

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

Issued to:

**Pittsylvania County Community Action
Virginia Workforce Center-Danville Comprehensive
June 19, 2014**

Prepared by:

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West Piedmont Workforce Investment Board**

OVERVIEW

Danville City is a moderate size geographic area that is surrounded by Pittsylvania County that includes the towns of Chatham, Gretna, and Hurt in addition to many small communities. Employment opportunities encompass a wide range of skill sets with many well known national companies in Manufacturing and Retail which provide sufficient job opportunities to meet the demands of the area. Training opportunities are also numerous with the area having a community college, 4 year university, and many private vendors in the health care field in addition to on-the-job training opportunities with many of the employers. The community receives workforce development services through the Virginia Workforce Center-Danville location that is operated by Pittsylvania County Community Action. The Danville Virginia Workforce Center contains 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 comprehensive workforce center from the Workforce Investment Act program in addition to the Danville Pittsylvania County Chamber of Commerce. The Virginia Workforce Center-Danville location averages between 1,750 and 1,800 visitors monthly.

Purpose of the Review

On June 6 through June 12, 2014 the Programming Team of the West Piedmont Workforce Investment Board (WPWIB) conducted the required annual compliance review of the Danville 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
70%	67%	83%	25%	83%	92%	46%

Pass Rate by Review Category

VaWc	Supportive Services	Occupational Skills Training	Work Experience Internship OJT	Closure Exit		
50%				0%		

Pass Rate by Review Category

Out-of-School Youth

General Eligibility	Income Eligibility	Youth Barrier	Ten Elements	Case Management	Assessments	ISS
58%	58%	100%	25%	65%	97%	51%

Pass Rate by Review Category

VaWc	Supportive Services	Occupational Skills Training	Work Experience Internship OJT	Closure Exit		
44%	91%	90%	80%	100%		

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. Twelve in-school youth participant files and twelve 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

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

- 9 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.
- 12 files used incorrect verification information to validate citizenship and birth date.
- 2 files 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 Danville 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**

Twenty 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 Danville 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 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

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

- TABE test for clients were given more than 60 days past enrollment date.
- Client was BSD and made a Lit/Num gain but remained BSD and did not receive additional training for deficiency.

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

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consistent. Entering participant data in VaWC is critical to ensure that performance is reported accurately.”

Required Action:

PCCA Danville 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 Danville 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

Twenty Four 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

Twenty two 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 Ross

Signature of Contracted Provider Representative:

Everlena Ross

Date:

6-27-14

ATTACHMENT B:

DANVILLE ISY

USER NAME	NAME	PERFORMANCE OUTCOME REVIEW	CORRECTED ?
1618660	Malquan King	<p><i>Social Services letter included in file does no list names of individuals covered on order. Social Services verification form that lists names of individuals in household is not signed by a social services representative for verification</i></p> <p><i>Not enough documentation to support Leadership Development and Pre-employment training. Should include flyers, curriculums, quizzes, etc. to indicate descriptions of what was taught.</i></p> <p><i>Case Notes entered outside of timely data entry rule (14 days)</i></p> <p><i>ISS needs more description in goal and more detail on what services will be conducted in order to achieve goals. Also needs more goals, client was given pre-employment training and there should always be an employment goal.</i></p> <p><i>Activity Service code for Alternative School but there is no verification in file of attendance or training.</i></p> <p><i>Leadership Development #410 cannot remain open for 6 continuous months without case notes indicating extensions.</i></p>	<ul style="list-style-type: none"> • <i>DSS will not release all names on food stamp due to violation of confidentiality of non-participates. DSS will only release name of youth and family size. DSS form is stamped by Danville One Stop Center who is a partner with DSS but in the future staff will make sure documents have the signature of DSS social worker.</i> • <i>The pre and post tests in the file under Flap 4 shows what the youth was being taught during Pre-employment training per WIB instructions.</i> • <i>Youth is enrolled in Teen GED program at Adult Learning Center which is an Alternative School and is reflected in enrollment case note.</i> • <i>We had implemented a PIP plan for future improvement</i>

