

***Workforce Investment Act Youth Program Review
Program Year 2013***

Issued to:

Pittsylvania County Community Action

Chatham Satellite Office

June 18, 2014

Prepared by:

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West Piedmont Workforce Investment Board

OVERVIEW

Pittsylvania County is a large geographic area that is comprised of the towns of Chatham, Gretna, and Hurt in addition to many small communities with limited employment opportunities and very personalized services due to the close knit communities. Many of the residents seek employment and training opportunities outside of a 30 mile radius from their community in order to expand their opportunities for self sustainability and skill enhancements. The community receives workforce development services through the Virginia Workforce Center-Chatham satellite office that is operated by Pittsylvania County Community Action. The Chatham satellite office contain the representatives for the Workforce Investment Act Adult and Dislocated Worker program services, in addition to the Out of School Youth Program and the In-School Youth Program which serves Youth from the ages of 14 to 21. The community also receives personalized Business Services for area employers from representatives within the satellite office from the Workforce Investment Act program. The Virginia Workforce Center-Chatham satellite location averages between 150 and 200 visitors monthly.

Purpose of the Review

On May 21 through May 29, 2014 the Programming Team of the West Piedmont Workforce Investment Board (WPWIB) conducted the required annual compliance review of the Pittsylvania County Youth WIA program operated by Pittsylvania County Community Action for Program Year 2013. The purpose of the review was to determine whether procedures are in place to ensure compliance with the Workforce Investment Act, and to identify areas in which technical assistance is needed to ensure continuous improvement.

As part of the review, the team covered three major areas: eligibility, provided services, and outcomes. Good practices are included to highlight activities the review team commends the local area for providing.

The following pages include detailed information on the findings in the three major areas from the annual compliance review. For each area, the report may include findings, concerns, and considerations. If the review team identified a finding or concern, then a detailed description and required action/recommendation is provided. For the purpose of this report the following describes the difference between findings that require action and concerns with recommendations.

- **Finding:** Findings indicate that the area is out of compliance with current federal laws/regulations or state and local policies. To ensure compliance, each finding has a required action. Local areas must provide a corrective action plan for all findings.
- **Concern:** Concerns identify a potential risk to the local area and may result in a future finding if the issue is not addressed. Although this does not indicate that the local area

is out of compliance, recommendations are provided to improve services to the local area.

- Consideration: Considerations indicate an area identified that would be a benefit to the local area.

Summary of Review

In-School Youth

General Eligibility	Income Eligibility	Youth Barrier	Ten Elements	Case Management	Assessments	ISS
68%	27%	100%	44%	73%	100%	60%

Pass Rate by Review Category

VaWc	Supportive Services	Occupational Skills Training	Work Experience Internship OJT	Closure Exit		
42%						

Pass Rate by Review Category

Out-of-School Youth

General Eligibility	Income Eligibility	Youth Barrier	Ten Elements	Case Management	Assessments	ISS
59%	38%	89%	0%	86%	94%	63%

Pass Rate by Review Category

VaWc	Supportive Services	Occupational Skills Training	Work Experience Internship OJT	Closure Exit		
41%	86%		79%			

Pass Rate by Review Category

1. Good Practices

1.1 WPWIB commends the Pittsylvania County Community Action for working diligently to address and resolve the issues that the entire WPWIB17 region was facing after 3 years of continuous failure of the Literacy/Numeracy common measure.

2. Programmatic

2.1 Explanation of Area of Review

VCCS recommends that local area monitors attempt to review twelve files from each funding stream in order to recognize any patterns and possible issues. Nine in-school youth participant files and nine out-of-school youth files were reviewed to ensure compliance with provisions of the WIA and other applicable laws and regulations.

Case Managers were given the flexibility to select the participant files that were reviewed for each program.

2.2 Findings

2.2.1 Eligibility

Ten participant files reviewed were found with insufficient documentation to verify required income and/or general eligibility items.

