

WIA Planning and Operations Quarterly Youth Contractors Webinar Meeting

Wednesday, January 12, 2011

9:00 AM – 11:00 AM



AGENDA



lacounty.gov

Gloria Molina
Mark Ridley-Thomas
Zev Yaroslavsky
Don Knabe
Michael D. Antonovich

County of Los Angeles COMMUNITY AND SENIOR SERVICES

3175 West Sixth Street, Los Angeles, CA 90020
Tel: 213-738-2600 • Fax: 213-487-0379

Enriching Lives Through Effective and Caring Service



css.lacounty.gov

Cynthia D. Banks
Director

Otto Solórzano
Chief Deputy

WIA Operations Quarterly Contractors Meeting January 12, 2011 - 9:00 a.m. – 11:00 a.m. Webinar

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- | | |
|----------------------------------|-------------------------|
| 1. Welcome | 09:00 a.m. - 09:15 a.m. |
| 2. Innovations in the WIA System | 09:15 a.m. - 09:30 a.m. |
| 3. Up-date from WIA Divisions: | 09:30 a.m. - 10:00 a.m. |
| a. Research and Statistics | |
| b. Contracts Management | |
| c. Fiscal Management | |
| 4. Program Updates | 10:00 a.m. - 10:15 a.m. |
| a. Best Practices | |
| b. EDD Update: Data Validation | |
| c. EDD Findings | |
| i. Supportive Services Directive | |
| ii. Literacy/Numeracy Assessment | |
| d. Co-Enrollment Process | |
| e. TA Visit Outcomes / TA | |
| 5. Questions and Answers | 10:15 a.m. - 10:30 a.m. |
| 6. Adjournment | 11:00 a.m. |

WIA System Innovations

- Automated Performance Reports
- Formula Youth Placement Outcomes
- CSS TATS
- STATS Process



Automated Performance Reports

Youth Outcomes Report



WIA Youth Outcomes Grant Code 103, 301 07/01/10 through 12/31/10

Agency	In-School Enrollments	Out-of-School Enrollments	Exits	Entered Employment	Entered Post-Secondary Educ	Entered Advanced Training	Total Unduplicated Outcome	Achieved Outcome (%)
	(a1)	(a2)	(b)	(c)	(d)	(e)	(f)	(g)=(f)/(b)
ASIAN AMERICAN DRUG ABUSE PRGM	3	7	0	0	0	0	0	N/A
CAREER PARTNERS - ROSEMEAD	100	55	15	6	5	2	13	87%
CATHOLIC CHARITIES OF L.A.	124	224	76	26	49	3	68	89%
CATHOLIC CHARITIES-FF PROJECT	12	47	7	3	2	2	6	86%
CENTRAL SGV (GOODWILL INDUS)	67	52	74	13	19	4	27	36%
COMMUNITIES IN SCHOOLS	45	43	23	6	2	5	13	57%
COMPTON CAREERLINK	104	79	25	16	10	0	25	100%
DOOR OF HOPE COMMUNITY CENTER	28	8	18	2	2	1	5	28%
GOODWILL INDUSTRIES POMONA	35	35	11	1	5	4	8	73%
HUB CITIES CONSORTIUM	181	198	146	39	57	1	92	63%
JEWISH VOCATIONAL SERVICES	6	12	10	4	5	0	6	60%
LA COUNTY OFFICE OF EDUCATION	171	115	134	15	58	4	72	54%
LA WORKS - ESGVC	77	57	19	12	3	0	15	79%
MARAVILLA FOUNDATION	39	24	22	5	6	1	11	50%
MEXICAN AMER. OPPORTUNITY F.	14	11	11	8	5	0	11	100%
SASSFA	67	56	22	12	6	0	18	82%
SPECIAL SERVICES FOR GROUPS	39	13	18	4	8	0	12	67%
WATTS LABOR COMMUNITY ACT. C.	4	4	1	0	0	0	0	0%
Total	1,116	1,040	632	172	242	27	402	64%

Research and Statistics Section-Report 2.01

1

Run time: Jan 10, 2011 9:04:02 AM

Data as of 01/10/2011

Automated Performance Reports

Youth Planned to Actual Performance Report



COMMUNITY & SENIOR SERVICES

WIA Plan To Actual
Youth Program
Grant Code 103, 301
FY 2010-2011 As of December 31, 2010

