



**County of Los Angeles
Department of Economic Opportunity
Americas Job Center of California (AJCC)
Administrative Review Checklist
PY 2022-23**

**department
of economic
opportunity**
COUNTY OF LOS ANGELES

| | | | |
|---------------------|--|---------------------|--|
| AJCC Name: | | Hours of Operation: | |
| Executive Director: | | Operations Manager: | |

Interview with AJCC Management

What is the AJCC's intake process, including assessment (please attach a copy of the AJCC's intake process package):

Please describe how your AJCC meets all the One-Stop Operator (OSO) unique requirements as dictated in your sub-agreement with the County of Los Angeles:

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

Does the AJCC have a written policy for Supportive Services:

Yes No

If yes, please attach.

If no, please explain why:

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

How does the AJCC ensure trainings are in High Growth industry sectors when providing training services to participants:

What are the virtual services provided by the AJCC? What virtual platforms/tools are used to provide these services?

AJCC Primary Language Needs:

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

How does the AJCC assist individuals with Disabilities? (Please note, use of a referral process is last resort as AJCCs should always directly assist individuals with Disabilities first.)

If a referral process is used for customers with disabilities is the referral done through partnership or provision of information?

How does the AJCC ensure that communication with individuals with disabilities is just as effective as communication with others?

How does the AJCC meet its obligation not to discriminate because of a disability?

How does the AJCC communicate to AJCC staff the requirement not to discriminate based on disability and the obligation to provide reasonable accommodations?

How does the AJCC ensure that qualified individuals with disabilities are provided an equal opportunity to participate in and benefit from programs and services provided?

Does the AJCC have a written reasonable accommodation policy?

Yes No

If YES, please provide copies. If no, please explain?

Are all AJCC staff aware and trained on how to provide for a reasonable accommodation to enable individuals with disabilities to participate in and benefit from available programs?

Yes No

If NO, please explain:

Does the AJCC Disability coordinator provide ADA training to all AJCC staff?

Yes No

If NO, please explain:

In all communication indicating that the AJCC may be contacted by telephone, is the telephone number for the TDD/TTY or relay services provided?

Yes No

If NO, please explain.

Has the AJCC Equal Opportunity (EO) and Grievance and Complaints Officer developed and published discrimination complaint policies and procedures?

Yes No

If YES, please provide copies. If no, please explain:

Has the AJCC Equal Opportunity (EO) and Grievance and Complaints Officer developed and published procedures for resolving individual complaints against the AJCC for noncompliance with applicable nondiscrimination and equal opportunity provisions?

Yes No

If NO, please explain.

Describe the AJCCs policy for handling discrimination complaints from participants.

Describe the process established to keep discrimination complaint records for a period of three years.

Does your AJCC keep a discrimination complaint log? Yes No

If YES, does your log include the following:

- Name and address of complainant? Yes No
- Name and address of respondent? Yes No
- If available, alternative method of contacting the complainant? Yes No
- Basis of complaint? Yes No
- Brief description of complaint? Yes No
- Date filed? Yes No
- Disposition? Yes No

If no, please explain:

Does the AJCC Equal Opportunity (EO) and Grievance and Complaints Officer provide nondiscrimination and equal opportunity trainings to all AJCC staff? Yes No

If NO, please explain:

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

If yes, which system(s)?

Is the AJCC meeting performance requirements? Yes No

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

Is the AJCC meeting expenditure requirements? Yes No

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

Does the AJCC currently conduct marketing and outreach of its services to all cities and unincorporated areas of their subregion? Yes No

If no, please explain.

Does the AJCC currently conduct marketing and outreach of its services to businesses? Yes No

If yes, please provide us copies of marketing and outreach materials.

Are all business-related marketing and outreach materials branded appropriately with the general LA County America's Job Center of California logo? Yes No

Do all business-related marketing and outreach materials have the LA County Equal Opportunity (EO) and Americans with Disabilities (ADA) Taglines? Yes No

Does the AJCC currently conduct marketing and outreach of its services to jobseekers? Yes No

If yes, please provide us copies of marketing and outreach materials.

