

PROGRAM: Danville Adult / Dislocated Worker / In School Yth / Out of School Yth

MONITOR: Kathy Barton / West Piedmont Workforce Investment Board

OPERATOR: Pittsylvania County Community Action

TIME: 4th Quarter PY 2012

Danville Comprehensive Virginia Workforce Center – Adult, DLW, In School, and Out of School Youth Monitoring Report

The following is a summary of an audit, conducted by staff of the West Piedmont Workforce Investment Board for the Workforce Investment Act, Adult, Dislocated Worker, In School Youth, and Out of School Youth programs, operated by Pittsylvania County Community Action, located at the Danville Comprehensive Virginia Workforce Center located in Danville, VA.

During the program quarter, WPWIB staff reviewed 24 files consisting of 6 Adult, 6 Dislocated Worker, 6 In School Youth, and 6 Out of School Youth files. The methodology in choosing and reviewing the files were as follows;

- 2 files was chosen in each program that is considered currently active and has been receiving services beyond Core for a period of more than 1 year.
- 2 files was chosen in each program that is considered currently active and has been receiving services beyond Core for a period of less than 1 year.
- 2 files was chosen in each program that is currently considered inactive but is active in Followup after completion of active enrollment.
- Criteria and Data Components were reviewed utilizing the state issued Monitoring Review sheet provided by our state monitor Vicki Tanner.

The Danville Virginia Workforce Center, located at 211 Nor Dan Drive Danville VA, is an innovative, technology, and customer friendly location with ease of access to multiple state and local government agencies and nonprofits providing streamlined customer service to both the citizens and business community of Danville. I observed the center to be very customer friendly with a structured layout that allowed center staff to provide streamlined services and assistance to visitors and clients. WIA staff and WIA mandated partner staff, along with other nonprofit agencies worked well together to provide collaborative services to all customers regardless of need or program requirements.

In the files that were reviewed, WIB staff found that overall eligibility determination for the Adult and Dislocated Worker Programs are consistent and accurate and the operator has procedures in place to maintain state and local compliance in the Danville and Pittsylvania offices. In the Martinsville office, the Adult and Dislocated Worker programs indicated some deficiencies in eligibility determination and oversight of file approval by management resulting in files being out of compliance for enrollment into the WIA program. In addition, file maintenance was determined to be excellent in the Danville and Pittsylvania offices but lacking in the Martinsville office which could be attributed to the fact that there are still active files in the system that was inherited from a previous operator and caseloads remain at an unacceptable level for case managers to perform proper case management on a daily basis. The file structure was neat, consistent and well maintained. As a result of the possibility of additional issues at the Martinsville office, WIB staff will be conducting a full eligibility audit on all new enrollments since 07/2010 during the coming months.

In the files that were reviewed for the In-School Youth programs and the Out-of-school Youth programs, WIB staff identified major eligibility issues in the Danville and Martinsville offices which may indicate clients that are not eligible for enrollment and possible disallowed costs if funding was expended. In the Pittsylvania office there were minor issues with documentation and proper

completion of file maintenance which will be addressed through training from the Operator and training from WIB staff. As a result of the findings in the Danville Youth program and the Martinsville Youth program, WIB staff will be conducting a full eligibility audit on all new enrollments since 07/2010 during the coming months.

The State Monitoring unit began requiring program monitors at the local level to also review the previous year audit for corrections made to findings in participant files and adherence to the Corrective Action Plan that each Operator submitted after receiving their local Audit report from WIB staff. As a result of this review by WIB staff it was determined that approximately 98% of required corrections were not completed by the Operator staff therefore resulting in non-compliance of the Corrective Action Plan that was submitted by the operator. Proceeding forward, the WIB staff will now require copies of documentation to show that corrections have been made which is to be submitted along with the Corrective Action Plan by the Operator on the submission deadline that is established by the WIB.

WIB staff identified minor issues with document completion or missing documentation, all of which can be corrected in order to bring files concurrent with requirements from our state monitors. Please be mindful that the files reviewed were only a sampling and if a pattern is detected in case management procedures, then all files should be reviewed for accuracy.

In addition to items identified in each office WIB staff has identified some areas that are consistent across the region and as a result the WPWIB will be conducting training and increase monitoring thru the VOS system and by reporting required by the Operator that is specific to those deficiencies. The specific areas identified as region wide deficiencies during this audit are, but not limited to the listing below;

- Establishing IEP/ISS goals that are client specific and based on individual client deficiencies, referencing assessments and skills required for desired outcome.
- Obtaining and maintaining current Trade documentation on co-enrolled clients and lack of indications of co-enrollment with Trade clients.
- Inconsistency with case note documentation.
- VOS activity date entries do not correspond with file documentation.
- Lit/Num Performance Measure for Out-of-School Youth continues to be an issue for the region with two consecutive years of a rating with the state of "FTM" (Failed To Meet) and an indication of failure for the 3rd year with FTM rankings for the first 3 quarters of PY12-13. The WIB Staff has identified the issue to be due to the lack of Post TABE Test within the required timeline or lack of any Post TABE Test due to lack of participant corporation and file closure by Operator staff before completing the process for Lit/Num Performance Measures.

The following is a list of the files that were reviewed with a description of concerns associated with each file;

CLIENT NAME	State or VOS ID#	PROGRAM	CONCERNS
<u>Gail Jones</u> Danville Workforce Ctr. CM: Monica Beard	496778	Dislocated Worker	<u>1.</u> Inconsistency with Service Activity dates and supporting case notes or documentation.
<u>Natasha Hairston</u> Danville Workforce Ctr. CM: Monica Beard	142416	Dislocated Worker	<u>1.</u> Inconsistency with Service Activity dates and supporting case notes or documentation.
<u>Desiree Hairston</u>	721028	Dislocated Worker	<u>1.</u> Missing documentation for Criteria 1 for dislocated worker; list or letter from company and LMI data for separated occupation.