DRAFT

Agency	In-School Enrollments				Out-of-School Enrollments				Exits			Outcomes					
	Carryover		New		Carryover		New		Planned	Actual	% Exited	Entered Emp	Entered Adv Training	Entered Post-Secondary Educ	Planned	Total (Unduplicated)	% Achieved
	Actual	Planned	Actual	% Completed	Actual	Planned	Actual	% Completed									
(a)	(b)	(c)	(c)/(d)	(d)	(e)	(f)	(f)/(e)	(g)	(h)	(h)/(g)	(i)	(j)	(k)	(l)	(m)	(m)/(l)	
ASIAN AMERICAN DRUG ABUSE PRGM	0	4	3	75.0%	0	4	7	175.0%	0	0	N/A	0	0	0	2	0	0.0%
CAREER PARTNERS -ROSEMEAD	46	57	54	94.7%	37	20	18	90.0%	35	15	42.9%	6	2	5	32	13	40.6%
CATHOLIC CHARITIES OF L.A.	87	54	37	68.5%	153	10	71	710.0%	142	76	53.5%	26	3	49	68	100.0%	
CATHOLIC CHARITIES-FF PROJECT	9	31	3	9.7%	38	8	9	112.5%	40	7	17.5%	3	2	2	21	6	28.6%
CENTRAL SGV (GOODWILL INDUS)	49	17	18	105.9%	25	17	27	158.8%	56	74	132.1%	13	4	19	36	27	75.0%
COMMUNITIES IN SCHOOLS	14	25	31	124.0%	18	15	25	166.7%	22	23	104.5%	6	5	2	17	13	76.5%
COMPTON CAREERLINK	69	15	35	213.3%	48	5	31	620.0%	32	25	78.1%	16	0	10	23	25	108.7%
DOOR OF HOPE COMMUNITY CENTER	16	6	12	200.0%	0	3	8	266.7%	11	18	163.0%	2	1	2	11	5	45.5%
GOODWILL INDUSTRIES POMONA	6	34	29	85.3%	1	35	34	97.1%	56	11	19.6%	1	4	5	36	8	22.2%
HUB CITIES CONSORTIUM	98	80	83	103.8%	136	6	62	1,033.3%	54	146	270.4%	39	1	57	54	92	170.4%
JEWISH VOCATIONAL SERVICES	6	1	0	0.0%	9	0	3	N/A	2	10	500.0%	4	0	5	2	6	300.0%
LA COUNTY OFFICE OF EDUCATION	69	46	102	221.7%	69	18	46	255.6%	119	134	112.6%	15	4	58	70	72	102.9%
LA WORKS - ESGVC	20	35	57	162.9%	27	9	30	333.3%	29	19	65.5%	12	0	3	26	15	57.7%
MARAVILLA FOUNDATION	23	15	16	106.7%	15	5	9	180.0%	23	22	95.7%	5	1	6	13	11	84.6%
MEXICAN AMER. OPPORTUNITY F.	5	11	9	81.8%	2	9	9	100.0%	9	11	122.2%	8	0	5	7	11	157.1%
SASSFA	33	32	34	106.2%	14	22	42	190.9%	37	22	59.5%	12	0	6	28	18	64.3%
SPECIAL SERVICES FOR GROUPS	13	22	26	118.2%	6	15	7	46.7%	18	18	100.0%	4	0	8	13	12	92.3%
WATTS LABOR COMMUNITY ACT. C.	0	4	4	100.0%	0	7	4	57.1%	5	1	20.0%	0	0	0	4	0	0.0%
Total	563	489	553	113.1%	598	208	442	212.5%	690	632	91.6%	172	27	242	463	402	86.8%

CSSTATS

Total Accountability Total Success

Accurate and timely data shared by everyone.

Focuses on results by bringing together all the critical parties.