Are all job-seeker marketing and outreach materials branded appropriately with the general LA County America's Job Center of California logo? Yes No

Do all job-seeker marketing and outreach materials have the LA County Equal Opportunity (EO) and Americans with Disabilities (ADA) Taglines? Yes No

If no, please explain why?

Do the Proportions of the AJCC Logo match the standards set in WDP D20-14 AJCC Style Guide Directive? Yes No

Are agency specific AJCC logos, with location included, no more than one-third the size of the general AJCC logo? Yes No

Are agency specific AJCC logos, location included, only used on the AJCC physical signage (e.g., East LA AJCC) Yes No

How are employers and job seekers “brought together”?

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

Is there a Title V Senior Community Service Employment Program (SCSEP) representative on site and does the representative serve as an advocate for older individuals? Yes No

If no, what is the referral process for SCSEP Services?

What are the main avenues utilized to obtain leveraged resources?

Please explain:

Does the AJCC offer capacity building and/or educational programs for AJCC staff? Yes No

Please explain:

Does the AJCC provide opportunity for promotions within the organization? Yes No

Please explain:

Describe the AJCC’s Continuous Quality Improvement (CQI) process:

Are partners included in CQI processes? Yes No

Please explain 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.)? Yes No

Please explain:

How does the AJCC disseminate the customer satisfaction survey to AJCC visitors and participants?

How are customer survey results incorporated into the AJCC's Continuous Quality Improvement (CQI) process?

Is staff empowered to make decisions as part of the CQI process? Yes No

Please explain:

Have all furniture, supplies, and equipment bought with funds from Workforce Development programs (e.g., WIOA, INVEST, LA:RISE, etc.) been logged, reported to, and tagged by DEO? Yes No

If no, what steps are being taken to ensure all furniture, supplies, and equipment are logged, reported to, and tagged by DEO?

Customer Flow and Integrated Services Delivery

How does the AJCC ensure that the three core principles of the Los Angeles County ISD Model (Common Customer Pool, Common Customer Flow, and Common Staffing) are used when delivering services?

Please explain:

How does the AJCC implement the three key elements (co-location, collaboration, and cooperation) of the Integrated Services Delivery (ISD) Model?

Please explain:

How does the AJCC ensure that the Welcome/Talent Engagement Team effectively accomplishes its function to 1) welcome and identify the needs of each customer 2) conduct basic assessments (triage) 3) collect initial registration data and 4) connects the individual to another team or outside resource based upon customer need?

Please explain:

How does the AJCC ensure that the Skills/Talent Development Team effectively accomplishes its function to conduct skills analysis, assessment testing, support requirements, career counseling, soft skills training, and referral to occupational skills training for participants?

Please explain:

How does the AJCC ensure that the Job Getting/Talent Marketing Team effectively accomplishes its function to provide job matching, job placement, coaching, job retention and supportive services to job seeker participants?

Please explain:

Technology and Data Integrity

How does the AJCC ensure proper usage of the Vos Greeter for individuals visiting the AJCC?

Please explain:

How does the AJCC implement Document Imaging and ensure that participant records are maintained current on CalJOBS?

Please explain:

How does the AJCC process ARS referrals and ensure that information in the ARS system is current and accurate?

Please explain:

How does the AJCC ensure that ARS referrals are contacted in a timely manner?

Please explain:

How does the AJCC ensure data integrity in CalJOBS?

Please explain:

How does the AJCC incorporate Cognos Action Reports in its programs management?

Please explain:

How does the AJCC incorporate use of PowerBI in its programs management?

Please explain:

How does the AJCC incorporate Big Interview, Metrix Learning, Virtual Job Fair, EDGE, and Career EDGE virtual platforms as part of its service delivery strategy to participants? Please describe the strategy for each.

Please explain:

How does the AJCC manage .