Danville Workforce Ctr. CM: Monica Beard			<p><u>2.</u> Inconsistency with Service Activity dates and supporting case notes or documentation.</p> <p><u>3.</u> TABE assessment was not within the 60 day timeframe to be valid for enrollment.</p> <p><u>4.</u> A Food Stamp entitlement letter has been placed in file which is not needed for a dislocated worker, however, it appears that the client may have been switched to an Adult but there is not enough supporting information in case notes to explain the situation.</p>
<u>Joyce Davis</u> Danville Workforce Ctr. CM: Melissa Griffin/Brian Satterfield	327595	Dislocated Worker	<p><u>1.</u> The IEP does not reference assessments in goal determination.</p> <p><u>2.</u> Internship is not listed as a goal in the IEP.</p>
<u>Carol Perkins</u> Danville Workforce Ctr. CM: Brian Satterfield	885671	Dislocated Worker	No Findings
<u>Susan McDowell</u> Danville Workforce Ctr. CM: Monica Beard	368366	Dislocated Worker	<p><u>1.</u> VOS activity end dates exceed Service Limitation dates.</p> <p><u>2.</u> Case Notes have some lapses during early enrollment.</p> <p><u>3.</u> WIB requires case notes entered into VOS system every 30 days.</p>
<u>Octavia S. Allen</u> Danville Workforce Ctr. Melissa Griffin	715302	Adult	<p><u>1.</u> Missing documentation for Supportive Service payment/payments.</p> <p><u>2.</u> Supportive Service documentation in file does not match activity dates in the VOS system.</p>
<u>Ca-meidra White</u> Danville Workforce Ctr. Monica Beard	470105	Adult	<u>1.</u> Missing documentation-Labor Market Information to support Occupational Skills Training.
<u>Latasha Coleman</u> Danville Workforce Ctr. Melissa Griffin	149385	Adult	<p><u>1.</u> Missing VOS activity code for Supportive Services activity.</p> <p><u>2.</u> Missing documentation for Supportive Service payment/payments.</p> <p><u>3.</u> Missing documentation-Labor Market Information to support Occupational Skills Training.</p> <p><u>3.</u> Missing documentation-Training curriculum.</p> <p><u>4.</u> Client file documentation does not match all VOS activity dates in the system.</p>
<u>Ronald Gregory</u>	610578	Adult	<p><u>1.</u> VOS activity end dates exceed Service Limitation dates.</p> <p><u>2.</u> The IEP does not reference assessments in goal determination.</p>

Danville Workforce Ctr. Melissa Griffin			3. Missing date of birth information for Citizenship verification. Verification documentation was listed but did not include information needed off of the documentation to verify criteria.
<u>Chantelle Reed</u> Danville Workforce Ctr. Melissa Griffin	1122801	Adult	1. Missing documentation-“Basic Skills-TABE, Work Keys etc., and successive TABEs to show progression if applicable.” 2. The IEP does not reference assessments in goal determination. 3. Missing documentation-Training curriculum.
<u>Kimberly Poke</u> Danville Workforce Ctr. Brian Satterfield	377333	Adult	1. The IEP does not reference assessments in goal determination. 2. The IEP does not reflect Work Experience activities and listing of skill achievements and goal expectations.
<u>Robert James</u> PCCA Danville Youth Jack White	651295	Out-of-School Youth	1. Missing documentation-Provision support of any 10 elements 2. The ISS does not reference assessments, career goals, and provision of any of the 10 elements in goal determination. 3. VOS activity codes have been entered into system without documentation in client file to support activity. Activity code service dates do not match documentation in client file. 4. OSY with no post TABE given to client prior to exit.
<u>Chelsea N. Davis</u> PCCA Danville Youth Yolanda Mounkaila	935097	Out-of-School Youth	1. Missing documentation -- Careerscope 2. The ISS does not reference assessments in goal determination. 3. The ISS has not been updated every 90 days to reflect progress. 4. Missing VOS activity codes for Supportive Service activities. 5. Missing documentation -- Needs Determination form. 6. Work Experience—Contract is missing; statement of work, description of job duties, tools and safety equipment used, and performance documentation. ISS does not list the skills that will be obtained from the Work Experience. Missing timesheets. Missing sign off sheets for receipt of payments to participant. 7. VOS activity codes have been entered into system without documentation in client file to support activity. Activity code service dates do not match documentation in client file. Missing Supportive Service code for payment of Certified Nurse Aide Licensure. 8. OSY with no post TABE given to client prior to exit and no Lit/Num goal entered into system.
<u>Kiara Bethel</u>	1565020	Out-of-School Youth	1. EEO/Grievance form is incomplete. 2. Missing documentation – Low Income Verification

