



**Los Angeles County**  
**Workforce Development, Aging and Community Services**  
**Americas Job Center of California (AJCC)**  
**Administrative Review Checklist**  
**PY 2017-18**



AJCC Name:		Hours of Operation:	
Executive Director:		Program 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 concentration on High Growth industry sectors when providing training to participants:

Are any virtual (computer-generated/cybernetic) services provided: 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):

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

AJCC Primary Language Needs:

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

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

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

If yes, which system(s)?

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

If yes, please attach.

How does the AJCC follow the Integrated Services Delivery (ISD) Model? Please explain.

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 businesses? Yes No  
If yes, please provide us copies of marketing and outreach materials.  
Are all business-related marketing and outreach materials branded appropriately? Yes No

Does the AJCC currently conduct marketing and outreach of its services to job-seekers? Yes No  
If yes, please provide us copies of marketing and outreach materials.  
Are all job-seeker marketing and outreach materials branded appropriately? 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 Americans?  
Yes No  
If no, what is the referral process for SCSEP 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 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?

Have all furniture, supplies, and equipment bought with WIOA or Title V funds logged, reported to and tagged by WDACS? Yes No

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

**Facility Walkthrough**

WIOA Equal Opportunity is the Law Posting (Dated 11/2016)	<input type="checkbox"/> Yes <input type="checkbox"/> No
WIOA Grievance and Complaint Procedures Posting (Dated 11/2016)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Exterior signage?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Disabled parking spaces near the Center and appropriately labeled?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Access to facility (ADA Compliance)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Ramps at emergency exits?	<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
Number of computers in resource room: Number of printers in resource room:	<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
Comment cards?	<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

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