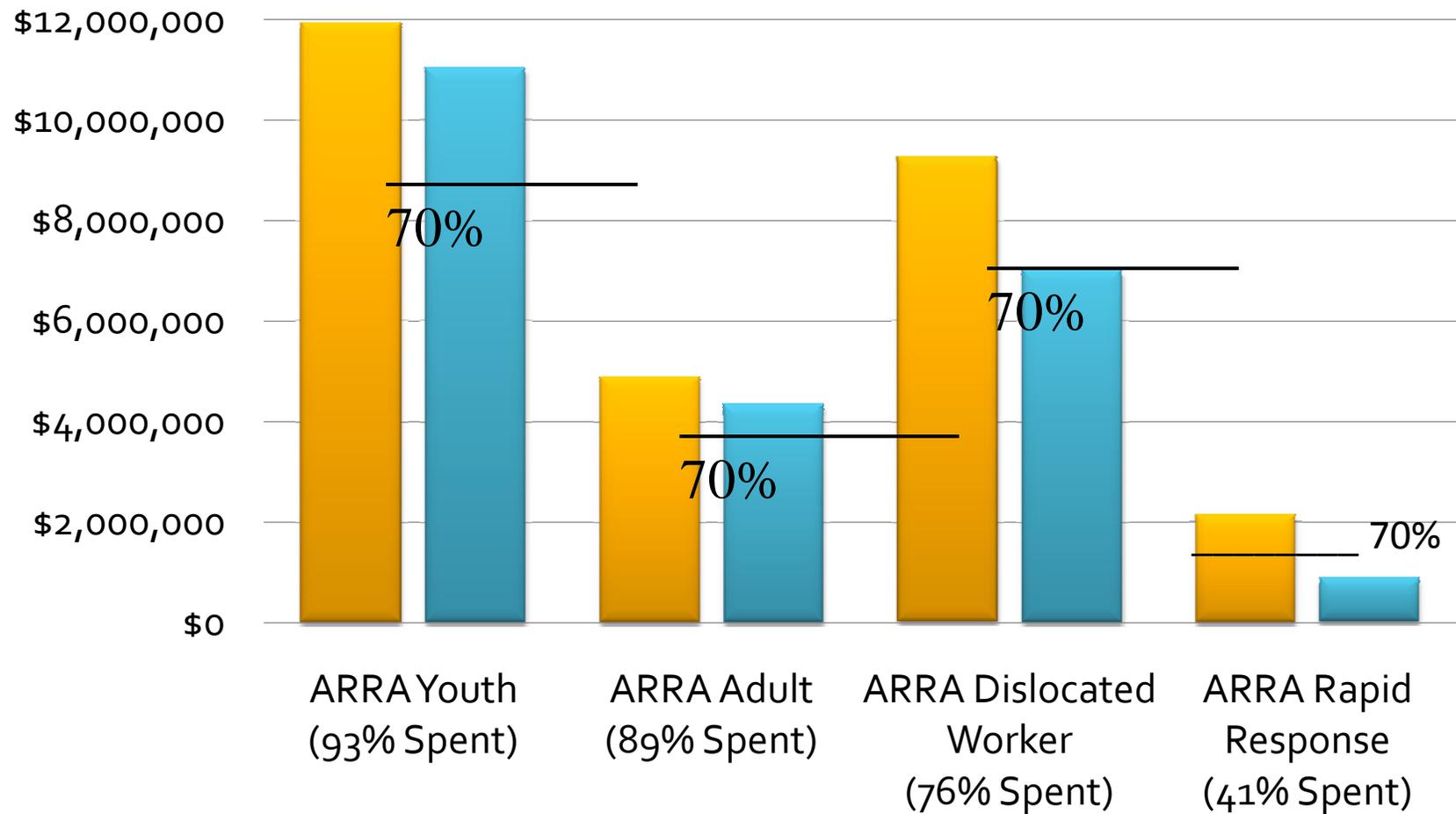
Regular and frequent meetings to review data and develop strategies to improve performance.

Relentless commitment to follow-up and assessment of the impact of those strategies on performance.

