

**TO: Workforce Investment Board (WIB)**

**DATE: 09/11/03**

**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 for the last six months of FY2002/2003. The report is presented to the Quality Assurance Committee. 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, January, 2003 through June, 2003.**

# **WORKFORCE INVESTMENT ACT (WIA) MONITORING PROCESS and ACTIVITY SUMMARY JANUARY 2003 THROUGH JUNE 2003**

## **Background.**

Pursuant to the Workforce Investment Act (WIA) of 1988, the Local Workforce Investment Board (LWIB) is charged with the responsibility of assuring program and fiscal integrity of all local WIA sponsored employment and training programs, to include the One-Stop Delivery System. The law requires that each Local Workforce Investment Area (LWIA) develop and implement procedures which provide for “checks and balances” of all programs funded by WIA Title I allocations. In keeping with the intent of the legislation, the Merced County Department of Workforce Investment’s (WI) Monitoring Unit conducts monitoring reviews of all WIA grant-supported programs on behalf of the LWIB.

## **Program Monitoring**

Formal compliance reviews of all contracts, agreements, Memorandums of Understanding (MOUs) and the One-Stop Delivery System are required once per program year in accordance with current State and local directives. The monitoring process ensures that service providers are in compliance with the terms and specifications of their contract /MOU/ agreements and verifies that:

- Programs are operated in compliance with Federal, State, and local rules and regulations.
- Programs operate at a high level of quality and meet the needs of their customers (customer satisfaction).
- All required documentation (i.e. certificates of insurance, financial statements, etc) is on file.
- Fiscal integrity is in place by ensuring that costs associated with the training or service is allowable, reasonable, and necessary.
- The training environment is safe for WIA participants and that adequate supervision is provided.
- An effective system is in place to handle Equal Employment Opportunity issues.
- Grievance procedures are in place.
- Political / sectarian prohibitions are in place.

## **Monitoring Activities**

Compliance reviews of approved Eligible Training Providers, Services, Skill-Based, Work Experience and On-The-Job Training (OJT) contracts were accomplished.

- **Individual Training Accounts (ITA’s) Training Providers**

Ten (10) training providers were monitored to verify training costs, insurance coverage, and accreditation. On-site visits were made to evaluate program quality. Other than minor issues, i.e., outdated certificates of insurance or errors in published course costs, most providers met all contract requirements (all findings have been resolved). Providers who desire to partner with WI must be on the State's Eligible Training Provider List (ETPL) and must have a written agreement with WI in effect prior to client enrollment. The following providers were monitored:

- |                                      |   |
|--------------------------------------|---|
| 1. Central Valley Opportunity Center | * |
| 2. Computer Tutor                    | * |
| 3. Fresno Institute of Technology    | * |
| 4. Heald College                     | * |
| 5. Impact Education                  | * |
| 6. National Training Institute       | * |
| 7. New Horizons Computer Center      | * |
| 8. Quality College                   | * |
| 9. Truck Driving Academy             | * |
| 10. Western Pacific Truck School     | * |

Note: Fifty-five (55) WIA participants have received training via the ITA system for the '02 -'03 fiscal year. Approximate total cost: \$240,000. Two of the largest training requests have been for truck driving: 1) Advanced Tractor-Trailer Course, 14 participants, total cost: \$58,000; and 2) Truck Driving Course, 17 participants, total cost: \$68,000.

- **On-The-Job (OJT) Training Contracts**

Twenty (20) OJT contracts were monitored. Overall, most OJT contracts have been very successful and have led to unsubsidized employment for eligible WIA participants. Up to fifty-percent of an employee's wages can be paid by WIA funds through the OJT program. Training duration can vary from 2 to 6 months.

- |                                |                                 |   |
|--------------------------------|---------------------------------|---|
| 1. The Oak Warehouse -----     | administrative clerk            | * |
| 2. Kings View-----             | sewing machine operator         | * |
| 3. TRS Packing -----           | forklift operator               | * |
| 4. Sunrise Interiors-----      | bookkeeper                      | * |
| 5. ATD Micro -----             | bookkeeper                      | * |
| 6. Chamber of Commerce -----   | mgt. Trainee                    | * |
| 7. Merced Medical Center ----- | medical assistant (clerical)    | * |
| 8. JT Electric -----           | electrician                     |   |
| 9. Don Gumm, DC -----          | office manager                  |   |
| 10. Inside Lines -----         | embroider                       |   |
| 11. House Mart -----           | loan interviewer                |   |
| 12. ERC-WEX -----              | Worknet computer lab assistant  |   |
| 13. Seivert / Tyler -----      | customer service representative |   |
| 14. West Mark -----            | welder                          |   |

15. West Mark ----- welder
16. West Mark ----- Janitor
17. LJS Construction ----- HVAC technician
18. Hill View Packing -----quality control inspector
19. Hill View Packing -----clerical, office assistant
20. Hill View Packing -----maintenance tech

\*Denotes completed prior to January 2003

- **Services / Skill Contracts**

The following services / skill training contracts were monitored.

**Out of School Youth Program/Jobs for California Graduates (JCG)**

This program provides employment and training services to older, Out of School Youth (ages 19-21). Enrollments exceeded the contracted target of 225 with the majority of youth receiving assistance in either vocational or educational activities; i.e. computer repair course, work experience, upgrade in basic skills, and GED attainment. JCG has partnered with six subcontractors for the delivery of youth services: EDD, Merced Adult School, Merced College, Lao Family, Merced County Community Action Agency and Merced County Office of Education. This contract has been extended to June 2004.