Please explain:

Comprehensive AJCC/AJCC Staff Requirements

Please indicate if the following required Comprehensive AJCC/AJCC staff positions have been filled. **If positions have not been filled, please explain why.**

Supervisory Team

Operations Manager: Yes No

- 1) Name:
- Email:
- Direct Contact Number:

Requirement: Comprehensive AJCCs: (1); AJCCs: (1)

Please explain:

Program Supervisor: Yes No

Requirement: Comprehensive AJCCs: (1); AJCCs: (0)
(Note Program Supervisor duties at AJCCs are covered by the Operation Manager.)

- 1) Name:
- Email:
- Direct Contact Number:

Please explain:

Business Services Manager: Yes No

Requirement: Comprehensive AJCCs: (1); AJCCs: (0)
1) Name:
 Email:
 Direct Contact Number:

Please explain:

Welcome/Talent Engagement Team

Intake Specialists: Yes No

Requirement: Comprehensive AJCCs: (2); AJCCs: (1)

- 1) Name:
- Email:
- Direct Contact Number:

- 2) Name:
- Email:

Direct Contact Number:

Please explain:

Skills/Talent Development Team

Career Planners/Case Managers

Requirement: Comprehensive AJCCs: (4); AJCCs: (1)

Yes No

1) Name:
Email:
Direct Contact Number:

2) Name:
Email:
Direct Contact Number:

3) Name:
Email:
Direct Contact Number:

4) Name:
Email:
Direct Contact Number:

Please explain:

Trainers

Requirement: Comprehensive AJCCs: (2); AJCCs: (1)

Yes No

1) Name:
Email:
Direct Contact Number:

2) Name:
Email:
Direct Contact Number:

Please explain:

Job Getting/Talent Marketing Team

Business Services Representative:

Requirement: Comprehensive AJCCs: (2); AJCCs: (1)

Yes No

1) Name:
Email:
Direct Contact Number:

2) Name:
Email:
Direct Contact Number:

Please explain:

Staff Support Team

Clerical/Program Assistant

Yes No

Requirement: Comprehensive AJCCs: (1); AJCCs: (1)

1) *Name:*

Email:

Direct Contact Number:

Please explain:

Other Workforce Development Program Staff and/or Liaisons:

INVEST Case Manager Name (If applicable):

Yes No

1) *Name:*

Email:

Direct Contact Number:

INVEST Business Services Representative Name (If applicable):

Yes No

1) *Name:*

Email:

Direct Contact Number:

NDWG Case Manager Name (If applicable):

Yes No

2) *Name:*

Email:

Direct Contact Number:

PPS Liaison and Alternate Names:

Yes No

Liaison Name:

Email:

Direct Contact Number:

Alternate Name:

Email:

Direct Contact Number:

Homeless Liaison and Alternate Names:

Yes No

Liaison Name:
Email:
Direct Contact Number:

Alternate Name:
Email:
Direct Contact Number:

LACDA Liaison and Alternate Names:

Yes **No**

Liaison Name:
Email:
Direct Contact Number:

Alternate Name:
Email:
Direct Contact Number:

Re-Entry Programs Liaison and Alternate Names:

Yes **No**

Liaison Name:
Email:
Direct Contact Number:

Alternate Name:
Email:
Direct Contact Number:

Rapid Response Coordinator Name (If applicable):

Yes **No**

Coordinator Name:
Email:
Direct Contact Number:

Rapid Response Liaison and Alternate Names:

Yes **No**

Liaison Name:
Email:
Direct Contact Number:

Alternate Name:
Email:
Direct Contact Number:

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

Yes **No**

Coordinator Name:
Email:
Direct Contact Number:

Alternate Name:
Email:
Direct Contact Number:

Americans with Disabilities Act (ADA) Coordinator Name(s): Yes No

Coordinator Name:

Email:

Direct Contact Number:

Alternate Name:

Email:

Direct Contact Number:

Equal Opportunity & Grievance and Complaint Filing Officer Name: Yes No

Officer Name:

Email:

Direct Contact Number:

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

If yes, please attach. If no, please explain

AJCC Certification Indicators

1# The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

Certification Indicators:

- a. All AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.

