



LOS ANGELES COUNTY
WIA ADULT AND DISLOCATED WORKER
BULLETIN

Revised WorkSource Center Recertification		
NUMBER: B-DWA-02-009	SUBJECT:	Assessment Instrument, Schedule & Technical Assistance List
DATE: 07/07/03	EFFECTIVE DATE: Immediately	PAGE 1 of 1

This bulletin supersedes Bulletin Number B-DWA-02-005

TO: ALL WORKSOURCE CENTER DIRECTORS

The purpose of this Bulletin is to distribute the schedule for recertification of Los Angeles County WorkSource Centers and forward copies of the *revised WorkSource Center Recertification Assessment Instrument*. This assessment instrument was developed specifically for the purpose of evaluating eligible WorkSource Centers in regard to the minimal level of quality standards required to be recertified as a Los Angeles County funded WorkSource Center.

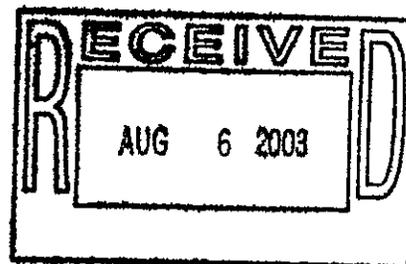
The process for WorkSource Center recertification will begin in August of 2003. You will be notified by mail, prior to the date on the attached schedule, to confirm your appointment to undergo the process for recertification.

For your convenience, a copy of the WorkSource Center Technical Assistance Contact List is attached. If you would like to schedule an appointment for technical assistance regarding recertification, or have questions concerning the recertification instrument, please contact Sandra Miller at (213) 738-3839.

JOSIE MARQUEZ, Director
Employment and Training

Attachments (3)

MM:AG:KN



**WORKSOURCE CENTER RECERTIFICATION
SCHEDULE**

ANTELOPE VALLEY WORKSOURCE	DECEMBER 2, 2003
CAREER PARTNERS (ROSEMEAD)	AUGUST 12, 2003
CAREER PARTNERS (EL MONTE)	SEPTEMBER 25, 2003
CHICANA	SEPTEMBER 7, 2004
LAUL-POMONA	MAY 4, 2004
COMPTON CAREER LINK	JANUARY 7, 2004
EAST LA/ACS	AUGUST 5, 2004
SUN VALLEY	SEPTEMBER 23, 2003
HUB CITIES	NOVEMBER 5, 2003
JVS/WEST HOLLYWOOD	OCTOBER 4, 2004
LA WORKS	MARCH 2, 2004
NORTHEAST	SEPTEMBER 8, 2003
SASSFA	SEPTEMBER 24, 2003
LAUL-SOUTH CENTRAL	FEBRUARY 3, 2004
CPC/MARINA	PENDING CERTIFICATION

**WorkSource Center Technical Assistance
Contact List**

WorkSource Center	Staff Assigned	Telephone Number
Antelope Valley	Jackie Lynn Sakane	(213) 739-7321
Career Partners (Rosemead)	Maggie Mireles	(213) 738-2198
Career Partners (El Monte)	Maggie Mireles	(213) 738-2198
Chicana Service Action Center	Saundra Miller	(213) 738-3839
Compton Careerlink	Saundra Miller	(213) 738-3839
East Los Angeles	Angela Gentry	(213) 738-3865
El Proyecto/Sun Valley	Jackie Lynn Sakane	(213) 739-7321
Hub Cities	Angela Gentry	(213) 738-3865
JVS/West Hollywood	Saundra Miller	(213) 738-3839
LA Works	Maggie Mireles	(213) 738-2198
Northeast San Fernando Valley	Jackie Lynn Sakane	(213) 739-7321
SASSFA	Maggie Mireles	(213) 739-7321
LAUL Pomona	Angela Gentry	(213) 738-3865
LAUL South Central	Angela Gentry	(213) 738-3865
West Los Angeles/CPC	Saundra Miller	(213) 738-3839

LA COUNTY WORKSOURCE CENTER RECERTIFICATION ASSESSMENT INSTRUMENT

WORKSOURCE CENTER: _____
 DATE: _____
 EVALUATOR: _____
 EVALUATION PERIOD: _____ FINAL SCORE _____

1. MANDATED WORKSOURCE PARTNERS				
WorkSource Center provides access to each mandated partner's program through cross-referral.				
<u>STANDARDS</u>				
Partner provides core services at the WorkSource Center by:				
<ul style="list-style-type: none"> • Physically collocating at the WorkSource Center full or part-time; or • Being available for appointments to Customers to deliver core services at the Center; or • Having appropriate technology at the Center. 				
<u>VERIFICATION</u>				
<ol style="list-style-type: none"> 1. Evidence of days & hours of collocated staff 2. Established process for cross-referrals & scheduling appointments 3. Electronic linkage to mandated partner 				
Partner Name/ Contact Name/ Phone Number	Mandated Partner Category	INDICATE YES OR NO FOR EACH	YES	NO
	WIA Adult, Dislocated Worker and Youth	Evidence of days and hours of collocated staff		
		Established process for cross-referral and scheduling appointments		
		Electronic linkage to mandated partner		
	CSBG	Evidence of days and hours of collocated staff		
		Established process for cross-referrals and scheduling appointments		
		Electronic linkage to mandated partner		
	Department of Rehabilitation	Evidence of days and hours of collocated staff		
		Established process for cross-referrals and scheduling appointments		
		Electronic linkage to mandated partner		

9. MAINTENANCE OF PERFORMANCE STANDARDS/GOALS

The Center meets or exceeds required Performance Standards.

