

PROGRAM: Patrick Co Adult / Dislocated Worker / Out of School Yth / In School Yth

MONITOR: Kathy Barton / West Piedmont Workforce Investment Board

OPERATOR: Patrick County Public Schools

TIME: 4th Quarter PY 2012

Patrick County Virginia Workforce Center Satellite Office and Patrick County High School – Adult, DLW, Out of School Youth, and 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, Adult, Dislocated Worker, Out of School Youth, and In School Youth programs, operated by Patrick County Public Schools, located at the Patrick County Virginia Workforce Center Satellite location and Patrick County High School located in Stuart, VA.

During the program quarter, WPWIB staff reviewed 24 files consisting of 6 Adult, 6 Dislocated Worker, 6 Out of School Youth, and 6 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 Patrick County Virginia Workforce Center Satellite, located at 108 East Blue Ridge Street, Stuart, 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 Patrick County. 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. The In School Youth program operated at the Patrick County High School, located at 215 Cougar Lane, Stuart, VA. offers a dedicated area for WIA case managers and their clients to conduct activities and business transactions in a secure and friendly environment and has a close working relationship with the Patrick County Virginia Workforce Center Satellite 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 are consistent and accurate and the operator has procedures in place to maintain state and local compliance in both Patrick County locations. In addition, file maintenance was determined to be excellent in each respective office. The file structure was neat, consistent and well maintained.

In the files that were reviewed for the In-School Youth programs and the Out-of-school Youth programs, WIB staff identified minor eligibility issues. In the In School Youth program there were minor issues with operations and documentation to include 2 consecutive years of most enrollments occurring during summer break with incomplete files and Work Site agreements and indications that the activity was the only one offered to the client from the 10 program elements. Also, there were indications that the In School program was not being operated on a year round basis but rather on a school employee

contract basis which is not allowable under WIA regulations. 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 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>Lillie Thomas</u> Patrick County Sherry Montgomery	1241280	Adult	<u>1.</u> Misc.-Case note states this is approved for Adult. All services are entered as adult, however application shows enrollment as a DLW with TRADE paying for training. Add case note to explain enrollment.
<u>Blake Strickland</u> Patrick County Sherry Montgomery	1551654	Adult	<u>1.</u> Followup-No documentation in file to support provision of F11 VOS activity service.
<u>William Plunkey</u> Patrick County Sherry Montgomery	1107961	Adult	<u>1.</u> Followup-No documentation in file to support provision of F11 VOS activity service.
<u>Shannon Sigmon</u> Patrick County Sherry Montgomery	1362044	Adult	No Findings
<u>Shannon Penn</u>	1559852	Adult	No Findings

Patrick County Sherry Montgomery			
<u>Joan Nowlin</u> Patrick County Sherry Montgomery	137759	Adult	No Findings
<u>Johnnie Catron</u> Martinsville/Henry County Mitzi Finney	1377659	Dislocated Worker	No Findings
<u>Darrel Hundley</u> Patrick County Sherry Montgomery	1244456	Dislocated Worker	No Findings
<u>Nacole Gusler</u> Patrick County Sherry Montgomery	1148807	Dislocated Worker	No Findings
<u>George J. Kerce</u> Patrick County Sherry Montgomery	772604	Dislocated Worker	<u>1.</u> Intake/Administration-Eligibility Checklist or Application is not signed.
<u>Lisa A. Spencer</u> Patrick County Sherry Montgomery	1242678	Dislocated Worker	<u>1.</u> VOS-some activity services do not follow the service limitations guidance issued by the state. <u>2.</u> Misc.-Supportive Services worksheets do not match invoices in client file, GED activity closure date should be changed to match documentation in client file, application is completed as an adult instead of a DW and a case note should be entered for explanation.
<u>Serena L. Maddox</u> Patrick County Sherry Montgomery	1534303	Dislocated Worker	<u>1.</u> Closure/Exit-case note indicated that client informed case manager of employment, however information has not been entered into system. <u>2.</u> VOS-some activity services do not follow the service limitations guidance issued by the state.
<u>Jennifer Poff</u> Patrick County Kristi Curry	1590547	Out of School Youth	No Findings
<u>Cory Goad</u> Patrick County Kristi Curry	663731	Out of School Youth	No Findings
<u>Rachel Frazier</u> Patrick County Kristi Curry	1440620	Out of School Youth	<u>1.</u> ISS-more detail is needed in goal descriptions and objectives <u>2.</u> Work Readiness is needed with pre and posttest.
<u>John Hadley</u> Patrick County Kristi Curry	1432019	Out of School Youth	<u>1.</u> ISS-more detail is needed in goal descriptions and objectives

