

# CITY OF LOS ANGELES

CALIFORNIA

COMMUNITY DEVELOPMENT  
DEPARTMENT

215 W. 6TH STREET  
LOS ANGELES, CA 90014



JAMES K. HAHN  
MAYOR

Date: December 10, 2003

To: All City of Los Angeles WIA Adult and Youth Service Providers

From: Robert Sainz, Assistant General Manager  
Community Development Department

Subject: **WIA DIRECTIVE NO. 04-13**  
**INSTRUCTIONS FOR STANDARDIZED CASE FILE MANAGEMENT**

The purpose of this directive is to provide City of Los Angeles WIA contractors with instructions for standardized case management. As you are aware, the City of Los Angeles is currently in the process of developing an electronic solution for a system-wide case management system.

This directive identifies the minimum requirements that must be maintained in each customer file. As of January 1, 2004, contractors are required to secure the following documents in each customer's file:

### All WIA Funded Programs

- 1) MIS Documents (updated approved ISIS printouts)
- 2) WIA Eligibility Documentation
- 3) Case Management Notes (monthly updates)
- 4) WIA Approved Application with Wet Signature
- 5) Assessment Documents
- 6) Supportive Services Documentation (if applicable)
- 7) Employment Verification Documents (if applicable)
- 8) Orientation Checklist
- 9) Progress Reports
- 10) Documentation of follow-up services received for 12 months
- 11) Credential/Diploma Documentation (if applicable)
- 12) Documentation that customer has received:
  - Program Orientation
  - Supportive Services Information



- City WIA Complaint Resolution Procedures
- Contractor WIA Customer Complaint Resolution Procedures

#### **WIA Adult/Dislocated Worker Programs**

- 1) Individual Employment Plan (if applicable)
- 2) Core B Activities Documentation
- 3) Intensive Services Documentation
- 4) WIA Standard Worksite Training Agreement (if applicable)

#### **WIA Youth Program**

- 1) Individual Services Strategies
- 2) Work Readiness Worksite Training Agreements (if applicable)
- 3) Hours of Participation Documentation

The City requires all contractors to have these documents available for review. Your office will be notified when these reviews will be conducted.

To facilitate this process, the City will provide training to assist all contractors to understand what is required to be maintained in each client file.

Training for WorkSource Centers/Satellites is scheduled on the following dates from 9:00 am – 1:00 pm:

- |  |   |
|--|---|
| 1) <b>Wednesday, January 21, 2004</b>  | CDD 3 <sup>rd</sup> Floor Conference Room |
| 2) <b>Wednesday, February 18, 2004</b> | CDD 3 <sup>rd</sup> Floor Conference Room |
| 3) <b>Wednesday, March 24, 2004</b>    | CDD 3 <sup>rd</sup> Floor Conference Room |

Training for Youth service providers is scheduled on the following dates:

- |                                       |   |
|---------------------------------------|---|
| 1) <b>Thursday, January 22, 2004</b>  | CDD 2 <sup>nd</sup> Floor Conference Room |
| 2) <b>Thursday, February 19, 2004</b> | CDD 3 <sup>rd</sup> Floor Conference Room |
| 3) <b>Thursday, March 25, 2004</b>    | CDD 2 <sup>nd</sup> Floor Conference Room |

The City will be issuing a training bulletin with the details of the upcoming case file trainings.

If you have any questions regarding this directive, please contact your MIS Analyst at (213) 485-5723.

RS:MC:VV:MF