

# CITY OF LOS ANGELES

CALIFORNIA

CAROLYN M. HULL  
GENERAL MANAGER



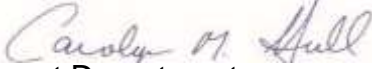
**ECONOMIC AND WORKFORCE  
DEVELOPMENT DEPARTMENT**

444 S. FLOWER STREET  
LOS ANGELES, CA 90071

KAREN BASS  
MAYOR

**DATE:** September 3, 2024

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

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

**SUBJECT: WDS DIRECTIVE NO. 25-02  
AMERICA'S JOB CENTER OF CALIFORNIA<sup>SM</sup> COMPREHENSIVE AND  
AFFILIATE/SPECIALIZED CERTIFICATION – WORKSOURCE AND  
YOUTHSOURCE**

## **EFFECTIVE DATE**

This directive is effective upon date of issuance.

## **PURPOSE**

This policy provides guidance and establishes the procedures regarding upcoming certification process of all America's Job Center of California<sup>SM</sup> (AJCC) locations and requires the submission of a self-assessment. This directive applies to all City of Los Angeles (City) AJCCs WorkSource (WSC) and YouthSource (YSC) Centers.

## **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 (3) years using criteria and procedures established by the State Board. The City's AJCCs were last certified in 2021. As such, all City AJCCs must once again be evaluated.

## **CERTIFICATION PROCESS**

The City must complete an AJCC Certification Indicator Assessment for each WSC and YSC and submit it to the State by November 1, 2024.

### Self-Assessment

To measure local area service delivery against State certification criteria, all WSC and YSC 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 Self-Assessment documents must be consolidated into a single PDF file. No hard copy documents may be submitted.

### Due Date

**Friday, September 20, 2024 by no later than 5:00pm.**

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, Assistant General Manager, EWDD; and
- Be uploaded to a “box account” unique to your AJCC.

To obtain access to your box account, upon receipt of this Directive please have the designated contact person email a request to [certificationajcc@gmail.com](mailto:certificationajcc@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.

### Site Visits

Following the Desk Review, site visits will be conducted to all AJCCs. 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. Additionally, and at the onset of the site visit, each AJCC will be required to provide a tour of their facility. The site visits will be conducted by the City and/or its designated representatives. The site visit schedule will be released under separate cover.

### Final Assessment

Based on the review of the self-assessment and 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>DATE OF COMPLETION</b>
1.	Release of self-assessment directive to AJCCs	September 03, 2024
2.	AJCC self-assessments due	September 20, 2024
3.	Desk review of self-assessments	September 27, 2024
4.	Commence site visits with AJCCs	September 30, 2024
5.	Complete site visits with AJCCS	October 25, 2024
6.	Preparation of AJCC Certification Indicator Assessments	November 1, 2024
7.	EWDD submits AJCC Certification Assessments to State	November 1, 2024

### **CONTACT**

For questions regarding the transmission of this directive, please contact your assigned WIOA program analyst.

CMH:GR:DB:EM:cg

Attachment: Self-Assessment Instrument (to be returned by 09/20/24)