<p>1699933</p>	<p>Stacey Graves</p>	<p>Parents Social Security printout does not list names of individuals covered on order.</p> <p>Case Notes entered outside of timely data entry rule (14 days)</p> <p>ISS needs more description in goal and more detail on what services will be conducted in order to achieve goals. Also needs more goals, there should always be an employment goal.</p> <p>Most recent Activity Services that were open, were soft exited by system and then system closed case file due to 90 days of inactivity.</p>	<p>The file is now with the WIB; will need the file back in order to review and obtain missing documents if possible.</p>
<p>1625112</p>	<p>Kendall D. Hancock</p>	<p>No documentation in file to validate Alternative school attendance or activities and Leadership Development.</p> <p>Case Notes entered outside of timely data entry rule (14 days)</p> <p>ISS needs more description in goal and more detail on what services will be conducted in order to achieve goals. Also needs more goals, there should always be an employment goal.</p> <p>Activity Service code for Alternative School but there is no verification in file of attendance or training.</p>	<p>The file is now with the WIB; will need the file back in order to review and obtain missing documents if possible.</p>
<p>1589041</p>	<p>Cornelius Broadnax</p>	<p>Parents Social Security printout does not list names of individuals covered on order and an attestation is not acceptable documentation</p> <p>No documentation in file to validate Alternative school attendance or activities and Leadership Development.</p> <p>Case Notes entered outside of timely data entry rule (14 days)</p> <p>ISS needs more description in goal and more detail on what services will be conducted in</p>	<ul style="list-style-type: none"> • There is no Social Security printout in this youth file. Youth is receiving food stamps and document is in Flap 1 and also shows family size. • Youth is enrolled in Teen GED program at Adult Learning Center which is an Alternative School and is reflected in enrollment case note. • We had implemented a PIP plan for future improvement

		<p><i>order to achieve goals. Also needs more goals, there should always be an employment goal.</i></p> <p><i>Activity Service code for Alternative School but there is no verification in file of attendance or training. Activity Service code for pre-employment training does not have any supporting documentation in file</i></p>	
1686962	<p>Talike Williams Tylika Williams</p>	<p><i>Tutoring is listed as an Activity Service but there is no documentation in file to support the service.</i></p> <p><i>Not enough documentation to support Leadership Development. Should include flyers, curriculums, quizzes, etc. to indicate descriptions of what was taught.</i></p> <p><i>ISS needs more description in goal and more detail on what services will be conducted in order to achieve goals. Also needs more goals, there should always be an employment goal.</i></p> <p><i>Activity Service code for Tutoring but there is no verification in file of attendance or training. Activity Service code for Leadership Development only 1 documented activity in 6 months.</i></p>	<ul style="list-style-type: none"> • <i>The tutoring service was closed on 01/03/2014 as unsuccessful completion. Due to non-participation.</i> • <i>Case notes under Flap 6 reflect the reason for no documentation in the file to support Leadership Development. Staff explained in case notes that youth will state that she will attend and not show up.</i> • <i>The tutoring service was closed on 01/03/2014 as unsuccessful completion. Due to non-participation.</i> • <i>We had implemented a PIP plan for future improvement</i>
1776642	Kyliah Jones	<p><i>Participant is in the grandparents custody not being fostered</i></p> <p><i>No documentation in file to validate Alternative school attendance or activities and Leadership Development.</i></p> <p><i>Case Notes entered outside of timely data entry (14 days)</i></p> <p><i>ISS needs more description in goal and more detail on what services will be conducted in order to achieve goals. Also needs more goals, there should always be an employment goal.</i></p> <p><i>Activity Service code for Alternative School</i></p>	<ul style="list-style-type: none"> • <i>Documentation states that youth was a ward of then city of Baltimore and then custody went to the grandparents. Staff will submit a VOS correction if this means youth wasn't in Foster care while in Baltimore.</i> • <i>Youth is enrolled in Teen GED program at Adult Learning Center which is an Alternative School and is reflected in enrollment case note. In the future staff will make sure all case notes will be entered during the 14 day entry rule.</i> • <i>We had implemented a PIP plan</i>

		<i>but there is no verification in file of attendance or training. Activity Service code for Leadership Development does not have any supporting documentation in file.</i>	<i>for future improvement</i>
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DANVILLE ISY

