



COUNTY OF LOS ANGELES

WIOA ADULT, DISLOCATED WORKER, YOUTH AND RAPID RESPONSE PROGRAMS INFORMATIONAL BULLETIN

NUMBER: WIOA B16-04

SUBJECT: Technical Assistance Process
PY 2016-17

DATE: September 27, 2016

EFFECTIVE DATE: Immediately

**TO: LOS ANGELES COUNTY AJCCs OPERATING WORKFORCE INNOVATION
AND OPPORTUNITY ACT (WIOA) ADULT, DISLOCATED WORKER, YOUTH AND
RAPID RESPONSE PROGRAMS**

PURPOSE:

This bulletin provides the Technical Assistance (TA) process for WIOA Adult, Dislocated Worker, Youth and Rapid Response programs for PY 2016-17.

SCOPE:

The TA process that has been in place since PY 2014-15 will continue for this new program year with updates to reflect any changes brought on by WIOA.

WIOA Adult, Dislocated Worker and Youth Programs (ADWY)

The PY 2016-17 ADWY TA process will include an interview with AJCC management, a facilities walkthrough, and an in depth customer file review. The interview with AJCC management will include a review of program services, performance, expenditures, and general agency operations. We will review signage, Americans with Disabilities Act (ADA) compliance, and general facility aptness during the walkthrough.

Customer file review will include WIOA eligibility and review of WIOA Basic, Individualized, and Follow-up services including, but not limited to, Supportive Services, Training and other program services provided. CSS WIOA AJCC Operations Division will assess overall agency suitability within our system based on these reviews and make recommendations if needed.

Rapid Response Program

Employer file review will include WARN/Non-WARN information, Rapid Response process, completed 121 forms, and Rapid Response packets. Layoff Aversion files will also be reviewed for process, completed 122 forms and Employer letter (if applicable). CSS WIOA AJCC Operations Division will assess overall program processes and make recommendations as needed.

Technical Assistance Process

The enhanced TA process for ADWY and Rapid Response programs will enable LA County to identify programmatic issues and areas of concern in contract noncompliance, inadequate facilities, and disallowed costs. This 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 TA process:

- **First Visit**
 - AJCCs will receive the requested list of files by close of business the day before the scheduled visit.
 - Upon arrival, LA County WIOA AJCC Operations Division staff TA Team will meet with AJCC staff to address any questions or concerns.
 - TA Team will review program files using the appropriate program *Technical Assistance Checklist (Attachments B, C, D, E, F)*
 - TA Team Lead will review the *WIOA Administrative Review Checklist (Attachment G)* with AJCC Executive Director and/or Program Manager.
 - At the end of the review, TA Team will meet with AJCC staff to review the major issues identified.
 - A TA letter will be sent to the AJCC Executive Director within 5 business days highlighting the issues identified during our visit.
 - TA letter may include a request for a Performance Enhancement Plan (PEP) within 7 business days (if needed).
- **Second Visit**
 - Follow up visit with agency (based on PEP response, if applicable).
- **Referral to Contracts Compliance and Contracts Management**
 - Referral of the matter to Contracts Compliance and Contracts Management Divisions if issues still persist at the AJCC (if applicable).

The TA schedule for ADWY and Rapid Response programs is attached to this bulletin (Attachment A). LA County may schedule additional visits based on need. AJCCs may also request additional assistance by sending a request to wioaops@css.lacounty.gov.

EFFECTIVE DATE:

This bulletin is effective upon release.

ACTIONS:

Los Angeles County AJCCs operating WIOA Adult, Dislocated Worker, Youth and 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:

If you have any questions or concerns, please email us at wioaops@css.lacounty.gov.

Thank you,



**Josie Marquez, Assistant Director
Workforce and Community Services Branch**

Attachments:

- A. *WIOA ADWY and RR TA Schedule PY 2016-17*
- B. *ADW Technical Assistance Checklist*
- C. *ADW Technical Assistance Checklist (OJTs)*
- D. *Youth Program Technical Assistance Checklist DRAFT*
- E. *Rapid Response Technical Assistance Checklist*
- F. *Layoff Aversion Technical Assistance Checklist*
- G. *WIOA AJCC Administrative Review Checklist*