

CITY OF LOS ANGELES

CALIFORNIA

CAROLYN M. HULL
GENERAL MANAGER

**ECONOMIC AND WORKFORCE
DEVELOPMENT DEPARTMENT**

1200 W. 7TH STREET
LOS ANGELES, CA 90017



ERIC GARCETTI
MAYOR

DATE: September 19, 2022

TO: Los Angeles Reconnections Career Academy 2.0 Providers

FROM: Carolyn M. Hull, General Manager 
Economic and Workforce Development Department

SUBJECT: WDS DIRECTIVE No. 23-01

(Supersedes WDS Directive No. 21-15)

**LOS ANGELES RECONNECTIONS CAREER ACADEMY 2.0"
CALJOBSSM AND INVOICING GUIDELINES, CALJOBS CLOSE-OUT
INSTRUCTIONS, AND SUBMISSION OF SUCCESS STORIES**

EFFECTIVE DATE

This directive is effective upon date of issue.

PURPOSE

The purpose of this directive is to set forth the CalJOBSSM Management Information System (MIS) as of September 19, 2022 through the program extension of June 27, 2023 for the City of Los Angeles Los Angeles Reconnections Career Academy (LARCA) 2.0 contracts. The following activity codes and service modules have been modified: Enrollment Evaluation and Assessment; Case Management Sessions; Career Services and Employment Readiness Workshops; and Vocational Training and Education. Compensation of all other service modules remain unchanged. The directive also sets forth Referral guidelines, CalJOBS Close-Out instructions, and the submissions of Success Stories.

BACKGROUND

LARCA 2.0 will provide members of the plaintiff class in the case of "Rodriguez vs. the City of Los Angeles" with a Jobs and Education Program including work readiness and employment services in preparation for entering the workforce, apprenticeship programs, and vocational training opportunities leading to available employment in high demand industries. Participants may receive career counseling, case management, support services, employment readiness, vocational training and education, subsidized employment and employment services through the program administered by the Economic and Workforce Development Department (EWDD). All eligible participants must be pre-approved through the court-designated claims administrator. The contract term for LARCA 2.0 will be retroactive from June 1, 2017 to June 27, 2023.

The City of Los Angeles (City) will contribute a minimum of \$1.125 million, and up to a maximum of \$7.5 million per year, over a four-year period to LARCA 2.0. The LARCA 2.0 service providers include procured City of Los Angeles Workforce Innovation and

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.

Opportunity Act (WIOA) Workforce Development System (WDS) providers and the Los Angeles Regional Initiative for Social Enterprise (LA:RISE) service providers.

The average estimated expenditure per participant is approximately \$10,000. Participants may receive up to \$1,000 in support service funds to address barriers to employment, retention of current employment, and needs-related payments necessary to enable program participation. Participants may also receive up to \$1,000 in stipends pursuant to completion of their educational and training milestones.

LARCA 2.0 will be reviewed annually by a third-party evaluator, California State University Northridge, to ensure appropriate services are being provided to program participants.

MIS GUIDELINES

As the source of monies for LARCA 2.0 are City General Purpose funds, participants are **NOT** to be co-enrolled into the City’s WIOA programs nor other special grant-funded programs without the express written pre-authorization of the City. However, if the participant is already receiving services through a City-funded grant, such as the LA:RISE or WIOA Programs, that participant is still eligible to receive additional services through this program.

The participant should not receive duplicate services; nor should the service provider seek reimbursement for services already provided through other programs. Co-enrollment will require written pre-approval from the City.

For purposes of tracking LARCA 2.0 participant activities and outcomes, service providers shall continue to use local **Grant Code LAI554** for the LARCA 2.0 program in CalJOBS.

Grant Type	Grant ID	Grant Name	Local Grant Code	Date Added	Action
Local Funded Grant	564	LARCA 2.0	LAI554		Add

As delineated in the instructions below, LARCA 2.0 provider case managers must input the following three (3) specific activities that are **required** in order to enroll LARCA 2.0 participants:

- 101 –Orientation & Program Intake (use worksheet)
- 102 – Initial Assessment
- 306 – “Prerequisite Training”

Optional:

- 226 – Reading and/or Math Testing
- 205 – Development of Individual Education and Employment Plan (IEEP)

Please note: Activity Code 226 – “Reading and/or Math Testing” and Activity Code 205 – “Development of the IEEP” are optional and only required if the participant is expected to enroll in a classroom training program. Activity 306- “Prerequisite Training” activities must be input for each participant to prevent the record from “soft exiting” during the life of the program. The end date of June 27, 2023 must be used for Activity Code 306- “Prerequisite Training”.