**Merced County Information Systems**

Merced County Information Systems was contracted to develop a client case management system to track and manage WIA and CalWORKS training functions through the local One Stop Delivery System. Contract terminated on June 30, '03

**ERISS Corporation**

ERISS conducted a labor market survey to collect in-depth business information on the local job market, obtaining data regarding hiring trends, job opportunities, job availability, employer contact information and community-based services. The ERISS survey incorporated a nine county consortium comprised of Kern, Kings, Tulare Inyo, Mono, Fresno, Madera, Merced, Stanislaus and San Joaquin counties. Contract terminated on April 23, 03

**Lori Strumpf (Special Services Contract)**

Strumpf Associates provided professional consultation services on the implementation of the Workforce Investment Act. Solicited by the LWIB, the contractor provided a series of training sessions to board members, WIB staff, One-Stop Partners and the WI executive staff regarding strategic planning. Contract terminated June 30, '03.

**Post Academy**

An agreement with Modesto Junior College (City of Modesto) to provide basic police academy training. The contract was developed in response to local law enforcement requests to sponsor eligible candidates for basic police training, and in-turn increase the number of peace officers for the local community. The contract was limited to six WIA eligible participants. Contract terminated on June 30 03. (Note: graduates are currently employed by the City of Merced Police Department.)

**VIA Adventures (Services Contract)**

VIA Adventures Inc. (Merced transportation) was contracted to provide transportation services for participants to out of town training sites in Fresno and Modesto. VIA Adventures Inc. would provide a driver, driver's wages and required insurance. WI would provide a vehicle (14 passenger van) and all fuel costs. Contract terminated on June 30, 03

**The Greater Merced Chamber of Commerce (Services Contract)**

The Chamber of Commerce was contracted for the development of a Workforce Training Academy(s). The purpose of the Academy was to provide a forum for local businesses and service providers to identify and respond to workforce needs, and ultimately improve the community's workforce. The academy consisted of a three step process: 1) identify business needs through a business specific survey; 2) conduct workshops (academies) for local business professionals; and 3) respond to the initiatives identified by the academies through roundtable sessions. Contract pending extension to December '03 (currently at the Board of Supervisors for approval).

**Merced County Community Action Agency / Department of Business Economic Opportunities (BEO) (Services Contract)**

To provide business retention services through the BEO's business outreach program. Contracted services included identification of business concerns through business specific surveys, attendance at job fairs and facilitation of business outreach forums. Additionally, in conjunction with WI's Business Services Unit, the BEO served as a liaison between County Departments and the business community. Contract terminated June 30, 2003.

**Merced College, RN Program (skills Training contract)**

This contract was developed in response to a shortage of nurses in the local area. The program covers two years (4 full semesters) of nursing instruction. Contract terminated on June 30, 03. Note: an extended contract is currently in effect, which provides for a total of 24 nursing slots. Contract started on July 1, 02 and is scheduled to term on June 30, 04.

**Merced College, LVN Program (skills training contract)**

This contract also was developed in response to a shortage of nurses in the local area. The contract duration is from July 1, 02 through December 31, '03 and provides 1,548 hours of nursing instruction (3 semesters). The program would serve ten WIA eligible participants.

### **Merced College Welfare-to Work Independent Living Program**

This program is designed for 18-24 years olds who have been in foster care at some point in time. Services to appropriate candidates include childcare, transportation, job readiness workshops, temporary housing assistance, clothing assistance and educational services. The program would serve up to 50 eligible clients. Contract terminated on June 30, 03.

### **MCOE Younger Youth**

The Youth (14-18 year olds) Year Round Program was 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 third year of the Younger Youth contract was completed in April 2003. This

review has shown a vast improvement by MCOE and their sub-contractors in implementing

the Younger Youth Program by enrolling approximately 1,626 students with approximately

74% completing their stated goals. Of the 1,626 students enrolled, 671 were out of school

youth and 75 (4.6%) were Non-Low Income (5% window) students. 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.

### **Merced and Los Banos Plato Lab**

The PLATO Lab is a computer system that was established so clients could increase their basic skills (reading and math) and/or obtain their GED. The clients have all the necessary tools (computers, qualified instructors, and student supplies) to assist them in accomplishing their objectives.

### **CISCO Lab**

The Electronic Lab (Cisco Academy) is a four-semester college course offered through Merced College that gives the student the knowledge and ability to succeed in the fast growing information technology field. The electronic lab was established so a student could increase their knowledge and ability in the field of computer networking and become a Cisco Certified Networking Associate.

### **Worknet Monitoring**

- Monitoring of the Worknet partners began June 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)
  12. Jobs for California graduates (JCG)
  13. Job Corps.
  14. Experience Works (Optional Partner)

The monitoring of all One-Stop partners will be completed by the end of September 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.

### **State Monitoring Review**

A State compliance review of WI's fiscal / procurement process was conducted on 16 May 03. Part of the review entailed an assessment of WI's monitoring staff's fiscal monitoring process. Net effect: no findings were noted.

## **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 Career Development and Installation and Initiation awards ceremonies.
- Offers technical assistance to service providers.
- Conducts courtesy inspections; e.g. participant file reviews, safety, ADA compliance, mandatory posting for employers, child labor laws etc.
- Provides technical assistance; i.e. interpretation of the law/ WIA final rule, OMB circulars, EEO directives, WIA bulletins and directives. Also provides monitoring presentations to contractors.