- 12 revealed income/family size were incorrectly calculated and documented due to missing or incomplete information from the Dept. of Social Services Verification or missing or incomplete information for earned income.
- 10 files used incorrect verification information to validate citizenship and birth date.
- 1 is missing sufficient documentation to verify identified youth barriers

(See Attachment B: Explanation of Findings and Concerns for specifics on these findings.)

WIA and 20 CFR Part 652 establish general and specific eligibility criteria for participants. Local workforce investment areas are required to verify and document the eligibility of all participants served with WIA funds. In instances where inconsistency in documentation is eligibility related, the local workforce investment area is subject to the increased potential of questioned and/or disallowed costs. It is imperative for case managers to adhere to LWIA policy or guidance on eligibility and adequately document all determinations with LWIA accepted documentation. Acceptable documentation relating to income eligibility can be found on the VCCS Workforce Services website under “Virginia WIA Eligibility Guidelines” (http://www.vccs.edu/Portals/0/ContentAreas/Workforce/VWN/Eligibility_verify%20documentation.pdf).

Required Action:

The PCCA Pitts Co Youth Program must obtain the necessary documentation to support the identified eligibility requirements. Eligibility documentation must be submitted to the WPWIB by Friday **June 27, 2014**.

If the documentation cannot be obtained and the participant is found to be in-eligible, the local area must notify the VCCS and take the necessary steps to reimburse the WIA program for any funds incurred on the participant.

2.2.2 Missing and/or Incomplete Documentation

Examples of missing and/or incomplete documentation noted during the participant file review were:

- Missing documentation to support 10 elements- leadership development, alternative school enrollment, and occupational skills training.

(See Attachment B: Explanation of Findings and Concerns for specifics on this finding.)

Required Action:

Ensuring that the participant files contain the necessary documents is essential towards maximum case management and positive performance outcomes. Case managers and management must take care to ensure that all program documentation is completed and signed as required prior to eligibility determination and any dispensation of services.

2.2.3 VaWC Discrepancies

Seventeen participant files revealed VaWC discrepancies and failure to appropriately align the VaWC client record with program delivery. Examples of this are as follows:

- Activities extending beyond the limitations noted in VWL 11-02. Service codes need to reflect VWL limitations. If services are still being provided beyond activity time limit, the activity dates may be extended but the extensions to projected end dates need to be documented through VOS case notes.
- Missing service activity codes in VaWC (ex., Supportive Service, Work Experience, Assessments). VOS activities must align with program services provided.
- Placement of participants into VaWC activities that are not supported by documentation in the file.
- System closed activities due to lack of case manager activity in VaWC and timely management of the file.

(See Attachment B: Explanation of Findings and Concerns, for specifics on these findings.)

As stated in **VWL 10-02**, "it is important that service providers are held accountable for aligning program delivery with program results, i.e. common measures. Data entry and tracking in VaWC related to participant's services and reports must be timely, relevant, accurate and consistent. Entering participant data in VaWC is critical to ensure that performance is reported accurately."

Required Action:

PCCA Pitts Co. Youth Program must review the application of VWL #11-02, WIA Service Code Definitions and Limitations with service provider management and case managers to ensure that service codes are appropriately entered into the system and accurately reflect participant activities and services received. PCPS must review these participant cases and make or delegate to WPWIB the appropriate corrections to be updated in VaWC by Friday **June 27, 2014**.

2.2.4 Assessments

Two participant files reviewed demonstrated an inconsistency in the administration of assessments and the supporting documentation in both the file and the VaWC system.

- Post Tab for Lit/Num was given past the one year anniversary date.
- Client placed in a Work Experience but was not given a Careerscope to determine if participant had the interest or aptitude to have a skills match.

(See Attachment B: Explanation of Findings and Concerns, for specifics on these findings)

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PCCA Pitts Co. Youth Program must review the application of VWL #11-02, WIA Service Code Definitions and Limitations with service provider management and case managers to ensure that service codes are appropriately entered into the system and accurately reflect participant activities and services received.

