LOS ANGELES COUNTY
AMERICA'S JOB CENTER OF CALIFORNIA (AJCC)
TECHNICAL ASSISTANCE PROCESS PROGRAM YEAR 2020-21

PURPOSE

This bulletin provides the PY 2020-21 Technical Assistance (TA) process for County of Los Angeles Workforce Development Programs. As a result of COVID-19, the TA process this program year will be conducted virtually to the full extent possible. Workforce Development Programs covered under this Bulletin include the following: Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker (ADW), Youth@Work, 2020 COVID-19 National Dislocated Worker Grant (NDWG), 2018 Megafires National Dislocated Worker Grant, Keep LA Working, Worker Resiliency Fund, Senior Community Services Employment Program (SCSEP), INVEST, P2E, LA:RISE, Alternative Staffing Organization (ASO) and Rapid Response programs.

SCOPE

The TA process for PY 2020-21 will include a review of County of Los Angeles Workforce Development Programs as detailed below.

REVIEW OF WORKFORCE DEVELOPMENT PROGRAMS AND AJCC ADMINISTRATIVE REQUIREMENTS

WIOA ADW and Youth@Work Programs

The WIOA ADW participant electronic file review conducted via CalJOBS will include program eligibility and review of Basic, Individualized, and Follow-up services, as needed, including but not limited to; Supportive Services, Training, and other program services. WDACS Workforce Development Division will assess overall AJCC suitability within our system based on these reviews and make recommendations if needed.

The Youth@Work participant file review will include a hard copy file review of Level I - Work Based Learning, and electronic file review via CalJOBS of Level 2 - Academic and Career Development services and Level III – Advanced Career Services (WIOA Adult

Program). All Youth@Work Level I files require an individual participant hard file regardless of co-enrollment among the levels. Files will be reviewed independently to assure program eligibility at each level is met and proper documentation is maintained.

Senior Community Services Employment Program (SCSEP)
WDACS Workforce Development staff will perform a hard copy file review to go over case notes, enrollment, recertification, Individualized Employment Plans and reassessment processes and forms. WDACS Workforce Development staff will also review Host Agency Trainee Request Order forms and payroll records for each participant. Based on these reviews, WDACS Workforce Development staff will provide reviews and recommendations for compliance, where needed. The goal is to maintain case files that ensure compliance with Federal, State and local regulations prior to any State Review. WDACS Workforce Development Division will assess overall program processes and make recommendations as needed.

INVEST
WDACS Workforce Development staff will perform an electronic participant file review via CalJOBS to verify proper case notes, consistent activity entry, evidence of plans for service, and actual services provided. WDACS Workforce Development staff will also verify that program services provided are being tailored to the specific needs of each participant. The goal is to ensure that INVEST AJCC staff is maximizing the use of program funding and partnerships to gain the best outcomes for those returning to the community and wishing to enter the workforce.

P2E
WDACS Workforce Development staff will perform an electronic participant file review via CalJOBS to verify proper case notes, consistent activity entry, evidence of plans for service, and actual services provided. WDACS Workforce Development staff will also verify that program services provided are being tailored to the specific needs of each participant.

P2E has 2 components: Individual Direct Services (IDS) and Supportive Services and Earn & Learn (SSEL). IDS is administered at LA County AJCCs that serve as P2E Hubs. SSEL is administered via Social Enterprises. In addition to reviewing files for the above-mentioned contents, WDACS staff will review to ensure that each component is being administered as prescribed in directives. The goal is to ensure that all P2E staff are improving employment outcomes for justice involved individuals by establishing and maintaining a partnership between workforce and corrections agencies. Also, by providing participants with individual employment services, training opportunities and supportive services to assist in getting them a life sustaining wage and system navigation supports from individuals with lived experience.

2020 COVID 19 National Dislocated Worker Grant – Workforce Development & Temporary Jobs

The 2020 COVID 19 National Dislocated Worker Grant (NDWG): LA County Humanitarian Jobs Project electronic participant file review will include program eligibility and review of services provided, as needed, including but not limited to; Temporary Jobs, Supportive Services, Training and other program services provided, as well as safety training certification and case notes. WDACS Workforce Development Division will assess overall program processes and make recommendations as needed.