VERIFICATION	STANDARDS		
	Meets Performance Standard	Exceeds Performance Standard	Failed to Meet Performance Standard
Must meet or exceed the performance standard for each of the following.			
Adult Entered Employment Rate			
Adult Employment Retention Rate			
Adult Earnings Rate			
Adult Employment and Credential Attainment Rate			
Dislocated Worker Entered Employment Rate			
Dislocated Worker Employment Retention Rate			
Dislocated Worker Earnings Replacement Rate			
Dislocated Worker Employment and Credential Attainment Rate			

COMMENTS:

RATING FOR CRITERIA 9-PERFORMANCE STANDARDS:

10. MAINTENANCE OF BUSINESS PERFORMANCE STANDARDS/GOALS

The Center meets or exceeds required Performance Standards.

VERIFICATION	STANDARDS		
	Meets Performance Standard	Exceeds Performance Standard	Failed to Meet Performance Standard
Must meet or exceed the performance standard for ALL of the following.			
Number of monthly visits to businesses (must be at least 10)			
Number of referrals to business assistance providers such as Economic Development Corporations, Small Business Development and Chambers of Commerce (including number of business services provided via these referrals)			
Implementation of the Business Services Model			

COMMENTS:

RATING FOR CRITERIA 10-BUSINESS PERFORMANCE STANDARDS:

11. ADHERENCE TO TECHNICAL ASSISTANCE REPORT (ATTACHED)

The Center has implemented strategies for improvement established in the technical assistance report provided at the time of initial certification.

STANDARDS	VERIFICATION		
	YES	NO	N/A
Evidence of the following for each standard.			
Leadership			
Strategic Planning			
Customer and Market Focus			
Information and Analysis			
Human Resource Focus			
Process Management			
Business Results			

COMMENTS:

RATING FOR CRITERIA 11-ADHERENCE TO TECHNICAL ASSISTANCE REPORT:

Partner Name/ Contact Name/ Phone Number	Mandated Partner Category	INDICATE YES OR NO FOR EACH	YES	NO
	Job Corps	Evidence of days and hours of collocated staff		
		Established process for cross-referral and scheduling appointments		
		Electronic linkage to mandated partner		
	Adult Education and Literacy	Evidence of days and hours of collocated staff		
		Established process for cross-referrals and scheduling appointments		
		Electronic linkage to mandated partner		
	Welfare to Work	Evidence of days and hours of collocated staff		
		Established process for cross-referrals and scheduling appointments		
		Electronic linkage to mandated partner		
	Title V Older Americans Act	Evidence of days and hours of collocated staff		
		Established process for cross-referrals and scheduling appointments		
		Electronic linkage to mandated partner		
	Post-Secondary Vocational Education	Evidence of days and hours of collocated staff		
		Established process for cross-referrals and scheduling appointments		
		Electronic linkage to mandated partner		
	HUD Employment and Training Activities	Evidence of days and hours of collocated staff		
		Established process for cross-referrals and scheduling appointments		
		Electronic linkage to mandated partner		
	Wagner-Peyser Programs	Evidence of days and hours of collocated staff		
		Established process for cross-referrals and scheduling appointments		
		Electronic linkage to mandated partner		
	Native American Programs	Evidence of days and hours of collocated staff		
		Established process for cross-referrals and scheduling appointments		
		Electronic linkage to mandated partner		
	Migrant/Seasonal Farmworker Programs	Evidence of days and hours of collocated staff		
		Established process for cross-referrals and scheduling appointments		
		Electronic linkage to mandated partner		

Partner Name/ Contact Name/ Phone Number	Mandated Partner Category	INDICATE YES OR NO FOR EACH	YES	NO
			Evidence of days and hours of collocated staff	
EDD (UI, NAFTA/TAA, Veterans, Employment)	Established process for cross-referrals and scheduling appointments			
	Electronic linkage to mandated partner			

STANDARD

Information sharing occurs between Partnering agencies by:

- Information sharing between Partners through; and
- Partner information is available in Resource Room

VERIFICATION

1. Review of calendar, agendas, or minutes of meetings
2. Review of materials in Resource Room

Reviewer Comments

COMMENTS:

RATING FOR CRITERIA 1-MANDATED WORKSOURCE PARTNERS:

2. SUCCESSION STRATEGY

WorkSource Center has a process to ensure oversight/leadership of the Center to mitigate disruption of services.

