

# Local Performance Improvement Plan:

Contracted Provider: Patrick County Public Schools

Program: Adult and Dislocated Worker

(Adult, Dislocated Worker, Youth Out of School, Youth In School)

Area: Patrick County

(Danville, Martinsville, Patrick County, Pittsylvania County, Henry County)

## **Purpose**

The purpose of this plan is to provide a description of how the service provider will improve enrollment numbers and deliver an increased number of services to our clients while adhering to prescribed performance obligations. In order to successfully complete the mission of the West Piedmont Workforce Investment Board, and to meet the performance measures mutually agreed upon by the WPWIB and the service provider, a dramatic increase in client enrollment and the provision of services is needed. This plan will detail measures that will be pursued by the service provider to identify and enroll new clients, and the plan for their enrollment in intensive program services. Documentation of each activity must be provided to the WPWIB each month by the 5<sup>th</sup> of the month.

Electronic submissions are acceptable and should be sent to Lisa Fultz at [lfultz@wpwib.org](mailto:lfultz@wpwib.org) with "PIP "Program Name", "Locale" – "Provider Name".

## **Technical Assistance**

If a Contracted Provider requests assistance from the WPWIB, the WPWIB will make technical assistance available. Technical assistance can include meetings, additional training on matters related to performance measures, outreach strategic support and assistance with data analysis.

Provider Name:

| Youth Direct Client Expense Descriptions  | Expenses through |               | Percent of Budget Used* |
|---|------------------|---------------|-------------------------|
|   | Jan. 31, 2014    | Annual Budget |                         |
| 820500 · Work Experience/Internships      |                  |               | #DIV/0!                 |
| 821000 · Other Supportive Services        |                  |               | #DIV/0!                 |
| 821500 · Compreh. Guidance/Counsel        |                  |               | #DIV/0!                 |
| 822000 · Leadership Development           |                  |               | #DIV/0!                 |
| 823000 · Tutoring                         |                  |               | #DIV/0!                 |
| 823500 · Follow-Up                        |                  |               | #DIV/0!                 |
| 830000 · Training Services                |                  |               | #DIV/0!                 |
| 830500 · Occupational Skills Training     |                  |               | #DIV/0!                 |
| 832000 · Summer Employment                |                  |               | #DIV/0!                 |
| 8860000 · Alterative Secondary School Off |                  |               | #DIV/0!                 |
| 8870000 · Mentoring                       |                  |               | #DIV/0!                 |
|   |                  |               |                         |

\*If percent of budget used is less than 50% for any applicable line item above, Contracted Provider must include how it will address this issue its the Performance Improvement Plan.

| Program Year 13-14  |         |                                |   |                          |
|---|---------|--------------------------------|---|--------------------------|
| Program (Youth In, Youth Out, Adult or Dislocated Worker) | Measure | Actual Through Jan. 31, 2014** | Target (Contractual Agreement or Performance Measure Minimum) | Percentage of Target Met |
|   |         |                                |   | #DIV/0!                  |
|   |         |                                |   | #DIV/0!                  |
|   |         |                                |   | #DIV/0!                  |
|   |         |                                |   | #DIV/0!                  |

\*\* If Actual is less than 50% of Target, Contracted Provider must include how it will address this issue in its Performance Improvement Plan.

Provider Name:

| Youth Direct Client Expense Descriptions  | Expenses through |               | Percent of Budget Used* |
|---|------------------|---------------|-------------------------|
|   | Jan. 31, 2014    | Annual Budget |                         |
| 820500 · Work Experience/Internships      |                  |               | #DIV/0!                 |
| 821000 · Other Supportive Services        |                  |               | #DIV/0!                 |
| 821500 · Compreh. Guidance/Counsel        |                  |               | #DIV/0!                 |
| 822000 · Leadership Development           |                  |               | #DIV/0!                 |
| 823000 · Tutoring                         |                  |               | #DIV/0!                 |
| 823500 · Follow-Up                        |                  |               | #DIV/0!                 |
| 830000 · Training Services                |                  |               | #DIV/0!                 |
| 830500 · Occupational Skills Training     |                  |               | #DIV/0!                 |
| 832000 · Summer Employment                |                  |               | #DIV/0!                 |
| 8860000 · Alterative Secondary School Off |                  |               | #DIV/0!                 |
| 8870000 · Mentoring                       |                  |               | #DIV/0!                 |
|   |                  |               |                         |

