

**PROGRAM:** Henry Co In School Youth

**MONITOR:** Kathy Barton / West Piedmont Workforce Investment Board

**OPERATOR:** Henry County Public Schools

**TIME:** 4th Quarter PY 2012

## **Henry County Public School – In 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 In School Youth program operated by Henry County Public Schools, located at the Center for Community Learning, Martinsville, VA.

During the program quarter, WPWIB staff reviewed 6 files out of the currently active In 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 Henry County In School Youth Program, located at 340 Ridgedale Drive, Martinsville, 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 Henry County. I observed the location to be very customer friendly with a structured layout that allowed 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. The In School Youth program offers a dedicated area for WIA case managers and their clients to conduct activities and business transactions in a secure and friendly environment with site visits being made to the area High Schools on a consistent weekly basis and also has a close working relationship with the Martinsville/Henry County Virginia Workforce Center location to include their staff and partners.

In the files that were reviewed, WIB staff found that overall eligibility determination for the Adult and Dislocated Worker Programs is consistent, with minor issues and the operator has procedures in place to maintain state and local compliance. In addition, file maintenance was determined to be excellent and the file structure was neat, consistent and well maintained.

In the files that were reviewed for the In-School Youth programs, WIB staff identified minor issues with eligibility determination, recruitment processes, and follow-up procedures and activities. These issues will be addressed through training from the Operator and training from WIB staff.

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 3<sup>rd</sup> 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>Makayla Bassett</u>  Henry County Public Schools India Brown	1432019	In School Youth	<ol style="list-style-type: none"> <li>1. Intake/Administration-Parent signature missing on application, Consent for Information form is incomplete, Missing Eligibility Checklist in file.</li> <li>2. Income Eligibility-Missing documentation for verification of family size.</li> <li>3. 10 Elements-Missing verification documentation of provision of any of the 10 program elements.</li> <li>4. ISS-Parent signature missing on document, missing descriptions in goals to include; reference to assessment results, inclusion of 10 elements, corresponding activity services, has not been updated according to policy with customer and update form.</li> <li>5. Case Notes-more than a 30 day lapse between some notes and customer contacts, WIB requires that a contact and case not be made every 30 days while client is active in program.</li> <li>6. Misc.-Activity service codes open and closed with same date, some documents in file are incomplete.</li> </ol>
<u>Misty Thomas</u>  Henry County Public Schools India Brown	1491545	In School Youth	<ol style="list-style-type: none"> <li>1. Intake/Administration-Missing signatures on application, missing Eligibility checklist in file.</li> <li>2. ISS-Signatures missing on document, missing descriptions in goals to include; reference to assessment results, inclusion of 10 elements, corresponding activity services, has not been updated according to policy with customer and update form.</li> <li>3. Misc.-Some forms are incomplete.</li> </ol>
<u>Richard Dunford</u>  Henry County Public Schools India Brown	1590544	In School Youth	<ol style="list-style-type: none"> <li>1. Intake/Administration-Missing signatures on application, Eligibility Checklist is incomplete</li> <li>2. ISS- Signatures missing on document, missing descriptions in goals to include; reference to assessment results.</li> <li>3. Case Notes- more than a 30 day lapse between some notes and customer contacts, WIB requires that</li> </ol>



Henry County Public School India Brown			being conducted with client. 6. Misc.-Client has an IEP and was processed as a family of 1, however there is no record of family income information to determine if he needed to be counted as a family of 1.
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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, which 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

## Response to Audit Report

### Program Audit Year 2011-12 4th Quarter

Henry County Public Schools is committed to providing programs that are in compliance with policies and procedures set for program participation. Please note below the plan for full compliance to be implemented.

1. Staff and leadership changes occurred between the 2011-12 school year and the present 2012-2013 school year. During the change, consistent participant registration and program enrollment procedures have been implemented. Strict adherence to the program participant registration process has been achieved. Special focus has been placed on obtaining the required signatures and program documentation.
2. Weekly participant record audits will be used to improve current record maintenance procedures.
3. Changed in program location has allowed for a change in program coordination. The programs are now physically located at Henry County Public School's Center for Community Learning at 340 Ridgedale Drive in Henry County, Virginia. These programs are now under the administrative jurisdiction of the CCL staff. Stricter adherence to program requirements has been established.
4. An attached calendar of events for students enrolled in the In-School Youth Program is provided. These events cover the remainder of the 2012-2013 school year. These programs are designed to meet the goals set forth by the WIA participation contract.