PCCA Danville Youth Yolanda Mounkaila	1625331	Out-of-School Youth	<p>information or Social Services document for public assistance.</p> <p>3. Missing documentation – Family size verification or Social Services document for public assistance.</p> <p>4. Missing documentation – Work Readiness assessment.</p> <p>5. Missing documentation – Work Readiness post-test.</p> <p>6. The ISS has not been updated every 90 days to reflect progress.</p> <p>7. Some VOS codes need to be removed due to not matching information in client file.</p> <p>8. VOS activity dates do not match information in client file.</p> <p>9. Missing documentation – VOS closure printouts.</p>
PCCA Danville Youth Yolanda Mounkaila	961491	Out-of-School Youth	<p>1. EEO/Grievance form is not in the correct order in the client file.</p> <p>2. Missing documentation--Careerscope</p> <p>3. The ISS has not been updated every 90 days to reflect progress.</p> <p>4. There are missing VOS service activity codes for activities that have been documented in client's file.</p> <p>5. Activity service code dates entered into VOS do not match documentation that is included in client file.</p> <p>6. No VOS service activity codes are showing open in system and some activities have been soft exited due to no activity by CM.</p> <p>7. Missing documentation—TABE test</p> <p>8. Enrolled as family of 1 with no income. Case note reflects that client lives with mother. Client has provided taxes for 2012 but no work information for January 2013. Also, no work information for January 2013 is in client file.</p>
Tevin T. Glass	961491	Out-of-School Youth	<p>1. EEO/Grievance form is not in the correct order in the client file.</p> <p>2. Missing documentation—Low Income Verification and Family Size Verification</p> <p>3. Missing documentation—Careerscope</p> <p>4. ISS--The ISS has not been updated every 90 days to reflect progress, does not have appropriate education/career goals, does not reference assessments, does not address any of the 10 elements, and does not match VOS service activities that have been entered into system.</p> <p>5. Work Experience—Missing signatures and dates on contract, missing list of competencies that will be learned, missing timesheets, missing performance evaluation, and missing sign off sheets from participant showing receipt of payments.</p> <p>6. Activity service code dates entered into VOS do not match documentation that is included in client file.</p>

PCCA Danville Youth Patricia Alderson			<p>7. Lease that is included in file is in the name of Bessie Davis, not sure who Ms. Davis is and what her relation is to the client. Ms. Davis also receives SNAP which was used for verification of client's income, however none of the other occupants of the household are entered on form</p> <p>8. ISS goal needs more description.</p>
<u>Janequa J. Henry</u>	1370653	Out-of-School Youth	<p>1. Missing documentation-Eligibility verification checklist</p> <p>2. Missing documentation-Low Income Verification</p> <p>3. Missing documentation-Family Size Verification</p> <p>4. Missing documentation-Provision support of any 10 elements</p> <p>5. Missing documentation-Careerscope</p> <p>6. Missing documentation-Work Readiness pre and post test</p> <p>7. The ISS does not reference assessments, career goals, and provision of any of the 10 elements in goal determination.</p> <p>8. Work Experience—VOS activity codes do not match documentation in file. Contract is missing; statement of work, description of job duties, tools and safety equipment used, and performance documentation. ISS does not list the skills that will be obtained from the Work Experience. Missing timesheets. Missing sign off sheets for receipt of payments to participant.</p> <p>9. Case Notes—Initial case note does not describe the reason and process for enrollment. Some notes have more than a 30 day gap between customer contacts. WIB requires a contact with clients every 30 days while active in the program.</p> <p>10. VOS activity codes have been entered into system without documentation in client file to support activity. Activity code service dates do not match documentation in client file. Activity codes do not follow the guidelines for VWL#11-02; VOS definitions and limitations. Missing codes for Incentive payments.</p> <p>11. Missing documentation-TABE test</p> <p>12. No Case Manager Assigned in VOS system.</p>
PCCA Danville Youth Jack White			
<u>Rachetta Hightower</u>	1389017	In-School Youth	<p>1. The ISS does not reference assessments, career goals, and provision of any of the 10 elements in goal determination.</p> <p>2. The ISS has not been updated every 90 days to reflect progress.</p> <p>3. More than 30 day lapse between case notes and customer contacts.</p> <p>4. WIB requires case notes and customer contacts every 30 days.</p> <p>5. Forms included in file are not WIB approved and do not include contractor information.</p> <p>6. Missing dates on eligibility documentation.</p>
PCCA Danville Youth Jack White			

David Lewis PCCA Danville Youth Jack White	1621732	In-School Youth	<ol style="list-style-type: none"> <u>1.</u> The ISS does not reference assessments, career goals, and provision of any of the 10 elements in goal determination. <u>2.</u> The ISS has not been updated every 90 days to reflect progress. <u>3.</u> Missing documentation – Sign off sheets for Incentive payments that were received. <u>4.</u> Missing documentation – Employment/School status
Tymel Weeks PCCA Danville Youth Jack White	1634342	In-School Youth	<ol style="list-style-type: none"> <u>1.</u> Missing documentation – In School Verification <u>2.</u> The ISS does not reference assessments, career goals, and provision of any of the 10 elements in goal determination. <u>3.</u> The ISS has not been updated every 90 days to reflect progress. <u>4.</u> Missing documentation – Case note states that sister has guardianship of youth participant and there is no document in file to verify this information. POSSIBLY INELIGIBLE FOR ENROLLMENT.
Serenia Conway PCCA Danville Youth Yolanda Mounkaila	1493299	In-School Youth	<ol style="list-style-type: none"> <u>1.</u> Missing documentation – In School Verification <u>2.</u> The ISS does not reference assessments, career goals, and provision of any of the 10 elements in goal determination. <u>3.</u> The ISS has not been updated every 90 days to reflect progress. <u>4.</u> Missing documentation – Supportive Service determination form. <u>5.</u> Missing VOS code – Supportive Service <u>6.</u> VOS service codes are missing and/or do not match information in client file including date of service provided. Also, codes have been system closed due to inactivity by the case manager. <u>7.</u> Payment provided states; \$100 wages, no supporting documentation to explain what payment was issued for.
Alexandra Perkins PCCA Danville Youth Jack White	1460153	In-School Youth	<ol style="list-style-type: none"> <u>1.</u> Missing documentation – Right to Work verification <u>2.</u> Incomplete documentation – Family size verification information in file does not match information in VOS system and case notes. <u>3.</u> The ISS does not reference assessments, career goals, and provision of any of the 10 elements in goal determination. <u>4.</u> Verification used in VOS for receiving Food Stamps does not match information that is in file.
Aasan Bethel	1393971	In-School Youth	<ol style="list-style-type: none"> <u>1.</u> Missing documentation—Proof of Guardianship for minor child. <u>2.</u> Missing documentation—In School Verification <u>3.</u> Missing documentation—Age Verification <u>4.</u> Missing documentation—Low Income Verification <u>5.</u> Missing documentation—Family Size Verification <u>6.</u> Missing documentation—Careerscope <u>7.</u> Missing documentation—ISS