MIS REQUESTS

For any needed MIS requests (such as data correction, assigning a pseudo social security number, or provider transfers), providers must use the attached “**LARCA 2.0 CalJOBS Request for Correction & Transfer Form**” and email it to Emoli.Mendez@lacity.org and Celene.Heredia@lacity.org with the subject heading: “LARCA 2.0 MIS Request, [provider name] and [contract number].”

Co-enrollments: If the participant is already in the CalJOBS system, providers are required to e-mail the EWDD MIS Unit at Emoli.Mendez@lacity.org and Celene.Heredia@lacity.org to secure pre-approval, prior to co-enrolling the participant.

Provider Transfers: If the participant goes to another LARCA 2.0 provider to request services, the new provider, upon verifying participant enrollment with the provider of record, should proceed to submit the “**LARCA 2.0 CalJOBS Request for Correction & Transfer Form**,” select “provider transfer” and email the EWDD MIS Unit at Emoli.Mendez@lacity.org and Celene.Heredia@lacity.org, as well as notify the previous service provider. The new transfer provider will need to review the participant’s file and continue servicing the client based on the participant’s outlined IEEP and progress to date.

REQUIRED SERVICE ACTIVITY CODES

The following service activity codes must be reported in CalJOBS.org:

MIS REQUIRED SERVICE ACTIVITY CODES			
SERVICE MODULE	SERVICE ACTIVITY	CALJOBS CODE	DOCUMENTS/FORMS TO UPLOAD TO CALJOBS
Outreach	Outreach	N/A	N/A
Enrollment, Evaluation, & Assessment	CalJOBS Enrollment: <i>Orientation & Program Intake</i>	101	➤ Copy of approval letter (required if not previously collected)
	<i>Initial Assessment (Basic Needs & Skills)</i>	102	➤ Basic Needs & Skills Assessment Worksheet
	<i>Prerequisite Training</i> Note: Code 306 supersedes Code 311	306	Note: To keep record from soft exiting, use end date of: 06-27-2023
Case Management (CM) Sessions	CM Sessions & Support: <i>Individual Counseling</i> Note: Enter service activity code to reflect CM sessions/active communication exchanges.	200	➤ Case Management Sessions Update Form
Career Services and Employment Readiness Workshops	Pre-employment skills training or workshop(s) to support a participant’s IEEP: <i>Short-Term Pre-vocational Services</i> Note: Enter appropriate activity code to reflect each completed workshop (7).	215	➤ Workshop flyer, sign-in sheet or certificate of completion. ➤ Copy of participant’s resume
	<i>Financial literacy education</i>	221	➤ Same as above

MIS REQUIRED SERVICE ACTIVITY CODES			
SERVICE MODULE	SERVICE ACTIVITY	CALJOBS CODE	DOCUMENTS/FORMS TO UPLOAD TO CALJOBS
Vocational Training & Education	<i>Development of the IEEP Skills Assessment</i> Note: Enter service activity codes only for participants interested in training services.	205 226	➤ IEEP Form (required) ➤ Skills Assessment Tool (optional)
	<i>Education and Training to support the participant's IEEP:</i>	Any of the following:	➤ Vocational Training and/or Education agreements
	301 On-the-Job Training	301	➤ Proof of Payment
	304 Customized Training	304	➤ Certificate of completion
	313 Placed in State/ Local Training (non-TAA non-WIOA)	313	Tuition: ➤ Proof of academic good standing (i.e.: transcripts, progress reports)
	328 Occupational Skills Training (non ETPL provider)	328	➤ Financial aid award letter ➤ Proof of Payment
Vocational Training and Education Stipends	<i>Supportive Services: Incentive/Bonuses</i> Note: Enter service activity code up to 2 times to reflect the two \$500 stipend milestones.	183	➤ Stipend Verification Form and Proof of Payment with participant signature
Transitional Employment Wages	Transitional Employment: <i>Work Experience</i>	219	➤ Transitional Employment agreement ➤ Participant paystubs with employment dates
Job Placement and Follow-up Services	<i>Follow-up Services After Employment</i> Note: Enter service activity code up to 12 times to reflect interactive follow-up meetings.	106	➤ Case note in CalJOBS
Support Services	<i>Supportive Services:</i> 180 Supportive Service: Child/Dependent Care 181 Supportive Service: Transportation Assistance 184 Supportive Service: Temporary Shelter 185 Supportive Service: Other 186 Supportive Service: Seminar /Workshop Allowance 187 Supportive Service: Job Search Allowance 188 Supportive Service: Tools/Clothing 189 Supportive Service: Housing Assistance 190 Supportive Service: Utilities 191 Supportive Service: Educational Testing 192 Supportive Service: Post- Secondary Academic Materials	Any of the following: 180 181 182 184 185 186 187 188 189 190 191 192	➤ Supportive Services Verification Form with participant signature ➤ Needs related payment verification (i.e.: copies of receipts, tap cards, grocery or gas cards) ➤ EWDD prior approval required