Contracts Management

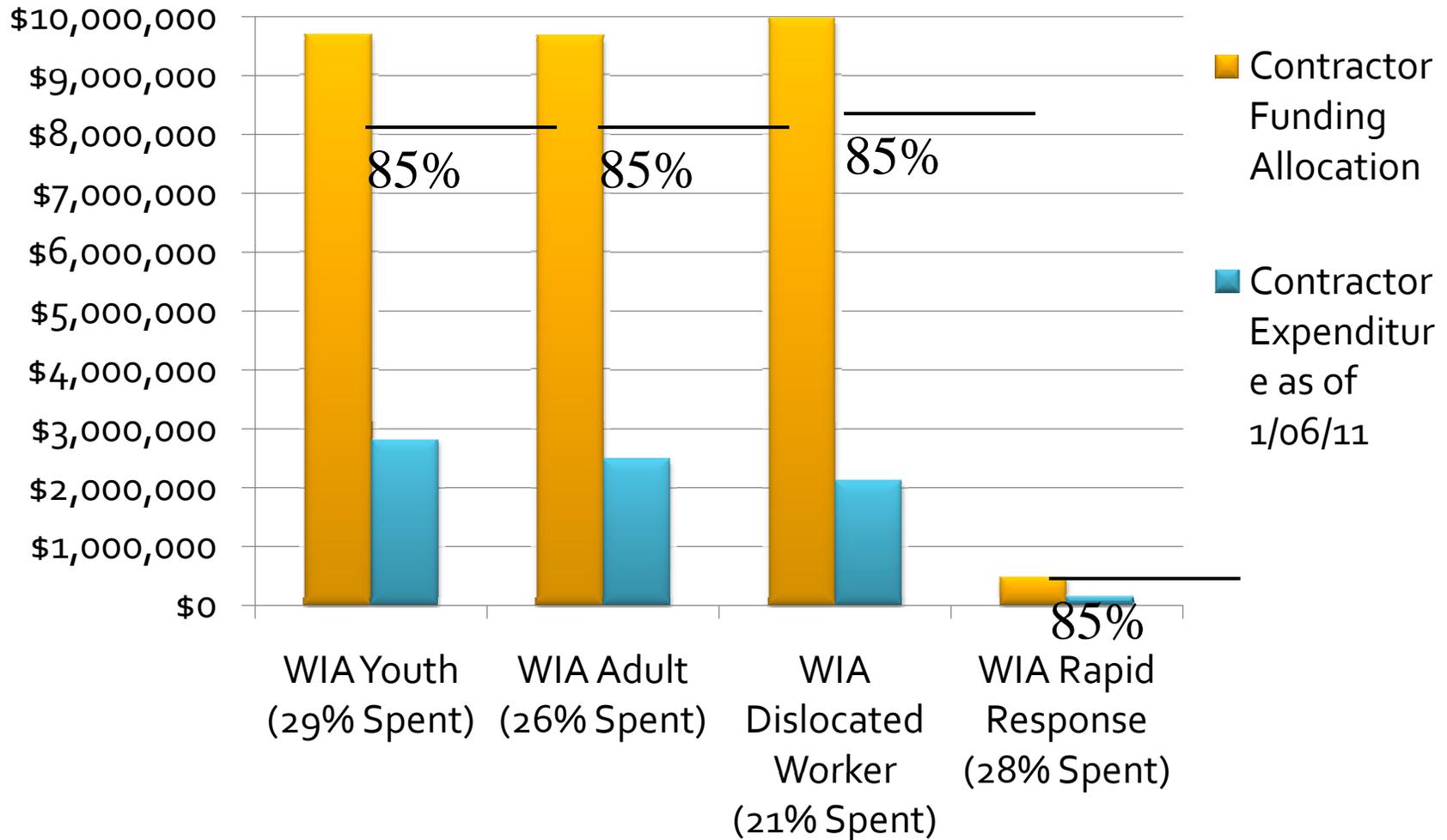
- Under expenditures- CMD to begin distributing formal letters, on a quarterly basis, to Contractors who reflect under expenditures. First letter will encompass under expenditures for the period Oct 2010-Dec 2010 and will be sent by Jan 13, 2011
- Letter will request Contractor to provide written justification detailing reasons for under expenditures and corrective action plan addressing steps which will be taken to resolve the issue

ARRA Contractor Expenditures



■ Contractor Funding Allocation ■ Contractor Expenditure as of 1/06/11

WIA Formula FY10-11



Accrual Reporting Requirements

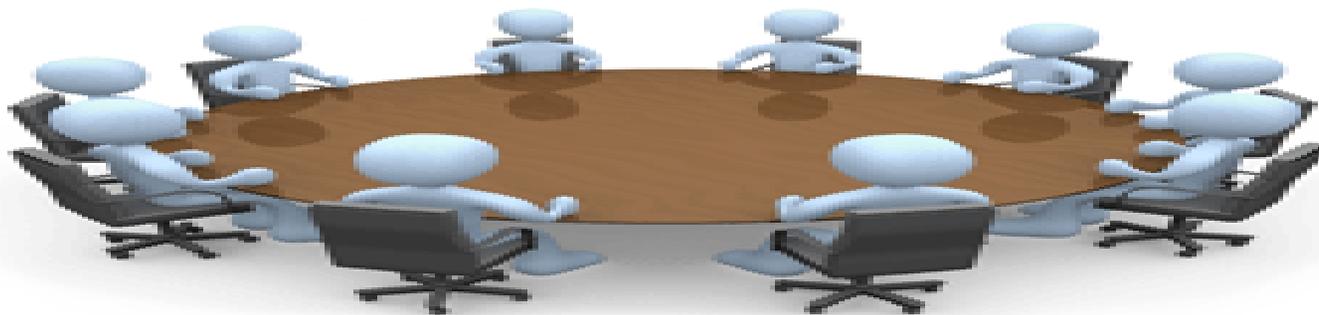
- Directive WIAD10-05: Accrual Financial Reporting Requirements #1
 - Consistent, Accurate and Timely reporting of Accrued Expenditures for WIA/ARRA Programs.
 - Must be reported on a Cumulative Basis.
 - Accruals will not be reimbursed.
- Repeated instances of Inconsistent, Incomplete and Untimely Reporting will result in Corrective Action.