<u>Theresa Turner</u> Patrick County Kristi Curry	1408181	Out of School Youth	1. ISS-more detail is needed in goal descriptions and objectives
<u>Christopher J. Reynolds</u> Patrick County Kristi Curry	1496793	Out of School Youth	1. Work Readiness is needed with pre and posttest.
<u>Brittany Pack</u> Patrick County High School Teresa Rakes	1559436	In-School Youth	1. Assessment-Missing VOS activity code for testing.
<u>Jeremiah Lester</u> Patrick County High School Teresa Rakes	1572888	In-School Youth	1. Assessment-Missing VOS activity code for testing.
<u>Corey Hammond</u> Patrick County High School Teresa Rakes	952794	In-School Youth	1. Income Eligibility-Missing Social Services verification.
<u>Shaine Eckrote</u> Patrick County High School Angela Owens	950172	In-School Youth	1. Intake/Administration-Eligibility Checklist is missing 2. General Eligibility-Birth Certificate Verification is not in file. 3. Case Notes-more than 30 day lapse between case notes and customer contact, WIB requires that contact with client and case note be conducted every 30 days while client is active in program. 4. VOS-Service Activity code provided without supporting documentation in file (402) 5. Misc.-5% window is marked as yes and client does not qualify for this category, youth facing serious barriers to employment (5% exception) with no explanation, verification for family size in VOS has applicant statement and file has telephone verification, VOS activity codes have been "system closed".
<u>Rebecca Garland</u> Patrick County High School Angela Owens	1503721	In-School Youth	1. Assessments-Missing assessments in file 2. ISS-None of the 10 elements were addressed in any of the goals, does not list competencies to be gained from Work Experience. 3. Supportive Services-missing needs assessment for provision of service, missing VOS activity code for service provided. 4. Case Notes-more than 30 day lapse between case notes and customer contact, WIB requires that contact with client and case notes be conducted every 30 days while client is active in program. 5. VOS-service activity codes do not match documentation in client file. 6. Misc.-Service activity code 412 was entered into VOS but there are no assessments in client file.
<u>Dustin Kurek</u>	1447195	In-School Youth	1. Intake/Administration-Missing Eligibility checklists

Patrick County High School Angela Owens			<p>2. General Eligibility-Missing Social Security verification.</p> <p>3. Assessments-Missing documentation</p> <p>4. ISS-Missing signature of guardian or parent, goals do not reference assessments in plan or goals for individual, work experience is not listed in goals.</p> <p>5. Work Readiness-Missing attendance sheets, missing pre and posttest.</p> <p>6. VOS-some supporting documentation is missing in client file that supports all service activity codes.</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, 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

October 23, 2013

To: Kathy Barton, West Piedmont Workforce Investment Board

I would like to take this opportunity to thank the West Piedmont Workforce Investment Board monitoring team for visiting the Virginia Workforce Center – Patrick County to view the files and assist the staff in following the guidelines of the local and state policy measures. The VWC-PC takes great pride in serving/assisting job seekers in becoming self-sufficient and successful in meeting their goals.

