

CITY OF LOS ANGELES

CALIFORNIA

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DATE: March 13, 2026

TO: Currently Contracted WorkSource Centers

FROM: Gerardo Ruvalcaba, Assistant General Manager
Workforce Development Division

**SUBJECT: WDS INFORMATION BULLETIN No. 26-05
REQUEST FOR INTEREST TO SERVE AS A WORKFORCE
DEVELOPMENT SERVICE PROVIDER FOR THE OLDER WORKER
PEER 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 AdvantAGE LA Older Worker Peer Navigator Pilot Program (Peer Navigator Program).

This Peer Navigator Program will fund selected WSCs to host and supervise an Older Worker Peer Navigator (age 55+) who will provide customized workforce navigation, outreach, and support services to older adults seeking employment, training, and advancement opportunities. The Peer Navigator model is designed to strengthen service delivery, increase enrollment and outcomes for older adults, and support implementation of the [City's AdvantAGE LA strategy](#) to improve employment, retention, and advancement of workers age 55+.

BACKGROUND

Older adults represent one of the fastest-growing segments of Los Angeles' workforce yet remain under-served by workforce programs despite significant labor market demand. The Peer Navigator model leverages lived experience to build trust, reduce stigma, and improve outcomes for participants while helping workforce centers adapt services to better meet the needs of this population.

Participating WSCs will play a critical role in advancing workforce equity and expanding access to employment opportunities for older Angelenos.

THE NEED FOR OLDER WORKER PEER NAVIGATORS

Peer Navigators offer a proven, cost-effective model. Older Worker Peer Navigators will help to bring cultural competence, trust, and credibility to the City's Workforce Development System (WDS).

These navigators will:

- Directly support participants (55+) with tailored guidance through the workforce system.
- Strengthen service delivery by sharing resources, identifying gaps, and helping centers adapt programming for Older Adults.
- Help to remove stigma and build trust by leveraging lived experience to reduce shame around aging and career transitions.
- Advance equity by ensuring one of the fastest-growing and most vulnerable labor force groups has meaningful access to opportunities.

PEER NAVIGATOR JOB DESCRIPTION

Please refer to the attached Older Worker Peer Navigator Job Description.

WORKSOURCE CENTER RESPONSIBILITIES

Participating WSCs will play a critical role in advancing workforce equity and expanding access to employment opportunities for older Angelenos. Selected WSCs will:

- Recruit, hire, and supervise an Older Worker Peer Navigator consistent with the provided job description.
- Integrate the Peer Navigator into existing service delivery and case management processes.
- Participate in training, technical assistance, and peer learning activities.
- Collect and report data and information about the pilot to the Economic and Workforce Development Department (EWDD).
- Collaborate with EWDD to identify promising practices and system improvements.
 - WSC peer navigators or supervisors will be expected to report back on quarterly successes and areas of need from each WSC. These briefings will complement the principal task of achieving successful practices and metrics. This will ensure all WSCs stay in alignment while accounting for the specific challenges and advantages within each WSC operating area.
- Collaborate with City systems, including FamilySource Centers (FSC) and Department of Aging Senior Centers, to identify partner employers to support job placements within the 8 priority sectors identified in the 5-Year Workforce Development Plan (Five-Year Plan).
- Collaborate with Los Angeles Community College District (LACCD) and Los Angeles Unified School District (LAUSD), Division of Adult and Career Education (DACE) to provide vocational training.
- Utilize CalJOBSSM to track all program-related activities.

AVAILABLE FUNDING

EWDD anticipates funding a limited number of WSCs to participate in a one-year pilot that will run during Program Year (PY) 2026-2027. EWDD estimates between \$174,000 and \$200,000 in funding to be available for this initiative.

Funding will support:

- Salary and benefits for a Peer Navigator position (full-time or part-time to accommodate Older Workers who desire part-time employment);
- Outreach and Recruitment;
- Training and Career Services; and
- Program Coordination and Implementation Activities.

TERM OF CONTRACT

The contract resulting from this RFI will be for one (1) year, effective from July 1, 2026, through June 30, 2027.

PERFORMANCE LEVELS

For PY 2026–27 (July 1, 2026 – June 30, 2027), WSC operators are expected to attain the following performance levels. Actual performance will be determined at the time of the award and prorated, as necessary.