<p>PCCA Danville Youth Yolanda Mounkaila</p>			<p>8. There are none of the 10 elements documented in the file or the ISS.</p> <p>9. Missing documentation—signed receipts for payments made to client.</p> <p>10. Activity service codes entered into VOS do not match documentation that is included in client file.</p> <p>11. Work Experience—VOS activity codes do not match documentation in file. Contract is missing; statement of work, description of job duties, tools and safety equipment used, and performance documentation. ISS does not list the skills that will be obtained from the Work Experience. Missing timesheets. Missing sign off sheets for receipt of payments to participant.</p> <p>12. Case Notes—Missing initial case note that describes the reason and process for enrollment. Some notes have more than a 30 day gap between customer contacts. WIB requires a contact with clients every 30 days while active in the program.</p> <p>13. An "F" service activity code was used in the VOS system, however case notes indicate that client lives out of town and that CM is unable to reach them by phone.</p> <p>14. VOS activity codes have been entered into system without documentation in client file to support activity. Activity code service dates do not match documentation in client file. Activity codes do not follow the guidelines for VWL#11-02; VOS definitions and limitations.</p>
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Please provide the West Piedmont Workforce Investment Board with a detailed written corrective action plan within 30 days from receipt of this report, that will correct the items identified and bring all files in compliance with eligibility requirements and explain your future procedures in relation to preventing concerns or findings of this nature.

Kathy Barton

Date: _____

Regional Program Manager

West Piedmont Workforce Investment Board

The following is a list of the files that were reviewed with a description of concerns associated with each file;

CLIENT NAME	State or VOS ID#	PROGRAM	CONCERNS
<p><u>Gail Jones</u></p> <p>Danville Workforce Ctr. CM: Monica Beard</p>	496778	Dislocated Worker	<p>1. Inconsistency with Service Activity dates and supporting case notes or documentation. Response: Service activities in the file have a supporting case note, but going forward service activity dates and supporting case notes will be consistent</p>
<p><u>Natasha Hairston</u></p> <p>Danville Workforce Ctr. CM: Monica Beard</p>	142416	Dislocated Worker	<p>1. Inconsistency with Service Activity dates and supporting case notes or documentation. Response: Service activities in the file have a supporting case note, but going forward service activity dates and supporting case notes will be consistent.</p>
<p><u>Desiree Hairston</u></p> <p>Danville Workforce Ctr. CM: Monica Beard</p>	721028	Dislocated Worker	<p>1. Missing documentation for Criteria 1 for dislocated worker; list or letter from company and LMI data for separated occupation. Response: The client was eligible for Adult Worker services. The file was switched to an Adult Worker. Food Stamp documentation was already in file.</p> <p>2. Inconsistency with Service Activity dates and supporting case notes or documentation. Response: Can you please specify because service activities in file have a supporting case note, but going forward service activity dates and supporting case notes will be consistent.</p> <p>3. TABE assessment was not within the 60 day timeframe to be valid for enrollment. Response: The client was contacted constantly by case manager to complete Tab e assessment, but she failed to complete the assessment. Going forward assessments will be completed within the 60 day timeframe.</p> <p>4. A Food Stamp entitlement letter has been placed in file which is not needed for a dislocated worker, however, it appears that the client may have been switched to an Adult but there is not enough supporting information in case notes to explain the situation. Response: The client was switched to an Adult. Case note added to document</p>

<p><u>Joyce Davis</u></p> <p>Danville Workforce Ctr. CM: Melissa Griffin/Brian Satterfield</p>	327595	Dislocated Worker	<p><u>1.</u> The IEP does not reference assessments in goal determination. Response: A note was already placed in file stating all files enrolled prior to 3/6/13 reference assessments in case notes and state what assessments were given. The customer's file is in exit status and the IEP can't be changed. Going forward files will reference assessments given in the customer's IEP also.</p> <p><u>2.</u> Internship is not listed as a goal in the IEP. Response: Internship was already listed as a goal in the IEP. Documentation will be attached to Audit Report.</p>
<p><u>Carol Perkins</u></p> <p>Danville Workforce Ctr. CM: Brian Satterfield</p>	885671	Dislocated Worker	No Findings
<p><u>Susan McDowell</u></p> <p>Danville Workforce Ctr. CM: Monica Beard</p>	368366	Dislocated Worker	<p><u>1.</u> VOS activity end dates exceed Service Limitation dates. Response: Service was extended every thirty days to be in compliance with WIB regulations.</p> <p><u>2.</u> Case Notes have some lapses during early enrollment. Response: Going Forward contact will be made every 30 days as required.</p> <p><u>3.</u> WIB requires case notes entered into VOS system every 30 days. Response: Going Forward contact will be made every 30 days as required.</p>
<p><u>Octavia S. Allen</u></p> <p>Danville Workforce Ctr. Melissa Griffin</p>	715302	Adult	<p><u>1.</u> Missing documentation for Supportive Service payment/payments. Response: All ITA's in file have matching vouchers supporting dates on ITA's.</p> <p><u>2.</u> Supportive Service documentation in file does not match activity dates in the VOS system. Response: All ITA's were in VOS except for one for the customer's blood pressure kit. The ITA had a matching voucher for payment in file. The file has been exited and is in third quarter follow up. Changes can't be made to the file. Going forward supportive service documentation will match dates in VOS.</p>
<p><u>Ca-meidra White</u></p> <p>Danville Workforce Ctr. Monica Beard</p>	470105	Adult	<p><u>1.</u> Missing documentation-Labor Market Information to support Occupational Skills Training. Response: Labor Market Information from ONET already in file. Printed LMI from VOS and placed in</p>