PCCA Pitts Co. Youth Program must review these participant cases and make or delegate to WPWIB the appropriate corrections to be updated in VaWC by Friday, June 27, 2014.

3.3 Concerns

3.3.1 ISS Goals

Seventeen participant files reviewed demonstrated Individual Service Strategy goals and objectives that did not always align with the participant's needs or the services they actually received. In some cases, the goal descriptions entered into VaWC ISS read more like an objective assessment of the client's situation and not a description of the client's goals and steps for achieving those goals. (See Attachment B: *Explanation of Findings and Concerns for specifics on these findings.*)

The ISS should serve to document participants' needs and goals, as well as the services provided to help them to attain their goals and allow an individual to be more employable. For those participants who have been identified as basic skills deficient, the Individual Service Strategies should include a goal and outline specific activities to help them improve those skills.

Recommendation:

Case managers should clearly identify goals with objectives and related activities in the IEP/ISS and align them with activities and services to improve outcomes for the individual.

3.3.2 Case Notes

Eleven of the youth files reviewed were found to have concerns with case notes.

- Participant contact and notes were not always monthly, per local policy.
- Notes did not provide sufficient information to follow participant activities and progress.

- Case notes showed a delay in entry of notes into VaWC with more than 14 days between the Contact date and Create date.

(See Attachment B: Explanation of Findings and Concerns for specifics on these findings.)

Recommendation:

Keeping well documented case notes is an essential part of case management. This demonstrates that participants are receiving adequate contact and assistance in successfully achieving their goals. In addition, it provides a written record of services and work with an individual should the case manager change or if the individual returns to the program at another time.

3. Next Steps

Complete as directed information listed in Findings and Concerns in the previously written documentation.

Attachment A: Sample Corrective Action Plan

The corrective action plan must be submitted within 30 days of receipt of the findings report provided by VCCS. The plan must be signed and dated by the local area Executive Director.

Required Actions	Corrective Action	Expected Completion Date
Programmatic		
2.2.1 Eligibility	Current AD/DW staff will continue to attempt to correct any eligibility issues. Youth Program transferred to another agency.	We have placed calls to Social Services and faxed the names and numbers to see if they will release the information. Upon receipt of information, we will place In files.
2.2.2 Missing and/or Incomplete Documentation	Current AD/DW staff will continue to attempt to obtain documents.	Upon receipt of requested information.
2.2.3 VaWC Discrepancies	Current AD/DW staff will continue to attempt to correct discrepancies.	" "
2.2.4 Assessments	Current AD/DW staff will continue to improve job performance.	" "

Concerns	Corrective Action	Expected Completion Date
Programmatic		
3.3.1 ISS goals	Program transferred to another agency.	
3.3.2 Case Notes	Program transferred to another agency..	

Name of Contracted Provider Representative (print):

Everlena B. Ross

Signature of Contracted Provider Representative:

Everlena Ross

Date:

6-27-14

Attachment B:

Pittsylvania County ISY

USER NAME	NAME	PERFORMANCE OUTCOME REVIEW	CORRECTED ?
1610629	Bridgette L. Leach	<p><i>Telephone Verification used for documentation of Citizenship and Age does not contain all information required for verification. Place of birth should be documented on form.</i></p> <p><i>Social Security Administration letter shows Participant as disabled. Parent/Guardian income shows no verification of income. Case notes do not note if parent/guardian is employed. Check copy in file is for 1 month 8/2012. Verification of income required 26 week prior to enrollment. Participant was enrolled 1/14/2013.</i></p> <p><i>Case notes entered outside timely data entry rule (14 days) Contact date 3/14/2013 create date 4/23/2013, contact date 6/28/2013 create date 8/2/2013, contact date 7/8/2013 create date 8/2/2013, contact 1/23/2014 create 3/6/2014, contact 2/18/2014 create 3/6/2014.</i></p> <p><i>ISS lacks detailed description. TABE assessments not referenced.</i></p> <p><i>Missing activity codes for Leadership Development</i></p> <p><i>Participant still active in activity 429 which is now an inactive code per VWL 11-02</i></p>	<p><i>The file is now with the WIB; will need the file back in order to review and obtain missing documents if possible.</i></p> <p><i>If VOS will allow, we will make changes.</i></p>
1510872	Rayquan Stone	<p><i>Telephone Verification used for documentation of Citizenship and Age does not contain all information</i></p>	<p><i>The telephone Verification</i></p>

