



**Los Angeles County Community and Senior Services  
Workforce Innovation and Opportunity Act  
Americas Job Center of California (AJCC)  
Administrative Review Checklist  
PY 2016-17**



AJCC Name:		Hours of Operation:	
Executive Director:		Adult & Dislocated Worker Program Manager:	

### Interview with Agency Management

What is the AJCC's intake process (including assessment):

What is the AJCC's process for providing Supportive Services:

What is the AJCC's process for providing Training Services:

How does the AJCC ensure concentration on High Growth industry sectors when providing training to participants:

Are any services provided virtually: Yes No

If Yes, which services and how?

Business Services Representative Name(s):

NCP Liaison and Alternate Names:

Re-Entry Programs Liaison and Alternate Names:

Rapid Response Liaison and Alternate Names:

Limited English Proficiency (LEP) Coordinator Name(s):

AJCC Primary Language Needs:

How do you handle language needs, including sign language, not within your AJCC's primary languages?

Americans with Disabilities Act (ADA) Coordinator Name(s):

What is the referral process for customers with disabilities (through partnership or provision of information)?

Is any system other than CalJOBS used to collect and report participant data? Yes No

If yes, which system?

Does the AJCC have a succession plan in place? Yes No

If yes, please attach.

Is performance on track? Yes No

If no, what measures are being taken to ensure performance is on track?

Are expenditures on track? Yes No

If no, what measures are being taken to ensure expenditures are on track?

How does the AJCC market its services to businesses?

How does the AJCC market its services to job-seekers?

How are employers and job seekers "brought together"?

How does the AJCC connect participants to each of the Mandated and Additional Partners?  
Please list the partners and methods of referral for each.

Is there a Title V representative on site and does the representative serve as an advocate for older Americans?

Yes No

If no, what is the referral process for Title V Services?

What are the main avenues utilized to obtain leveraged resources?

Does the AJCC offer capacity building and/or educational programs for AJCC staff?

Does the AJCC provide opportunity for promotions within the organization?

Describe the AJCC's Continuous Quality Improvement (CQI) process.

Are partners truly included in CQI processes?

How?

What is the composition of the CQI Team?

Is information shared with all staff from management to line staff (CQI, operational processes, program updates, etc.)?

How?

Is staff empowered to make decisions as part of the CQI process?

How?

## Facility Walkthrough

WIA Equal Opportunity is the Law Posting (Dated 5/2011)  
WIA Grievance and Complaint Procedures Posting (Dated 5/2011)

Yes  No  
 Yes  No

Exterior signage?

Yes  No

Disabled parking spaces in close proximity to Center and appropriately labeled?

Yes  No

Access to facility (ADA Compliance)?

Yes  No

Ramps at emergency exits?

Yes  No

Appropriate signage in resource room (including Braille and primary service languages)?

Yes  No

Telephones, Fax, and UI line in resource room?

Yes  No

TTY line(s) and number:

Yes  No

Number of computers in resource room:  
Number of printers in resource room:

Yes  No

Assistive technology (software/hardware) including JAWS, Dragon, etc. Systems must function through voice activation and operate without a mouse.

Yes  No

Resource literature (housing, clothing, childcare, agencies serving persons with mental and physical disabilities, etc.).

Yes  No

Resource literature in languages other than English?

Yes  No

Comment cards?

Yes  No

Mission / Values Statement posted?

Yes  No

Clothes Closet?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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Restrooms are clean and ADA Compliant?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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<b>Business Services Room</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>➤ Computer(s)</li> <li>➤ Printer(s)</li> <li>➤ Copier(s)</li> <li>➤ Telephone(s)</li> <li>➤ Fax machine</li> <li>➤ Resource materials (including literature on services to business, tax credits, information on local Chambers of Commerce, etc.)</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No

<b>Certification of Review</b> CSS REPRESENTATIVE NOTES:		
<b>All Requirements Met:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>NOTES:</b>		
_____ <i>CSS REPRESENTATIVE PRINT NAME</i>	_____ <i>SIGNATURE</i>	_____ <i>DATE</i>

*Last Updated: 9.20.16*