			file.
<p><u>Latasha Coleman</u></p> <p>Danville Workforce Ctr. Melissa Griffin</p>	149385	Adult	<p>1. Missing VOS activity code for Supportive Services activity. Response: The file has been exited and is in second quarter follow up. Going forward Supportive Service codes will be added in VOS.</p> <p>2. Missing documentation for Supportive Service payment/payments. Response: All ITA's completed for Supportive Services have matching vouchers in file.</p> <p>3. Missing documentation-Labor Market Information to support Occupational Skills Training. Response: Labor Market Information from ONET already in file. Printed LMI from VOS and placed in file.</p> <p>3. Missing documentation-Training curriculum. Response: Placed training curriculum in file.</p> <p>4. Client file documentation does not match all VOS activity dates in the system. Response: The file has been exited and is in second quarter follow up. No changes can be made. Going forward documentation in file will match activity dates in VOS.</p>
<p><u>Ronald Gregory</u></p> <p>Danville Workforce Ctr. Melissa Griffin</p>	610578	Adult	<p>1. VOS activity end dates exceed Service Limitation dates. Response: Service was extended every thirty days to be in compliance with WIB regulations.</p> <p>2. The IEP does not reference assessments in goal determination. Response: A note was already placed in file stating all files enrolled prior to 3/6/13 reference assessments in case notes and state what assessments were given. The customer's file is in exit status and the IEP can't be changed. Going forward files will reference assessments given in the customer's IEP also.</p> <p>3. Missing date of birth information for Citizenship verification. Verification documentation was listed but did not include information needed off of the documentation to verify criteria. Response: Date of birth listed on form for citizenship verification.</p>
<p><u>Chantelle Reed</u></p> <p>Danville Workforce Ctr. Melissa Griffin</p>	1122801	Adult	<p>1. Missing documentation-"Basic Skills-TABE, Work Keys etc., and successive TABEs to show progression if applicable." Response: TabE Test was completed by Adult Education and already in customer's file. Scores were highlighted in file. Customer scored 12.9+ in reading and math.</p> <p>2. The IEP does not reference assessments in goal</p>

			<p>determination. Response: A note was already placed in file stating all files enrolled prior to 3/6/13 reference assessments in case notes and state what assessments were given. The customer's file is in exit status and the IEP can't be changed. Going forward files will reference assessments given in the customer's IEP also.</p> <p>3. Missing documentation-Training curriculum. Response: Placed a copy of the training curriculum in the file. A copy will be attached to the Audit Report also.</p>
<p>Kimberly Poke</p> <p>Danville Workforce Ctr. Brian Satterfield</p>	377333	Adult	<p>1. The IEP does not reference assessments in goal determination. Response: A note was already placed in file stating all files enrolled prior to 3/6/13 reference assessments in case notes and state what assessments were given. The customer's file is in exit status and the IEP can't be changed. Going forward files will reference assessments given in the customer's IEP also.</p> <p>2. The IEP does not reflect Work Experience activities and listing of skill achievements and goal expectations. Response: Internship was already listed as a goal in the customer's IEP. Documentation will be attached to Audit Report.</p>

Robert James	651295	Out-of-School	1. Missing documentation-Provision support of any 10
PCCA Danville Youth Jack White		Youth CLOSED No Changes can be made to VOS	<p>elements. The client had no GED and scored low on Math and Reading. He was placed in the Adult Education program. The Participant received Alternative Secondary Education.</p> <p>2. The ISS does not reference assessments, career goals, and provision of any of the 10 elements in goal determination. The ISS reference Alternative Secondary Education.</p> <p>3. VOS activity codes have been entered into system without documentation in client file to support activity. Activity code service dates do not match documentation in client file. This client was entered in CORE training and he did not finish this training. Staff will be monitored closer to prevent this from happening in the future.</p> <p>4. OSY with no post TABE given to client prior to exit. After being enrolled in the program the client refused to continue, any further services. Going forward I will ensure client completes TABE as required by program guideline.</p>
Chelsea N. Davis	935097	Out-of-School Youth	<p>1. Missing documentation –Careerscope- Currently all OSY youth are receiving forward Career Scope.</p> <p>2. The ISS does not reference assessments in goal determination. Staff have received additional training and ISS will reference assessments in goal determination.</p> <p>3. The ISS has not been updated every 90 days to reflect progress. CM failed to contact client regularly Manager will monitor staff more to ensure the ISS is updated every 90 days.</p> <p>4. Missing VOS activity codes for Supportive Service activities. Manager will work closer with staff to make sure codes are entered accurately.</p> <p>5. Missing documentation – Needs Determination form. Manager will work closer with staff to make sure documentation is in file. The additional financial analysis will be completed as required.</p> <p>6. Work Experience—Contract is missing; statement of work, description of job duties, tools and safety equipment used, and performance documentation. ISS does not list the skills that will be obtained from the Work Experience. Missing timesheets. Missing sign off sheets for receipt of payments to participant. Client never participated on a paid worksite.</p> <p>7. VOS activity codes have been entered into system without documentation in client file to support activity. Activity code service dates do not match documentation in client file. Missing Supportive Service code for payment of Certified Nurse Aide Licensure. Activity Codes were entered incorrectly and Supportive Service was missed. Manager will</p>
PCCA Danville Youth Yolanda Mounkaila			

