Employment Services	

5. Employment Retention Services

Section

III.	DESCRIPTION OF SERVICE COMPONENTS (Cont.)	
	B. English Language Training	11
	1. VESL	
	C. On-The-Job Training/Skills Training	11-12
	1. Vocational/Education Training	
	2. Work Experience (WEX)	
	3. Paid Work Experience	
	4. OJT	
	D. Case Management	12
	E. Other Employability Services	13
	1. Post Employment Career Assessment	
	2. Evaluation of Records	
	3. Professional Development	
	4. Vocational Assessment	
	5. Translation & Interpreter Services	
	F. Non-Employment Services	13-14
	1. Clinical Assessment	
	2. Family Appraisal	
	3. Life Skills Workshops	
	6. Outreach Services	
	7. Citizenship and Naturalization Services	
	Targeted Assistance Formula Grant	15
	ORDG Grant	15
IV.	BUDGETS	16
	A. FFY 2011 RSS Formula Allocation	16
	B. FFY 2011 TA Formula Allocation	17
	C. FFY 2010 RSS Formula Carryover	18
	D. FFY 2010 TA Formula Carryover	19
	E. FFY 2011 ORDG Grant	20
	F. FFY 2011 ORDG Grant Carryover	21
V.	ANNUAL SERVICE PLAN	22

