



**COUNTY OF LOS ANGELES
WORKFORCE DEVELOPMENT,
AGING AND COMMUNITY SERVICES**



**WORKFORCE DEVELOPMENT
PROGRAMS BULLETIN**

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**LOS ANGELES COUNTY
AMERICA'S JOB CENTER OF CALIFORNIA (AJCC)
TECHNICAL ASSISTANCE PROCESS PROGRAM YEAR 2021-22**

PURPOSE

This bulletin provides the PY 2021-22 Technical Assistance (TA) process for County of Los Angeles Workforce Development Programs. The TA process this program year will be conducted in a hybrid model adopting virtual elements that were incorporated during the PY 2020-21 TA visits with in-person exits and/or reviews as necessary. Workforce Development Programs covered under this Bulletin include the following: Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker (ADW), Youth@Work, Rapid Response, National Dislocated Worker Grants (2018 Megafires NDWG, 2020 COVID-19 NDWG, 2020 Bobcat Wildfire NDWG), Senior Community Service Employment Program (SCSEP), INVEST, P2E, LA:RISE, and Alternative Staffing Organization (ASO) programs.

SCOPE

The TA process for PY 2021-22 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, other program services, and performance related items such as credential attainment, measurable skills gain and placement information amongst others. WDACS Workforce Development Division will assess overall AJCC suitability within our system based on these reviews and make recommendations for improvement where needed.

The Youth@Work participant file review will include a hard copy file review, as well as a review of information entered into the Youth@Work Portal for Level I - Work Based Learning, and an 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 Program & Operations staff will perform a hard copy and electronic (SPARQ) participant file review of case notes, enrollments, recertification, Individualized Employment Plans, Reassessment processes, forms, and payroll records for each participant. WDACS Workforce Development staff will also review Host Agency files and required documentation related to Host Agency Agreements, SCSEP Training Order Request Forms, Non-Profit 501(c)(3) status, and proof of insurance. The goal is to maintain case files that ensure compliance with Federal, State, and local regulations. 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 participant eligibility, 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 participant eligibility, 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.

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

The 2018 CA Megafires National Dislocated Worker Grant (NDWG) Workforce Development (WD) component electronic participant file review through CalJOBS will include program eligibility, documentation, and review of services, including, but not limited to; supportive services, training and other program services provided.

The 2018 CA Megafires NDWG Temporary Jobs (TJ) component electronic participant file review through CalJOBS will include, but not limited to, program eligibility, documentation, and review of temporary jobs, supportive services, safety training certification, worksite agreements, and case notes. WDACS Workforce Development Division will assess overall program processes and make recommendations as needed.

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

The 2020 COVID 19 NDWG - LA County Humanitarian Jobs Project Workforce Development (WD) component electronic participant file review through CalJOBS will include program eligibility, documentation, and review of services provided, including, but not limited to: supportive services, career & training services, case notes and other program services provided.

The 2020 COVID 19 NDWG Temporary Jobs (TJ) component electronic participant file review through CalJOBS will include program eligibility, documentation, and review of services provided, including, but not limited to supportive services, safety training certification, worksite agreements, temporary jobs, case notes and other program services provided. WDACS Workforce Development Division will assess overall program processes and make recommendations as needed.

2020 Bobcat Wildfire National Dislocated Worker Grant – Workforce Development & Temporary Jobs

The 2020 Bobcat Wildfire NDWG Workforce Development (WD) component electronic participant file review through CalJOBS will include program eligibility, documentation, and review of services provided, including, but not limited to: supportive services, career & training services, case notes and other program services provided.

The 2020 Bobcat Wildfire NDWG Temporary Jobs (TJ) component electronic participant file review through CalJOBS will include program eligibility, documentation, and review of services provided, including, but not limited to: temporary jobs, supportive services, safety training certification, worksite agreements, case notes and other program services provided. WDACS Workforce Development Division will assess overall program processes and make recommendations as needed.

LA:RISE – AJCC & Social Enterprise (SE)

LA:RISE AJCC electronic participant file review through CalJOBS 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) participant file review will include program eligibility, 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 assess overall program processes and make recommendations as needed.

Alternative Staffing Organization (ASO)

WDACS Workforce Development staff will perform a hard copy file review against the CalJOBS system which will include 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.

WIOA 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 2021-22 TA process covering AJCC administrative requirements will include a virtual or in-person interview with AJCC management, a virtual or in-person facilities

walkthrough, and an in-depth participant file review. The interview with AJCC management will include a review of program services, performance, expenditures, certification 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 2021-22 TA process covering SE administrative requirements will include a virtual or in-person interview with SE management and an in-depth participant file review. The interview with SE management will include a review of program services, performance, eligibility, case notes, enrollment, transitional subsidized employment, CalJOBS integrity, job readiness assessments, barrier removal services, and general operations.

TECHNICAL ASSISTANCE PROCESS

The enhanced hybrid TA process will enable LA County to identify programmatic issues and areas of concern in subaward noncompliance, inadequate facilities, and disallowed costs. This enhanced hybrid 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 no later than close of business the day before the scheduled visit. In instances where hard copy files are required, and reviewed offsite, AJCCs/Agencies will be provided the list of selected files no later than 5 business days before the visit to coordinate file delivery. If hard copy file review occurs at the AJCC, list of files selected for review will be provided no later than close of business the day before the scheduled visit.
 - A virtual and/or in-person entrance meeting will occur at the start of the TA Visit. If virtual is utilized, Microsoft Teams meeting information will be provided 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, or 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.
 - 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.

- 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 and/or in-person with AJCC staff to review the major issues identified. If virtual is utilized, Microsoft Teams meeting information will be provided to the AJCC prior to the TA Visit.
- TA Team Lead will review the *AJCC Administrative Review Checklist* (Attachment R) virtually or in-person 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 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, 2018 Megafires NDWG, 2020 COVID-19 NDWG, 2020 Bobcat Wildfire NDWG, 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.



**Irene Pelayo, Program Manager
Workforce Development Branch**

Attachments:

- A. [County of LA Workforce Development Programs TA Schedule PY 2021-22](#)
- B. [ADW Technical Assistance Checklist](#)
- C. [Youth@Work WIOA Technical Assistance Checklist](#)
- D. [Youth@Work Work Based Learning Checklist](#)
- E. [Rapid Response Technical Assistance Checklist](#)

- F. [INVEST Technical Assistance Checklist](#)
- G. [COVID-19 NDWG 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. [SCSEP Technical Assistance Checklist](#)
- N. [SCSEP Host Agency Technical Assistance Checklist](#)
- O. [P2E IDS Technical Assistance Checklist](#)
- P. [P2E SSEL Technical Assistance Checklist](#)
- Q. [2020 Bobcat Wildfire NDWG TA Checklist](#)
- R. [AJCC Administrative Review Checklist PY 2021-22](#)
- S. [LA:RISE Social Enterprise Administrative Review Checklist PY 2021-22](#)