DATE: April 6, 2018

TO: LA’s Workforce Development System

FROM: Gerardo Ruvalcaba, Director Workforce Development System

SUBJECT: WDS DIRECTIVE NO. 18-21
(Supersedes WDS Directive No. 18-15)
WIOA ADULT PROGRAM CERTIFICATION

EFFECTIVE DATE
This directive is effective upon date of issue.

PURPOSE
The purpose of this addendum is to provide additional guidance to all WorkSource Center operators on the criteria and process to become certified as an America’s Job Center of California (AJCC).

BACKGROUND
Directive 18-15 advised all WorkSource Center operators of the requirement to submit a certification self-assessment using a tool provided by the State. The established deadline for the self-assessment was March 23, 2018. The deadline was set to ensure that the City would meet the State’s deadline of June 30, 2018 for certification of its AJCC’s.

However, WorkSource Center operators expressed concern that the deadline for the self-assessment paralleled that of the WorkSource Center Request for Proposals and that the self-assessment was not prescriptive enough.

In acknowledgment of these concerns, the City has requested an extension to the June 30, 2018, State deadline and has modified the State’s self-assessment tool to provide guidance in responding. Additionally, a new deadline for submitting the self-assessments has been established to align with the forthcoming Request for Proposals funding recommendations.

CERTIFICATION PROCESS
Self-Assessment – The modified self-assessment tool is attached. A yes or no response is to be provided for each question asked with supporting documents attached and clearly labeled (i.e., HOE #1,f).

This WIOA Title I financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.
At this time, the self-assessment tool will be for current providers. After the completion of the RFP process, new location providers, if applicable, will complete the certification process.

**Due Date** - 1 original and 2 copies of the self-assessment shall be hand delivered to the Economic and Workforce Development Department (EWDD) by no later than 5:00 p.m. on Monday, May 7, 2018. The self-assessment tool must be accompanied by a cover letter that identifies the name and phone number of the designated WorkSource Center contact person.

**Desk Review** - EWDD and/or its designated representatives will conduct a desk review of each self-assessment to determine the responsiveness of each. WorkSource Centers may be requested to submit additional information or contacted for clarification purposes during this time.

**Site Visit** – Following the Desk Review, site visits will be conducted to the WorkSource Centers. The purpose of the site visits will be to validate the information submitted and to secure information that could not be provided in the self-assessment package. The site visits will be conducted by EWDD staff and/or their designees. The site visit schedule will be released via Information Bulletin at a later date.

**Ranking** – At the conclusion of this process, each WorkSource Center will be assigned a Hallmarks of Excellence Ranking and subsequently notified of their individual ranking. A conference meeting will be held for centers to discuss ranking and feedback. *Individual rankings may not be appealed.*

**Probation** - In order to receive a Hallmarks of Excellence AJCC Certification, an AJCC must receive a ranking of at least 3 for each of the Hallmarks of Excellence. Failure to receive a Hallmarks of Excellence AJCC Certification may result in a WorkSource Center being placed on probation for a maximum of twelve months. Failure to receive Certification within the twelve months may result in termination of the WorkSource Center’s agreement with the City of Los Angeles.

**Presentation to WOB** – All rankings will be presented to the WOB for their review and approval and then forwarded to the City’s State Regional Advisor.

**CERTIFICATION CALENDAR**

<table>
<thead>
<tr>
<th>Task</th>
<th>Estimated Date of Completion</th>
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<tbody>
<tr>
<td>1. Release of self-assessment addendum to AJCCs</td>
<td>April 6, 2018</td>
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<td>2. AJCC self-assessments due</td>
<td>May 7, 2018</td>
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<td>3. Desk review of self-assessments</td>
<td>June 4, 2018</td>
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<td>4. Commence site visits to AJCCs</td>
<td>June 11, 2018</td>
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<td>5. Complete site visits to AJCCS</td>
<td>July 31, 2018</td>
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<td>6. Preparation of Hallmark of Excellence Rankings</td>
<td>August 31, 2018</td>
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<td>7. Presentation of recommendations to EWDD regarding certification status and continuous improvement strategies together with all supporting documentation</td>
<td>August 31, 2018</td>
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<td>8. EWDD submits results to Regional Advisor</td>
<td>September 30, 2018</td>
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WDS CONTACT
If you have any questions regarding this directive, please contact your program analyst.

Attachment: Hallmarks of Excellence Self-Assessment
GR:TJ:cg