The following list is files that were monitored and how the concerns have been corrected:

- Lillie Thomas – 1241280 – Adult
 - Concern 1- The case notes in reference to the concern that the monitoring committee has shown was entered on 12/01/10.
- Blake Strickland – 1551654 – Adult
 - Concern 1- Follow up service F11 was entered on 2/13/13 and case notes stating that follow up was being conducted was entered on 2/13/13. Case note entered on 2/20/13 states that telephone verification was completed on 2/14/13 with the company. Telephone verification is enclosed in file on 2/14/13. When used F11 there was no follow up box available to enter data and we wanted to document it some way. Please give guidance if doing incorrectly.
- William Plunkey – 1107961 – Adult
 - Concern 1- Follow up service F11 was entered on 2/13/13 & 5/2/13 (1st Quarter Follow up). Case note entered on 5/2/13 explains the follow up attempts were made several different ways, but were done unsuccessfully. Case note entered on 5/7/13 explaining how attempts to capture follow up information were made, but again they were unsuccessful. Case note entered on 5/29/13 Employment verification was made and entered into VOS as successfully finding employment. When used F11 there was no follow up box available to enter data and we wanted to document it some way. Please give guidance if doing incorrectly.
- George J. Kerce – 772604 – DW
 - Concern 1 – Eligibility Checklist has been completed and entered into file on 7/10/13.
- Lisa A. Spencer – 1242678 – DW
 - Concern 1 – Activity services follows state guidelines. Refer to case notes as that are the only place that tells/shows the services being extended or updated.
 - Concern 2 – Fixed and completed in file. Went through all worksheets and invoices matched up, found mistakes and corrected.
 - GED activity closure date – At training by state case managers were instructed to not have any open services that WIA was not paying for. Client's GED training was provided by Trade Act. In previous years WIA had paid for GED training and that is why it had been a practice to enter that service with all clients in GED training. If you need more

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Virginia Workforce Center – Patrick County

Taylor Blankenship (VAI479454) DLW:

1. Missing date beside signature – Dated and will view files more carefully in future.
2. Missing most current printout of VOS activity screen – Printed and placed in file will view files more carefully in future.
3. Trade co-enrollment documentation incomplete; missing LMI (unlikely to return) data analysis – Didn't need do to using category 3 (is required for 1 & 3 only)

Isaac Janey (VAI217969) DLW:

1. Missing most current printout of VOS activity screens- Printed and placed in file will view files more carefully in future.
2. Name that is listed on Selective Service verification letter is different than name that is shown on driver's license and SS card. Also, case manager used the internet web site address for verification source in VOS and the selection should actually be: Selective Service Acknowledgement Letter. – Printed new verification from Selective Service site with correct information. Will view information more carefully in future.
3. TABE assessment and Score sheet needs to be signed by administrator and dated for validity of person responsible for scoring tests – TABE was administered by Martinsville and Henry County Adult Ed and in reviewing the file when transferred to VWC – Patrick County it was not seen. VWC-PC will review fill closer when transfer is made from other centers.
4. IEP goals do not reference skill deficiencies and skills to be gained from internship training including a goal for internship – Have received training on how to do IEP's and set the goals correctly for customers. I going forwards will be done correctly.
5. Client signature is missing on the time sheet for 9-12-11 thru 9-16-11 for internship at Basic Lined – Time sheets will be reviewed closer by case manager and manager when doing internships.
6. Work Site Agreement is missing staff signature for evaluation for Martinsville/HC Parks and Rec. – That was not seen when file was transferred to VWC-PC, files will be reviewed closer when transferred from other centers.
7. Occasional instances of more than a 30 day gap in case notes. WIB policy requires case notes every 30 days for all enrolled clients – Case Manager was not aware of 30 day policy on case notes – have attempted monthly contacts based on need of client. Will set alerts in VOS to do case notes every 30 days.
8. First follow-up quarter after exit was completed 30 days past the end of quarter, and first and second quarter were completed on the same day. – No box had generated to do follow up see notes on 6/14/12 and 7/31/12. 8/27/12 updated due to deceased.

9. WIA case manager signature was missing on signature sheet for check #70983 pickup. – Will view closer when files are being transferred from other centers. This was done at Martinsville and Henry County.