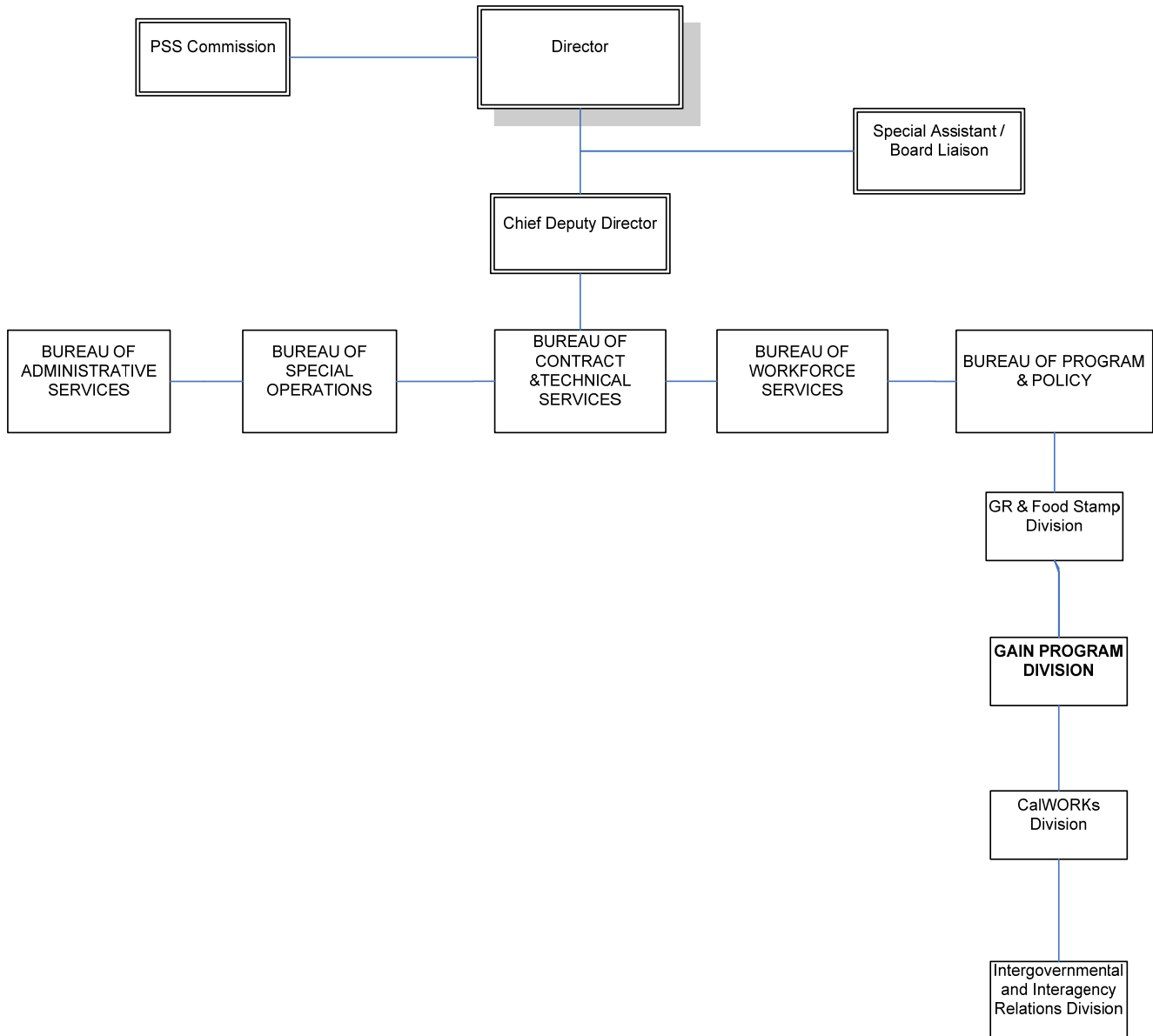
Section

VI.	ANNUAL GOAL PLAN	23
VII.	APPENDICES	24
	A. County Procurement Process	
	B. County Monitoring Process	
	Program Monitoring	
VIII.	REQUIRED ASSURANCES	25
XI.	COUNTY BOARD OF SUPERVISOR RESOLUTION	26

SECTION I: COUNTY REFUGEE PROGRAM ADMINISTRATION

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

A. ORGANIZATION CHART



SECTION II: DESCRIPTION OF REFUGEE PROGRAMS

A. FUNDING SOURCES

1. REFUGEE SOCIAL SERVICES (RSS) FORMULA

The funding allocated by the CDSS for RSS services to Los Angeles County for FFY 2011 is \$3,360,367

2. TARGETED ASSISTANCE (TA) FORMULA

The funding allocated by CDSS for TA services to Los Angeles County for FFY 2011 is \$ 3,426,382

Los Angeles County will not receive Targeted Assistance Discretionary funding for FFY 2011.

3. REFUGEE SOCIAL SERVICES (RSS) FORMULA (carryover)

The RSS carryover funds from FFY 2010 totaling \$744,175 will be used this plan year.

4. TARGETED ASSISTANCE FORMULA (carryover)

TA carryover funds from FFY 2010 totaling \$1,384,501 will be used this plan year.

5. OLDER REFUGEE DISCRETIONARY GRANT (ORDG)

The funding allocated by CDSS under the ORDG to Los Angeles County for FFY 2011 is \$107,726.

6. OLDER REFUGEE DISCRETIONARY GRANT CARRYOVER

ORDG carryover funds from FFY 2008, FFY 2009, and FFY 2010 totaling \$297,175 will be used this plan year.

SECTION II: Description of Refugee Programs (cont.)

B. GENERAL PROGRAM DESCRIPTION

1. Refugee Social Services Formula Grant (RSS)

The REP is a program designed to provide culturally and linguistically sensitive employment and specialized services for refugees (for the purposes of this document the term “refugees” encompasses asylees, Cuban and Haitian entrants, victims of several forms of trafficking and victims of torture) following their arrival in the United States. The program is intended to assist refugees through the initial adjustment period with the ultimate goal of becoming self-sufficient. In keeping with the Priority in Provision of Services, services under this funding will be targeted primarily to refugees who are in their first year in the U.S.

The intent of the REP is to address the needs of eligible refugees in a holistic manner. Services under REP are designed to identify and deliver necessary assistance that ensures individuals and families needs are assessed and met in relation to obtaining and retaining employment while becoming accustomed to their new country. REP services provided by the contracted agencies include but are not limited to social adjustment and employment services. Refugees will be referred to community agencies for educational and other specialized services, such as Domestic Violence, Mental Health and Substance Abuse treatment and assessment.

Under this funding, refugees who apply for employment services directly with a contracted provider are interviewed by the provider and referred to a county welfare office to apply for county benefits. If eligible for aid the refugee is added to the Refugee Employment system and referred to a provider for employment services. If not eligible, the refugee is classified as a non-aided refugee and is serviced based on funding availability.

2. Targeted Assistance Formula Grant (TA)

TA funds REP services identical to those for RSS. However, services provided by this funding stream are targeted primarily to refugees who have been in the U.S. between 13 and 60 months, are aided under the CalWORKs or GR Programs, and are not employed. TA funding also targets formerly aided refugees who remain unemployed.

Participants’ length of time in the US is tracked through the County’s case management and participant tracking system (GEARS).

3. Targeted Assistance Discretionary Grant

Los Angeles County will not receive a Targeted Assistance Discretionary Grant for FFY 2011.

4. Older Refugee Discretionary Grant

This grant funds the ORDG program that offers older refugees, age 60 and over, services that include citizenship acquisition and referrals to senior adult services.

SECTION II: Description of Refugee Programs (cont.)

Refugees are referred by DPSS to refugee community agencies that provide a variety of specialized program services to this population.