What is an Accrued Expenditure?

- Accrued Expenditures
 - Charges incurred and recorded, but not yet paid for, during a report period.
 - Goods and other tangible property received
 - Services performed by employees, subcontractors, and other payees
 - Other amounts owed with no current services or performance required (annuities, insurance claims, etc.)
- Supporting Documentation
 - Must be documented based on what needs to be paid, historical data or some other reasonable methodology.

WIA Operations Program Updates

- ✓ Best Practices
- ✓ EDD Update: Data Validation
- ✓ EDD Findings
- ✓ Co-Enrollment Process
- ✓ Technical Assistance Visit Outcomes and Schedule



Highlights of Agency's Innovative Service Partnerships & Programs

Hub Cities

- Creating Outreach Committees
 - Youth Resource Center, Youth Newsletter, Youth Website, and Youth Outreach.
- Use of Facebook and Twitter to outreach to Youth
 - With short films/videos to emphasize on past, present and future participant success stories.

JVS

- Partnering with a local for-profit property management company that houses low income tenants
 - Provide access to potential program participants.

LACOE

- Building relationships with:
 - Schools that are vocationally geared & who have Work Experience Programs
- Partnering with local agencies for referrals and co-enrollments
 - C.A.S.A, Lancaster
 - Eastside High School, Lancaster - We Care Program
 - GAIN Office, Palmdale
 - Job Corps, Lancaster

Highlights of Agency's Innovative Service Partnerships & Programs

Compton

- Construction Project with the City of Compton Community Redevelopment Agency (CRA), Youth Build, El Nido, Habitat for Humanity and ANR (Real estate developer) to rehabilitate Compton neighborhood housing.
- Trainees will gain work experience and obtain a GED with their participation.

Goodwill-El Monte & Pomona

- Partnership with Union Bank of El Monte
 - Financial literacy workshops for both youth and adults.
- Goodwill Good Guides
 - Mentoring program.

EDD Data Validation

Update on Employment Development
Department (EDD) Data Validation Review

EDD Review for the week of
January 10-14

Total of 31 Agencies
• Adult and Dislocated Worker and Youth

261 Files Requested for Review

EDD Findings

**Supportive
Services
Directive**

**Literacy/
Numeracy
Assessment**

Supportive Services Directive



LOS ANGELES COUNTY Youth Program DIRECTIVE

NUMBER: YD10-08

SUBJECT: Documentation of Supportive Services

Date: 12/28/10

EFFECTIVE DATE: Immediately Page 1 of 3

TO: WIA CONTRACTORS

ARRA WIA Adult WIA Dislocated Worker WIA Youth
 Rapid Response

Purpose:

The purpose of this directive is to re-enforce existing policies regarding supportive services and to reaffirm the importance of properly documenting supportive services under the Workforce Investment Act (WIA) program.

Definitions:

Section 101 (46) of the Workforce Investment Act of 1998 provides the following definition of supportive services:

"The term "supportive services" means such services as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in such activities authorized under this title, consistent with provisions of this title."

For the purposes of the policy and its application to the County's WIA program, supportive services are specific services for WIA-enrolled participants (which they cannot afford to pay for) that enables them to participate in authorized WIA activities (including the 10 required WIA Elements for Youth Programs).

Such services include, but are not limited to:

- Transportation: Expenses for commuting to and from WIA activities such as public transportation fare, carpool arrangement or gas for personal auto.
- Child or dependent care

- Housing: Temporary shelter, housing assistance and referral services.
- Clothing: Uniforms or clothing that is adequate to meet the requirements of training, other WIA activities or the workplace.
- Specialized Counseling: Such services may include counseling focused on academic support, substance abuse issues, financial planning and management, dropout prevention, parenting skills, etc.
- Health Services: Referrals to community medical and mental health providers.
- Other Services: Other support items that are needed to enable participation in WIA activities and employment. These include, but are not limited to: tools, eye glasses and protective eye wear, and assistive devices for persons with disabilities.

