

# CITY OF LOS ANGELES

CALIFORNIA

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**ECONOMIC AND WORKFORCE  
DEVELOPMENT DEPARTMENT**

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LOS ANGELES, CA 90071

KAREN BASS  
MAYOR

**DATE:** March 13, 2026

**TO:** Currently Contracted WorkSource Centers

**FROM:** Gerardo Ruvalcaba, Assistant General Manager  
Workforce Development Division

**SUBJECT: WDS INFORMATION BULLETIN No. 26-04  
REQUEST FOR INTEREST TO SERVE AS THE WORKFORCE  
DEVELOPMENT SERVICE PROVIDER FOR THE DEPARTMENT OF  
CHILDREN AND FAMILY SERVICES WORKFORCE NAVIGATOR PILOT  
PROGRAM**

## **EFFECTIVE DATE**

This information bulletin (bulletin) is effective upon the date of issuance.

## **PURPOSE**

The purpose of this bulletin is to solicit information through a Request for Interest (RFI) from currently contracted City of Los Angeles (City) WorkSource Centers (WSC) regarding their interest, capacity, and approach to implementing the Los Angeles County (County) Department of Children and Family Services (DCFS) Workforce Navigator Initiative (DCFS Navigator Initiative). The initiative will support transition-age foster youth, ages 18 to 21, in accessing employment, education, training, and wraparound services that lead to long-term economic stability.

## **BACKGROUND**

The DCFS Navigator Initiative is a partnership between the City's Economic and Workforce Development Department (EWDD) and the County's DCFS. The initiative is designed to strengthen coordination between the child welfare and workforce systems by embedding workforce navigation services within DCFS Youth Engagement Section (YES) programming.

The program focuses on transition-age foster youth preparing to exit care and aims to increase access to paid work experiences, apprenticeships, job readiness supports, and pathways to living-wage employment. The DCFS Navigator model emphasizes trauma-informed engagement, individualized pathway planning, and sustained follow-up to support youth stability and retention.

This RFI will inform potential contract amendments, pilot site selection, and future procurement actions.

**PROGRAM ADMINISTRATION**

EWDD will serve as fiscal agent and contract monitor for any services resulting from this RFI. DCFS, through the YES, will provide programmatic coordination, youth referrals, and cross-system collaboration.

Selected WSC contractor(s) will work closely with EWDD workforce teams, DCFS social workers, YES staff, and community partners to deliver services and track outcomes.

**PROGRAM DESIGN**

The DCFS Workforce Navigator model places a dedicated Navigator within the foster youth ecosystem to provide individualized career navigation, systems coordination, and employer connection.

Key components include:

**1. Individualized Career & Transition Support**

The Navigator will provide individualized career and transition support by conducting one-on-one career interest and needs assessments with each youth and co-developing personalized Pathway Plans that align immediate priorities such as employment, housing, and documentation with longer-term aspirations including trade school, public sector careers, or other career pathways. Navigators will maintain consistent engagement through weekly check-ins using youth-friendly communication methods such as text messaging and social platforms to support accountability and emotional wellbeing. The Navigator will also support youth in developing job readiness skills including résumé preparation and interview practice while helping them navigate life stability needs such as housing, transportation, and childcare by offering direct guidance and connecting youth to trusted, youth-friendly resources when appropriate.

**2. Workforce & Education Navigation**

The Navigator will connect youth to City and County workforce development services, training programs, apprenticeship opportunities, and high-quality living-wage employment pathways to ensure young people are guided toward long-term stability. Workshops and guidance will address holistic topics that reflect the full range of youth needs including wellness in the workplace, navigating identity in professional spaces, self-advocacy, and long-term career planning. The Navigator will assist youth with college and trade school applications and financial aid processes including FAFSA and Chafee Grants. The Navigator will also provide guidance on job onboarding documents such as W-4 and I-9 forms, workplace expectations, and support youth in obtaining required documentation such as identification or a driver's license needed to apply for employment.

**3. Group & Systems Engagement**

The Navigator will participate in DCFS-led Child and Family Team meetings and transition planning to ensure workforce goals are integrated into each youth's broader case plan. The Navigator will facilitate workshops focused on job search skills, labor rights, digital literacy, budgeting, and other topics that support successful employment outcomes. The role also includes coordinating with City America's Job Centers of California<sup>SM</sup> (AJCC) and community partners to expand access to employment, education, mentorship, and supportive services.