MIS Required Service Activity Codes: Providers shall enter **ONLY** the service activity codes outlined in this Directive. To support capture the impact of the services provided to each participant, detailed Case Notes must be included on CalJOBS for each monthly service provided to the participant. .

Documents to Upload to CalJOBS:

1. Providers shall request and keep a copy of the participant’s “Approval Letter” at intake to verify program eligibility.
2. Providers shall use the following LARCA 2.0 program standardized forms:
 - a. Program Intake Worksheet;
 - b. Informed Consent;
 - c. Initial Assessment Worksheet;
 - d. Support Services Verification;
 - e. Education and Vocational Training Stipends Verification;
 - f. Case Management Sessions Update;
 - g. Transitional Employment Notification; and
 - h. Individual Training Account.

INVOICING GUIDELINES

For the LARCA 2.0 program, contracted providers shall be paid for service expenditures up to the maximum amount specified in the Expenditure Table below.

NOTE: All program service activities must be reported in CalJOBS to receive payment.

EXPENDITURE TABLE		
SERVICE MODULE	UP TO MAXIMUM AMOUNT	REQUIRED ELEMENTS AND DOCUMENTATION
Outreach		
Outreach	\$10,000 per program year for Outreach activities	1. Outreach: (retroactive to July 1, 2019) <i>Outreach and recruitment activities (\$25/hour)</i> Contractor must report Outreach Activity on monthly invoice. 2. Detailed Outreach Log Must be Included with Monthly Invoice
Enrollment, Evaluation & Assessment		
Enrollment, Evaluation & Assessment	\$300 per participant enrollment (One-time expense)	Enrollment, Evaluation, & Assessment (All of the following are required to receive payment): CalJOBS must reflect the following service codes: <ul style="list-style-type: none"> • Orientation & Program Intake (use worksheet), • Initial Assessment, • “Prerequisite Trainings”
Case Management (CM) Sessions and Supports		
	CM Sessions/ Support \$4,800/year per	1. CM Sessions: <i>Up to 4 program services per month to address barriers to employment and/or education as identified in the IEEP.</i>

EXPENDITURE TABLE		
SERVICE MODULE	UP TO MAXIMUM AMOUNT	REQUIRED ELEMENTS AND DOCUMENTATION
CM Sessions & CM Support	Participant Up to \$1,200/year (billed at \$100/month per "Active" Participant*)	<ul style="list-style-type: none"> Payment will be based on the number of monthly program services documented on CalJOBS and detailed on CalJOBS Case Notes. At a minimum, one "active communication" exchange and service should be documented per month. Direct communication may be in-person, via video conferencing, or phone calls). <p>2. CM Support:</p> <ul style="list-style-type: none"> Payment will be based on the number of services documented on CalJOBS and detailed in the Case Notes. <p>Note: *Active Participant: receives a minimum of one service activity per month.</p>
Performance Reporting, Collaboration Sessions/Meeting and Training Attendance		
Performance Reporting	Up to \$1,200/year (billed at \$50/month per Monthly Reporting and \$50/month per Monthly Meeting Attendance)	3. Performance Reporting: Performance reporting, summaries, and success stories and other supplemental reports as requested by EWDD including CalJOBS "Monthly Online Characteristics Report"
Collaboration Sessions/ Meetings and Training		4. Collaboration Sessions/Meetings and Training Attendance by LARCA 2.0 primary public contact at collaboration meetings, training, and best practice sessions as scheduled by the City as evidenced by sign-in sheets.
Career Services and Employment Readiness Workshops	Up to \$500 per participant (\$500 Stipend for completing workshop series/ Payment will be matched per participant)	<p><i>Payment will be based on the number of workshops completed; however, actual costs are required to be reported for any "contracted" workshops)</i></p> <ul style="list-style-type: none"> Financial literacy certificate of completion Up to seven (7) pre-employment skills training or workshops (ex. job search skills, resume-writing, interviewing skills, computer basics, money management, personal accountability, stress solutions, research and preparation, soft skills training, customer service, and work etiquette) Workshop flyer and sign-in sheet or certificate of completion CalJOBS summary case notes outlining skills training workshops completed by participant Participant's Resume Completed Job Readiness Assessment Tool compensated at \$80/assessment, provided participant has completed a minimum of one (1) job readiness workshop.
Vocational Training & Education	\$5,000 per participant	<ul style="list-style-type: none"> Detailed Individual Education and Employment Plan (IEEP) that clearly identifies the participant's barriers to employment, the plan of action to address those barriers, and the participant's education and employment goals (required). Training agreement (payment for actual cost of training; for total hours completed by participant) Attendance record or certificate of completion Completed Skills Assessment Tool (optional) Jobs LA summary case notes confirming the successful completion of IEEP training and education goals in CalJOBS
Training and Education Stipends	\$1,000 per participant	<ul style="list-style-type: none"> Verification of Payment and Stipend Verification Form with participant signature on both documents Jobs LA case notes confirming successful completion of IEEP