		<p><i>required for verification. Place of birth along with birthday should be documented on form.</i></p> <p><i>Verification for Medicaid for participant is in file. No verification for Food Stamps.</i></p> <p><i>No Documentation for Leadership Development activities</i></p> <p><i>Case notes entered outside timely data entry rule (14 days)</i> <i>7/18/2012 vs creation date 10/3/2012, contact date 8/17/2012 verses creation date 10/3/2012, contact date 9/13/2012 verses creation date 10/3/2012, contact date 11/9/2012 verses creation date of 12/12/12, contact date 1/3/2013 verses creation date of 1/24/2013, contact date 2/1/2013 verses creation date of 2/22/2013, contact date of 3/1/2013 verses creation date of 3/29/2013, contact date of 4/1/2013 verses creation date of 5/2/2013, contact date 7/10/2013 verses creation date of 8/1/2013, contact date of 8/27/2013 verses creation date of 9/27/2013</i> <i>Missing activity codes and documentation for Tutoring Services provided.</i></p> <p><i>Participant active in 429 inactive activity per VWL 11-02.</i></p> <p><i>No documentation to support Leadership Development activities.</i></p>	<p><i>has been corrected</i></p> <p><i>Copy of proof of Pitt. Social Services Food stamps has been placed in File.</i> <i>Case notes show that youth has been heavily involved in sports at Gretna High School and that is why youth has been unable to participate in Leadership Development Activities.</i></p> <p><i>Staff has closed the file Enrolled in High School Code due to code being inactive.</i></p>
<p>1800812</p>	<p>Aveary K. Brumfield</p>	<p><i>Missing Documentation for Leadership Development.</i></p> <p><i>ISS lists Mentoring provided to the participant. No documentation for this activity no activity code.</i></p> <p><i>ISS lacks detailed Description. Assessments are not listed.</i></p>	<p><i>This was an oversight. We had implemented an internal PIP plan to ensure the files were properly documented.</i></p> <p><i>Documentation of workshop is attached to the sign in sheet...</i></p> <p><i>Youth has only</i></p>

			<p><i>been enrolled in the program for a month. A copy has been made to show that the ISS is detailed. ISS is on Flap 2.</i></p>
<p>1693496</p>	<p><i>Sade Anderson</i></p>	<p><i>Social Services verification does not have dates showing effective dates on support order.</i></p> <p><i>CM signature and date missing from signature line. Case note titled "Contact" entered outside timely data entry rule (14 days) contact date 08/01/2013 creation date of 09/25/2013.</i></p> <p><i>Leadership Development Activities should be listed as goals in the IEP. Mentoring is mentioned in the IEP and should be listed as an Activity service with supporting documentation.</i></p> <p><i>Mentoring Activity Service is missing. Activity Service code #429 Enrolled in Secondary School needs to be closed due to the service being discontinued. Activity code #432 Counseling is extended past 30 days.</i></p>	<p><i>This was an oversight. We had implemented a PIP plan future improvement.</i></p> <p><i>Staff has placed date of food stamps in the file.</i></p> <p><i>Staff has been successful. Closed on 5-24-14 due to youth Graduating from High school. A copy has been made to show proof.</i></p> <p><i>Counseling Service is Successful closed on 3-14-14. And a copy has been made for proof.</i></p>