\*If percent of budget used is less than 50% for any applicable line item above, Contracted Provider must include how it will address this issue its the Performance Improvement Plan.

| Program Year 13-14  |         |                                |   |                          |
|---|---------|--------------------------------|---|--------------------------|
| Program (Youth In, Youth Out, Adult or Dislocated Worker) | Measure | Actual Through Jan. 31, 2014** | Target (Contractual Agreement or Performance Measure Minimum) | Percentage of Target Met |
|   |         |                                |   | #DIV/0!                  |
|   |         |                                |   | #DIV/0!                  |
|   |         |                                |   | #DIV/0!                  |
|   |         |                                |   | #DIV/0!                  |

\*\* If Actual is less than 50% of Target, Contracted Provider must include how it will address this issue in its Performance Improvement Plan.

Provider Name:

| Youth Direct Client Expense Descriptions | Expenses through |               | Percent of Budget Used* |
|--|------------------|---------------|-------------------------|
|  | Jan. 31, 2014    | Annual Budget |                         |
| 820000 · Intensive Services              |                  |               | #DIV/0!                 |
| 821000 · Other Supportive Services       |                  |               | #DIV/0!                 |
| 830000 · Training Services               |                  |               | #DIV/0!                 |

\*If percent of budget used is less than 50% for any applicable line item above, Contracted Provider must include how it will address this issue its the Performance Improvement Plan.

| Program Year 13-14  |         |                                |   |                          |
|---|---------|--------------------------------|---|--------------------------|
| Program (Youth In, Youth Out, Adult or Dislocated Worker) | Measure | Actual Through Jan. 31, 2014** | Target (Contractual Agreement or Performance Measure Minimum) | Percentage of Target Met |
|   |         |                                |   | #DIV/0!                  |
|   |         |                                |   | #DIV/0!                  |
|   |         |                                |   | #DIV/0!                  |
|   |         |                                |   | #DIV/0!                  |

\*\* If Actual is less than 50% of Target, Contracted Provider must include how it will address this issue in its Performance Improvement Plan.

Attachment A

Provider Name: Patrick County Public Schools

| Adult Direct Client Expense Descriptions | Expenses through<br>Jan. 31, 2014 | Annual Budget | Percent of Budget Used* |
|--|-----------------------------------|---------------|-------------------------|
| 820000 · Intensive Services              | \$ 733.90                         | \$ 8,000.00   | 9%                      |
| 821000 · Other Supportive Services       |                                   |               | #DIV/0!                 |
| 830000 · Training Services               | \$ 2,003.00                       | \$ 4,864.76   | 41%                     |

| Dislocated Worker Direct Client Expense Descriptions | Expenses through<br>Jan. 31, 2014 | Annual Budget | Percent of Budget Used* |
|--|-----------------------------------|---------------|-------------------------|
| 820000 · Intensive Services                          | \$ 2,082.16                       | \$ 10,000.00  | 21%                     |
| 821000 · Other Supportive Services                   |                                   |               | #DIV/0!                 |
| 830000 · Training Services                           |                                   | \$ 7,228.82   | 0%                      |

| Dislocated Worker/Rapid Response Direct Client Expense Descriptions | Expenses through<br>Jan. 31, 2014 | Annual Budget | Percent of Budget Used* |
|---|-----------------------------------|---------------|-------------------------|
| 820000 · Intensive Services   | \$ 1,411.71                       | \$ 9,818.35   | 14%                     |
| 821000 · Other Supportive Services                                  |                                   |               | #DIV/0!                 |
| 830000 · Training Services  |                                   | \$ 9,818.35   | 0%                      |

| Program Year 13-14  |                      |                                   |   |
|---|----------------------|-----------------------------------|---|
| Program (Youth In, Youth Out, Adult or Dislocated Worker) | Measure              | Actual Through<br>Jan. 31, 2014** | Target (Contractual Agreement or Performance Measure Minimum) |
| Adult   | Entered Employment   | 6                                 | 4   |
|   | Employment Retention | 5                                 | 15  |
|   | Average Earnings     | 8.5                               | N/A   |
| Dislocated Worker   | Entered Employment   | 9                                 | 15  |
|   | Employment Retention | 17                                | 29  |
|   | Average Earnings     | 7.75                              | N/A   |

Note: Not sure I did this correctly. Please advise if I need further technical assistance.

\*\* If Actual is less than 50% of Target, Contracted Provider must include how it will address this issue in its Performance Improvement Plan.

Attachment A

| Percentag<br>e of Target<br>Met |
|---------------------------------|
| 1.5                             |
| 0.3333333                       |
| #VALUE!                         |
| 0.6                             |
| 0.5862069                       |
| #VALUE!                         |
|                                 |

## **Reporting Requirements**

The Contracted Provider is required to provide a Performance Improvement Plan progress report to the WPWIB Executive Director on a monthly basis for the duration of the Performance Improvement Plan time period. The report format is included in Attachment D. Documentation of each activity must be provided to the WPWIB each month by the **5<sup>th</sup> of the month** for the previous month. Electronic submissions are acceptable and should be sent to Lisa Fultz at [lfultz@wpwib.org](mailto:lfultz@wpwib.org) with "PIP\_ "Program Name"\_"Locale" – "Provider Name"\_"Date". For example, Henry County Youth In School report submitted March 5<sup>th</sup> would be named PIP Youth In Henry County 03052014.

- 2. Client Identification and Enrollment Plan:** In this section, the service provider will describe their plan for identifying and enrolling new clients into the program. Outreach related to program services and options is a major component of this section. The provider should detail the manner in which potential enrollees will be identified, retained and served by the program. Providers must address this area if enrollment is below 50% of contracted level. Processes for ensuring measurements are met should be clearly described. This section should involve input from both case managers as well as the management team. The Virginia Workforce Center – Patrick County use various resources for outreach for new clients, such as, Facebook, jobseeker workshops, radio segments with local radio station, newspaper articles and reaching out to partnering agents for recruitment. VWC-PC holds a workshop for TARE clients from Department of Social Services and if they are in need of WIA services they are registered and services are provided. VWC-PC is partnered with the HOPE initiative project with Patrick Henry Community College new clients are recruit through that program also. New clients are identified according to the completion of their core intake form that is completed upon entering center. Once they have completed form the case manager will meet with potential participant to determine their need. Once core services have been rendered and there is still a need to provide more services for the persons to become employable, case manager will determine if the person meets eligibility requirements for the Adult or Dislocated Worker Program. Once eligibly has been determined case manager will discuss with potential participant the documents that will need to be obtained to start the process of enrollment. Once the documentation has been collected the enrollment process will begin. Registration into the Virginia Workforce System is concluded by case manager and then the assessments for aptitude and interest are completed. Case Manager will discuss the results with participant and the correct training will be determined at that point. The case manager will also determine if supportive services are needed to become successful in training. Case manager is in touch with clients at least monthly and making sure their training, supportive and employment needs are met. The relationship with each client is built between case manager and client. Manager, case managers and center staff meet on monthly basis to assure the needs of potential and current

clients are being met from the time they enter the center until employment goals are met. Customer service is first priority with everyone that enters the VWC-PC. The computer lab has been upgraded with 10 new computers for the job seekers to use, printers, fax machine and copiers are made available also. Partnering information is made available throughout the center. Another outreach that is used is the business service representative is in communication with businesses to provide services for dislocated workers.

3. **Client Service Funding Plan:** In this section, the service provider will outline the manner in which direct client expenses will be utilized. Processes for ensuring measurements are met should be clearly described. Currently, many providers are under budget for expenses directly servicing clients. If this trend continues, our region could experience a significant reduction in allocations for the next Program Year. VWC-PC has found that the client here in Patrick County has the most need for mileage due to there is no college located in Patrick County, only a satellite center for PHCC, for clients to attend for training. Supportive Service is determined on need of a client. The need for the client is determined by case manager reviewing household expenses and income. Documentation is entered into client's file. Training services are provided if client is not eligible for Pell Grant or any other resources available. Internships/work experiences are provider for eligible clients to obtain new skills to be more attractable to employers.
  
4. **Service Provider Obligations/Measures:** In this section, the service provider will be given an opportunity to explain the manner in which staff and the management team will ensure that common measures are met. The service provider will outline how the organization will provide exceptional services to participants. Processes for ensuring measurements are met should be clearly described. VWC-PC provides that best customer service possible to everyone that enters the center. It is a must that each person is treated fairly, with the upmost respect and made to feel welcome upon their entrance of the center, customer service is essential. The management team and staff ensure common measures will be met by making sure case management is done promptly, correctly and in order. The monthly contact made by case manager is to determine that the client is still in line with meeting their goals successfully. Services are provided to ensure that clients meet their goals as well as WIA meeting common measures. Once supportive services and training goals have been met the case manager is in contact with business service representative to provide the businesses with trained job seekers. Employment is the goal for every person that enters the center. Workshops, job fairs, leadership development seminars, networking within the community, being involved with community affairs are encouraged and provided to the client.



## Attachment B - Analysis of Contributing Factors

1. Identify the specific issues that contributed to the less than 50% outcome for **each** applicable item for this program year from the attached Excel spreadsheet, **Attachment A**.

Dislocated Worker Program – VWC-PC has had concerns from beginning of PY 2013-2014 concerning enrollment and expenditures for DW program. I have talked with Virginia Employment Commission as well as the VWC-Martinsville/HC to refer all Patrick County residence to the VWC-PC or give them the information of the location of this center. All businesses in Patrick County has been productive and had few layoffs this PY 2013-2014. The companies that have laid-off the center manager has been in contact with them and provided rapid response services to them as needed. VWC-PC has requested guidance in recruiting for DW program. In the past when rapid response money has been rewarded instructions have been to spend that funding first and then use regular DW program dollars. VWC-PC will have the funds for the rapid response money spent by end of PY 2013-2014 due to placing DW clients in internships/work experiences that are not reflected on Attachment A at this time.

Adult Program – Outreach and recruiting is being conducted in a more aggressive manner at this time through reaching out to partners, conducting more radio and newspaper interviews, using social media, being involved with more community activities, conducting more workshops, and working closer with Patrick County Chamber of Commerce.

2. Does the Contracted Provider regularly review and address performance and budget progress? If yes, describe the **process** for used for review:

Patrick County Public Schools reviews budget progress on monthly basis at monthly school board meetings. Performance measures are reviewed by center manager with staff bi-monthly.

3. Describe the **process** used to ensure performance measures, enrollment and utilization of budget expenses for direct client services will be achieved by June 30, 2014:

VWC-PC is recruiting for local businesses that are currently hiring. During the hiring process for the businesses VWC-PC is doing and offering internships/work experience with new and current clients. On Feb. 26, 2014 center manager will be doing a community spot on the local radio station to promote services of program. Workshops – leadership, job seeker, resume, interview workshops are being conducted bi-weekly to bring new clients into the center. Current clients are being interviewed for jobs and completing training and getting ready to start job searching at that time the performance measures will rise. VWC-PC has always had to be very selective in choosing which clients to serve in training and intensive services due to lack of funding. At this point of the PY 2013-2014 it has been determined that funds are more readily

available in the Dislocated Worker program and not as many companies are laying off or closing as in the previous years. Technical Assistance in recruiting for the DW program is requested to be conducted by the WPWIB. The Adult program will be completely depleted by the end of the PY 2013-2014 due to internships/work experiences have been placed at work sites already, as well as some of the current dislocated workers that are not recorded on Attachment A. VWC-PC is actively using and introducing social media to our clients to provide them with up to date trainings, job opening and workshops to better serve them. Center manager has schedule meeting with the director of Department of Social Services to recruit more of their clientele to the VWC-PC.

4. Describe the **process** used to ensure that all staff have been trained on required performance measures:

All staff attends WIB and Statewide training sessions when provided. Also if staff has any questions regarding performance measures, guidance is obtained by Workforce Investment Board Staff.

5. Does the Contracted Provider use additional interim indicators to identify issues that may affect performance results? If yes, please describe:

No additional interim indicators are used at this time.

6. Describe the process used for ensuring the accuracy and integrity of data entered into the Virginia Workforce Connection (VOS):

Data entered into VOS by case manager is reviewed by manager on a monthly basis. An eligibility checklist is enclosed in file by case manager and reviewed by center manager to provide accuracy in file. Also, a statistical report is provided to WIB staff for accuracy on a monthly basis.

7. Describe any areas or topics where technical assistance is needed:

In reviewing measures technical assistance is needed in the area of recruiting, especially in the Dislocated Worker program due to that program's performance measures are based on company closures and layoffs. Also, outreach technical support may be needed if the WIB feels that the outreach VWC-PC is not adequate. VWC-PC wants to provide the most effective program possible to job seekers and businesses. So

all training, advice, guidance is welcomed. Also technical assistance is needed in the area of data analysis on measures.