USER NAME	NAME	PERFORMANCE OUTCOME REVIEW	CORRECTED ?
1758823	David M. Hangelia	<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>Social Service Verification form has not been signed by participant's guardian and is not properly filled out.</i></p> <p><i>Case notes entered outside of timely data entry rule (14 days) contact date 12/2/2013 create date 12/20/2013, contact date 1/13/2014 create date 2/18/2014, contact date 4/10/2014 create date 5/7/2014.</i></p> <p><i>ISS lacks detail, does not address assessments, no elements are addressed. ISS should be updated every 90 days.</i></p> <p><i>Missing Incentive Activity code for services provided.</i></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>
1625112	Kendall D. Hancock	<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>Missing documents to support Leadership Development and Alternative Secondary</i></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 style="text-align: center;">Education.</p> <p><i>Case notes entered outside of timely data entry rule (14 days) contact date 6/4/2013 create date 7/5/2013, contact 9/12/2013 create 10/18/2013, contact 11/14/2013 create 1/3/2014, contact 2/11/2014 create 5/20/2014, contact 3/3/2014 create 5/20/2014, contact 4/10/2014 create 5/20/2014.</i></p> <p><i>Activities extended without a case note description per VWL 11-02</i></p> <p><i>No Assessment within the first 60 days of participant's first service.</i></p> <p><i>ISS lacks detail, does not address assessments, no elements are addressed. ISS should be updated every 90 days.</i></p> <p><i>No Documentation in file for activities provided.</i></p> <p><i>415 activity extended without a case note description per VWL 11-02</i></p>	
<p>1732970</p>	<p>Zambria E. Cobbs</p>	<p><i>Youth Eligibility Checklist and VaWC do not show the same verification source for Citizenship/Right to Work. SSI is not a verification source.</i></p> <p><i>No Documentation to prove family size. Checklist has public assistance. No public assistance record in file.</i></p> <p><i>No Documentation to prove family size. Checklist has public assistance. No public assistance record in file.</i></p> <p><i>No Documentation in file to support activity 415 Enrolled in Alternative Secondary Education.</i></p> <p><i>Case notes entered outside of timely data entry rule (14 days) contact date 11/22/2013 create date 12/17/2013, contact date 3/18/2014 create date 5/1/2014, contact</i></p>	<ul style="list-style-type: none"> • <i>School records under Flap 1 shows proof of citizenship which is also what is checked on Youth Eligibility Checklist</i> • <i>There is proper documentation under Flap 1 that shows youth is disabled therefore is a family of 1.</i> • <i>Youth is enrolled in Teen GED program at Adult Learning Center which is an Alternative School and is reflected in enrollment case note</i> • <i>Youth works with Adult Learning center (program partner) which is reflected in case notes under Flap 6</i> • <i>We had implemented a PIP plan for future improvement</i>

		<p><i>date 4/10/2014 create date 5/1/2014.</i></p> <p><i>No Assessment within the participants first 60 days of registration</i></p> <p><i>ISS lacks detail, does not address assessments, no elements are addressed. ISS should be updated every 90 days.</i></p> <p><i>Activities extended without a case note description per VWL 11-02.</i></p>	
961706	Mary Glass	<p><i>Telephone Verification has been used for verification of Birth Certificate. Place of birth is missing from the form.</i></p> <p><i>Verification for Pregnant or Parenting Barrier in the VaWC states School records. Documentation in file is state form.</i></p> <p><i>No Documentation in file to support Alternative Education.</i></p> <p><i>Dates of the Documents in file for Leadership Development and Guidance and Counseling conflicts with the dates of activities provided.</i></p> <p><i>Case notes entered outside of timely data entry rule (14 days) contact date 11/22/2013 create date 1/3/2014, contact date 12/10/2013 create date 1/3/2014, contact date 1/15/2014 create date 2/19/2014, contact date 3/13/2014 create date 4/4/2014.</i></p> <p><i>Activities extended without a case note description per VWL 11-02.</i></p> <p><i>ISS lacks detail, does not address assessments, no elements are addressed. ISS should be updated every 90 days.</i></p> <p><i>Participant still active in 434 activity that is now obsolete.</i></p> <p><i>Incentives are not documented properly in the VaWC.</i></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>