Barbara Milligan (BUZEGRL) DLW:

- 1- IEP does not reference assessments and their relation to the employment goals - Have received training on how to do IEP's and set the goals correctly for customers. I going forwards will be done correctly.
2. Occasional instances of more than 30 gap in case notes. WIB policy requires case notes every 30 days for all entering clients. – Case Manager was not aware of 30 day policy on case notes – have attempted monthly contacts based on need of client. Will set alerts in VOS to do case notes every 30 days.
3. First Quarter follow up after exit was completed 60 days past the end of the quarter – No box had generated see case notes on 2/28/12 & 5/23/12

Latisha Dillard (VAI197245) Adult:

1. Missing Signature; contractor/service provider user section: Grievance Resolution and Record of Understanding & Participant Contract Agreement – Forms were updated at VWC-Patrick County after file was transferred from Martinsville and HC.
2. Birth Certificate marked as verification source on VOS application; however, form that was used to document verification does not include the Birth Date of the client. Driver's License would have been sufficient verification in this category. – Have updated file and will review closer in moving forward.
3. TABE assessment and Score sheet needs to be signed by administrator and dated for validity of person responsible for scoring tests – TABE was administered by Martinsville and Henry County Adult Ed and in reviewing the file when transferred to VWC – Patrick County it was not seen. VWC-PC will review fill closer when transfer is made from other centers.
4. Verification of family size had two different documents with different numbers for household size. This client was enrolled thru PCCA at the Martinsville office. – File was updated on 5/10/12 due to transfer to VWC-PC, however, left as family size of 4 due to per family size/family income guidelines. Individual was dependent student and per applicant statement family size was listed at 4. Did not further verify due to not using income to determine eligibility. File was updated with Pell Grant and Food Stamp.

Joan Nowlin (VAI155199) Adult:

1. IEP updates have been signed by client or case manager – Some updates done by phone and later signed when client came into center.

Anna Tejada (VAI466130) Adult:

1. Data validation error; client received day care assistance past the end date in the VOS system – Service 180 closed 9/15/11 – See case notes 9/15/11 and 9/23/11.
2. Follow-up services were provided but case notes are not clear on what type of services the client received – See notes on 12/15/11 – was entered once employer verified employment.

Patrick County High School Monitoring Response for 4th Quarter PY 2012

In response to the concerns brought forth in the monitoring report for the In School Youth Program:

The In School Youth Program does see an increase in enrollment toward end of the school year. In a lot of cases, the participant has failed, or is in danger of failing, core classes. Often times, this is their “wake up call” to get help. The Summer Employment Program is also a big “draw” for our enrollment due to the economic situation in our area. However, no participant is, or has ever been, enrolled solely for this reason. Once enrolled, the participant is followed and worked with closely until they graduate.

The Case Managers’ contracts with the Patrick County Public School System are on a 10-month contract. However, at least one case manager oversees the summer program and works on a limited schedule as needed during the summer. All participants, as well as school personnel, are given the case manager’s cell phone number and are encouraged to call in case anything occurs on the days the case manager is not in the office.

All required corrections from the previous audit were completed and in files. Documentation of these corrections were sent in with the corrective action plan.

Following is the response to each file that was audited. Documentation for corrections made are attached, with the exception of copies of birth certificates due to the sensitive nature of these documents.

