

TO: WIB Executive Committee

DATE: 07/26/04

FROM: Youth Council / WIB Staff

For Action

For Information

For Discussion

SUBJECT: Exemplary Performance Award / Corrective Action Plan

PROPOSED MOTION(S): Acknowledge the award of \$9,062 to the Merced County Workforce Investment Area and approve the Corrective Action Plan.

DISCUSSION: The State of California Employment Development Department (EDD) recently awarded the Merced County Workforce Investment Area an exemplary performance incentive award of \$9,062 for meeting or exceeding the majority of the LWIA's performance goals for Program Year 2002-03. Only 7 other LWIAs received more money than Merced. However, one performance goal was not met, the Older Youth Credential/Diploma Rate. Because of this, the WIB is required to submit a Corrective Action and Technical Assistance Plan. The Plan is due back to EDD by August 24, 004.

The performance measure in question included 25 ARBOR youth who exited during the period October 1, 2001 to September 30, 2002. The Negotiated Performance Level was then 30%; attained was 22%. Presently, using exits from both JCG and MCOE programs, a 33.3% performance rating is being achieved.

The best insurance to consistently attain the Credential Performance Measure is to develop a locally recognized credential. During the July 14, 2004 Youth Council meeting, the Council concurred with the development of a locally recognized credential. MCOE has begun work to develop a locally recognized Working Professional credential. The credential should be ready for presentation at the August – Youth Council and the September – WIB Meetings.

The attached Corrective Action Plan reflects the above actions.

ATTACHMENT(S): Local Workforce Investment Area Corrective Action and Technical Assistance Plan

LOCAL WORKFORCE INVESTMENT AREA

CORRECTIVE ACTION AND TECHNICAL ASSISTANCE PLAN

Local Workforce Investment Area (LWIA):

Merced County _____

Date: *July 1, 2004* _____

Contact Person: *Joanne Presnell* _____

Telephone Number: *209-724-2041* _____

Please work as necessary with your assigned Regional Advisor from the Workforce Investment Division (WID) of the Employment Development Department (EDD) to complete the following questions and information. Please be brief and specific in your responses.

1. List the performance measure(s) for which the LWIA failed to achieve at least 80 percent, and list the percentage achieved for each.

Older Youth Credential Rate: 22.2%

2. For each of the above, provide an explanation or analysis of why the LWIA failed to achieve the minimum 80 percent.

Several factors impacted this performance measure:

a. The Older Youth Provider, ARBOR, had been notified that their contract would not be continued because of marginal management. The provider had the cost of the contract and the number of clients to be served considerably reduced, half way through the performance period.

b. A second Older Youth Provider, Jobs for California Graduates, Inc. began a new contract 6 months into the performance measures period. Start-up, combined with eventually having to take over the ARBOR case load, resulted in slow enrollments and very few exits.

c. Only 25 older youth clients exited during this program year. Credentials had been earned by 6 clients at measurement. The addition of one more client (total 7) would have caused the performance measure to meet the 80% parameter. The addition of two clients (total 8) would have caused the performance standard to be exceeded.

d. A locally developed workforce ready certification credential was being developed through the entrepreneurial program of a One-Stop partner. The funding source for that program was cut. The program was subsequently reduced in length and quality and the WIB stopped all actions for this locally recognized credential program.

3. Based on the above analysis, describe what corrective actions will be taken to ensure that the minimum 80 percent performance will be achieved in subsequent years. See the attached "Items to Consider in Developing a Corrective Action Plan" for guidance as applicable to your situation.

The WIB has chosen a third Older Youth Provider. ARBOR was discontinued due to marginal management; Jobs for California Graduates, Merced County, Inc. terminated its contract with Merced County and dissolved its Board of Directors. Fiscal mismanagement was the major factor in the dissolution.

The WIB has chosen through the Request for Proposal process, the same provider who has been the younger youth provider since WIA program inception. They have a proven track record in both program and fiscal management. As of the 3rd quarter of PY 2003-04, the older youth credential rate is 33.3%, or 3.3% above the standard.