1629269	Cassidy Doss	<p><i>Activities lacks documentation for verification of activities provided.</i></p> <p><i>Case notes entered outside of timely data entry rule (14 days) contact date 6/4/2013 create date 7/5/2013, contact date 9/12/2013 create date 10/18/2013, contact date 4/22/2014 create date 5/19/2014</i></p> <p><i>ISS lacks detail, does not address assessments, no elements are addressed. ISS should be updated every 90 days.</i></p> <p><i>Activity 410 Leadership has been extended with case note description, however this activity was opened before the activity actually occurred. No documentation in file to support Activity 410 Leadership Development and Activity 415 Enrolled in Alternative Secondary Education. Incentives are not documented in the VaWC.</i></p>	<ul style="list-style-type: none"> • <i>Youth is enrolled in Teen GED program at Adult Learning Center which is an Alternative School and is reflected in enrollment case note. In the future staff will have a letter from Adult Learning Center to show enrollment.</i> • <i>We had implemented a PIP plan for future improvement</i>
1785661	Shyhee K. Carter	<p><i>SNAP Verification used as form of verification for Citizenship.</i></p> <p><i>No Documentation to support Activity 406 Tutoring and Studying skills</i></p> <p><i>No Assessment within the participants first 60 days of registration</i></p> <p><i>ISS lacks detail, does not address assessments, no elements are addressed. ISS should be updated every 90 days.</i></p> <p><i>406 activity past 90 day calendar limitation. Activity has not been extended.</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>

DANVILLE OSY

USER NAME	NAME	PERFORMANCE OUTCOME REVIEW	CORRECTED ?
1563975	Sheila Williams	<p><i>Case note titled "Reality Check" dated 05/31/13 is more than 30 days between the previous case note titled "No change in status" dated 03/26/13.</i></p>	<ul style="list-style-type: none"> • <i>We had implemented a PIP plan for future improvement</i> • <i>Work experience was used for youth to gain skills and job</i>

		<p><i>Case Notes entered outside the timely data entry (14 days) between the contact date and the creation date</i></p> <p><i>Client received 2 Internships and a CRC and they are not listed in ISS.</i></p> <p><i>Missing LMI Data which is used to justify training</i></p> <p><i>The Agreement/Contract does not agree to the IEP and the list of competencies or skills that must be mastered</i></p> <p><i>Employment was not gained from the OJT</i></p>	<p><i>training not employment.</i></p>
1699827	Tassie Bradley	<p><i>Page 3 of Grievance Form with signatures is missing from file.</i></p> <p><i>ISS Goals do not reference assessments</i></p> <p><i>ISS has not periodically updated. (90 days)</i></p> <p><i>Contract defines a 400 hours for 10 weeks and policy states that contract can only be for 360 hours for 9 weeks</i></p>	<ul style="list-style-type: none"> <i>• ISS Goals do reference assessments and is under Flap 2. Youth received work readiness and literacy assessment.</i> <i>• Youth original contract was for 9 weeks and then was extended to add an additional week so youth can obtain more skills with being an administrative assistant and working with the tax program.</i> <i>• We had implemented a PIP plan for future improvement</i>
1213193	Quintrelle Farmer	<p><i>Birth Certificate verification form does not list date of birth on form.</i></p> <p><i>Tutoring is listed as an Activity Service but there is no documentation in file to support the service.</i></p> <p><i>Activity Service codes #406 Tutoring can only be extended for 90 day intervals.</i></p> <p><i>Need more description in ISS for goals and objectives</i></p> <p><i>Activity Service codes #406 Tutoring can only be extended for 90 day intervals.</i></p>	<ul style="list-style-type: none"> <i>• Staff reviewed Birth Certificate and listed the DOB on the telephone verification form.</i> <i>• Youth will not come in to participate in Key Train or other tutoring skills and is reflected by Case Notes under Flap 6.</i> <i>• We had implemented a PIP plan for future improvement</i>