Sincerely,

Angela Owens

PCHS Workforce Co-coordinator

<p><u>Brittany Pack</u> Patrick County High School Teresa Rakes</p>	1559436	In-School Youth	<p><u>1.</u> Assessment-Missing VOS activity code for testing.</p>	<p>1. VA Wizard used - part of objective assessment code 412. SOL scores were also used. Documentation and service code are in file.</p>
<p><u>Jeremiah Lester</u> Patrick County High School Teresa Rakes</p>	1572888	In-School Youth	<p><u>1.</u> Assessment-Missing VOS activity code for testing.</p>	<p>1. SOL scores were used as part of objective assessment code 412. Documentation and service code are in file.</p>
<p><u>Corey Hammond</u> Patrick County High School Teresa Rakes</p>	952794	In-School Youth	<p><u>1.</u> Income Eligibility-Missing Social Services verification.</p>	<p>1. Participant was not receiving social services at time of enrollment. Social services form with this noted has been placed in file.</p>
<p><u>Shaine Eckrote</u> Patrick County High School Angela Owens</p>	950172	In-School Youth	<p><u>1.</u> Intake/Administration-Eligibility Checklist is missing <u>2.</u> General Eligibility-Birth Certificate Verification is not in file. <u>3.</u> Case Notes-more than 30 day lapse between case notes and customer contact, WIB requires that contact with client and case note be conducted every 30 days while client is active in program. <u>4.</u> VOS-Service Activity code provided without supporting documentation in file (402) <u>5.</u> Misc.-5% window is marked as yes and client does not qualify for this category, youth facing serious barriers to employment (5% exception) with no explanation, verification for family size in VOS has applicant statement and file has telephone verification, VOS activity codes have been "system closed".</p>	<p>1. Eligibility checklist was not copied from ARRA file. This has since been placed in regular file. 2. Copy of Birth certificate affidavit from school records was in file. Copy of Birth Certificate has since been placed in file. 3. Case notes will be reviewed and brought up to date. 4. Service code 402 (Other Youth Services) was used at the time (8-24-09 and 8-10-10) to indicate that the case manager was checking on him regularly in classes to monitor progress. Case notes and progress reports were in file. This service is no longer being used. 5. Participant is not 5% eligible, but question indicating 5% was marked as yes because of wording of question. Question reads "Participant behind grade level for age (5% window only)". Participant was behind grade level for age. This file is from 6-09. Case managers now understand to mark this question as "no" and to indicate behind grade level in the "Youth in Need of Additional Assistance" section. VOS correction was sent in to correct this. "Youth facing serious barriers to employment was marked because of his difficulties involving his disability (traumatic brain injury). Verification for family size was marked incorrectly. VOS correction was sent in to correct this. Correction request was sent in 10-22-2012 for VOS activity codes that were system closed. Another correction request has also been sent 11-14-13.</p>

<p>Rebecca Garland</p> <p>Patrick County High School Angela Owens</p>	<p>1503721</p>	<p>In-School Youth</p>	<p>1. Assessments-Missing assessments in file 2. ISS-None of the 10 elements were addressed in any of the goals, does not list competencies to be gained from Work Experience. 3. Supportive Services-missing needs assessment for provision of service, missing VOS activity code for service provided. 4. Case Notes-more than 30 day lapse between case notes and customer contact, WIB requires that contact with client and case notes be conducted every 30 days while client is active in program. 5. VOS-service activity codes do not match documentation in client file. 6. Misc.-Service activity code 412 was entered into VOS but there are no assessments in client file.</p>	<p>1. SOL scores were used as part of objective assessment code 412. Other assessments in file include: Younger Youth Work Readiness pre and post- tests, employability skills checklist and skills assessment. 2. Work experience and tutoring were 2 of the 10 elements addressed in the goals. The competencies to be gained are listed on the last page of the worksite agreement. 3. Case manager was advised by WIB staff to put in missing needs assessment with a note explaining why the form was put in file late. VOS activity code has since been put in system with a VOS correction for the dates. All other supporting documentation for this service was in file. 4. Case notes will be reviewed and brought up to date. 5. See #3. 6. SOL scores were used as part of objective assessment code 412. Documentation is in file.</p>
<p>Dustin Kurek</p> <p>Patrick County High School Angela Owens</p>	<p>1447195</p>	<p>In-School Youth</p>	<p>1. Intake/Administration-Missing Eligibility checklists 2. General Eligibility-Missing Social Security verification. 3. Assessments-Missing documentation 4. ISS-Missing signature of guardian or parent, goals do not reference assessments in plan or goals for individual, work experience is not listed in goals. 5. Work Readiness-Missing attendance sheets, missing pre and posttest. 6. VOS-some supporting documentation is missing in client file that supports all service activity codes.</p>	<p>1. Eligibility checklist is in file. 2. Social security documentation was copied from bottom of replacement birth certificate. The whole document was not copied at time because case managers were told not to copy birth certificates. This has since changed, so the whole document has been copied and placed in file. 3. Missing information is in objective assessment. 4. Original ISS was signed by parent. All others parent did not sign because participant was 18. The work experience is listed as an objective of his goal of paying off his restitution. 5. All time sheets are in file. Pre and post-tests were in section marked "Other". This has been moved to the "Assessment" section. 6. Supporting documentation for services is in file.</p>