C. CalWORKs AND RCA COMPLIANCE

Los Angeles County assures that the provision of activities and services to mandatory and voluntary CalWORKs Welfare to Work (WTW) and RCA participants, funded by the Refugee Program Bureau with allocated Office of Refugee Resettlement (ORR) monies and allocated by CDSS, will be in accordance with CalWORKs WTW and RCA requirements (including program participation flow, good cause determination, financial sanctions, and supportive services) specified in Manual of Policy and Procedures Sections 42-700 and 69-200, respectively, and other applicable CalWORKs and RCA policy guidance issued by CDSS.

D. COUNTY PLANNING PROCESS

1. Planning Participants

The REP Program design was achieved through input from various public and community meetings. These meetings were attended by non-profit refugee service providers, Voluntary Resettlement Agencies (VOLAGs), refugee business persons, and members of both the public and private sectors that are involved with Los Angeles County's Refugee community. Specific attendees involved were the Armenian Relief Society, Armenian Evangelical Social Services Center, Jewish Vocational Service, Catholic Charities, International Institute of Los Angeles, Community Enhancement Services, Legal Aid Foundation and Los Angeles County Neighborhood Legal Services.

Subsequent request for comments were sought from Community Stakeholders of which were received on January 6, 2011. DPSS held follow up discussions with Community Stakeholders to acknowledge recommendations incorporated into this plan.

2. Demographics of Los Angeles County's Refugee Population

Los Angeles County serves a multi-lingual refugee population. Approximately 63 percent of the refugee population is receiving CalWORKs, 21 percent RCA and 16 percent GR. REP participants have varying work histories, employment skills, childcare needs, as well as transportation, ancillary and/or other specialized needs (e.g., domestic violence, substance abuse and mental health barriers).

SECTION II: Description of Refugee Programs (cont.)

A number of these individuals have some college education; the majority attended school for some length of time. However, a substantial number have had no formal schooling. The majority of the refugee participants have poor to no English language skills. Though there are over 25 ethnic groups from 65 or more countries represented in Los Angeles County, the majority of arrivals between FFY 2006 through FFY 2010 were from Iran (12,611) followed by Iraq (1,248), the former USSR (270), and Southeast Asia (391).

3. Target Population Needs

Achieving self-sufficiency has been difficult for refugees on long term cash public assistance. Through the stakeholder meetings Los Angeles County service providers have indicated that while there may be a variety of jobs available, the main factors inhibiting a refugee's attainment of employment may be the lack of training resources that serve diverse languages and cultures, lack of employable skills, limited English, 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. Evaluating and planning for self-sufficiency for the entire family will help meet the needs of the entire family. The REP employment components and targeted refugee services are designed to help family members prepare for and accept employment and ultimately achieve self-sufficiency.

In assisting this population of CalWORKs, RCA, and GR REP participants to reach economic self-sufficiency, free from welfare and/or public assistance dependency, 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
- Lack of available and affordable child care
- Suffer from domestic violence, mental health, and/or substance abuse issues
- Lack of stable, affordable housing
- Lack of a social support system
- Longer cultural adjustment periods

4. Labor Market Information

The REP program will target preparing participants for jobs in occupations that show the fastest growth and most openings in Los Angeles County. Based on Los Angeles County Metropolitan area occupational statistics from the State Employment Development Department and State of California Department of Finance, the following are some of the targeted entry level occupations with the most job openings in Los Angeles County:

- Retail Salespersons
- Medical Assistants
- Personal and Home Health Aides
- Office Clerks
- Child Care Workers

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' 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

REFUGEE EMPLOYMENT SOCIAL SERVICES FORMULA (RSS)

A. Employment Services Components

1. REP Appraisal

DPSS requires all REP participants to participate in the appraisal activity. At appraisal, the REP providers shall provide a verbal and written program description that includes the following:

- A general description of the welfare-to-work program, available activity components, supportive services, and child care.
- A review of program requirements to participate in welfare-to-work activities.
- A general description of the rights and responsibilities of the participants.
- Information will be provided on available mental health, domestic violence and substance abuse services.
- Gathering of individual information on employment history and skills, supportive services needs, and any other relevant information the County requires in order to assign appropriate welfare-to-work activities.
- Development of a Family Self-Sufficiency Plan to address the family's need in the areas of employment and social services.

