



JAMES K. HAHN  
MAYOR

OCT 22 2003

To: All WIA Youth Opportunities System Contractors, Leads and Joints

From: Marian Aguilar, Deputy Director  
Workforce Development Division

Subject: **WIA INFORMATIONAL BULLETIN NUMBER: 04-28**  
**PY 2003-04 WIA YOUTH OPPORTUNITIES SYSTEM MONITORING REVIEW**

This letter is to request confirmation of the status of your PY 2002-03 Corrective Action Plan submitted by your collaborative in preparation for our monitoring review. The monitoring reviews will be conducted on-site between November 7 and December 5, 2003 and focus on the following four primary areas of concern: soft exits, client case file recordkeeping, comprehensive youth services, and older and out-of-school youth enrollments.

Attached is a Corrective Action Plan Follow-up [form] to be completed by each partner agency and returned by November 6, 2003. Individual agency progress in each of the review areas specified should be clearly outlined, including:

1. All resolved findings with actual completion dates and evidence of resolution
2. Issues/Findings not yet resolved
3. Reasons for not meeting previously scheduled resolution date(s)
4. [Revised] Plan for achieving compliance/goal with new completion date(s)

Please compile all partner agency responses by consortium and submit them collectively through the lead agency. Each partner agency should provide a response to the lead agency of each area in which they partner. Then, each lead agency will submit the entire consortium's responses to the City. We request that the consortium responses from the lead agencies be e-mailed with a cover letter to Deloris Vaughn at [dvaughn@cdd.lacity.org](mailto:dvaughn@cdd.lacity.org) and a hard copy hand delivered or mailed by the due date.

If you have any questions about this request, the form or site visit schedule, please contact your assigned Program Advisor.

MARIAN AGUILAR, Deputy Director  
Workforce Development Division

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Attachments

**PY 02-03 WIA YOUTH OPPORTUNITIES SYSTEM CORRECTIVE ACTION PLAN FOLLOW-UP**

AGENCY NAME: \_\_\_\_\_ CONTRACT NUMBER: \_\_\_\_\_ PLANNING DISTRICT \_\_\_\_\_ DATE: \_\_\_\_\_

REVIEW AREA	AGENCY/CONSORTIUM RESPONSE	For CDD Use Only
<p><b>Client Soft Exit</b>                      What has your agency/consortium done to minimize or eliminate client soft exits since the PY 02-03 site visit report finding?                      How does your agency/consortium know if the corrective action has produced the desired outcome?</p>	<p>• • •</p>	<p>List verification documentation on file and who has it</p> <p>• • •</p>
<p>What have you learned as a result of the corrective action and what additional process improvements, if any, has your agency/consortium made to minimize or eliminate soft exits?</p>	<p>• •</p>	<p>• •</p>
<p><b>Client File Recordkeeping</b>                      What has your agency/consortium done to improve the recordkeeping of participant files since the PY 02-03 site visit report finding?                      How does your agency/consortium know if the corrective action has produced the desired outcome?</p>	<p>• •</p>	<p>• •</p>
<p>What have you learned as a result of the corrective action and what additional process improvements, if any, has your agency/consortium made to improve client file recordkeeping?</p>	<p>• •</p>	<p>• •</p>
<p><b>Out-of-School Youth and Older Youth Enrollment</b>                      What has your agency/consortium done to meet or exceed the contract minimum out-of-school youth and older youth enrollment since the PY 02-03 site visit report finding?                      How does your agency/consortium know if the corrective action has produced the desired outcome?</p>	<p>• •</p>	<p>• •</p>
<p>What have you learned as a result of the corrective action and what additional process improvements, if any, has your agency/consortium made to meet or exceed the contract minimum enrollment?</p>	<p>• •</p>	<p>• •</p>
<p><b>Comprehensive Youth Services</b>                      What has your agency/consortium done to provide clients with the full array of youth service since the PY 02-03 site visit report finding?                      How does your agency/consortium know if the corrective action has produced the desired outcome?</p>	<p>• •</p>	<p>• •</p>
<p>What have you learned as a result of the corrective action and what additional process improvements, if any, has your agency/consortium made to provide the full array of services?</p>	<p>• •</p>	<p>• •</p>
<p><b>Other</b></p>		

