

TO: Workforce Investment Board

DATE: 11/21/02

FROM: WIB Staff

- For Action
- For Information
- Meeting Notes

SUBJECT: Vouchering Process

PROPOSED MOTION(S): For Information Only

DISCUSSION: The Enterprise Zone and LAMBRA vouchering responsibility has been transferred to the Department of Workforce Investment Business Services Unit. During the last week of September, five members of the Business Services Unit received training on Vouchering. During the month of October, 67 Enterprise Zone and 3 LAMBRA Vouchers were issued. Year to date there have been 807 Enterprise Zone Vouchers and 112 LAMBRA Vouchers issued. The average vouchering request received in October was processed within three calendar days.

In response to a concern that the time required to process a voucher was too long the following enhancements to our database have been instituted to track requests:

- Log ins of all vouchers upon receipt
- Logging of date vouching accomplished
- Logging of date mailed to employer or their agent (Consulting Firm)
- A monthly report will be generated to provide the Director with the average length of time from date of receipt to date mailed.

Procedures have been instituted to cover the vouchering process during the absence of staff assigned to the vouchering function. All individuals staffing the Business Services Unit will be able to review requests, determine eligibility for vouchering and issue vouchers should there be a time of high volume.

During the California Association of Enterprise Zone Conference held in Santa Ana from October 23-25, proposed regulations were presented to the attendees. The time frame of 45 days from receipt of vouchering requests was suggested as timely for processing requests.

Questions regarding status of specific requests for vouchering are welcome by the Business Services Unit. Our goal is to provide quality customer service in an efficient manner to meet the needs of the business customer.

ATTACHMENT(S):