2. Orientation/Job Club/Vocational Assessment (JCO)

JCO is a three-week activity. Orientation is on the first day and includes a series of motivational techniques as well as a quick overview of the REP program. Next is a week-long career planning & preparation seminar that includes evaluation of participant interest, skills, education and employment history and developing a career goal plan. The next two weeks include active supervised job search. Participation must meet the CalWORKs requirement of a minimum of 32 hours-per-week for one-parent cases and 35 hours-per-week for two parent cases. For RCA, the requirement is a minimum of 32 hours-per-week for one-parent cases and 32 hours-per-week for each person in a two person case. GR participants will be required to participate 20 hours per week.

SECTION III: Description of Service Components (cont.)

4. Post-Employment Services (PES)

Post-Employment Services are a provision of supportive services for full-time and part-time employed participants. These services are designed to promote self-sufficiency through assistance with identifying employment problems, job retention and/or advancement, and accessing supportive services.

5. Employment Retention Services

Employment retention services, such as on-the-job visitation by a Case Manager, help ensure participants have the necessary skills (time management, conflict resolution etc...) to remain employed.

B. English Language Training

1. Vocational English-as-a-Second-Language (VESL)

Vocational English-as-a-second-language is an intensive instruction program designed for English limited or non-English speaking participants.

C. On-the-Job Training/Skills Training

1. Vocational/Education Training

Vocational education and 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 be less than one year. This program component involves vocational training, which is expected to lead to gainful employment in occupations that show opportunities for growth.

Vocational education and training also include VESL, which is intensive instruction in English for limited or non-English speaking participants.

CalWORKs refugees who are in a Self-Initiated Vocational/Education program that will last more than one (1) year are transferred to the CalWORKs WtW program (GAIN). The transfer occurs after the CalWORKs refugee appraisal interview when the provider is made aware that the participant is currently in a degree or certificate program.

SECTION III: Description of Service Components (cont.)

On-the-Job Training/Skills Training (cont.)

2. Work Experience (WEX)

Work experience (WEX) is a job component in which a participant receives a non-salaried position in a public/private for profit or non-profit organization. WEX provides on-the job training, 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.

3. Paid Work Experience

Paid Work Experience is a wage subsidy work experience assignment that combines part-time employment with employer-linked education and training programs. This service is for CalWORKs refugees only and is contingent on funding resources other than RSS/TA.

4. On-the-Job Training (OJT)

On-the-Job Training is an employment and training program that is partially subsidized and paid for by the employer. Participants enrolled in OJT receive job skills training from an employer. Upon completion of their training, it is expected participants will be retained by the employer.

D. Case Management

DPSS has elected to contract with non-profit refugee agencies to provide case management services to assist in meeting the specific needs of REP participants. The agencies will either provide, or refer the participant to, appropriate services. Case management activities will include:

- Tracking of participants refugee services,
 - Tracking of participants REP services is done through the case management system. Activities track include; Orientation, job club, work experience, employment, and other job related activities.
- Provide information, referral, outreach and social adjustment services,
- Assure participants receive timely and appropriate supportive services (including transportation, child care, work related expenses),
- Assist refugees in their job search activities, and
- Facilitate job placement and retention.

SECTION III: Description of Service Components (cont.)

E. Other Employability Services

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 Single Allocation and therefore restricted to CalWORKs refugees.

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.

Vocational Assessment

Participants who have not obtained full-time unsubsidized employment at the end of the job search period described above or who have opted to bypass Job Club, because it was determined that the Job Club would not benefit the participant, must be referred to County approved vocational assessment providers for vocational assessment. The REP providers will utilize the assessment in developing a REP Employment Plan.

Translation & Interpreter Services

Translation & interpreter services are offered when necessary in connection with employment or participation in an employability service.

F. Non-Employment Services

Clinical Assessment

Clinical Assessment is a mandatory welfare-to-work activity for CalWORKs refugees who disclose issues related to Domestic Violence, Substance Abuse, and Mental Health situations. This service is funded by CalWORKs single allocation dollars. RCA refugees are referred to local Los Angeles County mental health services for similar services.

Family Appraisal

Family Appraisal is intended to be a holistic approach to assessing the impact of the family needs on the individual's quest for attaining employment and self-sufficiency in a new environment. The Family Appraisal Tool will be utilized to evaluate teen, parenting, health, housing, social and other family issues that have a bearing on the

F. Non-Employment Services (cont.)

Family Appraisal (cont.)

individual's ability to focus on training and obtaining employment. The family appraisal will also act as a pre-screening for Welfare-to-Work Activities and the need for specialized supportive services, such as substance abuse, mental health, and domestic violence.

Life Skills/Acculturation Workshops

Life skills/acculturation 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. Life Skills workshops consists 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.). The Life Skills workshops will be facilitated twice weekly.

