



LOS ANGELES COUNTY

WIA Adult, Dislocated Worker and Youth Programs INFORMATIONAL BULLETIN

NUMBER: WIAB09- 11

SUBJECT: JTA MIS CHANGE REQUESTS

DATE: 11/02/09

EFFECTIVE DATE: Immediately PAGE 1 of 2

TO: All WIA Adult, Dislocated Worker, and Youth Program Contractors:

The purpose of this bulletin is to update the Job Training Automation (JTA) Management Information System (MIS) contact information (previously released in bulletin WIAB09-08, dated, April 20, 2009) and to provide instructions for submitting JTA change requests.

Community and Senior Services' Research and Statistics Section implemented a new e-mail account for all your JTA MIS change requests and inquiries. Effective immediately, all change requests must be submitted to wiajatechsupport@css.lacounty.gov for processing. For general JTA technical support issues, you may also contact MIS Support at (213) 739-7399. Program or eligibility related inquiries should continue to be directed to your WIA Program Analyst.

Change requests will be reviewed and addressed within three business days. Requests that are submitted to the State Employment and Development Department (EDD) for disposition take approximately two to three weeks to be processed. If your request was forwarded to EDD, LA County MIS staff will provide you with periodic status updates.

When submitting your requests to wiajatechsupport@css.lacounty.gov, please be sure to include the following information:

- Agency name
- Contact person and his/her contact information (including phone number and e-mail address)
- Participant's name
- Case and application numbers
- Exit information, if applicable
- Detailed description of the requested change
- The reason for the requested change
- Impact on agency if the change is not made

WIAB 09-11
JTA MIS Change Request Update
Page 2

If you have questions regarding this bulletin or concerns regarding your change requests, please contact Sara Dato at (213) 738-2765 or Alfred Beyruti at (213) 738-4039, or by e-mail at abeyruti@css.lacounty.gov.



Josie Marquez, Executive Director
Workforce Investment Board