#### **4. Employer & Partner Collaboration**

The Navigator will maintain a regularly updated resource database of youth-friendly employers, training providers, and wraparound service organizations. The Navigator will cultivate relationships with employers who are open to hiring foster youth and individuals with lived experience and will work to expand opportunities aligned with youth interests and career pathways. The Navigator will share relevant job opportunities, certifications, internships, and career pathway information with youth on an ongoing basis to support timely access to opportunities.

#### **5. Performance Tracking and Feedback**

The Navigator will track youth progress toward career, training, and educational milestones using shared tools and dashboards while conducting regular check-ins and maintaining case notes to measure progress over time. The Navigator will share feedback with YES and EWDD teams to strengthen youth workforce programming and identify trends, barriers, and opportunities for improvement. The role includes reporting on successes, systemic gaps, and factors affecting foster youth employment outcomes. The Navigator will help define and measure youth-defined success by incorporating qualitative indicators such as job satisfaction and sense of stability alongside traditional workforce metrics. Monitoring will include retention, wage progression, credential attainment, and employment quality. Youth voice and lived experience will be integrated into program design and continuous improvement through surveys, check-ins, and informal feedback loops.

The Navigator will conduct outreach and facilitate connections and referrals to support services. Each Navigator will serve at least 75 youth per year. The Navigator will be stationed with the YES team and in the field 90% of the time.

The YES site is located at the Los Angeles County Vermont Corridor Office:  
8300 S. Vermont Ave., Los Angeles, CA 90044.

#### **NAVIGATOR JOB DESCRIPTION**

Please refer to the attached DCFS Workforce Navigator Job Description.

#### **WSC RESPONSIBILITIES**

The selected contractor will be responsible for:

- Hiring and supervising Workforce Navigator staff;
- Serving as employer of record for Navigator positions;
- Coordinating referrals and warm handoffs between DCFS and workforce services;
- Providing direct career navigation, case management, and workshop delivery;
- Maintaining resource directories of employers, training providers, and wraparound partners;
- Supporting documentation and onboarding processes for youth employment;
- Participating in interagency meetings and case coordination; and
- Ensuring data entry, reporting, and outcome tracking in City-approved systems.

The EWDD's Program Manager, working closely with the Contractor, will also ensure that:

- Each program participant identifies seventy-five (75) foster youth, ages eighteen and older, and provides them with referrals to support services such as job training, academic support, housing assistance, financial stability aid, mental health resources, public assistance services, and other basic needs services.

## **PERFORMANCE MEASURES AND TARGET OUTCOMES**

The DCFS Workforce Navigator will be responsible for meeting the following service delivery, performance, and accountability benchmarks. Metrics reflect both quantitative targets and a commitment to youth-defined outcomes, with a focus on equity, quality, and long-term impact.

1. Caseload Engagement
  - A. Maintain an active caseload of at least 25 youth at a time, with a minimum of 75 unduplicated youth served annually.
  - B. Ensure 90% of enrolled youth (36 of 40 annually) receive a completed Pathway Plan within 30 days of enrollment.
2. Employment and Training Outcomes
  - A. Track job retention at 30-, 60-, and 90-day intervals, with at least 50% of placed youth (20 individuals) retained for 90 days or more.
  - B. Support youth in securing employment with an average hourly wage of \$17.87 or higher, with an emphasis on living-wage, high-growth, and/or public sector pathways.
3. Career Readiness and Skills Building
  - A. Facilitate a minimum of 1 career readiness workshops per month (minimum 12 annually) covering topics such as labor rights, resume development, interview preparation, and digital literacy.
  - B. Ensure at least 70% of eligible youth (28 of 40) attend one or more workshops.
  - C. At least 85% of youth participants (34 of 40) will report increased confidence and knowledge in job readiness skills, measured through pre- and post-workshop assessments.
4. Wraparound Support and Systems Navigation
  - A. Provide direct support or referrals to address at least 2 wraparound needs per youth (e.g., transportation, childcare, legal documents, housing, mental health).
  - B. Participate in at least 90% of scheduled Child and Family Team (CFT) meetings and transition planning meetings for assigned youth.
5. Youth Feedback and Systems Improvement
  - A. Conduct quarterly youth satisfaction and feedback surveys and use findings to inform service improvement.