Outreach Services

Outreach will be conducted within relevant ethnic communities to identify and introduce available resources and services to the refugee population and assist them accessing those services.

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.

TARGETED ASSISTANCE FORMULA GRANT

The program components funded by the TA grant are the same as those under RSS. TA funds those refugees who have been in the U.S. 13 -60 months from date of entry, receiving cash assistance, and are unemployed.

A. Employment Services Components

Please refer to Employment Services – RSS

B. English Language Training

Please refer to English Language Training – RSS

C. On-the-Job Training/Skills Training

Please refer to On-the-Job/Skills Training - RSS

D. Case Management

Please refer to Case Management – RSS

E. Other Employability Services

Please refer to Other Employability Services - RSS

F. Non Employment Services

Please refer to Non Employment Services - RSS

Older Discretionary Grant for Older Refugees (ORDG)

The Older Refugee Discretionary Grant services to be provided will include naturalization and citizenship services (assistance with completing & filing the adjustment of status application I-485, and the citizenship application N-480); referral of older refugees to aging services in their communities; and referral to ESL or citizenship preparation classes.

Los Angeles County conducted meetings specific to ORDG with the Los Angeles County VOLAGs and refugee agencies who concluded that the above services are the most needed for this targeted refugee population in their communities.

Los Angeles County anticipates serving 450 senior refugees with the FFY 2011 ORDG funding. With the combined FFY 2008, FFY 2009, and FFY 2010 funding the county anticipates serving 1200 senior refugees. Our expected outcome is that all 450 eligible refugees will have completed either their adjustment of status or citizenship application in addition to other service referrals as needed. No ORDG funding will be used to pay USCIS fees.

ORDG services will be provided primarily via the Los Angeles County Department of Public Social Services, Los Angeles County VOLAGS, Area Agencies on Aging, Community Colleges, and Community Adult Schools.

SECTION IV: BUDGETS

Los Angeles County Department of Public Social Services

REFUGEE PROGRAMS

FFY 2011 RSS BUDGET
(October 2010 to September 2011)

FFY 2011 RSS FORMULA ALLOCATION

ITEM		
1	EMPLOYMENT	\$553,311.00
2	CASE MANAGEMENT	\$2,091,037.00
3	OTHER EMPLOYABILITY SERVICES	\$211,964.00
	Subtotal	\$2,856,312.00
	County Administration (15% of Total)	\$504,055.00
	FFY 2011 RSS Budget	\$3,360,367.00

Los Angeles County Department of Public Social Services

REFUGEE PROGRAMS

**FFY 2011 TA BUDGET
(October 2010 to September 2011)**

FFY 2011 TA FORMULA ALLOCATION

ITEM		
1	EMPLOYMENT	\$564,178.00
2	CASE MANAGEMENT	\$2,132,096.00
3	OTHER EMPLOYABILITY SERVICES	\$216,151.00
	Subtotal	\$2,912,425.00
4	County Administration (15% of Total)	\$513,957.00
	FFY 2011 TA Budget	\$3,426,382.00

Los Angeles County Department of Public Social Services

REFUGEE PROGRAMS

FFY 2011 RSS BUDGET
(October 2010 to September 2011)

FFY 2010 (October 2009 to September 2010) RSS FORMULA CARRYOVER

ITEM		
1	EMPLOYMENT	\$92,981.19
2	CASE MANAGEMENT	\$344,030.41
3	OTHER EMPLOYABILITY SERVICES	\$27,894.36
	Subtotal	\$464,905.96
	County Administration (15% of Original Allocation)	\$279,269.16
	FFY 2010 RSS Carryover	\$744,175

Los Angeles County Department of Public Social Services

REFUGEE PROGRAMS

FFY 2011 TA BUDGET
(October 2010 to September 2011)

FFY 2010 (October 2009 to September 2010) TA FORMULA CARRYOVER

ITEM		
1	EMPLOYMENT	\$227,764.60
2	CASE MANAGEMENT	\$842,729.
3	OTHER EMPLOYABILITY SERVICES	\$68,329.38
	Subtotal	\$1,138,822.98
	County Administration (15% of Original Allocation)	\$245,678.03
	FFY 2010 TA Carryover	\$1,384,501

Los Angeles County Department of Public Social Services
REFUGEE PROGRAMS

FFY 2011 Older Refugee Discretionary Grant
(October 2010 to September 2011)

ITEM		
1	Linking/Referrals	\$34,795.00
2	Citizenship Services	\$56,772.00
	Subtotal	\$91,567.00
	County Administration (15% of Total)	\$16,159.00
	FFY 2011 ORDG Budget	\$107,726.00

