



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



## WORKFORCE DEVELOPMENT PROGRAMS BULLETIN

DATE: November 13, 2017

NUMBER: WDB B17-03

### WORKFORCE DEVELOPMENT PROGRAMS TECHNICAL ASSISTANCE PROCESS

#### **PURPOSE**

This bulletin provides the Technical Assistance (TA) process for Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker (ADW), Youth@Work, and WIOA Rapid Response programs.

#### **SCOPE**

The TA process for WIOA ADW, Youth@Work, and WIOA Rapid Response programs shall be as follows:

#### **WIOA ADW and Youth@Work Programs**

WIOA ADW and Youth@Work TA process will include an administrative interview with Americas Job Center of California (AJCC) management, a facilities walkthrough, and an in-depth customer file review. The interview with AJCC management will include a review of program services, performance, expenditures, and general AJCC operations. County staff will review signage, Americans with Disabilities Act (ADA) compliance, and general facility aptness during the walkthrough.

Customer file review will include program eligibility and review of programmatic services, including but not limited to, Basic Career Services, Career Services, Supportive Services, Training and other services provided through County-funded programs.

#### **WIOA Rapid Response Program**

Employer file review will include WARN/Non-WARN information, Rapid Response process, completed 121 forms, and Rapid Response packets. During the same visit, Layoff Aversion files will also be reviewed for process, completed 122 forms and employer letter (if applicable) and overall program processes.

## **Technical Assistance Process**

The enhanced TA process for WIOA ADW, Youth@Work, SCSEP and Rapid Response programs will enable LA County to identify programmatic issues and areas of concern in contract noncompliance, inadequate facilities, and disallowed costs. This is necessary and essential to assist all AJCCs in maximizing services in the most effective manner. WDACS' AJCC Operations Division will assess overall AJCC operator suitability within our system based on these reviews and make recommendations, where appropriate.

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

- **First Visit**
  - AJCCs will receive the requested list of files by close of business the day before the scheduled visit.
  - Upon arrival, LA County AJCC Operations Division staff TA Team will meet with AJCC 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, C, D, E, F).
  - TA Team Lead will review the *AJCC Administrative Review Checklist* (Attachment F) with the AJCC Executive Director and/or 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 Executive Director within 5 business days highlighting the issues identified during the visit.
  - TA letter may include a request for a Performance Enhancement Plan (PEP) within 7 business days (if needed).
- **Second Visit**
  - Follow up visit with agency (based on PEP response, if applicable).
- **Referral to Contracts Compliance and Contracts Management**
  - Referral of the matter to Contracts Compliance and Contracts Management Divisions if issues still persist at the AJCC (if applicable).
  - Contracts Compliance and Contracts Management will institute any processes/procedures that are applicable to the unresolved major issue(s) which may include, but not limited to, contract suspension of payments, placement in CARD.

The TA schedule for WIOA ADW, Youth@Work, and WIOA Rapid Response programs is

attached to this bulletin (Attachment A). LA County may schedule additional visits based on need. AJCCs may also request additional assistance by sending a request to [wioaops@wdacs.lacounty.gov](mailto:wioaops@wdacs.lacounty.gov).

## **ACTION**

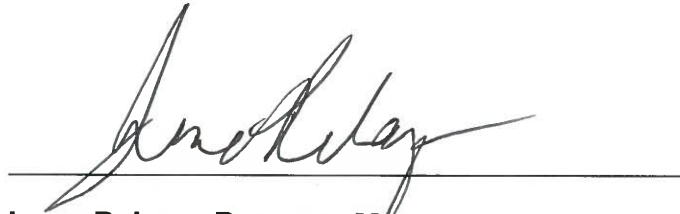
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Los Angeles County AJCCs operating WIOA ADW, Youth@Work, and WIOA Rapid Response programs shall ensure that the information provided herein is communicated throughout the operations, management and governance structure of the AJCC and ensure the Bulletin is appropriately maintained until further notice. See the attachments for more details.

## **INQUIRIES**

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



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

**Attachments:**

- A. *WIOA ADW, Youth@Work, and WIOA RR TA Schedule PY 2017-18*
- B. *ADW Technical Assistance Checklist*
- C. *Youth@Work Technical Assistance Checklist*
- D. *Rapid Response Technical Assistance Checklist*
- E. *AJCC Administrative Review Checklist*