Procedures:

WIA contractors must insure that procedures are in place to implement the following:

1. Youth must be eligible and enrolled in a WIA Youth program to receive supportive services.
2. Document that the supportive services are necessary and reasonable.
3. Document that the funds were used for the intended supportive services.
 - a. This documentation should include such items as:
 - i. Receipts
 - ii. Logs recording frequency for such items as gas cards/vouchers.
4. Identify and document non-WIA resources that may be available within the local area.
5. Accurately record the provision of WIA-funded supportive services and the referral of participants to non-WIA-funded supportive services.

References:

- WIA 101 (46) – Definitions – Supportive Services
- Title 20 CFR 663.805 – When may supportive services be provided to participants?
- Title 20 CFR 664.440 – What are supportive services for youth?
- LACOD-WIAD08-10 – Supportive Services

ACTION:

Los Angeles County WIA contractors should ensure that the procedures described herein are communicated to both operation and management throughout the organization and that this Directive is made available accordingly.

INQUIRIES:

Inquiries regarding this directive and the policies and procedures described herein should be directed to Barbara Banck at (213) 351-8924 or bbanck@css.lacounty.gov.


Jasle Marquez, Executive Director
Workforce Investment Board

Literacy/Numeracy Findings

1.	LADCSS will need to review its literacy and numeracy scores reported for PY 2009-10 and back-out and pre—and post-test scores that are based on the improper use of an approved assessment tool.
2.	LADCSS will need to review the assessment policies and practices of its youth sub recipients and ensure that each sub recipient is utilizing an assessment tool to those specific requirements.
3.	LADCSS will need to ensure that each youth sub recipient is utilizing an approved assessment tool.
4.	LADCSS will need to ensure that all out-of school youth are assessed for basic skills as required.
5.	LADCSS to provide CRO a CAP to ensure they meet the above listed requirements within a specified timeline.

Literacy/Numeracy: Next Steps

- Response to the State/Request for clarification and guidance.
- Provide support and assistance to agencies via Technical Assistance visits.
- Work on correcting existing issues within specified time frame.



EDD Findings: CSS' Role

- Response to the State (completed)
- Action items/corrective action (pending)
- Joint Mission: Avoiding future findings
 - Training
 - Technical Assistance
 - State guidance/Directives



Co-Enrollment

Must be:

Necessary

- Funding
- Customer Choice
- Customer Benefit

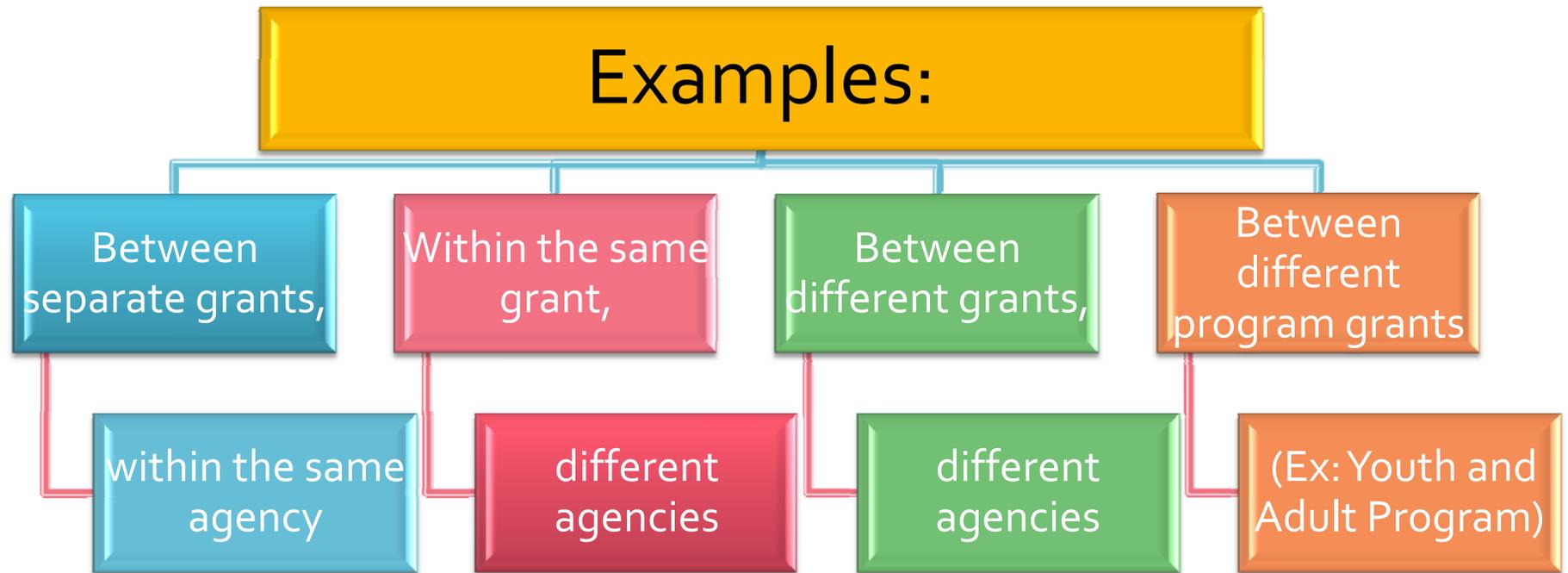
Documented

- Separate file for funding stream
- Separate file by agency

Carefully Monitored

- Avoid duplication of services

Co-Enrollment



***Reference:**

- September 2010 WIA JTA System Client Forms Handbook, (Chapter 5, Pages 87-89).
- Co-Enrollment of WIA Participants, EDD Informational Notice, WIAB03-7

ARRA

(Grant 103)

Customer Transition

If your:	And you want to co-enroll into:	Application Form (WIA EWIR)	Enrollment/Registration Form (WIA EWIE)	Exit Form (EWIT)
Project is ending	Alternate WIA funding stream within the SAME ENTITY (same 3-letter subgrantee code)	New application form and eligibility redetermination is not necessary because they tie to the original application form.	<p>For those activities that the individual has completed, please be sure to use the completion code number 1, "Completed," with the actual completion date.</p> <p>On the original EWIE, for activities that the individual has not yet completed, use completion code number 2, "Not completed/Involuntary," with a completion date of the end of the project. This shows that it is not the individual's fault that the project and it's funding has ended.</p> <p>A new enrollment form that tracks the additional WIA services will need to be initiated for the new co-enrolled project. Complete a new enrollment form using the other WIA funding grant code. Use the day after the ending project date as the beginning date.</p>	Once all services for the individual have been completed and it is time to exit the individual, make certain all activities have appropriate completion codes, and enter one exit form for the participant.