Yes No

Please explain:

- b. The AJCC Equal Opportunity and Grievance and Complaints Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.

Yes No

Please explain:

- c. The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.

Yes No

If no, please explain:

d. The AJCC uses the principles of universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level. Yes No

Please explain:

e. The AJCC implements the veteran's preference and priority of service requirements.

Yes No

Please explain:

f. The AJCC provides services outside of regular business hours where there is a workforce need as defined by the LA County WDB. Yes No

Please explain:

g. The AJCC delivers both AJCC-based and virtual services.

Yes No

Please explain:

h. The AJCC ensures that individuals with disabilities are able to access virtual services in a manner that is comparable to the access available to others. Yes No

Please explain:

2# The AJCC actively supports the One-Stop system through effective partnerships.

Certification Indicators:

a. A system is in place to assess the satisfaction of both colocated and non-colocated partners with the AJCC and its services. Yes No

Please explain:

b. Both colocated and non-colocated partners believe that the AJCC adds value to their program and their customers. Yes No

Please explain:

c. The required AJCC partners meet on a regular basis to discuss the One-Stop system and the AJCC's contribution to the system and make recommendations for continuous improvement.

Yes No

Please explain:

d. The AJCC actively outreaches and provides access to non-colocated partner customers to participate in AJCC-based services, such as workshops and recruitment events.

Yes No

Please explain:

e. An inventory and overview of all partner services is available to all AJCC staff and all AJCC staff has received an orientation to all partner programs and services.

Yes No

Please explain:

f. One-Stop system marketing materials have been developed that overview all partner services for distribution to customers at the AJCC and at all non-colocated partner locations.

Yes No

Please explain:

g. The AJCC's partner referral process (as outlined in the Memorandum of Understanding) is being implemented with a focus on quality referrals that are likely to convert to service.

Yes No

Please explain:

h. Referrals are recorded and a system is in place for partners to follow-through and report progress on referrals made.

Yes No

Please explain:

h. The AJCC connects to the community through multiple community partnerships and community access points.

Yes No

Please explain:

3# : The AJCC provides integrated, customer-centered services.

Certification Indicators:

- a. AJCC staff identifies with the AJCC system (and not just their specific program), believes that all AJCC customers are shared customers, and contributes to providing a positive AJCC experience for every AJCC customer. Yes No

Please explain:

- b. AJCC staff have received customer service and customer-centered design training. Yes No

Please explain:

- c. AJCC staff is cross-trained in program partner eligibility and services, so they have the capacity to functionally serve customers well. Yes No

Please explain:

- d. The AJCC has clearly identified the roles, responsibilities, and authorities of both functional leaders and the supervisors of program partners and the AJCC has an integrated functional organizational chart. Yes No

Please explain:

- e. The AJCC has a system in place to promptly greet all AJCC customers, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible Yes No

Please explain:

- f. The AJCC has developed integrated customer flow procedures that respond to customer need and moves customers seamlessly between AJCC entry and service delivery with as few hand-offs as possible. Yes No

Please explain:

g. All AJCC colocated partners have identified the Career Services that are applicable to their program and the AJCC has developed methods to align/integrate the delivery of those services.

Yes No

Please explain:

h. The AJCC has establish protocols to co-enroll customers in more than one partner program when there is value to customers and has a strategy for effectively sharing case management when customers are co-enrolled.

Yes No

Please explain:

4# The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathways.

Certification Indicators:

a. All AJCC staff (i.e., the staff of all colocated partners regardless of staff position or program) value both skill development and employment outcomes and know how they can promote and contribute to both.

Yes No

Please explain:

b. All AJCC staff knows the regional target sectors, can identify regional sector career pathways, and can understand what those mean in terms of providing services to customers.

Yes No

Please explain:

c. The AJCC has skill development and training opportunities for customers at all skill and experience levels.

Yes No

Please explain:

d. The AJCC has robust training services and staff assists customers in accessing and enrolling in these services, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship.