In the event of the Director not being available, the Center has established a line of succession from Director to Deputy Director and Supervisors to provide a continuum of services.

STANDARDS

VERIFICATION

Evidence of the following for each standard	VERIFICATION	
	YES	NO
Organization chart		
Job Descriptions		
Written Policy		
Training Strategies in place		

COMMENTS:

RATING FOR CRITERIA 2- SUCCESSION STRATEGY:

3. DELIVERY OF SERVICES

STANDARDS	VERIFICATION	
	YES	NO
Evidence of the following for each standard		
Established written procedures		
Screening and assessment of customer needs		
Registration/Enrollment into JTA system		
Development of an individual plan (IEP/ISS) and related case notes		
Partner referrals as appropriate		
Dual enrollment when services are appropriate		
Case Management		
Job development and referrals		

COMMENTS:

RATING FOR CRITERIA 3- DELIVERY OF SERVICES:

4. CONSISTENCY OF THE CENTER WITHIN THE WORKSOURCE "SYSTEM"

Centers have a process to ensure consistent access to and delivery of services for customers

STANDARDS	VERIFICATION	
	YES	NO
Evidence of the following for each standard		
Center management meetings		
Universal marketing		
Meetings and/or correspondence with partner staff		
Availability of equipment and resource materials		
Availability of non-traditional center hours		

COMMENTS:

RATING FOR CRITERIA 4-CONSISTENCY WITH THE "SYSTEM":

5. THE CENTER PROGRAMS IDENTIFY AND CUSTOMIZE SERVICES TO RESPOND TO THE NEEDS OF JOB SEEKERS

The Center has a process for identifying and responding to the needs of the job seekers.

STANDARDS	VERIFICATION	
	YES	NO
Evidence of the following for each standard		
Use of common intake (informational form) and process		
Availability of equipment and resource materials		
CalJOBS access (requirement)		
Regularly scheduled informational (Orientation) Workshop		

Identification of and provision of services/resource to customers with disabilities			
Availability of designated DISABILITY COORDINATOR			
Core services assistance by partner agency staff			
Procedures for use of self-directed services			
Labor Market Information access			
Job Search Readiness Workshops			
Screening and assessment of customer needs			
Case Management			
Job development referrals			
Partner referrals			
Retention services			
Training resources			

COMMENTS:

RATING FOR CRITERIA 5-RESPONSE TO JOBSEEKER NEEDS

6. THE CENTER IDENTIFIES AND RESPONDS TO THE NEEDS OF THE NON-ENGLISH SPEAKING CUSTOMER

The Center has established a process for meeting the communication needs of the non-English speaking customer.

STANDARDS	VERIFICATION	
	YES	NO
Evidence of the following for each standard.		
Use of multilingual common intake form (Informational Form)		
Marketing materials in multi-languages		
Ability to communicate with customer by <ul style="list-style-type: none"> ■ Use of multilingual staff ■ Other method(s) 		
Core services provided by multilingual partner agency staff		
Established process for referrals of non-English speaking clients, as appropriate		

COMMENTS:

RATING FOR CRITERIA 6-RESPONSE TO NON-ENGLISH SPEAKING CUSTOMERS:

7. HOW THE CENTER IDENTIFIES AND RESPONDS TO THE NEEDS OF EMPLOYERS

The Center has a process for identifying and meeting the needs of employers.

STANDARDS	VERIFICATION	
	YES	NO
Evidence of the following for each standard.		
Use of Customer Service Evaluation Form		
Coordination with the local area Chamber of Commerce		
Process for Rapid Response requests		
Process for On-the-Job training contracts		
Meetings with partner agency staff and/or managers on business-related topics		
Universal marketing materials		
Labor Market Information access		
Specialized staff to work with employers		
Process for customized training requests		
Coordination with Local Government		
Coordination with Trade/Business Associations/Economic Development/Small Business		

COMMENTS:

RATING FOR CRITERIA 7-RESPONSE TO EMPLOYER NEEDS:

8. CONTINUOUS QUALITY IMPROVEMENT STRATEGY FOR THE CENTER

The Center has plans, identifies and implements policies and procedures for continuous quality improvement

STANDARDS	VERIFICATION	
	YES	NO
Evidence of the use of the following for each standard		
Use of customer service evaluation form and process		
Use of suggestion box and Process		
Meetings with partner staff and/or managers on continuous improvement issues		
Center management meetings on continuous improvement issues		
Updated written policies and procedures		
Established complaint process		
Traffic/use surveys		
Methods of collecting and analyzing customer satisfaction data		
Benchmarking process		
Staff involvement in CQI Process/Process for improvement data utilization from desk to policy level		

COMMENTS:

RATING FOR CRITERIA 8-CONTINUOUS QUALITY IMPROVEMENT STRATEGIES: