

# CITY OF LOS ANGELES

CALIFORNIA

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GENERAL MANAGER



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**ECONOMIC AND WORKFORCE  
DEVELOPMENT DEPARTMENT**

1200 W. 7<sup>TH</sup> STREET  
LOS ANGELES, CA 90017

**DATE:** February 18, 2021

**TO:** LA's Workforce Development System

**FROM:** Carolyn M. Hull, General Manager  
Economic and Workforce Development Department (EWDD)

A handwritten signature in purple ink that reads 'Carolyn M. Hull'.

**SUBJECT: WDS DIRECTIVE No. 21-12  
AMERICA'S JOB CENTER OF CALIFORNIA COMPREHENSIVE AND  
AFFILIATE/SPECIALIZED CERTIFICATION**

## **EFFECTIVE DATE**

This directive is effective upon date of issuance.

## **PURPOSE**

The purpose of this Directive is to advise all WorkSource Center (WSC) and YouthSource Center (YSC) operators of the criteria and process to become certified as an America's Job Center of California (AJCC).

## **BACKGROUND**

In accordance with the Workforce Innovation and Opportunity Act (WIOA) Section 121(g), local boards must conduct an independent and objective evaluation of all AJCCs in their local areas once every three years using criteria and procedures established by the State Board.

City of Los Angeles (City) AJCCs were last certified in 2018. As such, all City AJCCs must once again be evaluated.

## **CERTIFICATION PROCESS**

The City must complete the attached AJCC Certification Indicator Assessment for each WSC and YSC and submit to the State by April 30, 2021.

Self-Assessment – To measure local area service delivery against State certification criteria, all WSCs and YSCs are to conduct a self-assessment of their individual operations using the attached instrument.

A yes or no response is to be provided for each question asked with supporting documents attached, clearly labeled (i.e., CI#1,f) and in sequential order. All documents must be consolidated into a single PDF file. No hard copy documents may be submitted.

Due Date – The PDF file, must:

- include a cover letter that identifies the name, phone number and email address of the designated AJCC contact person for this process;
- be addressed to Gerardo Ruvalcaba; and
- be emailed to a “box account” unique to your AJCC, by no later than 5:00 p.m., Friday, March 5, 2021.

To obtain your box account address, upon receipt of this Directive please have the designated contact person email a request to [ajcc.certification@gmail.com](mailto:ajcc.certification@gmail.com) with the name and operator of the AJCC identified.

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

Virtual Site Visits – In consideration of the pandemic, no in person visits to AJCC locations will be conducted by City staff or its representatives. Following the Desk Review, virtual site visits/conferences will be conducted with each AJCC. The purpose of the site visits/conferences will be to validate the information submitted and to secure information that could not be provided in the self-assessment package. Additionally, and at the onset of the site visit/conference, each AJCC will be required to provide a virtual tour of their facility. The site visits/conferences will be conducted by City staff and/or their designees. The site visit/conference schedule will be released under separate cover.

Final Assessment – based on the review of the self-assessment and virtual site visits, the City will complete a final Certification Indicator Assessment for each AJCC that will include an evaluation of their individual strengths and continuous improvement opportunities. No scores or ranks will be awarded.

Presentation to the Workforce Development Board (WDB) – AJCC Certification Indicator Assessments will be presented to the WDB for their review and approval and then forwarded to the City’s State Regional Advisor.

### **CERTIFICATION CALENDAR**

	<b>TASK</b>	<b>ESTIMATED DATE OF COMPLETION</b>
1.	Release of self-assessment directive to AJCCs	Week of February 16, 2021
2.	AJCC self-assessments due	March 5, 2021
3.	Desk review of self-assessments	March 19, 2021
4.	Commence site visits/conferences with AJCCs	March 22, 2021
5.	Complete site visits/conferences with AJCCS	April 9, 2021
6.	Preparation of AJCC Certification Indicator Assessments	April 23, 2021
7.	City/EWDD submits AJCC Certification Assessments to State Regional Advisor	April 30, 2021

**CONTACT**

If you have any questions regarding this directive, please contact your Program Analyst.

CMH:GR:TJ:cg

Attachments: 1. AJCC Certification Indicator Assessment (information only)  
2. Self-Assessment Instrument (to be completed and returned)