2018 CA Megafires National Dislocated Worker Grant – Workforce Development & Temporary Jobs

The 2018 CA Megafires National Dislocated Worker Grant (NDWG) Workforce Development Component electronic participant file review will include program eligibility and review services, as needed, including but not limited to; Supportive Services, Training and other program services provided. The NDWG Temporary Jobs Component hard copy participant file review will include, but not limited to, program eligibility and review of temporary jobs, Supportive Services, safety training certification, and case notes. WDACS Workforce Development Division will assess overall program processes and make recommendations as needed

Keep LA Working Initiative

The Keep LA Working Initiative participant electronic file review conducted via CalJOBS will include, but not be limited to, program eligibility, review of supportive services and program requirements.

Worker Resiliency Fund

The Worker Resiliency Fund participant electronic file review conducted via CalJOBS will include, but not be limited program eligibility, review of supportive services and any other program requirements.

LA:RISE – AJCC & Social Enterprise (SE)

LA:RISE AJCC electronic participant file review will include program eligibility and review of Basic, Individualized, and Follow-up services, as needed, including but not limited to; Supportive Services, Training, Employment Placement, Employment Retention, Incentives and other program services provided. The review aims to ensure that a menu of services is being made available to participants while in the program and that efforts are being made to assist participants with gaining and retaining employment.

The LA:RISE Social Enterprise (SE) hard copy participant file review will go over Case Notes, Enrollment, Transitional Subsidized Employment, CalJOBS Integrity, Job Readiness Assessments, Barrier Removal Services, and other program services

provided. Based on these reviews, WDACS Workforce Development staff will provide reviews and recommendations for compliance, where needed. The goal is to maintain case files that ensure compliance with the Work Order.

Alternative Staffing Organization (ASO)
WDACS Workforce Development staff will perform a hard copy file review to go over program eligibility, enrollment, proper case notes, as needed including but not limited to; Barrier Removal Services, Employment Placement, and other program services provided. The goal is to maintain case files that ensure compliance with the Work Order and assist participants with gaining permanent employment.

Rapid Response Program
Employer hard copy file review will include WARN/Non-WARN information, Rapid Response process, completed 121 forms, and Rapid Response packets. During the same TA, Layoff Aversion files will also be reviewed for process, completed 122 forms and Employer letter (if applicable). WDACS Workforce Development Division will assess overall program processes and make recommendations as needed.

AJCC Administrative Requirements
The PY 2020-21 TA process covering AJCC administrative requirements will include a virtual interview with AJCC management, a virtual facilities walkthrough, and an in-depth participant file review. The virtual interview with AJCC management will include a review of program services, performance, expenditures, Hallmarks of Excellence criteria and general AJCC operations. During the virtual walkthrough we will review AJCC signage, Equal Opportunities and Grievance and Complaints postings, Americans with Disabilities Act (ADA) compliance, and general facility aptness**.**

LA:RISE Social Enterprise (SE) Administrative Requirements
The PY 2020-21 TA process covering SE administrative requirements will include a virtual interview with SE management, a virtual facilities walkthrough, and an in-depth participant file review. The interview with SE management will include a review of program services, performance and general operations. During the virtual walkthrough we will review space designated for AJCC staff.

TECHNICAL ASSISTANCE PROCESS

The enhanced virtual TA process will enable LA County to identify programmatic issues and areas of concern in subaward noncompliance, inadequate facilities, and disallowed costs. This enhanced virtual TA process is necessary and essential to assist all AJCCs in maximizing services in the most effective manner.

Below is a step by step overview of the virtual TA process:

- **First Virtual Visit**
    - AJCCs will be notified of the list of files selected for review <u>no later than close of business the day before the scheduled visit</u>. Where, hard copy files are required AJCCs/Agencies will be provided the list of selected files no later than 5 business days before the visit to coordinate file delivery.

    - A virtual entrance meeting will occur at the start of the TA Visit. Teams meeting information will be sent to the AJCC prior to the TA Visit.

