**Local Performance Improvement Plan:**

**In & Out School**

**Contracted Provider: Pittsylvania County Community Action, Inc.**

**Program: Youth Out of School and Youth In School**

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

**Area: Danville/Pittsylvania County and Martinsville/Henry 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 5th of the month. Electronic submissions are acceptable and should be sent to Lisa Fultz at 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.

**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 **5th of the month** for the previous month. Electronic submissions are acceptable and should be sent to Lisa Fultz at lfultz@wpwib.org with “PIP\_ “Program Name”\_”Locale” – “Provider Name”\_”Date”. For example, Henry County Youth In School report submitted March 5th would be named PIP Youth In Henry County 03052014.

1. **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.

**Staff will aggressively focus on enrollment and expenditures. All Case Managers will spend two days weekly providing outreach and recruitment to identify potential participants. Staff will visit schools, local boys and girls clubs, contact partners, churches, currently enrolled youth, community centers, and other events. Staff will also provide a minimum of two workshops weekly on site or off site. Staff will also contact participants by phone to encourage them to stay engaged and participate in program. Incentives will be offered to motivate youth to participate in activities and events.**

1. **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. **Client Service Funding Plan is provided in Action Plan**
2. **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.

**Operator is not aware of any common measures we are targeted to fail. However, expenditures are below fifty percent. Operator will conduct monthly staff meeting to discuss recruitment, enrollment, common measures, services provided, and expenditures. Progress will be monitored on a quarterly basis to ensure we are on target to expend funds and meet performance. Staff not meeting performance will receive disciplinary action with a timeframe to improve and meet performance. Managers will work with staff to find a resolution to assist with any barriers case managers has shared than possibly hinder performance.**

**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. The Literacy Numeracy measure has been the main focus since the beginning of the current program year. The WIB directed operator to make Lit/Num top priority and that’s what we did. All staff including Case Managers and Managers spent months working toward meeting and exceeding that goal. Training, client contact, testing, etc. utilized a large percentage of staff time. The other program elements were being provided but not as aggressively. Staff understands the importance of meeting all program goals. Case Managers will provide weekly reports to managers outlining weekly services and activities.**
2. Does the Contracted Provider regularly review and address performance and budget progress? If yes, describe the process for used for review:

**Yes, Managers conduct staff meetings at least monthly or more frequent if necessary to discuss performance, budget, barriers, etc. Results from the meetings include developing action plans and disciplinary action if necessary.**

1. 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:

**Currently staff is meeting all Common Measures. Staff will focus on enrollment and expenditures. Staff in each program will spend two days weekly providing outreach and recruitment. Staff will visit schools, local boys and girls club, community centers, and other events. Staff will also provide a minimum of two workshops weekly on site and off site. Staff will contact participants by phone to encourage them to stay engaged and participate in program. Incentives will be offered to motivate youth to participate.**

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

Currently all staff have been trained and have a good understanding of performance measures. **The major barrier staff is now facing is finding eligible youth to enroll in the WIA program. All staff are trained by managers, and paired with another trained and knowledgeable case manager. Staff also attends WIB and state training sessions several times throughout the year. All staff are provided a case managers notebook consisting of WIA policies. Staff also receives a training file, and the WIA proposal is reviewed with them with major focus performance (Common Measures)**

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

N/A\_

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

**Managers receive files several times from staff to review files and data. Files are reviewed at eligibility, services provided, incentives given, supportive services, etc. All files are reviewed quarterly at a minimum.**

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

N/A\_

**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 –**Work Experience\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| Activity | Resources Required | Timeline | Responsible Party | Intended Outcomes | *Progress Report\** |
| 1. Identify eligible youth and employers for Work Experience.
 | 1. Youth2. Employers3. Case Managers | March 21, 2014 | 1. All Case Managers | 1. To develop work skills to become employable.2. Exhaust Funds |  |
| 1. Provides Pre-Employment Training.
 | 1. Youth 2. Case Managers | April 25, 2014 | 1. All Case Mangers | 1. To develop work skills and become employable.2. Exhaust Funds |  |
| 1. Youth will participate in a Work Experience.
 | 1. Youth2. Employers3. Case Managers | June 30, 2014 | 1. All Case Mangers2. Employers | 1. To develop work skills and become employable2. Exhaust Funds |  |

