

March 11, 2016

Cynthia D. Banks, Director
Community and Senior Services
3175 West Sixth Street
Los Angeles, California 90020

Dear Ms. Banks:

Thank you for taking the time on March 9, 2016 to brief the Quality and Productivity Commission on the outstanding progress your Department has made to redesign its program operations to meet new standards set by the Workforce Innovation and Opportunity Act (WIOA). We commend you and your team for two major achievements – 1) Adoption of a new County Code Ordinance last year, establishing the Workforce Development Board (WDB), and 2) State designation of Los Angeles County as a Local Workforce Development Area.

When we last visited Community and Senior Services (CSS) two years ago, outreach to community stakeholders and partners was just beginning; now the redesigned service delivery system is up and running, and focused on providing employment and training services that prepare workers for in-demand careers.

Commissioners were pleased to learn that a Request for Proposals solicitation will be sent out this year for the Jail-Based American Job Center prototype, an initiative supported by a \$900,000 grant from the Commission's Productivity Investment Fund. This collaboration with the Sheriff's Department promises to be a model for linking jail inmates, who have received education and training, to viable employment opportunities after release.

Members of the Commission also were impressed with your quality and productivity efforts in the following areas:

- Conducting a successful Youth Jobs Summit in partnership with Starbucks and more than 30 businesses, which attracted more than 5,000 young people, many of whom received job offers
- Collaborating with various County Departments on Board Reports, including a Minimum Wage Study done in partnership with Consumer and Business Affairs, and enhanced Hate Crimes analysis and prevention with law enforcement agencies across the County



**County of Los Angeles
Quality and Productivity
Commission**

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**"To enrich lives through
effective and caring service"**

Ms. Cynthia D. Banks

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- Emphasizing service integration across Department programs and, when possible, across local cities to maximize resources and improve outreach to older adults
- Seeking outside funding from public and private groups to enhance CSS nutrition and adult protection services.

The Commission will continue to support Department operational improvements, including:

- Changing the name of the Department to embrace its workforce development mission and activities
- Exploring ways to assist youth, who apply but may not receive a summer job placement
- Growing the Department's presence on Social Media platforms as a means of promoting best practices in service delivery
- Identifying CSS programs, which may be submitted for Productivity and Quality Awards

Thank you for a productive department visit. We look forward to working closely with your Productivity Managers, Stephanie Maxberry and Kevin Anderson, in the near future. Our Executive Director, Victoria Pipkin-Lane, is available at (213) 974-1361 or vpipkin@ceo.lacounty.gov for further assistance.

Sincerely,



RODNEY C. GIBSON, Chair
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