PERFORMANCE MEASURES AND SERVICE LEVELS		
NO.	PERFORMANCE MEASURE	WORKSOURCE CENTER
1	Number of Older Workers (55+) enrolled in WIOA with direct support from the Older Worker Peer Navigator	44 participants
2	Percentage of Navigator-supported participants who enter occupational skills training, transitional jobs, or OJT	100% of Navigator-supported participants
3	Employment Rate – 2nd Quarter After Exit (Navigator-supported participants)	80%
4	Employment Retention Rate – 4th Quarter After Exit (Navigator-supported participants)	80%

NARRATIVE ON PERFORMANCE MEASURES AND TARGET OUTCOMES

The Peer Navigator Program will support, at a minimum, forty four (44) Older Workers (age 55 and over) who will be enrolled in WIOA services with direct assistance from the Navigator. At least fifty percent (50%) of Navigator-supported participants will enter occupational skills training, on-the-job training (OJT), transitional employment, or other career advancement activities designed to improve long-term employability. At least eighty percent (80%) of Navigator-supported participants will attain employment in the second quarter after exit. Additionally, at least eighty percent (80%) of employed participants will retain employment through the fourth quarter after exit, demonstrating sustained attachment to the workforce. These performance measures are intended to assess whether the Peer Navigator model strengthens engagement in training, improves employment placement outcomes, and supports long-term workforce attachment among Older Workers.

CONTRACT EVALUATION

At the end of any contract awarded, the City will conduct an evaluation of the Contractor's performance. The City may also conduct evaluations of the Contractor's performance during the term of the contract. As required by Section 10.39.2 of the Los Angeles Administrative Code, evaluations will be based on a number of criteria, including the quality of the work product or service performed, the timeliness of performance, financial issues, and the expertise of personnel that the Contractor assigns to the contract. A Contractor who receives a "marginal" or "unsatisfactory" rating will be provided with a copy of the final City evaluation and allowed 14 calendar days to respond. The City will use the final City evaluation, and any response from the Contractor, to evaluate proposals and to conduct reference checks when awarding other contracts.

ESTIMATED PROGRAM TIMELINE

PERIOD	STAGE	LEAD
March 2026	RFI Release and Contractor Selection	EWDD
April - June 2026	Contract Development	EWDD
May - June 2026	Recruitment and Hiring of Older Worker Peer Navigator(s)	WSC(s)
July 2026	Pilot Launch and Navigator Onboarding	WSC(s)
July 2026 – June 2027	Service Delivery, Outreach, Enrollment, and Training Activities	WSC(s)
June 2027	Contractor Evaluation	EWDD

SUBMISSION REQUIREMENTS

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

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. Indication and justification of preference for either a part-time or full-time Older Worker Navigator.
 - C. A description of the applicant's experience:
 - a. Conducting outreach and providing training/employment services to the older worker population; and
 - b. Recruiting potential participants for programs similar in scope to the Peer Navigator Program.
 - D. A description of ability to support the program implementation.
 - E. A list of participating partners, collaborators, and/or subcontractors that will cooperate in providing services to program participants, and a description of such services.
 - a. Specification as to how partnerships with FSCs and Department of Aging Senior Centers will be leveraged for successful implementation.

- F. A description of occupations and employer partners that will support job placements for program participants.
 - G. Stipulation to commence providing services on or around July 1, 2026.
2. **Commitment Letters** from the partners and employers detailed in the Letter of Interest.

Submission Deadline: Tuesday, March 31, 2026
Deadline Time: 5:00 p.m. PST
Delivery Method: E-mail to: EWDD.Planning@lacity.org
Subject line: “**Older Worker Peer 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 SUBMISSIONS

Review of potential operators will be based on:

1. The quality and completeness of the submitted letter of Interest.
2. Previous WSC Performance, including ability to meet program outcome targets.
3. Demonstration of good faith effort to fulfill other strategic plan metrics, if necessary, to determine decision.
4. Willingness to collaborate with other WSC(s), if possible, in generating a cohort for peer navigators to debrief, share best practices, and experiences during the initially funded period.

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 determine the amount of WSCs that are funded under this initiative.

EWDD CONTACT

Questions regarding this RFI must be emailed to EWDD.Planning@lacity.org with the subject line: “**Older Worker Navigator RFI Question**” by 5:00pm on Wednesday, March 25, 2026.

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/OWPN-RFI-QA>.

GR:DB:MF:XB:AM:cg

Attachments: Older Worker Peer Navigator Job Description