EXPENDITURE TABLE		
SERVICE MODULE	UP TO MAXIMUM AMOUNT	REQUIRED ELEMENTS AND DOCUMENTATION
		education and training milestones in CalJOBS (up to \$1,000)
Transitional Employment Wages	\$6,500* per participant	<ul style="list-style-type: none"> • Transitional Employment Agreement, Approved up to \$20 hourly wage and for a total of 325 hours (payment for wage reimbursement based on actual number of hours worked) • Copy of Participant's Paystubs • Completed Job Readiness Assessment Tool (at midpoint and at conclusion) • CalJOBS case notes confirming successful completion of transitional employment <p>*Note: Payroll related taxes, fees, and insurance costs may also be billed.</p>
Job Placement and Follow-Up Services	\$900 per participant (\$75 per month)	<ul style="list-style-type: none"> • Proof of employment (e.g. Employment Verification Letter or copy of participant pay stub) • CalJOBS summary case notes clearly documenting Contractor's role in securing job placement for the participant (e.g. job referral, facilitated interview with an employer, brokered placement after completion of transitional employment, targeted recruitment) • CalJOBS summary case notes documenting the follow-up meetings and services provided. • Up to twelve (12) monthly face-to-face/active communication exchange follow-up meetings to assist with employment retention (e.g. in person meeting, video calling, telephone calls).
Support Services	\$1,000 per participant	<ul style="list-style-type: none"> • Supportive Services Verification Form with participant signature (one-time only, up to \$1,000) • Proof of services rendered to participant (ie: receipts, gas cards or grocery cards, etc.).
Success Stories	\$1,200 per year \$100 - Written \$200 – Video Per unduplicated participant	<ul style="list-style-type: none"> • Success stories may be submitted in the form of a written testimonial summary or via video recording • Success Stories must follow guidelines specified in the Success Stories submission Directive. • LARCA 2.0 Media Consent Form must be submitted along with success story

REQUEST FOR APPROVAL FORM (FOR EXCESS AMOUNT)

On average, \$10,000 may be allocated per participant based on services provided. The costs for services are inclusive of all programmatic and administrative costs. Any cost in excess of that amount or in excess of the identified maximum amount per service module (*Case Management Sessions, Career Services and Employment Readiness Workshops, Vocational Training and Education, Transitional Employment, Follow-up Services, or Support Services*) must be pre-approved by the City using the attached LARCA 2.0 Request for Approval Form. The request form must be e-mailed to the LARCA 2.0 Unit at LARCA2.0Approvals@lacity.org with subject heading "LARCA 2.0 Request for Approval, [provider name], [contract #]." LARCA 2.0 Program Staff will review and approve the submitted requests.

REFERRALS

Upon receipt of referrals, service providers must follow up with all referrals within 2 business days. Status updates must be submitted to EWDD.

CalJOBS CASE CLOSE-OUT INSTRUCTIONS**CalJOBS Data**

Contracted providers are to ensure that all data entries and activity codes are up to date and closed before completing a Closure form in the CalJOBS system.

All LARCA 2.0 milestones must be updated prior to any record closure including total hours of transitional employment completed, training, employment and education services, job readiness status, support services, and retention services provided.

Activity End Dates

- The activity end date will be on or before the close-out date (June 27, 2023): Close the activity with the appropriate Activity Completion Status and actual end date.