- B. Submit monthly case summaries and trend reports identifying barriers, systemic gaps, and success stories to both DCFS and EWDD.
  - C. Actively contribute to the refinement of youth-defined success metrics, including career satisfaction, life stability, and wage progression.
  - D. Integrate youth feedback into ongoing program design, curriculum updates, and service delivery methods.
6. Reporting and Accountability
- A. Submit monthly progress reports documenting caseload activity, deliverables, and outcomes using City and County-aligned data tools.
  - B. Ensure timely and complete data entry into designated tracking systems (e.g., CalJOBS<sup>SM</sup>, youth CRM, or City-approved platforms).
  - C. Participate in ongoing professional development, including training on trauma-informed care, cultural humility, healing-centered engagement, and other relevant topics to strengthen ability to effectively support and connect with youth.
  - D. Participate in required evaluation, technical assistance, and peer learning activities organized by the City or County as part of system-building efforts.

### AVAILABLE FUNDING

The total contractual services funding available for this project is up to \$125,000 in Workforce Innovation and Opportunity Act (WIOA) funding. The funding is for one selected Center.

### Federal Funding Disclosure:

This solicitation is fully funded (100%) by the U.S. Department of Labor (DOL) with a grant totaling \$125,000, with \$0 (0%) financed from state, local, or non-federal sources.

### ESTIMATED PROGRAM TIMELINE

START DATE	STAGE	LEAD
March 2026	RFI Release and Contractor Selection	EWDD
April 2026	Contract Development	EWDD
May 2026	Recruitment and Selection of Navigator	EWDD & Contractor
June 2026	Start of Program	Contractor

### TERM OF PROGRAM

The program term will be for a total of thirteen (13) months, effective from June 1, 2026, through June 30, 2027. The funding identified in this RFI reflects the total allocation for the full program term.

## SUBMISSION REQUIREMENTS

Currently contracted WSCs interested in delivering the above-described services must submit electronically the following documents:

1. A maximum two (2) page **Letter of Interest**, dated and signed by an authorized signatory. Letter must include the signatory's full address, telephone number, and email address and include the following:
  - A. The WSC and planning area to be served.
  - B. A description of the applicant's experience:
    - a. conducting outreach and providing training/employment services to current and former foster youth, and
    - b. Recruiting and retaining participants for programs similar in scope to the DCFS Navigator Program.
  - C. A description of ability to support the program implementation.
  - D. A list of participating partners, collaborators, and/or subcontractors that will cooperate in providing services to program participants, and a description of such services.
2. Stipulation to commence providing services on or around June 1, 2026.

**Submission Deadline:**

**Tuesday, March 31, 2026**

**Deadline Time:**

**5:00 p.m. PST**

**Delivery Method:**

E-mail to [EWDD.Planning@lacity.org](mailto:EWDD.Planning@lacity.org)

Subject line: **“DCFS Workforce Navigator RFI,  
[Applicant Name]”**

Documents submitted after the deadline **will not be accepted**. Timely submission of the requested documents is the sole responsibility of each applicant. The City reserves the right to determine the timeliness of all submissions.

## EVALUATION OF SUBMITTED DOCUMENTS

The submitted applications and budgets will be evaluated based on:

- The quality and completeness of the submitted letter of Interest;
- Previous WorkSource Center Performance, including ability to meet program outcome targets;
- Demonstration of good faith effort to fulfill program metrics.

## FUNDING RECOMMENDATIONS

Funding recommendations are subject to approval by the City's Workforce Development Board (WDB) and/or the City Council. Funding amounts are set at the discretion of the City, and each applicant's past performance will be considered when making funding recommendations. The City reserves the right to fund one or more Centers, or none.

**EWDD CONTACT**

Questions regarding this RFI must be emailed to [EWDD.Planning@lacity.org](mailto:EWDD.Planning@lacity.org) with the subject line: “**DCFS Workforce Navigator RFI Question**” by 5:00pm on **Wednesday, March 25**.

**Responses to questions (Q&A) will be posted on a shared public document on an ongoing basis as answers become available. The Q&A document is viewable here: <https://bit.ly/DCFS-RFI-QA>.**

GR:DB:EM:MF:XB:cg

Attachment: DCFS Workforce Navigator Job Description