<p>1772379</p>	<p>Maurice Vaden</p>	<p><i>Birth Certificate verification form does not list place of birth on form.</i></p> <p><i>CRC is listed as an Activity Service but there is no documentation in file to support the service.</i></p> <p><i>Case Notes entered outside of timely data entry rule (14 days)</i></p> <p><i>Need more description in ISS for goals and objectives.</i></p> <p><i>Activity Service codes #406 Tutoring can only be extended for 90 day intervals.</i></p>	<ul style="list-style-type: none"> • <i>Birth certificate form updated to list place of birth.</i> • <i>Youth did not pass CRC test and documentation from Work Keys report have been placed in the file.</i> • <i>We had implemented a PIP plan for future improvement</i>
<p>1051433</p>	<p>Julian D. Lipford</p>	<p><i>Tutoring is listed as an Activity Service but there is no documentation in file to support the service.</i></p> <p><i>Not enough documentation to support Leadership Development and Pre-employment training. Should include flyers, curriculum, quizzes, etc. to indicate descriptions of what was taught.</i></p> <p><i>Activity Service codes #406 Tutoring can only be extended for 90 day intervals.</i></p> <p><i>Participant remains BSD but is not receiving tutoring.</i></p> <p><i>Need more description in ISS for goals and objectives. Client has received pre-employment, CRC, leadership development, etc.</i></p> <p><i>Activity Service codes #406 Tutoring can only be extended for 90 day intervals.</i></p>	<ul style="list-style-type: none"> • <i>There are sign in sheets in Flap 5 to show that youth is working with Key Train. To support Tutoring Service.</i> • <i>The pre and post test in the file under Flap 4 to show what the youth was being taught during Pre-employment training per WIB instructions.</i> • <i>Youth is still receiving tutoring and is expressed in case notes under Flap 6</i> • <i>We had implemented a PIP plan for future improvement</i>
<p>1215176</p>	<p>Toniqua Jefferies</p>	<p><i>Birth Certificate verification form does not list place of birth on form.</i></p> <p><i>Tutoring is listed as an Activity Service but there is no documentation in file to support the service.</i></p> <p><i>Not enough documentation to support Leadership Development and Pre-employment training. Should include flyers,</i></p>	<ul style="list-style-type: none"> • <i>Place of birth has been verified and added to the telephone verification form.</i> • <i>Key Train sign in sheets are under Flap 5 to show that youth is participating in tutoring services.</i> • <i>The pre and post test in the file</i>

		<p><i>curriculum, quizzes, etc. to indicate descriptions of what was taught.</i></p> <p><i>Activity Service codes #406 Tutoring can only be extended for 90 day intervals.</i></p> <p><i>Need more description in ISS for goals and objectives. Client has received CRC and leadership development, etc.</i></p> <p><i>Activity Service codes #406 Tutoring can only be extended for 90 day intervals.</i></p>	<p><i>under Flap 4 to show what the youth was being taught during Pre-employment training per WIB instructions.</i></p> <ul style="list-style-type: none"> <i>We had implemented a PIP plan for future improvement</i>
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DANVILLE OSY

USER NAME	NAME	PERFORMANCE OUTCOME REVIEW	CORRECTED ?
1770921	Antwane D. Ferrell	<p><i>Telephone verification document lacks information for verification of citizenship. Form does not state the participant's place of birth. Checklist states that verification of Social Security Card and ID were used to verify this, VaWC states Birth Certificate was used.</i></p> <p><i>Keytrain has been set up for participant however there are no documents in file to verify that participant has been participating and tutoring is being offered. Activity 406 Tutoring study skills training and instruction has been created in VaWC. More documentation for verification is needed other than proof that Keytrain has been established for participant.</i></p> <p><i>Case notes entered outside of timely data entry rule (14 days) contact date 2/10/2014 create date 3/6/2014, contact date 4/2/2014 create date 5/23/2014, contact date 5/2/2014 create date 5/23/2014.</i></p>	<ul style="list-style-type: none"> <i>Telephone verification form has all necessary information and is located under Flap 1. Check list states that birth certificate and social security card and ID was used to verify citizenship and matches what is in the VaWc.</i> <i>Youth has been attending Adult Learning Center to receive tutoring and work with Key Train and timesheet has been placed in the file to show proof.</i> <i>Eligibility determination was done one day after enrollment.</i> <i>We had implemented a PIP plan for future improvement</i>