Los Angeles County Department of Public Social Services
REFUGEE PROGRAMS

FFY 2011 Older Refugee Discretionary Grant
(October 2010 to September 2011)

FFY 2010 (October 2009 to September 2010) Carryover

ITEM		
1	Linking & Referral	\$33,452
2	Citizenship	\$55,753
	Subtotal	\$89,205
4	County Administration (15% of Total)	\$15,742
	FFY 2010 Carryover	\$104,947

Los Angeles County Department of Public Social Services

REFUGEE PROGRAMS

FFY 2011 Older Refugee Discretionary Grant
(October 2010 to September 2011)

FFY 2009 (October 2008 to September 2009) Carryover

ITEM		
1	Linking & Referral	\$32,163
2	Citizenship	\$53,605
	Subtotal	\$85,768
4	County Administration (15% of Total)	\$15,136
	FFY 2009 Carryover	\$100,904

Los Angeles County Department of Public Social Services

REFUGEE PROGRAMS

FFY 2011 Older Refugee Discretionary Grant
(October 2010 to September 2011)

FFY 2008 (October 2007 to September 2008) Carryover

ITEM		
1	Linking & Referral	\$31,015.60
2	Citizenship	\$50,604.40
	Subtotal	\$81,620
4	County Administration (15% of Total)	\$9,704
	FFY 2008 Carryover	\$91,324

SECTION V: ANNUAL SERVICES PLAN

Original ()
Revision (X)

Date: Oct. 2010

ANNUAL SERVICE PLAN

Time covered by Plan

From: October 1, 2010 To: September 30, 2011

County: Los Angeles

Description of Contracted or State-provided Services		Contracted Amount by Funding Source	Total Number	Program 0-12 Months	Participants 13-60 Months	Type of Agency* and Percent of Funds
EMPLOYMENT	SS	\$553,311.00	1328	685	643	A/100%
	TAP	\$564,178.00	443	228	214	A/100%
	OTHER	0	0	0	0	
ELT	SS	0	0	0	0	
	TAP	0	0	0	0	
	OTHER	0	0	0	0	
OJT	SS	0	0	0	0	
	TAP	0	0	0	0	
	OTHER	0	0	0	0	
Skills Training	SS	0	0	0	0	
	TAP	0	0	0	0	
	Other	0	0	0	0	
Case Management	SS	\$2,091,037.00	2300	1030	1271	F/100%
	TAP	\$2,132,096.00	767	343	424	F/100%
	OTHER	0	0	0	0	
Other (Employment)	SS	\$211,964.00	65	40	25	A/100%
	TAP	\$216,151.00	84	10	74	A/100%
	OTHER	0	0	0	0	
Subtotal		\$5,768,737.00	4987	2336	2651	
Non-Employment	SS	0				
	TAP	0				
	OTHER	0				
County Admin (15% Admin Max)	SS	\$504,055.00	*Type of Agency A. State/county B. Mutual Assistance Agency C. Voluntary Agency D. Community College E. Adult Basic Education F. Other Non-Profit Organization The total percentage for each individual service (i.e., Employment, ELT etc.) under Type of Agency and Percentage of Funds must equal 100%			
	TAP	\$513,957.00				
	OTHER					
Grand Total	SS	\$3,360,367.00				
	TAP	\$3,426,382.00				
	OTHER					

SECTION VI: ANNUAL GOAL PLAN

- **PERFORMANCE GOALS AND ACTUALS**

- Goal Plan 1st Page (see page 29)
- Goal Plan 2nd Page (see page 30)

- **PERFORMANCE NARRATIVE**

Page(s) 1-3 (see page 31-33)

SECTION VII: APPENDICES

A. County Procurement Process

DPSS currently contracts with community refugee agencies to provide direct services to refugees. These contracts have been in place for the last two and one half years. Community refugee agencies were selected through the Request for Proposals (RFP) process for Refugee Employment Services. The RFP detailed the current design of the REP program components/activities, funding, and contract responsibilities.

B. County Monitoring Process

1. Program Monitoring

REP program monitoring is conducted by DPSS' Contract Management Division (CMD). Contract Program Monitors (CPMs) conduct quarterly comprehensive monitoring reviews of all contracted agencies. Results of the reviews are reported to CDSS within 45 days from the completion of the review. The reviews are done on-site. CPMs, through the use of oral interviews and comprehensive check lists, review participant files and related data, to verify 90-day follow-up on job placement, and verify accuracy of data reported by the contracted agencies. The CPMs evaluate each agency's performance in meeting their contractual obligations and program goals.