The Local Plan was modified in the 4th Year Modification to require a local workforce credential be developed. The 5th Year Modification reiterates the need for the local credential program. The WIB will be analyzing the Yolo Youth Opportunity Council's Work Ready/Career Exploration Certificate Program. Merced County Office of Education supervisors (present older and younger youth programs provider) feel strongly that they can develop a similar program for WIB acceptance. Local certification should be formalized by the WIB by January 1, 2005.

4. Will you require technical assistance from sources other than your LWIA staff resources as part of your corrective action plan?

Yes No

5. If "Yes," identify the source(s) and the type(s) of assistance, and how the assistance will help to achieve the previously described corrective action goals. For example, local training/consultation may be available from other governmental or private entities. At the State level, your WID Regional Advisor may be able to provide or identify other sources available to meet your specific needs, such as the WID Capacity Building Unit, EDD's Employment and Training Network, the Department of Labor, and other sources.

N/A

6. Will any of the technical assistance sources identified above require funding not currently available to the LWIA?

Yes No

7. If “Yes,” do you plan to apply for technical assistance funds from the State?
(NOTE: Other sources must be used if available. Requesting funding from the State must be a last resort if other sources are not available.)

Yes No

If “Yes,” complete the attached “Application for Technical Assistance Funds Regarding Failure to Meet Performance” and attach it to this corrective action plan. If “No,” describe how you plan to procure the assistance.

ITEMS TO CONSIDER IN DEVELOPING A CORRECTIVE ACTION PLAN

- Improving the assessment methodology to ensure appropriate referrals to Core B, Intensive, and Training services
- Training for staff and/or subcontractors through a combination of cross-training by strong performers and on-site visits elsewhere in the State
- Training on adult, dislocated worker, and youth performance management
- Training on job development and client job retention
- Training on Workforce Investment Act (WIA) case management for adults and youth
- Improving customer service and customer satisfaction
- Improving local partnerships and expanding services in the One-Stop system
- Improving monitoring of service providers and other subcontractors
- Training on WIA participant reporting forms
- Training regarding the efficient use of management information system data
- Procurement of updated labor market information tailored to local participant and employer needs
- Development of specialized outreach efforts to publicize the services available in the One-Stop Career Centers, including free public announcements through local media and professionally produced videos
- Reorganization study conducted by outside consultants
- Consultant services to assess the LWIA's procurement system
- Improving the One-Stop certification process
- Improving linkages with the business community
- Improving client follow-up services

APPLICATION FOR TECHNICAL ASSISTANCE FUNDS REGARDING FAILURE TO MEET PERFORMANCE

Subject to the availability of funds, the State may provide a maximum of \$25,000. A local area will not receive more funding for technical assistance than it would have been eligible to receive in incentive awards, or that it received as a partial award, under the Exemplary Performance Incentive Award policy described in WIA Directive WIAD01-11. The State will not fund the following:

- Administrative costs
- Staff salaries or benefits
- Out-of-State travel
- Development or implementation of management information systems (NOTE: local areas may receive funding for consultant services or training on how to improve their systems, use data efficiently, etc., but not to directly develop or implement a new system)

Identify each training source/title, seminar/conference, etc. (NOTE: Make sure this is consistent with sources identified in *items 3 and/or 5* on the first page of this corrective action plan). A brief expenditure breakout is required for each source/activity identifying expenditures by type of activity:

- Consultant/Trainer Costs
- Travel/Equipment/Facilities, etc.
- All Other Costs (identify types and amounts)

TOTAL FUNDS REQUESTED: \$ 0.00

SIGNATURE PAGE

This Corrective Action and Technical Assistance Plan for the **Merced**
County Local Workforce Investment Area
is approved for submittal to the State of California.

_____ Andrea T. Baker Director, Dept of Workforce Investment	_____ Signature	_____ July 26, 2004
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_____ John Headding Merced County Workforce Investment Board Chair	_____ Signature	_____ July 26, 2004
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