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MAYOR

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To: All Full-Service and Satellite WorkSource Center Contractors

From: Manny Chavez, Acting Director
Workforce Development System

Subject: WIA Directive No. ~~04-21~~

**New Performance Measure—Number of Customers to Be Exited—and
Reconciliation of Carryover Totals from PY 03-04 for PY 04-05 Contracts**

NEW PERFORMANCE MEASURE: NUMBER OF CUSTOMERS TO BE EXITED

As you saw in the performance measures discussion of the Request for Contract Renewal (RFCR) Information Bulletin 04-56, a new measure, *Number of Customers to be Exited*, replaces the *New Enrolled Customers* measure. For the first year of this measure, as we transition and try to clear out inactive customers, the measure will have two components—the number of new customers registered in PY 04-05 needing to be exited in PY 04-05 and 75% of customers registered prior to PY 04-05 also will need to be exited during PY 04-05. The number of new customers centers need to register and exit in PY 04-05 was identified in Attachment 5 of the RFCR. This attachment was sent via e-mail to each Executive Director and Program Director as it varied from contractor to contractor.

CARRYOVER PARTICIPANTS IN CONTRACT AMENDMENTS

We do not have the numbers of carryovers calculated to include in the PY 04-05 contract until the reconciliation of the number of participants is completed. In your PY 04-05 WorkSource center contract, in place of numerals for the *75% of carryovers to be exited* and the *total number of customers to be exited* we are inserting *To Be Determined*. When the reconciliation is complete, the numbers will be inserted through a contract amendment. Contract amendments will be prepared at the end of September and executed in the first half of October. The amendments will include any incentive funds received as a result of the annual PY 03-04 performance evaluation. Keeping to last year's schedule, our plan is to prepare the performance evaluation based on LA Performs data uploaded in August, which would reflect all reporting to the State in July. The evaluation results will be presented to contractors and the WIB in September.

DEADLINES FOR RECONCILIATION OF CARRYOVER PARTICIPANTS

At the May 25, 2004 RFCR Question and Answer session, the agenda provided dates for the reconciliation of the carryover numbers. We have since changed the dates to be in alignment with the MIS reconciliation dates (see Information Bulletin No. 04-53 at <http://www.lacity.org/CDD/pdfs/directives/bul/04-53.pdf>).

Once the reconciliation process is complete, the number of carryovers will be used to complete the performance measures in the amendments mentioned above.

PLANNED STATE EXITING OF SOFT EXIT CANDIDATES

The State regional advisor to the City has informed us of future changes at the State level in handling soft exits—participants who do not receive any WIA-funded or non-WIA partner service for 90 days and are not scheduled for future services except follow-up services (DOL TEGL 7-99 at <http://wdr.doleta.gov/directives/attach/TEGL7-99.pdf> provides this definition of soft exit).

An impending change in the State's Job Training Automation (JTA) system will generate an edit that automatically exits participants who have not received services for 90 days (soft exit). If a participant is soft-exited, the exit date will be the ending date of the last activity before expiration of the 90 days. The State has determined that the number of participants who have not received services for at least 90 days and who are not being reported to the JTA system is substantial. This has caused, among other things, inaccurate participant counts and potential performance implications. For the City, unofficial data through April 22, 2004 indicated that 16% of our total participants had not received any services for 150 days or for whom there may not have been an estimated end date for the activity identified on the WIA enrollment form. The State has indicated that the JTA system will automatically exit participants who have not received services for 90 days (plus allowing an additional 60 days for data entry efforts). Accordingly, while participants who have not received services for 90 days are considered a soft exit, you will have 60 additional days to identify the soft exit and enter it into the JTA system. At the 150-day mark of participant nonactivity, the JTA system will automatically exit the client.

The State has provided the City with advance notice of this future change, as the date of the transmittal of the Information Bulletin advising us of these changes and the date of the actual change to the JTA system is still pending. The State is encouraging all local areas to review their records and complete all necessary participant data entry before this JTA system audit check is implemented. The likelihood is that this change will occur in PY 04-05 probably not in time for any clients to be automatically exited and included in this year's performance outcomes. As we learn more about this change, the City will issue instructions to contractors through a future Information Bulletin or Directive.

If you have any questions regarding the carryover reconciliation process, please contact your program or MIS analyst.

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