CPMs insure that deficiencies are corrected based on provider-specific corrective action plans.

Through the monitoring process, CPMs have the ability to identify potential problems and fraud, supervise corrective action plans, and otherwise ensure the quality of services to clients. CPMs review the accuracy of invoices and the County Contract Administrator (CCA) approves payments and provides technical assistance.

Through program monitoring, DPSS assures that:

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

SECTION VIII: REQUIRED ASSURANCES

Required Assurances for Los Angeles County Plan for RSS and TA

DPSS assures that the Los Angeles County Plan for RSS and TA for FFY 2011 were developed in accordance with the California Department of Social Services, Refugee Program County guidelines.

SECTION IX: COUNTY BOARD OF SUPERVISOR RESOLUTION

The County Board of Supervisor resolution is pending Board review and will be submitted at a later date.

**ANNUAL OUTCOME GOAL PLAN
2011
PERFORMANCE GOALS AND ACTUALS**

State or County: **Los Angeles County, CA**

	FY 2010 GOAL		FY 2010 ACTUAL		FY 2011 GOAL	
1. Caseload						
TANF Recipients	2,198		2,504		2,554	
RCA Recipients	1,282		1,967		1,254	
No Federal Cash Assistance	183		155		836	
Total	3,663		4,626		4,644	
2. Entered Employment						
Full Time	439	33%	365	27%	502	32%
Part Time	880	67%	969	73%	1,077	68%
Total	1,319	36%	1,334	29%	1,579	34%
2a. TANF Recipients Entered Employment						
Full Time	237	30%	192	23%	284	30%
Part Time	554	70%	628	77%	663	70%
Total	791	60%	820	61%	947	60%
2b. RCA Recipients Entered Employment						
Full Time	162	35%	152	32%	194	35%
Part Time	300	65%	319	68%	359	65%
Total	462	35%	471	35%	553	35%
2c. No Federal Cash Assistance Entered Employment						
Full Time	40	61%	21	49%	24	30%
Part Time	26	39%	22	51%	55	70%
Total	66	5%	43	3%	79	5%
Cash Assistance Recipients Placed In Employment						
	1,253		1,291		1,500	
3. Federal Cash Assistance Terminations						
TANF Recipients	498	67%	468	52%	602	55%
RCA Recipients	240	33%	432	48%	493	45%
Total	738	59%	900	70%	1,095	73%
4. Federal Cash Assistance Reductions						
TANF Recipients	250	59%	215	100%	314	95%
RCA Recipients	176	41%	1	0%	16	5%
Total	426	34%	216	17%	330	22%
5. Entered Full Time Employment Offering Health Benefits						
TANF Recipients	7	50%	4	67%	8	50%
RCA Recipients	4	29%	2	33%	4	25%
No Federal Cash Assistance	3	21%	0	0%	4	25%
Total	14	3%	6	2%	16	3%

**ANNUAL OUTCOME GOAL PLAN
FY 2011
PERFORMANCE GOALS AND ACTUALS**

State or County: **Los Angeles County, CA**

	FY 2010 Goal	FY 2010 Actual	FY 2011 Goal
6. Average Hourly Wage of Refugees Entering Full Time Employment	\$ 9.40	\$ 9.89	\$ 9.90

7. 90-Day Retention Rate

Percentage	90%	89%	90%
7a. 90-Day Retention Rate Calculator			
Unduplicated # of Retentions	1,094	1,229	
Unduplicated # of Entered Employments			
Total	1,094	1,229	

The previous actual Retention Rate is calculated by dividing the total unduplicated number of retentions by the total unduplicated number of entered employments from July of the previous CY through June of the current CY.

8. Office of Refugee Resettlement Funding

	FY 2010 Actual	FY 2011 Proposed
Social Services Formula Funding	\$ 3,020,522	\$ 2,871,720
Targeted Assistance Formula Funding	\$ 1,006,841	\$ 957,238
Discretionary Grant Funding	\$ -	\$ -
Total Liquidated Funding	\$ 4,027,362	\$ 3,828,958
Cost per Entered Employment	\$ 3,019.01	\$ 2,424.93

Agency Point of Contact

Please provide the name, title and contact information for the agency staff person best equipped to respond to questions regarding your Annual Outcome Goal Plan submission.

First and Last Name	Title
Burhman Smith	Human Services Administrator I
Telephone Number	Email
562-908-8379	burhmansmith@dpss.lacounty.gov

Deadline for submission

The completed FY 2011 Annual Outcome Goal Plan: Performance Goals and Actuals and Performance Narrative should be submitted via email to GPRA@ACE.hhs.gov by November 15, 2010 .