<p>1711008</p>	<p><i>Diamond Brown</i></p>	<p><i>Telephone Verification form for Social Services needs backup documentation from the Social Services Agency. The telephone form does not indicate whose name the order is listed in, the names of the individuals covered on the order, and the effective dates of the current and the amount that is being received in the household.</i></p> <p><i>Case note titled "Contact Goals and Services" dated 05/01/2014 and prior case note titled "Contact" dated 04/01/2014; exceeds 30 day limit for customer contact. Activity code #429 Enrolled in Secondary School needs to be close due to service being discontinued by the state.</i></p> <p><i>Dates do not match on Objective Assessment Activity code and TABE test included in file.</i></p> <p><i>Leadership Development Activities should be listed as goals in the IEP</i></p> <p><i>Tutoring is listed in the IEP and case notes. Activity Service code #429 Enrolled in Secondary School needs to be closed due to the service being discontinued. Activity code #432 Counseling is extended past 30 days.</i></p>	<p><i>The file is now with the WIB; will need the file back in order to review and obtain missing documents if possible.</i></p>
<p>1609856</p>	<p><i>Danasia Fields</i></p>	<p><i>Family income and size should be shown even with a client that has an IEP and counted as a family of one.</i></p> <p><i>Case note titled "Contact" entered outside timely data entry rule (14 days) contact date of 01/03/2013 and a creation date of 02/03/2014. Case note titled "Contact" entered outside timely data entry rule (14 days) contact date of 09/03/2012 and a creation date of 09/26/2012. Case note titled "Contact" entered outside of timely data entry rule (14 days) contact date of 08/01/2013 and a creation date of 09/26/2013. Activity code #429 Enrolled in Secondary School needs to be closed due to service being discontinued by the state.</i></p> <p><i>Dates do not match on Objective Assessment Activity code and TABE test included in file.</i></p> <p><i>Lack of description in IEP and should also include a goal for HS graduation.</i></p> <p><i>Activity Service code #429 Enrolled in Secondary School needs to be closed due to the service being discontinued. Activity code #432 Counseling is extended past 30 days.</i></p>	<p><i>The file is now with the WIB; will need the file back in order to review and obtain missing documents if possible.</i></p>

Pittsylvania County ISY

USER NAME	NAME	PERFORMANCE OUTCOME REVIEW	CORRECTED ?
1772425	Michael Jones	<p>Client received Leadership Development and Tutoring and the file includes sign in sheets for workshops but does not include proof of the content of each workshop. Also, there is no proof of enrollment in alternative school or tutoring.</p> <p>Because Leadership Development is one of the ten elements it should be listed as a separate goal in the IEP.</p> <p>Tutoring has been extended with a case note however there is not enough documentation in file to indicate this activity occurred.</p>	<p>Youth is receiving tutoring within Career Academy.</p> <p>Leadership is not a goal but a service. And that is why it is listed in the goal and not a separate goal.</p>
1511748	Denitra Calloway	<p>Date of Birth is missing on document verification form.</p> <p>The Pre-employment training is listed as an Activity Service however there is no proof of activity in file and client dropped out after less than a week and there is no other service listed and client has been active since 2012.</p> <p>Case Notes entered outside the timely data entry rule (14 days) Case note titled "Contact/Goals and Objectives" contact date of 09/02/2013 and a creation date of 09/25/2013, Case note titled "Contact" contact date of 08/01/2013 and a creation date of 09/25/2013, Case note titled "Contact" contact date of 07/05/2013 and a creation date of 09/25/2013. Many additional case notes that are created after the 14 day time limit. Activity Service code #429</p> <p>Enrolled in High School needs to be closed due to state discontinuing service. Activity code for #413 Develop ISS extended past 30 days.</p> <p>Need more description and Goals in ISS.</p> <p>Activity code for #413 Develop ISS extended past 30 days. ISS states that client will receive Tutoring and there is no indication of that in case notes or client file.</p>	<p>Staff has placed DOB on the verification form.</p> <p>We had implemented a PIP plan future improvement.</p> <p>Staff has closed code.</p>
1597778	Quadell Witcher	<p>Verification of receiving Social Services does not include the names of the individuals covered on the order.</p> <p>Client received Leadership Development but the file does not include sufficient documentation about content of workshops or sign in sheets for each workshop intended.</p>	<p>The file was created before the new foodstamps Verification form was</p>