Contracted Providers shall use the following “Exit Reasons”

- Participant is incarcerated and release date will be after June 27, 2023.
- Participant is deceased.
- Did not start the program, decided to transfer program benefits to a family member.

Case managers shall close the WIOA Title I Application when the participant will no longer receive services. Close the activity with the appropriate Activity Status and actual end date.

Contracted providers must ensure that all records with LARCA 2.0 (EWDD) local grant code LAI554 are closed on or before June 27, 2023.

Participant File Folders

All substantiating documentation shall be included in participant case files to verify all services provided under LA City General Fund LARCA 2.0 (EWDD) program.

SUCCESS STORIES

The sharing of success stories is an opportunity to highlight the work and positive impact contracted providers are having in the lives of the LARCA 2.0 participants. Success stories not only support in creating awareness, but also serve as an inspiration for current and future participants. Success stories may be submitted in the form of a written testimonial summary or via video recording. Success stories may include but are not limited to:

- Employment, Vocational Training or Education Placement
- Underemployed to Full Time Employment
- Employment, Training or Education Retention
- Completion of Transitional Employment Hours
- Completion of Vocational Training
- Completion of Career Services and Employment Readiness Workshops

Success Stories should include the following:

- Participant's name and contracted providers information
- What was the participant doing before joining the LARCA program?
- What motivated the participant to enroll in LARCA?
- Was there any hesitation about joining the program? If so, what were some of the concerns?
- What resources have been accessed to achieve employment, training or educational goals?
- How has the program benefited the participant, not only financially, but personally? Did the process boost the participants confidence, etc.?
- Would the participant recommend this program to others who may qualify for these services? Please explain why?

INVOICE TEMPLATE

Contracted providers shall use the attached financial reporting forms and submit the package electronically to LARCA 2.0 program operations staff for review and approval before payment processing. Invoices are to be submitted to the LARCA 2.0 Unit via e-mail at LARCA2.0Approvals@lacity.org and copy Ricardo.Renteria at Ricardo.Renteria@lacity.org.

To receive payment, the invoice package must include:

1. A cover letter on official letterhead that includes a summary of expenditures and the LARCA 2.0 Invoice, both signed by an authorized provider representative.
2. LARCA 2.0 Invoice and Expenditure Report (in Excel). Expenditure Report must include CalJOBS ID number per participant (refer to updated Expenditure Report Form).
3. A copy of the “**CalJOBS Monthly Online Characteristics Report**” (in Excel) reflecting all service activities being invoiced. (Please reference attached LARCA 2.0 CalJOBS Reporting Instructions).
4. Copies of all supporting documents. (i.e. Training or Education payments, Reimbursements, Stipends, Transitional Employment Wages, and Supportive Services).

All required support documents outlined in the LARCA 2.0 CalJOBS Required Service Activity Codes table must be scanned and uploaded to participant's file in the CalJOBS system. All other standardized program forms and expenditure support documentation must be kept in the participant's file. All costs billed to the City must be accounted for and recorded separately in the provider's general ledger.

ZERO EXPENDITURES FISCAL REPORT

Providers must submit an invoice on a monthly basis even if no services were rendered nor costs incurred during a particular month. The provider should indicate zero expenditure on the fiscal reporting forms and invoice. This will allow the City to ensure the accuracy of obligations or expenditures and to have positive confirmation that no subsequent charges will follow.

WDS CONTACTS

Questions and/or concerns regarding this directive should be addressed to the LARCA 2.0 Unit, Ricardo Renteria at Ricardo.Renteria@lacity.org, (213) 744-9709 or Karina.Henriquez at Karina.Henriquez@lacity.org, (213) 744-9375, TTY: 711.

Program requests:

Address all questions and/or concerns regarding the CalJOBS MIS to Emoli.Mendez@lacity.org or Celene.Heredia@lacity.org.

Address all questions and/or concerns regarding program and fiscal approvals to LARCA2.0Approvals@lacity.org.

CMH:GR:RR:KH:cg

Attachments: 1. List of Standardized Program Forms (Rev. JULY 2019)

a. Participant Orientation Packet (Green)

b. Case Worker Toolkit Forms (Blue)

2. LARCA 2.0 Request for Approval Form (Rev. JULY 2019)

3. CalJOBS Reporting LARCA 2.0 Instructions (Rev. AUGUST2020)

4. LARCA 2.0 CalJOBS Request for Correction & Transfer Form (Rev. AUGUST 2019)

5. LARCA2.0 Financial Reporting Forms and Instructions (Rev. AUGUST 2019)

*Available for download from the EWDD website

6. Media Consent Form