			<p>work closer with staff to make sure codes and documentation is in file.</p> <p>8. OSY with no post TABE given to client prior to exit and no Lit/Num goal entered into system. Client was given post-TABE but CM did not document correctly. Errors with Lit/Num have been addressed with the WIB. Moving forward, Lit/Num will be very closely monitored at all levels.</p>
<p><u>Kiara Bethel</u></p> <p>PCCA Danville Youth Yolanda Mounkaila</p>	1565020	Out-of-School Youth	<p>1. EEO/Grievance form is incomplete. EEO/Grievance form is complete and is currently in file. Was already in file.</p> <p>2. Missing documentation – Low Income Verification information or Social Services document for public assistance. Youth was enrolled as a 19 year old and family of one with no income. Participant was not receiving SS.</p> <p>3. Missing documentation – Family size verification or Social Services document for public assistance.. Youth was enrolled as a 19 year old and family of one with no income.</p> <p>4. Missing documentation – Work Readiness assessment. Client did not participate in work readiness training.</p> <p>5. Missing documentation – Work Readiness post-test. Youth did not participate in work readiness training.</p> <p>6. The ISS has not been updated every 90 days to reflect progress. ISS is not updated due to youth refused to participate after a month in program. Could not be located.</p> <p>7. Some VOS codes need to be removed due to not matching information in client file. Case has been closed.</p> <p>8. VOS activity dates do not match information in client file. Files will be monitored closer by manager to avoid system and file errors.</p> <p>9. Missing documentation – VOS closure printouts. VOS closure printouts are in the file</p>
<p><u>Jarius Carey</u></p>	1625331	Out-of-School Youth	<p>1. EEO/Grievance form is not in the correct order in the client file. Grievance forms have been placed in the correct order.</p> <p>2. Missing documentation—Careerscope Career Scope is in client’s file.</p> <p>3. The ISS has not been updated every 90 days to reflect progress. Client’s ISS was updated incorrectly. Manager will review files more frequent for accuracy.</p> <p>4. There are missing VOS service activity codes for activities that have been documented in client’s file. Manager will review file and system more frequent for accuracy.</p> <p>5. Activity service code dates entered into VOS do not</p>

<p>PCCA Danville Youth Yolanda Mounkaila</p>			<p>match documentation that is included in client file Manager will review file and VOS more frequent for accuracy. 6.No VOS service activity codes are showing open in system and some activities have been soft exited due to no activity by CM.VOS service codes were entered incorrectly. System closed occurred due to no actual begin dates only projected dates so when CM tried to close out was not able to do so due to not having the authorization to make these changes. VOS corrections will be requested. Manager will review file and system more frequent for accuracy. 7.Missing documentation—TABE testTABE test is in the file 8.Enrolled as family of 1 with no income. Case note reflects that client lives with mother. Client has provided taxes for 2012 but no work information for January 2013. Also, no work information for January 2013 is in client file. Youth was not employed at time of registration and had no income after the 2012 taxes.</p>
<p><u>Tevin T. Glass</u></p> <p>PCCA Danville Youth Patricia Alderson</p>	<p>961491</p>	<p>Out-of-School Youth Client has been exited.</p>	<p>1. EEO/Grievance form is not in the correct order in the client file. EEO/Grievance form is in the file in the correct order. 2. Missing documentation—Low Income Verification and Family Size Verification Low income Verification and Family Size Verification are in file. 3. Missing documentation—Careerscope Document has been added to file. 4. ISS--The ISS has not been updated every 90 days to reflect progress, does not have appropriate education/career goals, does not reference assessments, does not address any of the 10 elements, and does not match VOS service activities that have been entered into system. Manager will monitor files closer to make sure information is entered according to policy. 5. Work Experience—Missing signatures and dates on contract, missing list of competencies that will be learned, missing timesheets, missing performance evaluation, and missing sign off sheets from participant showing receipt of payments. The Worksite Agreement is in the file with required signatures and dates including competencies to be learned. Client only worked 3 days and only 1 of those was a full day. He then walked out of the job with the explanation that “the job is not for me”. No performance</p>