		<p><i>Two case notes that have more than a 30 day span between the contacts.</i></p> <p><i>Need more description and Goals in ISS.</i></p> <p><i>Service code #429 Enrolled in HS needs to be closed due to the state making this Activity Service inactive.</i></p>	<p><i>created.</i></p> <p><i>Staff has always place information about workshop within the service.</i></p> <p><i>We had implemented a PIP plan future improvement.</i></p> <p><i>Staff contacted youth and he stated that he has graduated. Once staff has received proof staff will closed the code.</i></p>
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Pittsylvania County OSY

USER NAME	NAME	PERFORMANCE OUTCOME REVIEW	CORRECTED ?
1726018	Briana D. Blunt	<p><i>Telephone Verification used for documentation of Citizenship and Age does not contain all information required for verification. Place of birth along with birthday should be documented on form.</i></p> <p><i>Telephone verifications needed for each family member when identifying birth certificate for family size.</i></p> <p><i>Documents to support activities are not provided.</i></p>	<p><i>Information is in the file</i></p> <p><i>Information is in the file</i></p> <p><i>Documentation is in the file that support the activity. Information is placed in service and in case notes.</i></p>
1498885	Brittney D. Jones	<i>Improper verification of Citizenship.</i>	<i>We had</i>

		<p><i>Income verification lacks information. Date and name and title of DSS worker is required.</i></p> <p><i>Documentation to support activities are not provided.</i></p> <p><i>Case notes entered outside timely data entry rule (14 days) Contact date 6/5/2012 verses creation date 6/22/2012, contact date 10/10/2012 verses creation date of 11/2/2012, contact date 10/16/2012 verses creation date of 11/1/2012, contact date 2/28/2013 verses creation date of 4/30/2013, contact date 3/28/2013 verses creation date of 4/30/2013.</i></p> <p><i>Case notes do not reflect activities being provided to the participant.</i></p> <p><i>Post test was given to participant 2 months after 1st year anniversary. Participant remained BSD in Reading. No services were provided to participant due to the fact participant was unresponsive to phone calls and letters.</i></p> <p><i>IEP lists activities that participant never took part in such as C N A, Pre employment. No documentation in file to verify these activities.</i></p> <p><i>Eligibility is in question due to Food Stamp verification used to verify citizenship. Pre-employment workshops are listed in the IEP but no services are provided along with C N A Classes.</i></p>	<p><i>implemented a PIP plan future improvement.</i></p> <p><i>There is ID and Foodstamps that determines citizenship.</i></p> <p><i>Youth did not follow through with services.</i></p>
<p>1498885</p>	<p>Jamar R. Morrison</p>	<p><i>Participant is receiving SSI. VaWC shows participant as receiving SSDI and SSI but application states that participant does not have a disability. Participant is listed as a family of 1; however it looks as if participant is receiving a supplement due to parent's disability. Case Notes do not state participant has a disability.</i></p> <p><i>Documentation to support activities are not provided</i></p> <p><i>ISS lacks information on career goals. TABE scores should be listed in the ISS. ISS should be updated every 90 days.</i></p> <p><i>Missing activity codes Incentives provided.</i></p>	<p><i>Staff will do a VOS Correction for SSDI.</i></p> <p><i>Youth is an out of school youth and there is nothing in the file about parent's disability.</i></p> <p><i>Documentation is in the file that supports the activity. Information is placed in</i></p>

