

**TO: WIB**

**DATE: 9/28/04**

**FROM: WIB Quality assurance**

**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 FY2003/2004. The report is presented to the Quality Assurance Committee. The report includes a review of Individual Training Accounts (ITA), Fee Based Contracts, and On-the-Job Training (OJT) Contracts.**

**ATTACHMENT(S): WIA Monitoring Activity Summary, January, 2004 through June, 2004.**

# **Workforce Investment Act (WIA)**

## **Monitoring Activity Summary**

### **January 2004 Through June 2004**

The Department of Workforce Investment monitors all contracts on behalf of the local Workforce Investment Board. All sub-recipients and vendors are monitored at least once per year to assure program and fiscal integrity as well as compliance with State, federal and local requirements. The new program year monitoring cycle commenced on July 1, 2004. In addition to scheduled monitoring, the Monitoring Unit also provides technical assistance to local providers, maintains liaison with EDD State officials, and researches and interprets Workforce regulations and implementing directives.

#### **One-Stop Monitoring**

All One-Stop partners have been monitored. Overall, each of the partners has made positive strides in ensuring conformity with the WIA. No findings were noted. However, 'observations' were noted to improve overall program quality, i.e., implementation of a customer satisfaction survey to gain customer feedback, development of cross-training procedures for customer referrals, and usage of a common referral form for prospective customers. These items have been addressed with the Worknet Leadership Team.

The following partners were reviewed.

1. One-Stop Operator, Department of Workforce Investment
2. Central Valley Opportunity Center
3. Merced County Office of Education
4. Merced College
5. Community Action Agency
6. Experience Works
7. Action Business Center
8. Employment Development Department
9. Housing Authority
10. Human Services Agency, Title V (Older Worker program)
11. Department of Rehabilitation

#### **Contract Monitoring**

All contracts have been monitored. The reviews assessed both programmatic (quality of training and compliance with the WIA) and fiscal management (assurance that all training/service costs are allowable, necessary and charged to the appropriate budget cost category). The following contracts have been monitored for the 2004 Fiscal/Program Year:

1. Grossman Storage. This contract is for Department (WI) storage space at Cooper Ave, Merced.
2. POST Academy. This contract, in collaboration with the Merced Police Department and Modesto Junior College, provides basic police training to eligible candidates to increase the number of peace officers for the local community.

3. GEAR UP Merced. The Gear Up Merced project is a federally funded program designed to prepare local high school students for acceptance into the University of California system.
4. The Greater Merced Chamber of Commerce-Workforce Academies. This contract was a grant from Dept. of Labor for \$20,000 for the Chamber, in collaboration with the Department, to conduct surveys of employers to determine workforce needs, one day academies for discussion of those workforce needs as well as solutions and resources for businesses, followed up by roundtables.
5. Merced College, Plato Lab (Los Banos) This contract is to provide assistance to upgrade basic skills deficiencies and GED.
6. Merced Adult School, Plato Lab (Merced) This contract is to provide assistance to upgrade basic skills deficiencies and GED.
7. Merced College, (RN) Contract is to provide for Merced College to enroll increased numbers in the RN program each semester – currently at 6.
8. Merced College, (LVN) Contract is to provide for Merced College to enroll increased numbers in the LVN program each third semester – currently at 12.
9. Wellness Grant. This is a grant from Dept. of Labor for Merced College, in collaboration with the Department, in the amount of \$85,428 to provide a Nursing Ambassador Manager, a Success Monitor and Nursing Ambassadors as well as a Student Stipend Program for a scholarship.

### **Individual Training Accounts (ITAs)**

The ITA voucher system is used to finance occupational training for Adults and Dislocated workers. Training providers utilizing the ITA system are identified through the State's Eligible Training Provider List (ETPL). The ETPL also provides program information, such as performance statistics, cost and length of training, etc. Each program must, at a minimum, provide a course of study that leads to a certificate, an Associate / Baccalaureate Degree, or a competency / skill recognized by employers. Through the ETPL, customers can make an informed choice as to which provider is best suited for their particular needs. The Department (WI) had fifteen (15) Training Agreements for the monitoring period with service providers utilizing the ITA vouchering system.

