

City of Los Angeles

CALIFORNIA



JAMES K. HAHN
MAYOR

COMMUNITY DEVELOPMENT
DEPARTMENT
215 W. 6TH STREET
LOS ANGELES, CA 90014

Date: August 11, 2003

To: All WIA-Youth Contractors, Leads and Joints

From: Robert Saint, Assistant General Manager

SUBJECT: WIA DIRECTIVE NO.: 04-06
**IMPLEMENTATION OF ISIS "CASE NOTE" AND SERVICE
ELEMENT HOURS FUNCTIONS**

The purpose of this directive is to inform all City of Los Angeles WIA Youth Opportunity System (YOS) service providers of the implementation of "case note" and "service element hours" functions in ISIS. All youth service providers will be required to use the additional functions effective by October 31, 2003.

In the past, YOS has required the manual recording of service element activities on at least monthly basis in the client's case file along with copies of documenting evidence (such as time sheets or sign-in sheets). Since the "case note" and "service element hours" are now available electronically, it is our expectation that these functions will be used exclusively to record client's activities in the program. Although the ISIS server is backed up daily, we recommend that for the first two months, case managers print out copies of the case notes to the client's file until all aspects of the new enhancement to the system have been debugged.

In order to access the ISIS additional functions, training will be available to all case managers. A training schedule is attached for your convenience. Training can also be arranged for individual agencies upon request. Our MIS Section requires that joint agencies of a consortium provide a list of staff requiring training to their lead agency for approval. The lead agency will submit the list to Trinh Nguyen, of our MIS staff. The list will then form the pool of available approved case managers for training. Each case manager will then go to a basic overview of YOS Training Manual (approximately 30 minutes) followed by a short introduction to the ISIS additional features (again, about 30 minutes). Upon completion of training, each approved case manager will be issued an ISIS password and can then log onto the ISIS system and begin to enter the case note and service element activities of their clients.

The Community Development Department (CDD) is continuously working to improve the ISIS system. As you must have noted, we added an ISIS function that automatically removes the access of anyone who hasn't actively used the ISIS system for a 45-day period. To reinstate access to the system, the user must contact Trinh Nguyen at (213) 473-3594. Additional ISIS enhancements are in process and your agency will be notified as they become ready for implementation.

If you have any questions regarding this directive, please contact your assigned program advisor.

RS:MA:TC:DH
Attachment

ISIS Case Notes Training will be held on the following dates. Agencies may also schedule a date for the training to be held on-site by contacting Jennifer Vega La Serna at 213-847-6545 or jvegalas@cdd.lacity.org.

Thursday, August 14	10:00 am - 11:30 am And 1:30 pm - 3:00 pm	2 nd floor conference room 2 nd floor conference room
Thursday, August 21	10:00 am - 11:30 am	2 nd floor conference room
Wednesday, September 3	10:00 am - 11:30 am	3 rd floor conference room
Thursday, September 4	10:00 am - 11:30 am	3 rd floor conference room
Wednesday, September 10	10:00 am - 11:30 am	2 nd floor conference room
Tuesday, September 23	10:00 am - 11:30 am	2 nd floor conference room

The seminars will be filled on a first-received basis. Please register by emailing Deloris Vaughn at dvaugh@cdd.lacity.org or fax the nomination form to at (213) 847-0221 as soon as possible. We will fax or email placement confirmation to you. If you have any questions please contact Jennifer Vega La Serna at (213) 847-6545.

Agency: _____
Training Date: _____
Participants: _____

Telephone: _____ Fax: _____