Performance Challenge Area II –**Supportive Services**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| Activity | Resources Required | Timeline | Responsible Party | Intended Outcomes | *Progress Report\** |
| 1. Identify eligible youth in need of Supportive Services.
 | 1. Youth2. Case Managers | June 30, 2014 | 1. All Case Managers | 1. Provide youth with needed supportive within the proposal guidelines2. Exhaust Funds |  |
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**Attachment C - Action Plan (continued)**

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Performance Challenge Area III –**Comprehensive Guidance & Counseling**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| Activity | Resources Required | Timeline | Responsible Party | Intended Outcomes | *Progress Report\** |
| 1. Identify eligible youth in need of Comprehensive Guidance and Counseling.
 | 1. Youth2. All Case Managers3. Danville-Pittsylvania Community Services4. Approved Counseling Service Providers | June 30, 2014 | 1. All Case Managers 2. Danville-Pittsylvania Community Services3. Approved Counseling Providers | 1.To help youth develop self knowledge in education and careers.2. Exhaust Funds |  |
| B. | 1.2.3. |  | 1.2.3. | 1.2.3. |  |
| C. | 1.2.3. |  | 1.2.3. | 1.2.3. |  |

Performance Challenge Area IV -**Leadership and Mentoring**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| Activity | Resources Required | Timeline | Responsible Party | Intended Outcomes | *Progress Report\** |
| 1. Provide all youth with Leadership and Mentoring Workshops.
 | 1. Youth 2. Case Managers3. Partners4. Other qualified facilitators5. Approved Locations6. Agendas, Flyers, Sign-In Sheets, and Course Materials | Calendar submitted by the 30th of each month. | 1. All Case Managers2. Partners3. Other qualified facilitators | 1. To encourage responsibility in all aspects of life2. Exhaust Funds |  |
| 1. College Tours
 | 1. Youth2. Case Managers | Calendar submitted by the 30th of each month. | 1. All Case Managers | 1. To inform youth about secondary education.2. Exhaust Funds |  |
| 1. One on One Mentoring
 | 1. Youth 2. Case Managers3. Partners4. Qualified Service Providers | On-going Services based on the need of an individual youth | 1. All Case Managers2. Case Managers3. Partners4. Qualified Service Providers | 1. To help youth develop positive life skills.2. Exhaust Funds |  |

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

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Performance Challenge Area V–**Tutoring**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| Activity | Resources Required | Timeline | Responsible Party | Intended Outcomes | *Progress Report\** |
| 1. Identify youth in need of tutoring.
 | 1. Youth
2. Case Managers
3. Partners
4. Teachers
 | On-going Services based on the need of individual youth | 1. All Case Managers 2. Case Managers3. Partners4. Teachers5. Youth | 1. Provide youth with educational skills to complete school, training, and or to increase Lit/Num.2. Exhaust Funds |  |
| B. | 1.2.3. |  | 1.2.3. | 1.2.3. |  |
| C. | 1.2.3. |  | 1.2.3. | 1.2.3. |  |

Performance Challenge Area VI–**Training and Occupational Skills Training**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| Activity | Resources Required | Timeline | Responsible Party | Intended Outcomes | *Progress Report\** |
| 1. Identify youth in need of training and Occupational Skills
 | 1. Youth
2. Case Managers
3. Partners
4. Teachers
 | On-going Services based on the need of an individual youth | 1. All Case Managers 2. Youth3. Approved Apprenticeship Programs4. Approved State Training Providers5. Institution of Higher Education | 1. Provide youth with specific training based on ISS and occupations in demand.2. Exhaust Funds |  |
| B. | 1.2.3. |  | 1.2.3. | 1.2.3. |  |
| C. | 1.2.3. |  | 1.2.3. | 1.2.3. |  |

Performance Challenge Area VII–**Follow-Up**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| Activity | Resources Required | Timeline | Responsible Party | Intended Outcomes | *Progress Report\** |
| 1. Identify youth in need of Follow-Up Services
 | 1. Youth
2. Case Managers
 | On-going Services based on the need of an individual youth | 1. All Case Managers 2. Youth | 1. Provide youth with Leadership Development and Supportive Services that will assist them with securing better paying jobs and career development to further their education.2. Exhaust Funds |  |
| B. | 1.2.3. |  | 1.2.3. | 1.2.3. |  |
| C. | 1.2.3. |  | 1.2.3. | 1.2.3. |  |

**Submitted by: \_\_\_Everlena Ross\_\_\_\_\_\_\_\_Printed Name and Title Executive Director**