For Office of Refugee Resettlement use only:		<i>Date submitted:</i>	
Submission type	<input type="checkbox"/> Initial <input type="checkbox"/> Revision	Status:	<input type="checkbox"/> Approved <input type="checkbox"/> In process - clarification needed

ANNUAL OUTCOME GOAL PLAN

PERFORMANCE NARRATIVE

State or County: Los Angeles County

1. Did the FY [previous year] Actual Caseload meet or exceed the proposed FY [previous year] Goal?

Yes No

If no, provide an explanation as to why the goal was not met. If yes, please comment on any significant factors contributing to the success.

2. Did the total FY [previous year] Actual percentage for Entered Employment meet or exceed the proposed FY [previous year] Goal?

Yes No

If no, provide an explanation as to why the goal was not met. If yes, please comment on any significant factors contributing to the success.

The overall decline in the economy in Los Angeles County significantly impacted the employment search for refugees. The unemployment rate for Los Angeles County in September 2010 was at 12.5% which is only a slight decrease from the 12.7% a year ago. Finding entry level jobs for refugees in the current economic environment is and will continue to be a struggle. Throughout the year, refugees in Los Angeles County have been placed in entry level positions jobs/sectors such as, Clerical, Food Service, Manufacturing, Warehouses, Security, Cashier, Receptionist and Retail. Over the last year the job sectors that have posted substantial reductions in jobs are Manufacturing, a decline of 13,700 jobs, and Construction, a decline of 9,700 jobs. In Los Angeles County the largest over-the-year job increase was in Information Sector (motion pictures, sound recordings), Leisure and Hospitality, and Education and Health Services (data from EDD labor market information). Refugees who start out with little or no training are adversely affected by the decrease in manufacturing and construction. Entry jobs in these job sectors usually require little or no training. It is difficult to place refugees in job sectors that are presently growing due to the educational and language requirements.

The overall employment goal for FFY 2011 is an increase of 5% from FFY 2010, with the majority of employment for refugees continuing to be part-time. It should be noted that the employment environment in Los Angeles County is expected to continue to be weak in FFY 2011, specifically in job sectors that refugees find first time employment.

3. Did the total FY [previous year] Actual percentage for Federal Cash Assistance Terminations meet or exceed the proposed FY [previous year] Goal?

Yes No

If no, provide an explanation as to why the goal was not met. If yes, please comment on any significant factors contributing to the success.

4. Did the total FY [previous year] Actual percentage for Federal Cash Assistance Reductions meet or exceed the proposed FY [previous year] Goal?

Yes No

If no, provide an explanation as to why the goal was not met. If yes, please comment on any significant factors contributing to the success.

The actual percentage for Federal Cash Asst. Reductions did not exceed the goal due to the high number of refugees obtaining part-time employment where their pay was not at a level that led to require cash assistance reductions.

5. Did the total FY [previous year] Actual percentage for Entered Full Time Employment Offering Health Benefits meet or exceed the proposed FY [previous year] Goal?

Yes No

If no, provide an explanation as to why the goal was not met. If yes, please comment on any significant factors contributing to the success.

In part, many of the entry level positions in Los Angeles County, for which our refugees are qualified for, do not offer health benefits. Small businesses who hire refugees have low budgets and can not afford to offer health benefits. Additionally, businesses are hiring refugees to part-time positions that do not provide health benefits.

6. Did the FY [previous year] Actual Average Hourly Wage for Refugees Entering Full Time Employment meet or exceed the proposed FY [previous year] Goal?

Yes No

7. Did the FY [previous year] Actual 90-Day Retention Rate meet or exceed the proposed FY [previous year] Goal?

Yes No

If no, provide an explanation as to why the goal was not met. If yes, please comment on any significant factors contributing to the success.

Contributing factors for employers not retaining refugee employees are, language barriers, lack of skills, not have required certificates/licenses, and a slow economy.

8. *What further information do you feel is helpful in explaining overall program performance?*

There are two major areas that impact the overall program performance; the decline in entry level positions due to the current economic conditions, and the extended time needed to overcome language and education barriers in preparing refugees for entry level positions.

9. *What information do you feel could be helpful in explaining FY [current year] goals?*

Our caseload goals are based on historical data, ORR/CDSS and other stakeholder input in addition to AOGP instructions..

10. *How can the Annual Outcome Goal Plan forms or process be improved to better serve your program in effectively and efficiently reporting performance outcomes?*

The existing process and forms would be improved by offering access to the following items:

- **It would make sense to include the projected local employment and economic conditions as factors that are considered in setting goals for the upcoming year.**