			<p>evaluation was done. He received 1 check but did not sign for it</p> <p>6. Activity service code dates entered into VOS do not match documentation that is included in client file. Manger will document file and VOS to ensure accuracy.</p> <p>7. Lease that is included in file is in the name of Bessie Davis, not sure who Ms. Davis is and what her relation is to the client. Ms. Davis also receives SNAP which was used for verification of client's income, however none of the other occupants of the household are entered on form Ms. Davis is Tevin's mother and he was staying at her house. At initial enrollment he was asked if he was in a household that received food stamps and he answered yes. His mother's SNAP benefits information was obtained. However, it was learned that he was receiving food stamps in his own name and that he was his sole support, only sleeping in his mother's home. The lease agreement and her SNAP information were removed from the file several months ago and Tevin's information inserted.</p> <p>8. ISS goal needs more description. Goal was entered inadequately but moving forward will be more descriptive.</p>
<u>Janequa J. Henry</u>	1370653	<p>Out-of-School Youth</p> <p>CLOSED</p> <p>No Changes can be made to VOS</p>	<p>1. Missing documentation-Eligibility verification checklist. This form was in the file but under wrong flap It was placed in Other Paperwork. Moving forward ALL files will have eligibility verification checklist in the proper place.</p> <p>2. Missing documentation-Low Income Verification The Food stamp was placed in the file. We now have to get a document or verification that the client's name is on the mother's SNAPbenefits This verification has been requested from DSS and will be added to the file as soon as it is received.</p> <p>3. Missing documentation-Family Size Verification This Client was over 19 and no job or income, so she was enrolled as a family of one.</p> <p>4. Missing documentation-Provision support of any 10 elements She was brought in with low math scores on her TABE. She was to increase her academic skills and get Work Readiness skills. She got her CRC certificate and got a job immediately.</p> <p>5. Missing documentation-Careerscope The Career scope was not taken. All Out Of School youth will take the Career Scope as part of enrollment.</p> <p>6. Missing documentation-Work Readiness pre and post test Before she could be scheduled for a Work</p>

<p>PCCA Danville Youth Jack White</p>			<p>Readiness Class, Janequa got employment at Marshall's.</p> <p>7.The ISS does not reference assessments, career goals, and provision of any of the 10 elements in goal determination.Janequa found employment right after being enrolled and said she didn't have the time for her Case Manager sessions. Manager will monitor more frequent to ensure correct and timely data is entered.</p> <p>8.Work Experience—VOS activity codes do not match documentation in file. Contract is missing; statement of work, description of job duties, tools and safety equipment used, and performance documentation. ISS does not list the skills that will be obtained from the Work Experience. Missing timesheets. Missing sign off sheets for receipt of payments to participant The client found this employment on- her- own, this was not a Work Experience.</p> <p>9. Case Notes—Initial case note does not describe the reason and process for enrollment. Some notes have more than a 30 day gap between customer contacts. WIB requires a contact with clients every 30 days while active in the program. Case Managers have received additional training and Manager will review files more frequently for accuracy.</p> <p>10. VOS activity codes have been entered into system without documentation in client file to support activity. Activity code service dates do not match documentation in client file. Activity codes do not follow the guidelines for VWL#11-02; VOS definitions and limitations. Missing codes for Incentive payments. There was some confusion by staff as to what activity code was to be used for workshops and the dates were reported late. Staff has received training and guidance and are now clear.</p> <p>11. Missing documentation-TABE test According to TABE administrators TEST cannot be placed in files. However, TABE information sheets with signatures and Score sheets with grades are being placed in files.</p> <p>12. No Case Manager Assigned in VOS system. Case manager has been assigned.</p>
<p><u>Rachetta Hightower</u></p>	<p>1389017</p>	<p>In-School Youth</p> <p>FOLLOW_UP No Changes can be made to VOS</p>	<p>1.The ISS does not reference assessments, career goals, and provision of any of the 10 elements in goal determination. Participant was enrolled in teen GED secondary alternative secondary education. Current staff is receiving training and manager will be monitoring files to ensure files are in compliance.</p> <p>2. The ISS has not been updated every 90 days to reflect progress. Forms has been placed in the file in the Service Strategy section, to be filled out and</p>

PCCA Danville Youth Jack White			<p>services are continued or updated every 90 days.</p> <p>3. More than 30 day lapse between case notes and customer contacts. The 1 note missed was February 2012 Staff now use VOS to set warning and reminders. Each client is contacted or an attempt to contact being made.</p> <p>4. WIB requires case notes and customer contacts every 30 days. See response 3.</p> <p>5. Forms included in file are not WIB approved and do not include contractor information. Old forms are no longer being used.</p> <p>6. Missing dates on eligibility documentation. All dates are on all eligibility documents. Manager will monitor files more frequently to make sure documentation is in files.</p>
<u>David Lewis</u> PCCA Danville Youth Jack White	1621732	In-School Youth In Follow-UP No changes can be made to VOS	<p>1. The ISS does not reference assessments, career goals, and provision of any of the 10 elements in goal determination. Participant was enrolled in teen GED secondary alternative secondary education. Current staff is receiving training and manager will be monitoring files to ensure files are in compliance.</p> <p>2. The ISS has not been updated every 90 days to reflect progress. Staff have received training and managers are monitoring files more frequent for accuracy.</p> <p>3. Missing documentation – Sign off sheets for Incentive payments that were received. The incentivewas for receiving his GED. The GED is attached to the invoice in the Other Papers Section. Check receipt form was signed and in the file.</p> <p>4. Missing documentation – Employment/School status The employment school status was put into VOS at closing and is updated with the follow up notes.</p>
<u>Tymel Weeks</u> PCCA Danville Youth Jack White	1634342	In-School Youth ACTIVE Get verification from Jackie	<p>1. Missing documentation – In School Verification Power School verification is in the file.</p> <p>2. The ISS does not reference assessments, career goals, and provision of any of the 10 elements in goal determination. Staff has received additional training and managers will monitor files to ensure services are documented.</p> <p>3. The ISS has not been updated every 90 days to reflect progress. Managers will be monitoring files more frequent to ensure files are updated</p> <p>4. Missing documentation – Case note states that sister has guardianship of youth participant and there is no document in file to verify this information. POSSIBLY INELIGIBLE FOR ENROLLMENT. Court papers from family court of New York stating that Tymel's Sister Shatisha Brown was given legal Guardianship. In file</p>
<u>Serenia Conway</u>	1493299	In-School Youth	1. Missing documentation – In School Verification