1. Institute of Technology
2. MCOE (office occupations)
3. Truck Driving Academy
4. Computer Tutor
5. Quality College
6. Abrams College
7. Boston Reed
8. California School of Technology
9. Cal Trade Welding School
10. CVOC
11. Contractor's License Exam Center
12. Contractor's State License School
13. HVAC Training Institute
14. Valley Vocational College
15. Western Pacific Truck School

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

OJT contracts may be provided to Adult, Youth or Dislocated workers to provide occupational training. These contracts are limited to the period of time required for a client to become proficient in the occupation for which the training is being provided. Reimbursement of up to fifty percent of the participant's wages may be provided to the employer in exchange for the employer's incurred training costs.

Eight (8) OJT providers were monitored in the period of January 04 through June 04. A total of 18 participants received OJT through these providers. The number in parentheses next to the provider reflects the number of participants they had.

1. Idle Aire (5)
2. Hillview Packing (1)
3. Horizon Health (2)
4. Sierra Engineering (1)
5. Sport & Rehabilitation (1)
6. B&T Industries (6)
7. Werner (1)
8. Golden Valley Contractor (1)

Findings and/or observations of any of the above ITA's, MOU's, Contracts and OJT's during the monitoring process were primarily of an administrative nature and were immediately addressed and resolved and all reports are closed.

### **Youth Monitoring**

1. Younger Youth. (Monitored November 03 through March 04). The Merced County Office of Education (MCOE) is responsible for the administration of the Younger Youth (14-18 year olds) Year Round Program. MCOE partnered with six community base organizations in the overall administration of the program. Monitoring of the youth program covered a variety of program requirements, such as: eligibility verification; WIA forms maintenance; objective assessment; individual service strategy (ISS); linkages between academic learning and occupational skills and much more. Within the time frame monitored, the youth program attained a 73 % target enrollment rate, exceeded the Youth Council's supplemental goals and, with only one exception, surpassed the State's performance standards for the first and second quarters. Of particular note was the structured course curriculum employed by all partners to assure uniformity of instruction. Overall, MCOE is in compliance with the requirements set forth by the WIA.
2. Older Youth. (Monitored March through June 04). The Merced County Office of Education (MCOE) is responsible for the administration of the Older Youth 'Empower' Program. In September 2003, MCOE was awarded the Out of School Youth contract. Award of the contract was due to the demise of the former youth provider. MCOE's efforts to integrate and accommodate the former students into the Empower program in an efficient and timely manner have been commendable. The Empower program has served approximately 192 participants with a diverse array of pre-employment preparation activities and services i.e., work experience, vocational training, soft skills training, one-on-one mentoring, and much more. Enrollments continue to increase and can be attributed to positive 'word of mouth' endorsements from program participants as well as other recruitment efforts. In

collaboration with other community base organizations, EDD, CAA, Lao Family, MAS, etc., the Empower program is meeting the youth contract's primary objective of "The empowerment of young adults in preparation for permanent employment."

### **Board Agenda Items (BAI)**

The Monitoring Unit reviews all BAIs and new / continued contracts for overall WIA compliance, i.e., required boilerplate clauses, procurement methodology, accuracy of budget data, and content and substance of proposed contracts. As of January 2004, 16 reviews of various BAI's and contracts have been accomplished.

### **EDD Nondiscrimination / Equal Opportunity and Physical / Program Access Self Evaluation**

1. The Monitoring Unit conducted a State mandated self-evaluation of the Department's compliance with the requirements set forth by the Americans with Disability Act (ADA) for physical access and the WIA for Nondiscrimination / Equal Opportunity. The State (EDD) and the Department of Rehabilitation provided self-evaluation checklists to facilitate the review. The self-evaluation was performed in April and May 2004, with the final report submitted to the EDD Compliance Review Division (CRD) on May 15, 2004. Overall, the Department (WI) fared well in compliance with the governing regulations.

### **Americans with Disabilities Act (ADA) Training**

The Monitoring Unit coordinated with the Department of Rehabilitation, Disability Access Section, to provide 'Disability Awareness' training for the Merced WI staff. Training was conducted on May 25, and June 22, 2004. All Department staff attended one of the two sessions. The sessions were very informative, worthwhile and gave our Department's personnel a better appreciation and understanding of the issues that face disabled Americans. Subsequent training sessions are being planned.

### **Additional Services**

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

1. Reviews RFPs, contracts, agreements and MOUs prior to finalization.
2. Offers technical assistance to service providers.
3. Conducts courtesy inspections; e.g. participant file reviews, safety, and ADA compliance.
4. Research and interpretation of WIA directives and regulations.