ARRA Customer Transition

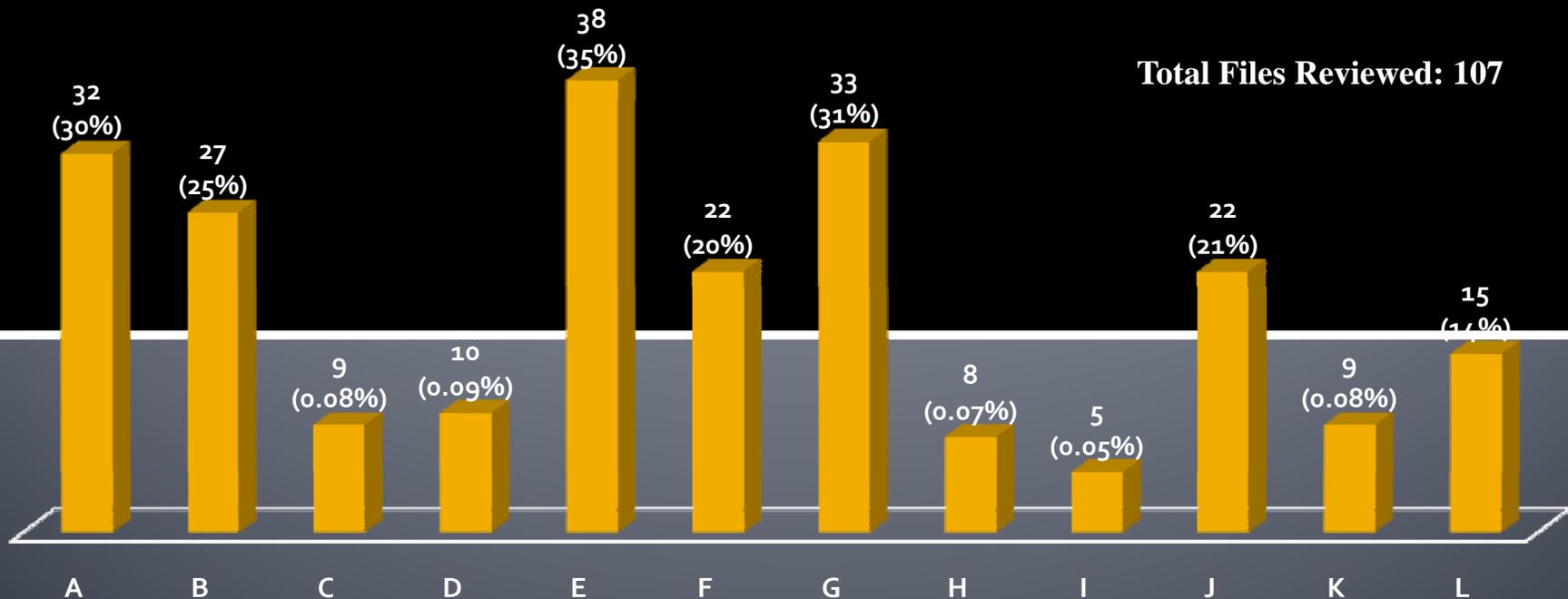
If your:	And you want to co-enroll into:	Application Form (WIA EWIR)	Enrollment/Registration Form (WIA EWIE)	Exit Form (EWIT)
Project is ending	Alternate WIA funding stream with a DIFFERENT ENTITY (different 3-letter subgrantee code)	A new application form must be entered into the JTA system using the new subgrantee code.	Enrolled activities on the original application should be coded as outlined above but also enroll the participant into the appropriate non-WIA activity code or co-enrollment code to show that they continue services. Estimate the expected future end date of their service at the other entity.	<p>Non-LWIAs: The State will monitor the estimated end date of the project and will exit the participant based on the activity end date provided on the original EWIE.</p> <p>LWIAs: Once all services for individual have been completed and it is time to exit the individual, make certain all activities have appropriate completion codes, and enter one exit form for each application for the participant.</p>

Technical Assistance

- Review areas of concern and those areas marked as in need of improvement from prior visits.
 - Review is based on criteria of eligibility, JTA/MIS information, directive/TEGLs, applicant statement.
- Non-audit: our purpose is to assist and guide in order to avoid potential pitfalls.
- Gather knowledge of problematic areas that may require further assistance and/or training.

Compliance Categories Code Summary

- A. Missing income documentation
- B. Missing family size documentation, incorrect family size indicated
- C. Lack of appropriate barrier documentation
- D. Selective Service documentation missing and/or dated after enrollment
- E. Discrepancies between JTA & file content (i.e. income and/or family size and/or enrollment date)
- F. MIS application not reviewed by staff as required by WIA D10-01 TAG
- G. JTA System not updated with activities/services as required by LACOD-WIA D08-38
- H. ISS dated prior to enrollment, missing dates, missing signature
- I. Use of white out/crossed out dates/new dates entered
- J. Missing documentation for supportive services, missing dates, missing signatures
- K. Literacy- Numeracy testing issues (Wrong test used/Misuse of test)
- L. Lack of due diligence by staff on Applicant statement



**UPDATED WIA Youth Technical Assistance Schedule
PY 2010-2011
YOUTH CSS WIA CONTRACTS**

AGENCY	DATE OF VISIT
Hub Cities WorkSource Center	10/21/2010
Central San Gabriel Valley WorkSource Center- Goodwill	10/28/2010
Goodwill Industries – Pomona	11/4/10
Communities in Schools	11/17/2010
Compton CareerLink WorkSource Center	12/9/2010
West Hollywood WorkSource Center-JVS	11/18/2010
Catholic Charities of Los Angeles- AYE	12/2/2010
Los Angeles County Office of Education (LACOE)	12/9/2010
Maravilla Foundation	1/13/2011
Door of Hope	1/13/2011
Special Services for Groups (SSG)	1/20/2011
SASSFA WorkSource Center	1/26/2011
Mexican American Opportunities Foundation (MAOF)	2/17/2011
LA WORKS WorkSource Center	2/24/2011
Watts Labor Community Action Center (WLCAC)	3/3/2011
Asian American Drug Abuse Program (AADAP)	3/10/2011
Career Partners WorkSource Center	3/24/2011

QUESTIONS AND ANSWERS

