

**TO: Quality Assurance Committee**

**DATE: 02/25/05**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Exemplary Performance Award/Corrective Action Plan**

**PROPOSED MOTION(S): Acknowledge the award of \$19,208 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 \$19,208 for meeting or exceeding the majority of the LWIA's performance goals for Program Year 2003-04. Only 6 other LWIAs received more money than Merced. However, two performance goals were not met, the Older Youth Credential/Diploma Rate, and the Older Youth Entered Employment 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 March 29, 2005.**

**During PY 2002-03, the Older Youth Credential/Diploma Rate was also not attained. In July 2004, the WIB submitted a Corrective Action and Technical Assistance Plan concerning that performance standard. In a January 24, 2005 letter from EDD, they state, "We have received and accepted your Local Board's PY 2002-03 Technical Assistance and Corrective Action Plan and are confident that you are continuing to implement the program improvements outlined in the plan". MCOE has since developed a State approved Working Professional credential, which every older youth now earns. The youth exited during this performance period had not been in the program long enough to have earned this credential.**

**The second performance measure in question, Older Youth Entered Employment Rate, included Jobs for California Graduates youth who exited between April 1, 2003 and March 31, 2004. The Negotiated Performance Level was then 56.8%; attained was 44%. The employment of one additional participant would have raised the performance level to satisfactory. Presently, using the most current data from the Second Quarter of PY 2004-05, 30 of 39 exited youth were employed for a 76.92% rate.**

**The best insurance to consistently attain the Entered Employment Measure is a consistent, effective Exit Strategy. Department of Workforce Investment analysts have trained MCOE's staff in both Performance Measures and Exit Strategies. EDD's Capacity Building Unit will provide additional training on Performance Measures on February 23, 2005, and Exit Strategies on March 23, 2005. Attendance for the EMPOWER Older Youth staff is mandatory.**

**The attached Corrective Action Plan reflects the above actions.**

**ATTACHMENT(S): LWIA Corrective Action and Technical Assistance Plan**

# LOCAL WORKFORCE INVESTMENT AREA

## CORRECTIVE ACTION AND TECHNICAL ASSISTANCE PLAN

Local Workforce Investment Area (LWIA):

Merced County

Date: March 1, 2005

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: 23.3%**

**Older Youth Entered Employment Rate: 44.0%**

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 these performance measures;**

**Older Youth Credential Rate: Please see attached Merced County's Local Workforce Investment Area Corrective Action and Technical Assistance Plan dated July 1, 2004.**

**Older Youth Entered Employment Rate: See below**

**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. The termination of the Arbor contract also resulted in some clients losing faith in the program and "dropping out."**

**c. Sixty-two (62) older youth clients exited during the program period between April 1, 2003 and March 31, 2004. The Entered Employment Rate was 44.0% and was measured against 25 youth exiting employed. The addition of 1 more youth exiting employed would have caused the performance measure to meet and exceed the 80% parameter.**

**d. Our second Older Youth Provider, Jobs for California Graduates, Inc. (JCG) terminated its Older Youth contract on September 19, 2003 with over 9 months left on its contract. Over 250 clients were left without a service provider. On November 25, 2003, a little over 2 months later, a new youth provider, Merced County Office of Education, was selected and contracted to provide out-of-school youth services. Start-up, combined with the fact that many of the former JCG clients again felt abandoned and did not trust any youth provider, resulted in many clients once more "dropping out" of the program, mostly unemployed.**

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.

Please see attached PY 2002-03 Corrective Action and Technical Assistance Plan concerning actions to ensure the Older Youth Credentialing/Diploma Rate is attained.

For the Older Youth Entered Employment Rate:

The newest older youth provider, Merced County Office of Education (MCOE) has continued to serve Merced County's older youth. Their contract has been renewed as a result of a Request for Proposal and past contract performance. The present program began July 1, 2004 and will run until June 30, 2005. During its February 9, 2005 meeting, the Merced County Youth Council voted to continue MCOE's older youth contract.

Training has been provided to the MCOE staff by the Department of Workforce Investment on performance measures and exit strategies. The EDD Capacity Building Unit is scheduled for Merced County on February 23, 2005 for Youth Performance Measures, and on March 23, 2005 for Exit Strategies. All exits from the program are now coordinated decisions between MCOE and Department of Workforce Investment.

The Department of Workforce Investment's Local WIA Performance Detail Report - Older Youth Quarterly Report; 07/2004 to 12/2004 reflects that of 39 youth exited and measured by the performance measure, 30 have entered employment for a 76.92% rate, well above last year's 56.8% negotiated rate.

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

---

February  
28, 2005

---

Nellie McGarry  
Merced County Workforce Investment  
Board Chair

---

Signature

---

February  
28, 2005