Yes No

Please explain:

e. AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials.

Yes No

Please explain:

f. The AJCC does not implement a “sequence of service requirement” for training and does not have cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials.

Yes No

Please explain:

g. The AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.

Yes No

Please explain:

h. The AJCC strives to increase the number and percentage of all AJCC customers receiving skill development and training services resulting in industry recognized credentials.

Yes No

Please explain:

5# The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.

Certification Indicators:

a. All AJCC staff has high-knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.

Yes No

Please explain:

b. The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers.

Yes No

Please explain:

c. The AJCC promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.

Yes No

Please explain:

d. The AJCC has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers. Yes No

Please explain:

e. The AJCC is an integral partner in the implementation of the Local Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.

Yes No

Please explain:

f. The AJCC offers a wide range of AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.

Yes No

Please explain:

g. The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies the learning for continuous improvement.

Yes No

Please explain:

6# The AJCC has high-quality, well-informed, and cross-trained staffing.

Certification Indicators:

a. The AJCC has regular staff meetings with all AJCC staff (i.e. the staff of all colocated partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.

Yes No

Please explain:

b. Partners have agreed to provide training to all AJCC staff on a regular basis..

Yes No

Please explain:

c. There is a capacity building and/or professional development plan for staff and partners..

Yes No

Please explain:

d. All AJCC staff has received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners. Yes No

Please explain:

e. All AJCC staff has received training on how to use labor market information to help customers identify career pathways and develop in-demand skills and credentials and find jobs.

Yes No

Please explain:

f. All AJCC staff has received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.

Yes No

Please explain:

g. All AJCC staff has received training on serving individuals with barriers to employment, including customers with disabilities.

Yes No

Please explain:

h. All AJCC staff has received training on providing excellent customer service and customer-centered design.

Yes No

Please explain:

i. All AJCC staff has received training on sector strategies, career pathways, job quality and high road training partnerships.

Yes No

Please explain:

7# The AJCC achieves business results through data-driven continuous improvement.

Certification Indicators:

a. The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.

Yes No

Please explain:

b. The AJCC reports to the LA County WDB on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.

Yes No

Please explain:

c. The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.

Yes No

Please explain:

d. The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC's services.

Yes No

Please explain:

e. The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.

Yes No

Please explain:

f. The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.

Yes No

Please explain:

g. The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.

Yes No

Please explain:

Facility Walkthrough

| | |
|---|--|
| WIOA Equal Opportunity is the Law Posting (Dated 8/2021) WIOA Grievance and Complaint Procedures Posting (Dated 8/2021) | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Disabled parking spaces near AJCC and appropriately labeled? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Access to facility (ADA Compliance)? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Appropriate signage in resource room (including Braille and primary service languages)? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Telephones, Fax, and UI line in resource room? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| TTY line(s) and number: | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Assistive technology (software/hardware) including JAWS, Dragon, etc. Systems must function through voice activation and operate without a mouse. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Resource literature (housing, clothing, childcare, agencies serving persons with mental and physical disabilities, etc.). | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Resource literature in languages other than English? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Access to Customer Satisfaction Survey via at least one resource room Computer? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Paper copies of the Customer Satisfaction Survey at the front desk? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Customer Satisfaction Survey Exit Sign is placed by exits? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Mission / Values Statement posted? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Clothes Closet? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Restrooms are clean and ADA Compliant? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Business Services Resources | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| ➤ Computer(s) | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| ➤ Printer(s) | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| ➤ Copier(s) | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| ➤ Telephone(s) | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| ➤ Fax machine | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| ➤ Resource materials (including literature on services to business, tax credits, information on local Chambers of Commerce, etc.) | <input type="checkbox"/> Yes <input type="checkbox"/> No |

Certification of Review
DEO REPRESENTATIVE NOTES:

All Requirements Met: Yes No

NOTES:

DEO REPRESENTATIVE PRINT NAME

SIGNATURE

DATE