



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



**WORKFORCE DEVELOPMENT  
PROGRAMS BULLETIN**

DATE: November 21, 2018

NUMBER: WDP B18-04

**COUNTY OF LOS ANGELES  
HOMELESS OPPORTUNITIES FOR MEANINGFUL EMPLOYMENT  
(HOME)  
LOS ANGELES REGIONAL INITIATIVE FOR SOCIAL ENTERPRISES  
(LA:RISE)  
TECHNICAL ASSISTANCE PROCESS PROGRAM YEAR 2018-19**

**PURPOSE**

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This bulletin provides the PY 2018-19 Technical Assistance (TA) process for County of Los Angeles Regional Initiative for Social Enterprises (LA:RISE) Program.

**SCOPE**

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The TA process for PY 2018-19 will include a review of the County of Los Angeles Regional Initiative for Social Enterprises (LA:RISE) program as detailed below:

**America's Job Center of California (AJCC) Review**

The LA:RISE 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. Workforce Development, Aging and Community Services (WDACS) AJCC Operations Division will assess overall AJCC suitability within our system based on these reviews and make recommendations if needed.

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.

**SOCIAL ENTERPRISE REVIEW (SE)**

WDACS AJCC Operations staff will perform a participant file review to 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 AJCC Operations staff will provide reviews and recommendations

for compliance, where needed. The goal is to maintain case files that ensure compliance with the Work Order.

### **AJCC ADMINISTRATIVE REQUIREMENTS**

The PY 2018-19 TA process covering SE administrative requirements will include an interview with SE management, a facilities walkthrough, and an in-depth participant file review. The interview with SE management will include a review of program services, performance, general operations. During the walkthrough we will review space for AJCC staff to station at.

### **TECHNICAL ASSISTANCE PROCESS**

The enhanced TA process for the County of Los Angeles Regional Initiative for Social Enterprises (LA:RISE) program will enable LA County to identify programmatic issues and areas of concern in subaward noncompliance, inadequate facilities, and disallowed costs. This enhanced TA process is necessary and essential to assist all AJCCs and SEs in maximizing services in the most effective manner.

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

- **First Visit**

- AJCCs and SEs will receive the requested list of files by no later than close of business the day before the scheduled visit.
- Upon arrival, WDACS AJCC Operations Division staff TA Team will meet with AJCC and SE staff to address any questions or concerns.
- TA Team will review program files using the appropriate program *Technical Assistance Checklist(s) as appropriate (Attachments B and C)*.
  - Note that TA file review may consist of an electronic review of files.
- TA Team Lead will review the *SE Administrative Review Checklist* (Attachment D) with SE 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 and SE Executive Director within 7 business days of the TA visit highlighting the issues identified during our visit.
- TA letter may include a request for a Performance Enhancement Plan (PEP) (if needed) within 7 business days of the date on the TA letter.

- **Second Visit**

- Follow up visit with agency (based on PEP response, if applicable).
- **Referral to Contracts Compliance and Contracts Management for Formal Corrective Action**
  - Referral of the matter to Contracts Compliance and Contracts Management Divisions for formal corrective action will occur if issues persist at the AJCC or SE (if applicable).

The TA schedule for the County Regional Initiative for Social Enterprises (LA:RISE) is attached to this bulletin (Attachment A). The County may schedule additional visits based on need. AJCCs and SEs may also request additional assistance by sending a request to [HOME@wdacs.lacounty.gov](mailto:HOME@wdacs.lacounty.gov).

## **ACTION**

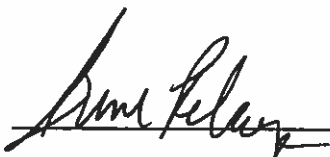
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Los Angeles County AJCCs operating the County Regional Initiative for Social Enterprises (LA:RISE) shall ensure that the information provided herein is communicated throughout the operations, management and governance structure of the AJCC and ensure the Bulletin is appropriately maintained until further notice. See the attachments for more details.

## **INQUIRIES**

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Inquiries regarding this bulletin described herein should be directed to [HOME@wdacs.lacounty.gov](mailto:HOME@wdacs.lacounty.gov).



**Irene Pelayo, Program Manager  
Workforce and Community Services Branch**

### **Attachments:**

- A. County Regional Initiative for Social Enterprises LA:RISE TA Schedule PY 2018-19*
- B. America's Job Center of California (AJCC) Technical Assistance Checklist*
- C. Social Enterprise (SE) Technical Assistance Checklist*
- D. SE Administrative Review Checklist PY 2018-19*