    - TA Team will review program files using the appropriate program *Technical Assistance Checklist(s) as appropriate (Attachments B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q).*
        - TA file review will consist of an electronic review of files where applicable. Electronic file review will occur on or before the scheduled visit date via CalJOBS.

        - <u>In instances where a hard copy file is required for review, WDACS Workforce Development representative/s will coordinate a hard copy file drop off, pickup or on-site review with the AJCC/Agency as appropriate, prior to the scheduled TA Visit date.</u>

        - Any hard copy files provided to Workforce Development staff for TA file review will be returned to the AJCC/Agency upon completion of file review. Return of files will be coordinated by WDACS Workforce Development representative/s.

    - At the end of the review, the TA Team will meet virtually with AJCC staff via Teams to review the major issues identified.

    - TA Team Lead will review the *AJCC Administrative Review Checklist* (Attachment Q) virtually with AJCC Executive Director and/or Operations Manager.

    - A TA letter will be sent to the AJCC Executive Director within 10 business days of the TA visit highlighting the issues identified during TA.

    - TA letter may include a request for a Performance Enhancement Plan (PEP) (if needed) within 10 business days of the date on the TA letter.

- **Follow up TA Training**
  - After TA visit is completed a follow up TA training for AJCC staff will be offered and provided as necessary, to review observations found during TA and provide staff with programmatic guidance.

- **Second Virtual Visit**
  - Follow up visit with agency (based on PEP response, if applicable).

- **Formal Corrective Action- Subaward Underperformance Policy**
  - As noted in WDP D19-11 Subaward Underperformance Policy, and in each program's Performance Requirements Summary, the County may take several actions should it feel that an AJCC/Agency is not meeting its contractual obligations. Actions include but are not limited to the following:

    - Suspension of Payment;

    - Suspension of subaward;

    - Reduction and reallocation of funds;

    - Termination of subaward; and/or

    - Placement in Contractor Alert Reporting Database (CARD), a mechanism that allows for the reporting and tracking of poorly performing contractors Countywide

  - Formal corrective action will occur if issues found via TA persist at the AJCC (if applicable).

The TA schedule for County of Los Angeles Workforce Development Programs is attached to this bulletin (Attachment A). The County may schedule additional visits based on need. AJCCs may also request additional assistance by sending a request to ajccops@wdacs.lacounty.gov.

ACTION

Los Angeles County AJCCs operating WIOA ADW, Youth@Work, SCSEP, INVEST, P2E, NDWG, Keep LA Working Initiative, Worker Resiliency Fund, LA:RISE, ASO and/or Rapid Response programs shall ensure that the information provided herein is communicated throughout the operations, management and governance structure of the AJCC and ensure the Bulletin is appropriately maintained until further notice. See the attachments for more details.

INQUIRIES

Inquiries regarding this bulletin described herein should be directed to ajccops@wdacs.lacounty.gov.

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Attachments:

A. *County of LA Workforce Development Programs TA Schedule PY 2020-21*
B. *ADW Technical Assistance Checklist*
C. *Youth@Work Technical Assistance Checklist*
D. *Youth@Work Work Based Learning Checklist*
E. *Rapid Response Technical Assistance Checklist*
F. *INVEST Technical Assistance Checklist*
G. *SCSEP Technical Assistance Checklist*
H. *Megafires NDWG - Workforce Development Technical Assistance Checklist*
I. *Megafires NDWG - Temporary Jobs Technical Assistance Checklist*
J. *LA:RISE- AJCC Technical Assistance Checklist*
K. *LA:RISE- Social Enterprise Technical Assistance Checklists*
L. *ASO – TA Checklist*
M. *Keep LA Working Initiative Checklist*
N. *Worker Resiliency Fund Checklist*
O. *P2E IDS Checklist*
P. *P2E SSEL Checklist*
Q. *COVID-19 NDWG TA Checklist*
R. *AJCC Administrative Review Checklist PY 2020-21*
S. *LA:RISE Social Enterprise Administrative Review Checklist PY 2020-21*