### Attachment C - Action Plan

*\*The Contracted Provider is required to provide a Performance Improvement Plan progress report to the WPWIB Executive Director on a monthly basis for the duration of the Performance Improvement Plan time period.*

#### Performance Challenge Area I - Recruitment of new clients

| Activity  | Resources Required                                     | Timeline                        | Responsible Party                          | Intended Outcomes  | Progress Report* |
|---|--|---------------------------------|--|--|------------------|
| A. Meeting with DSS to bring in Adult Clients           | 1. Center Manager<br>2. DSS<br>3.                      | 2/24/13                         | 1.Center Manager<br>2.<br>3.               | 1.New Clients<br>2.<br>3.  |                  |
| B. Workshops  | 1. Center Staff<br>2. Partnering Agencies<br>3.        | Ongoing throughout PY 2013-2014 | 1. Center Manager<br>2. Center Staff<br>3. | 1.New Clients<br>2.Improvement of current clients outreach/leadership skills<br>3. |                  |
| C. Newspaper articles/Radio segments to promote program | 1.Center Manager<br>2.Newspaper staff<br>3.Radio staff | 2/29/14                         | 1. Center Manager<br>2.<br>3.              | 1.Promote Program Services<br>2.New Clients<br>3.                                  |                  |

#### Performance Challenge Area II - Spend more funds

| Activity                        | Resources Required   | Timeline             | Responsible Party   | Intended Outcomes   | Progress Report* |
|---------------------------------|--|----------------------|---|---|------------------|
| A. Internships/Work Experiences | 1. Case Manager<br>2. Center Manager/Business Service Rep. | Ongoing PY 2013-2014 | 1. Case Manager<br>2. Center Manager/Business Service Rep | 1.Businesses with qualified workforce<br>2.Client's employed<br>3.Money spent |                  |

|                        |   |                         |  |  |  |
|------------------------|---|-------------------------|--|--|--|
|                        | 3. Businesses<br>4. Clients                         |                         | 3.   |  |  |
| B. Supportive Services | 1. Case Manager<br>2. Center Manager.<br>3. Clients | Ongoing PY<br>2013-2014 | 1. Case Manager<br>2. Center Manager<br>3. | 1. Money Spent<br>2. Training<br>successfully<br>completed<br>3.                           |  |
| C. More Trainings      | 1. Case Manager<br>2. Center Manager<br>3. Clients  | Ongoing PY<br>2013-2014 | 1. Case Manager<br>2. Center Manager<br>3. | 1. Money Spent<br>2. Training<br>Successfully<br>completed<br>3. Employment for<br>clients |  |

**Attachment C - Action Plan (continued)**

*\*The Contracted Provider is required to provide a Performance Improvement Plan progress report to the WPWIB Executive Director on a monthly basis for the duration of the Performance Improvement Plan time period.*

Performance Challenge Area III - \_\_\_\_\_

| Activity | Resources Required | Timeline | Responsible Party | Intended Outcomes | Progress Report* |
|----------|--------------------|----------|-------------------|-------------------|------------------|
| A.       | 1.<br>2.<br>3.     |          | 1.<br>2.<br>3.    | 1.<br>2.<br>3.    |                  |
| B.       | 1.<br>2.<br>3.     |          | 1.<br>2.<br>3.    | 1.<br>2.<br>3.    |                  |
| C.       | 1.<br>2.<br>3.     |          | 1.<br>2.<br>3.    | 1.<br>2.<br>3.    |                  |

Performance Challenge Area IV - \_\_\_\_\_

| Activity | Resources Required | Timeline | Responsible Party | Intended Outcomes | Progress Report* |
|----------|--------------------|----------|-------------------|-------------------|------------------|
| A.       | 1.<br>2.<br>3.     |          | 1.<br>2.<br>3.    | 1.<br>2.<br>3.    |                  |
| B.       | 1.<br>2.<br>3.     |          | 1.<br>2.<br>3.    | 1.<br>2.<br>3.    |                  |
| C.       | 1.<br>2.<br>3.     |          | 1.<br>2.<br>3.    | 1.<br>2.<br>3.    |                  |

**Submitted by: Wanda Whitlow Printed Name and Title: Wanda Whitlow, Manager Date: February 20, 2014**