		<p><i>Activity 406 has been extended without a case note description.</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>Eligibility Determination is not within 14 days of the first service.</i></p> <p><i>No documentation to verify Tutoring activity is being provided.</i></p>	
<p>1598776</p>	<p>Jazmen M. Goodloe</p>	<p><i>Telephone verification document lacks information for verification of citizenship. Form does not list the participant's place of birth. Youth Eligibility Checklist list Social Security Card and ID were used to verify citizenship, VaWC list Birth Certificate Letter from participant was used for income verification with the statement that the participant was currently living with friends. VaWC does not show the participant as being homeless however the participant states in letter that there are no vacancies with Housing Authority but participant has completed an application. Verification from the Housing Authority would be verification of income due to the fact that participant would be considered homeless. Also a statement is needed from current friends that participant is currently living with.</i></p> <p><i>No Documentation to support 411 – Adult Mentoring activity.</i></p> <p><i>Case notes entered outside of timely data entry rule (14 days) contact 3/10/2014 create date 5/23/2014, contact date 4/7/2014 create date 5/23/2014, contact date 5/7/2014 create date 5/23/2014. Participant still active in activity 414 that is now obsolete.</i></p> <p><i>ISS lacks detail. Should be updated every 90 days.</i></p> <p><i>Participant still active in an activity 414 that is now obsolete.</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>1718023</p>	<p>Shaquille K. Leftwich</p>	<p>Telephone verification document lacks information for verification of citizenship. Form does not state the participant's place of birth. Form is also not dated.</p> <p>Participant is not listed on the SNAP benefits.</p> <p>Documentation in the file that support Adult Mentoring, Leadership Development and Pre Employment Training do not have dates on them that would support the activities in VaWC or there is no documentation in the file that would support activities.</p> <p>Case note entered outside of timely data entry rule (14 days) contact date 4/2/2014 create date 5/16/2014</p> <p>ISS lacks detail, does not address assessments, no elements are addressed. ISS should be updated every 90 days</p> <p>Missing activity codes for services provided Supportive Services 480 work attire and 481 driver's license reinstatement.</p> <p>Missing Financial Documentation for Work Experience (Time Sheets)</p>	<p>The file is now with the WIB; will need the file back in order to review and obtain missing documents if possible.</p>
<p>1655763</p>	<p>Kujuanna T. Mease</p>	<p>Telephone Verification has been used for verification of Birth Certificate. Place of birth is missing from the form.</p> <p>Documents in file to support activities are not dated to support activities provided. Missing Documentation to support activities provided.</p> <p>Case note entered outside of timely data entry rule (14 days) contact date 4/15/2014 create date 5/6/2014, contact date 5/8/2014 create date 5/23/2014.</p> <p>Activity 406 extended without a case note description per VWL 11-02.</p>	<ul style="list-style-type: none"> • Place of birth have been verified and added to the telephone verification form. • We had implemented a PIP plan for future improvement

		<p><i>ISS lacks detail, does not address assessments, no elements are addressed. ISS should be updated every 90 days.</i></p>	
1461763	Abu A. Jones-Bey	<p><i>Prior Tax Information was given to provide proof of income however participant was enrolled 2/29/2012 and there is no proof of income for the months of January and February 2012.</i></p> <p><i>Case notes entered outside of timely data entry rule (14 days) contact date 8/21/2012 create date 12/20/2012, contact date 9/28/2012 creation 10/25/2012, contact date 11/21/2012 creation 12/10/2012, contact date 4/30/2013 creation 6/4/2013, contact date 8/20/2013 creation 9/11/2013, contact date 11/5/2013 creation 12/4/2013, contact date 4/10/2014 creation 5/20/2014.</i></p> <p><i>418 activity has been extended without a case note description per VWL 11-02.</i></p> <p><i>30 day lapse of contact for the month of March 2012.</i></p> <p><i>Individual Service Strategy (ISS) Lacks detail, does not address assessments, no elements are addressed. ISS should be updated every 90 days.</i></p> <p><i>Missing activity codes for Incentive service provide.</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>
1787812	Ibriana M. Holland	<p><i>Parent is receiving Social Security Benefits. Documentation to verify 4 months of income is in file however benefits for October and November of 2013 is not verified. Document in file from Social Security does not state that beneficiary was receiving benefits prior to dates provided. Also, To write on a Telephone Verification that parent would not provide taxes is not proper verification.</i></p> <p><i>Documents for verification of Tutoring and Leadership Development activities are not 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>

		<p><i>Case note entered outside of timely data entry rule (14 days) contact date 3/10/2014 create date 3/25/2014, contact date 3/18/2014 create date 4/10/2014, contact date 4/24/2014 create date 5/20/2014.</i></p> <p><i>406 activity extended without a case note description per VWL 11-02</i></p> <p><i>Participant remains BSD in both Math and Reading however there is no documentation in file to verify that instruction is still being provided to youth.</i></p> <p><i>ISS lacks detail, does not address assessments, no elements are addressed. ISS should be updated every 90 days.</i></p> <p><i>Missing activity codes for services provided.</i></p> <p><i>ISS does not list the competencies that will be mastered from the Work Experience.</i></p> <p><i>Performance evaluation from the work experience was not performed.</i></p>	
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