			<p><i>service and in case notes.</i></p> <p><i>ISS was updated every 90 days. And contains information on Career goals. A copy has been made that proof is in the file.</i></p> <p><i>All activities and incentives were placed in VOS and file. Copies have been made to show proof.</i></p>
<p>1652736</p>	<p><i>Shantaria L. Plunkett</i></p>	<p><i>Telephone verification document lacks information for verification of citizenship. Form does not state the participant's place of birth.</i></p> <p><i>Food Stamp Verification has sign off date of 6/11/2013 when enrollment date is 4/18/2013. Benefit amount on DSS letter had changes with effective date of 1/1/2013 however participants name is not listed on this letter.</i></p> <p><i>VaWC list participant as pregnant or parenting with verification as Statement from Social Service Agency. The Documentation in file is Immunization Record from Virginia Department of Health services and is not proper documentation for verification of this barrier.</i></p> <p><i>Documentation to support activities are not provided.</i></p> <p><i>Case notes entered outside timely data entry rule (14 days) contact date 8/28/2013 create date 10/1/2013, contact date 9/13/2013 create date 10/1/2013, contact date 11/11/2013 create date 12/11/2013. Case Note with contact date 4/9/2013 with create date 4/14/2014 has incorrect year as the contact date.</i></p> <p><i>ISS lacks detailed description</i></p> <p><i>Activity codes for Leadership Development and incentives are missing.</i></p>	<p><i>Information about citizenship and verification and DOB is in file</i></p> <p><i>Information about foodstamps was completed and done after the last audit</i></p> <p><i>Documentation is in the file that supports the activity. Information is placed in service and in case notes.</i></p> <p><i>We had implemented a PIP plan future improvement.</i></p>

		<p><i>Work Experience: list of competencies and skills are not listed in the ISS. Youth only worked one day according to case notes however no time sheet is in file. Performance evaluation indicates that partial proficiency was gained on all skills with the exception of one Prepare meals properly and at right temperatures which received No proficiency. Questioning how youth could have gained partial proficiency from working only 1 day.</i></p>	<p><i>Youth only worked one day and would not come in to sign her time sheet.</i></p>
1627715	Angela N Pannell	<p><i>Telephone verification document lacks information for verification of citizenship. Form does not state the participant's place of birth.</i></p> <p><i>Participants name is not listed on the SNAP benefits</i></p> <p><i>Documentation to support Leadership Development is not in file.</i></p> <p><i>Case notes entered outside of timely data entry rule (14 days) contact date 3/12/2013 create date 5/1/2013, contact date 4/12/2013 create date 5/1/2013, contact date 6/11/2013 create date 7/1/2013, contact date 6/14/2013 create date 7/1/2013, contact date 6/15/2013 create date 7/1/2013, contact date 8/22/2013 create date 9/16/2013</i></p> <p><i>ISS lacks detailed description. Assessments are not referenced.</i></p> <p><i>Missing activity codes for pre-employment service provided.</i></p>	<p><i>The file is now with the WIB; will need the file back in order to review and obtain missing documents if possible.</i></p>
1713920	Kerin Jones	<p><i>Citizenship and Birth Date are verified through a telephone/document inspection form. If the form was viewed, why was it not placed in file? If verification was by telephone, that is not acceptable verification for these two main components of eligibility.</i></p> <p><i>Leadership Development Activities, Tutoring, and Mentoring requires more documentation than a case note or a sign in sheet without any description of what the activity was. Need flyers, handout materials, time tracking of mentoring with a sign off by client and person providing the service.</i></p> <p><i>Case note titled "Information for DSS" entered outside timely data entry rule (14 days) contact date of 09/03/2013 and a creation date of 09/26/2013</i></p> <p><i>Activity Service #409 Job Shadowing was made inactive by the state and needs to be closed immediately.</i></p>	<p><i>Food stamp information is in the file. Flap 1.</i></p> <p><i>Staff has always place information about workshop within the service and case notes.</i></p> <p><i>Staff has closed service 409.</i></p>

		<p><i>Leadership Development needs to be listed as a separate goal in the IEP.</i></p> <p><i>Client received Work Readiness training but no activity codes are listed for the service.</i></p> <p><i>Work Experience Skills to be obtained are not listed in the IEP.</i></p> <p><i>Employment is not obtained from Work Experience</i></p>	<p><i>Pre-employment service code was entered in VOS.</i></p> <p><i>We had implemented a PIP plan future improvement.</i></p>
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Pittsylvania County OSY

