

SAN DIEGO WORKFORCE PARTNERSHIP, INC.
3910 University Avenue, Ste 400
San Diego, CA 92105
(619) 228-2900

OPERATIONS ISSUANCE

OPERATIONS ISSUANCE NO. 2017-07

DATE: October 7, 2016

TO: America's Job Centers of California (AJCC) Operators and Adult and Dislocated Worker Service Providers

FROM: Andrew Picard, Adult Programs Director

SUBJECT: Update to Chapter 4, Part 1: Adult and Dislocated Workers Program Activities (Attachments A, G, Q)

PURPOSE

The purpose of this operational issuance is to inform SDWP's AJCC Operators and Adult and Dislocated Worker Service Providers that the following Attachments have been revised:

1. Attachment A — Individual Training Account Policy and Procedures
 - Minor changes have been made to the Attachment A exhibits. The social security number has been removed from all ITA documents and replaced with the CalJOBS State ID as SSN is no longer required. Additional clarification on ITA Discontinuations due to issues with an ITA provider (e.g. closure) have been added.

2. Attachment G — Adult and Dislocated Worker Participant File Monitoring Checklist
 - Moderate changes have been made to the Participant File Monitoring Checklist;
 - The name of the attachment and the format have been modified; and
 - The following sections: Outcomes, Closures and Follow-Up after exit have been added to the checklist.

3. Attachment Q — Customer Transfer Policy and Procedures
 - Transfer policy has been added to Chapter 4 attachments to provide guidance when a client transfers from one AJCC to another either by choice or if the customer has relocated and is closer to another AJCC within San Diego County. Coordination of the transfer will eliminate a potential break in services and create a seamless transition from one AJCC to another.

ACTION/IMPLEMENTATION

Effective October 7, 2016, AJCCs and Adult and Dislocated Worker Program Operators are required to use the new attachments. This issuance replaces and supersedes the current attachments in Chapter 4.

If you have any questions regarding this issuance, please contact your Program Specialist at (619) 228-2900.

ATTACHMENTS

Chapter 4, Part 1: Adult and Dislocated Workers Program Attachments

- [Attachment A — Individual Training Account Policy and Procedures \(including Exhibits A-1, A-2, A-3, A-4, A-5\)](#)
- [Attachment G — Adult and Dislocated Worker Participant File Monitoring Checklist](#)
- [Attachment Q — Customer Transfer Policy and Procedures](#)

cc: Simpson & Simpson