

TO: Workforce Investment Board

DATE: 3/27/03

FROM: Quality Assurance Committee

For Action

For Information

For Discussion

SUBJECT: Monitoring Report

PROPOSED MOTION(S): Information only.

DISCUSSION: The Customer Service unit monitored contracts, agreements and MOUs and provided a report to the Quality Assurance Committee for the first six months of FY 2002/2003. The report includes a review of Individual Training Accounts (ITA), Fee Based Contracts, Work Experience Contracts and On-the-Job Training (OJT) Contracts.

ATTACHMENT(S): WIA Monitoring Activity Summary July, 2002 through December, 2002.

WORKFORCE INVESTMENT ACT (WIA) MONITORING ACTIVITY SUMMARY JULY 2002 THROUGH DECEMBER 2002

During this period the monitoring staff continued providing technical assistance and oversight to help assure a smooth transition to the Workforce Investment Act (WIA), both with Merced County Department of Workforce Investment (MCDWI) and among partner/community organizations.

Contract Reviews

All contracts, agreements and MOUs are initially coordinated through the Monitoring Unit to assess basic compliance with applicable rules and regulations. Finalized contracts are monitored on an annual basis. They are reviewed for compliance with State, federal and local requirements, to include price payment provisions, budget/budget narrative, work statement compliance, invoicing procedures, and costs associated with the contract (to determine if costs are reasonable, necessary, and allowable).

The following is an activity summary of Merced County Department of Workforce Investment's Monitoring Unit.

Monitoring Activities

Review of Individual Training Account (ITA), Fee Based Contracts, Work Experience, and On-The-Job Training (OJT) contracts were accomplished.

- **ITA's**
10 Training Providers were monitored to verify training costs, insurance coverage, accreditation and on-site visits were made to evaluate program quality. With the exception of MCOE, all ITA training providers have been monitored. Other than minor issues, which to date have been resolved, relating to outdated certificates of insurance and errors in course costs as listed on the ETPL vs. the provider catalog, all requirements are being met and are in compliance.

- **Other Training Contracts (Fee Based)**
Merced Adult School PLATO Lab (Merced One Stop)
Merced College PLATO Lab (Los Banos One-Stop)
Merced College RN/LVN Program
Merced County Information Systems (Case Management)

- **Other Training Contracts (Merced College)**
Independent Living Program (ILP)
This program is designed for 18-25 years olds who have been in foster care at some point in time. Potential program candidates were identified and status verified, case files opened and maintained on interested clients, and obstacles to employment identified. Eligible participants were referred for the Welfare to Work Program. Case files were well maintained and diaries reflected ongoing individual support to participants.
- **Work Experience**
Five (5) contracts/worksites were monitored and no problems were noted.
- **On-The-Job Training Contracts**
12 OJT contracts were monitored
Of the contracts monitored:
1 participant was let go – Personality issues
1 participant was let go – Low computer skills
10 participants are still employed
2 more OJT contracts are scheduled for monitoring in February '03

Worknet Monitoring

- Monitoring of the Worknet partners will begin in January 2003. The following partners are scheduled to be reviewed:
 1. Department of Workforce Investment, One-Stop operator/partner
 2. Central Valley Opportunity Center
 3. Merced County Office of Education
 4. Employment Development Department
 5. Housing Authority
 6. Merced College
 7. Department of Rehabilitation
 8. Merced Adult School
 9. Community Action Agency
 10. Human Services Agency, Title V (Older Worker program)
 11. Action Business Center (Optional Partner)
- The monitoring of all One-Stop partners will be completed by the end of June 2003. Overall, the One-Stop partners have transitioned well in meeting the requirements and guidelines of the WIA. Monitoring procedures and tools (checklists) for each of the Worknet partners were revised and were formulated from the partner's Memorandum of Understanding (MOU), WIA, Final Rule and Office of Management & Budget (OMB) circulars. Also, Equal Opportunity, Americans with Disabilities Act, Drug Free Workplace Act and safety requirements were additional checklist items.

MCOE Younger Youth

- The Youth (14-18 year olds) Year Round Program is currently being reviewed. Merced County Office of Education (MCOE) is the lead contractor. MCOE's sub-contractors associated with the Youth contract include: (Dos Palos/ORO Loma Unified School District (DP/OLUSD), Employment Development Department (EDD), Jobs for California Graduates (JCG), Lao Family Community, Los Banos Unified School District (LBUSD), and Merced Union High School District (MUHSD).

A review of the first year of the Younger Youth contract was completed in March 2002. The review of the second year of the contract will be completed in January 2003. So far, the second year has shown a vast improvement by MCOE and their sub-contractors in implementing the Younger Youth Program by enrolling approximately 1,164 students with approximately 60% completing their stated goals. Some of the activities students are involved in are Basic Education, Work Experience, Life Skills, Problem Solving, Work Readiness Skills, Career Planning and Leadership Skills.

JCG Out of School Youth

Monitoring of the Youth Out-of-School program began in December, 2002. Overall, though still early in the monitoring process, JCG appears to be in compliance with their contract specifications. Boilerplate requirements, such as Equal Employment Opportunities (EEO), grievance procedures, insurance, disallowed cost statement, drug free awareness program, etc. have been complied with. Program fundamentals such as eligibility, assessment, target population, and enrollments are currently being monitored. To date there are 173 enrolled participants. The contract calls for 225 by June 30, 2003. Note: JCG has been very responsive to issues found as a result of this monitoring and items identified as needing attention have been quickly addressed and corrected.

The JCG leadership has also taken an active interest in assuring that their staff is well trained, i.e; JCG staff attended the September 19, 2002 Youth Performance Measure workshop, presented by EDD. Also, JCG participated in the Department of Workforce Investment's (WI) Exit Strategy Committee, providing insight on when it's best to 'exit' a client based on time and circumstances. Additionally, JCG had a good presence at the recent January 8, 2003 Youth Eligibility training session conducted in the city of Visalia, CA.

JCG's six subcontractors (EDD, Merced Adult School, Merced College, Lao Family, Merced County Community Action Agency & Merced County Office of Education) will also be monitored to assess program quality. The Community Action Agency was monitored on January 22, 2003 (still in progress). CAA appears to have a quality program and a dedicated staff committed to helping Merced Youth.

The Youth Out-of-School program is new ground for JCG. However, it is evident that strides are being made to assure a quality and meaningful program.

- The following are additional contracts which will be monitored during this Program Year (2003):
 1. CISCO Academy, Dos Palos – Oro Loma Joint School District.
 2. EDD/PITD Labor Market Information Survey Agreement
 3. Lori Strumpf and Associates.
 4. VIA Transportation (to provide student transportation)
 5. Russell Grossman (Storage)
 6. ERISS Corp. (Employer Survey)
 7. Greater Merced Chamber of Commerce (Technical Assistance & Training)

Additional Services

In addition to the regular monitoring of training/service providers, the monitoring unit:

- Assists in the development of Requests for Proposals (RFPs), contracts, agreements and Memorandums of Understanding (MOUs).
- Provides Department of Workforce Investment representation at the Jobs for California Graduates Installation & Initiation and Career Development Chapter awards ceremonies.
- Offers technical assistance to service providers.
- Conducts courtesy inspections; e.g. participant file reviews, safety, and ADA compliance.