



JAMES K. HAHN
MAYOR

Date: APR 09 2004

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

From: Manuel Chavez, Acting Director
Workforce Development Division

**SUBJECT: WIA DIRECTIVE NO. 04-15
ENSURING INTEGRITY OF DATA ENTERED INTO THE ISIS
SYSTEM**

On February 5, 2004, the Office of the City Controller released the findings and recommendations of its Performance Audit of CDD. Recommendation 3.2 required "contractors to implement a process for reviewing ISIS data after data entry in order to ensure that inaccuracies in the ISIS system are identified and corrected within a reasonable period of time". The control recommended by the Office of the Controller would require contractor staff, i.e., case manager, supervisor, etc., to verify the accuracy of the data entered into ISIS against the documentation contained in the participant's file.

Therefore, in compliance with the Controller's recommendation, the City is requiring all WIA-funded contractors to take the following steps to ensure the integrity of data entered into the ISIS system:

- Designate a Staff Reviewer in charge of monitoring data validation for your agency.
- Develop a quality control component that ensures that information entered into ISIS is entered timely and accurately and reflects information contained in the participant case file.

When reviewing your files, you should at a minimum:

1. Reconcile records against the LA City database.
2. Review participant case file to ensure that it contains all required eligibility documentation. Ensure that all approved ISIS documents are on file.



3. Check participant files against the ISIS database to verify provision of services. Are all activities entered correctly? Do the dates match? Are the dates reasonable? For example, has someone been receiving Core-Counseling for 3 years without any other services? Has a younger youth completed 3 primary goals all on the same day after only 1 day in the program? Are all certificates and credentials in file?
4. Be sure that data entry problems identified by the City are corrected timely and accurately.
5. Focus on performance data such as exit dates, exit codes, credentials, post program earnings, supplemental data, and supporting documentation.

During the May site visits, your program monitor will request a meeting with your designated Staff Reviewer to discuss your quality control component.

The City will then conduct follow-up reviews to test the integrity of your data validation system including the review of files. Continuing problems identified in the field may result in sanctions.

City staff is available for technical assistance including regular MIS Eligibility and Forms Preparation Training and ISIS Training.

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

MC:VV:MG:MB:MF