<p>PCCA Danville Youth Yolanda Mounkaila</p>		<p><i>Get verification from Jackie</i></p>	<p>Power School verification form is in the file. 2. The ISS does not reference assessments, career goals, and provision of any of the 10 elements in goal determination. Participant enrolled in Alternative Secondary Education. 3. The ISS has not been updated every 90 days to reflect progress. Staff has received additional training and managers will monitor files more frequent to ensure services are updated. 4. Missing documentation – Supportive Service determination form. Client did not receive any supportive services received payment for incentives. 5. Missing VOS code – Supportive Service Client did not receive any supportive services 6. VOS service codes are missing and/or do not match information in client file including date of service provided. Also, codes have been system closed due to inactivity by the case manager Managers will be reviewing files more frequent to check for accuracy. 7. Payment provided states; \$100 wages, no supporting documentation to explain what payment was issued for. Youth did not work. \$100 is for incentive not wages. A sign-in sheet for the workshop is attached to voucher.</p>
<p><u>Alexandra Perkins</u> PCCA Danville Youth Jack White</p>	<p>1460153</p>	<p>In-School Youth FOLLOW-UP No Changes can be made to VOS</p>	<p>1. Missing documentation – Right to Work verification Right to work was verified by Social Services. Moving forward, the Birth Certificate will be used for the right to work verification 2. Incomplete documentation – Family size verification information in file does not match information in VOS system and case notes. This client was put in with a with a letter from school stating this client was more than 2 years behind in school and in the classification for drop out. The participant’s Sister was receiving Food Stamps. Staff called the Social Services Worker and she verified that Lindsay Moore was getting SNAP for herself, Alexandra, and her child. The Telephone Verification form was placed in the file. Moving forward the Social Service Verification form will be given to the parents of the youth to verify food stamps or SSI and family size. 3. The ISS does not reference assessments, career goals, and provision of any of the 10 elements in goal determination The client is attending Teen GED to get her GED. (Alternative Secondary Education) Moving forward, the ISS will be based on assessments, career goals and what element or elements has been used to addresses the needs of the client.</p>

			4. Verification used in VOS for receiving Food Stamps does not match information that is in file. Please see Response #2
Aasan Bethel	1393971	In-School Youth	<p>1. Missing documentation—Proof of Guardianship for minor child. Verification through DSS. Moving forward a proper form will be placed in files other than telephone verification.</p> <p>2. Missing documentation—In School Verification Moving forward in/school verification form will be utilized other than telephone verification</p> <p>3. Missing documentation—Age Verification Age verification information was verified by school transcript and birth certificate number.</p> <p>4. Missing documentation—Low Income Verification Verification through DSS. Moving forward a proper form will be placed in files other than telephone verification.</p> <p>5. Missing documentation—Family Size Verification Verification through DSS. Moving forward a proper form will be placed in files other than telephone verification.</p> <p>6. Missing documentation—Careerscope We were not aware Careerscopes needed to be provided to all in-school youth.</p> <p>7. Missing documentation—ISS Goals were establish for client and no ISS; moving forward ISS will be utilized for in/school youth</p> <p>8. There are none of the 10 elements documented in the file or the ISS. The 10 program elements were listed i in the clients file. The youth has been informed that elements should be documented in the ISS.</p> <p>9. Missing documentation—signed receipts for payments made to client. Signed receipts are in clients file.</p> <p>10. Activity service codes entered into VOS do not match documentation that is included in client file. Files are being monitored closer and more frequent by manager to reduce errors.</p> <p>11. Work Experience—VOS activity codes do not match documentation in file. Contract is missing; statement of work, description of job duties, tools and safety equipment used, and performance documentation. ISS does not list the skills that will be obtained from the Work Experience. Missing timesheets. Missing sign off sheets for receipt of payments to participant. Old worksite agreement contract in file; moving forward new contract will be utilized for all clients. New form will list all of the above missing information. All timesheets to CM visibility are in the file.</p> <p>12. Case Notes—Missing initial case note that</p>
PCCA Danville Youth Yolanda Mounkaila			

		<p>describes the reason and process for enrollment. Some notes have more than a 30 day gap between customer contacts. WIB requires a contact with clients every 30 days while active in the program. CMs has received additional training and Managers has discussed with them and provided guidance on "Good Case management". Managers will continue to working with CMs to make sure files are in compliance</p> <p>13. An "F" service activity code was used in the VOS system, however case notes indicate that client lives out of town and that CM is unable to reach them by phone. F code was used as follow along for following up to prevent youth from being soft exited without a positive hit. Staff was in contact with the new high school and the old high school.</p> <p>14. VOS activity codes have been entered into system without documentation in client file to support activity. Activity code service dates do not match documentation in client file. Activity codes do not follow the guidelines for VWL#11-02; VOS definitions and limitations. Managers will be reviewing files more frequently to ensure files are in compliance.</p>
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Please provide the West Piedmont Workforce Investment Board with a detailed written corrective action plan within 30 days from receipt of this report, that will correct the items identified and bring all files in compliance with eligibility requirements and explain your future procedures in relation to preventing concerns or findings of this nature.

Kathy Barton

Date: _____

Regional Program Manager

West Piedmont Workforce Investment Board