USER NAME	NAME	PERFORMANCE OUTCOME REVIEW	CORRECTED ?
176665	Antonio Luck	<p><i>Citizenship is verified through a telephone/document inspection form. If the form was viewed, why was it not placed in file? If verification was by telephone, that is not acceptable verification for this main components of eligibility.</i></p> <p><i>Leadership Development Activities, and Tutoring requires more documentation than a case note or a sign in sheet without any description of what the activity was. Need flyers, handout materials, time tracking of tutoring with a sign off by client and person providing the service.</i></p> <p><i>Client is in a Work Experience and has not been given the Careerscope assessment.</i></p> <p><i>Leadership Development and Work Experience needs to be listed as a separate goal in the IEP.</i></p> <p><i>Client received Work Readiness training but no activity codes are listed for the service.</i></p> <p><i>Work Experience Skills to be obtained are not listed in the IEP.</i></p>	<p><i>Food stamp documentation is in file Flap 1 to go along with telephone verf. To determine citizenship.</i></p> <p><i>Staff has always place information about workshop within the service and case notes.</i></p> <p><i>Leadership and work experience is a service and not a goal and youth goal is to find employment</i></p>

			<i>and these services are provided to help obtain it. Due to VOS Goals descriptions did not print but it's listed in VOS.</i>
1804377	Christopher Martin	<p><i>Leadership Development Activities, and Tutoring requires more documentation than a case note or a sign in sheet without any description of what the activity was. Need flyers, handout materials, time tracking of tutoring with a sign off by client and person providing the service.</i></p> <p><i>ISS does not identify age appropriate education/career goals</i></p> <p><i>ISS goals does not reference assessments</i></p> <p><i>Services provided do not concur with the ISS. They will not help participant get employed</i></p> <p><i>Client received Work Readiness training but no activity codes are listed for the service.</i></p>	<p><i>We had implemented a PIP plan future improvement.</i></p> <p><i>Staff has always place information about workshop within the service and case notes.</i></p> <p><i>Youth Goals stated to receive his GED and to increase his Lit/Num.</i></p> <p><i>Pre-employment code is inactive. Leadership code was created to represent Pre-Employment. Information is placed in Service and Case notes.</i></p>
1092127	Brittany Royal	<p><i>Citizenship and Birth Date are verified through a telephone/document inspection form which is incomplete. If the form was viewed, why was it not placed in file? If verification was by telephone, that is not acceptable</i></p>	<p><i>Documentation is in the file and a copy has been made.</i></p>

		<p><i>verification for these two main components of eligibility.</i></p> <p><i>Family size not verified on Social Services documentation. Pregnant and Parenting is not verified.</i></p> <p><i>Leadership Development Activities requires more documentation than a case note or a sign in sheet without any description of what the activity was. Need flyers, handout materials, time tracking of tutoring with a sign off by client and person providing the service. No backup documentation for Basic Skills training or Adult Education.</i></p> <p><i>Leadership Development needs to be listed as a separate goal in the IEP.</i></p> <p><i>ISS does not identify age appropriate education/career goals</i></p> <p><i>ISS goals does not reference assessments</i></p> <p><i>Services provided do not concur with the ISS. They will not help participant get employed</i></p> <p><i>Client received Tutoring but no activity codes are listed for the service. Activity code #409 Job Shadowing should be closed due to the service being discontinued by the state. Activity code #413 Develop ISS cannot be extended past 30 days.</i></p>	<p><i>Family size has been verified.</i></p> <p><i>We had implemented a PIP plan future improvement.</i></p> <p><i>Staff has always place information about workshop within the service and case notes. Leadership services were provided to youth to obtain employment. Proof is in Flap 2.</i></p> <p><i>GED services were provided for youth. Youth's Adult Education transcript is in the file for proof.</i></p> <p><i>Staff has closed 413 on 12-5-12 and Job Shadowing has been closed on 6-20-14.</i></p>
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