

AGENDA

WORKFORCE ESCAROSA, INC.
YOUTH DEVELOPMENT COUNCIL
JUNE 5, 2013
2:30 P.M.

- I. Call Meeting to Order Robert Ephraim
Chairperson
- II. Approval of Minutes – January 9, 2013
- III. Items for Consideration
Action Items
Youth Contracts for FY 2013-2014:
Escambia County School District
Santa Rosa County School District
Children’s Home Society
- IV. Other Business
- V. Adjournment

**WORKFORCE ESCAROSA, INC.
YOUTH DEVELOPMENT COUNCIL
JANUARY 9, 2013
MINUTES**

Members Present: Robert Ephraim (Chairperson), Corey Fleetion, Lesa Morgan, and Jessica Hasting

Others Present: Charlin Knight and Myra (Susie) Lewis – Santa Rosa County School District, Ed Simpkins – Escambia County School District, Phyllis Curl and Kris Thoma – Children’s Home Society, Jacinta Straus, Darnell Sims, Susan Nelms, and Janay Sims – Workforce Escarosa, Inc.

The meeting was called to order at 2:31 p.m., at George Stone Technical Center.

MINUTES – OCTOBER 3, 2012

The minutes were reviewed.

Action Taken: Motion by Lesa Morgan, and seconded by Corey Fleetion to approve the October 3, 2012 meeting minutes. Motion carried.

OVERVIEW OF PROGRAMS/TOUR OF GEORGE STONE TECHNICAL CENTER

Lesla Morgan gave a brief overview of the programs offered at George Stone Technical Center, and Ed Simpkins gave an overview of the Escambia County School District’s Youth Services program funded by Workforce Escarosa, Inc.

A tour was given of the George Stone Technical Center facility. After the tour, a video prepared by Cody (now an employee of the Escambia County School District) thanking Workforce Escarosa for the support the WIA program provided him was presented.

There being no further business, the meeting adjourned.

Respectfully submitted,

Janay Sims
Recording Secretary

**WORKFORCE ESCAROSA
YOUTH COUNCIL
ACTION ITEM
Renewal of WIA Year Round Youth Contracts
Fiscal Year 2013 -2014**

Date: June 5, 2013

BOARD AND COMMUNITY COMMITTEE MEMBERS: Robert Ephriam – Chair, Randy Fleming, Lesa Morgan, Van Mansker, Terry Light, Emily Daniel, Corey Flection, Tarrah Holton, Jessica Hasting, Paul Willis, Al Huffman, Marcie Whitaker, Phyllis Wale and Jill Youngblood.

ITEMS FOR DISCUSSION

WIA Year-round Youth contracts were procured in the spring of 2012. The procurement allows for three year renewals of contracts if the service providers are in good-standing with Escarosa and are meeting performance measures. All three youth providers are in good standing and are meeting current performance requirements. A problem was discovered with the Escambia County School District’s contract and documentation and contract requirements were not being met. A staffing change occurred in March and the documentation and contract requirements have now been brought up-to-date. Escarosa staff believes the change in employees at the Escambia County School District has corrected the issues discovered during Escarosa’s monitoring of the Youth service provider. (Monitoring Report for Escambia is attached)

For Fiscal Year 2013 -2014, reductions in funding have occurred. The reductions are due to sequestration and the removal of an adjustment in the formula for youth dollars to the RWBs that use to occur. In accordance with a USDOL policy guidance, 2010 Census data had to be used and the adjustment was removed. A total of \$338,802 dollars were lost in the Youth allocation, or a reduction of 20.8%. Due to this reduction Escarosa will remove two youth staff beginning July 1, 2013; cut related expenses associated with these staff; and reduce youth contracts by 6% or \$76,600. Almost all of the funding reductions were absorbed by Escarosa (77%), with the contractors losing the remaining 23%.

Based upon the above, Escarosa staff is recommending that the contracts be renewed for FY 2013 – 2014 at the following funding levels:

Contractor	FY 2012 -2013	FY 2013 – 2014	Reduction
Escambia County School District	\$389,250	\$366,250	(\$23,000)
Santa Rosa County School District	\$310,408	\$291,808	(\$18,600)
Children’s Home Society	\$583,328	\$548,328	(\$35,000)

RECOMMENDATION:

To recommend to the Board the renewal of the three contracts for the amounts indicated above for Fiscal year 2013 -2014, to begin July 1, 2013 and end June 30, 2014.

Escambia County School District
2012-2013 Quality Assurance Report
January 22-February 1, 2013

Exit Summary

GENERAL COMMENT

Program staff should be reminded that monthly reports are due to the WIA Youth Program Coordinator no later than the 10th of each month. Also, Case Managers should review the material to ensure the accuracy of the data recorded.

The WIA Youth Coordinator has noted, on several occasions, that Escambia County School District's monthly reports have arrived past the mentioned deadline date and often reflects inaccurate data. The following is a timeline of when the reports were expected to be received vs. actually received from ECSD:

May 2012 was received on July 3rd

July 2012 was received on September 7TH

October 2012 report was received on December 6TH

December 2012 report has not been received to date

Second quarter report has not been received to date

GENERAL COMMENT

The RWB requires all youth to be exited from the WIA Youth Program *prior* to their 23 birthday, unless an achievable and realistic goal can be satisfied within a reasonable time period. Also, program staff members should be mindful that the WIA program has three objectives: to educate, train, and employ. Workforce Escarosa is committed to providing these services to eligible youth; however, these objectives should be satisfied within a four year timeframe. It appears some of the youth have been in ECSD WIA program for years with no real progress or advancements being made. ECSD should be cognizant of the youth's progress and should refer the youth to other services outside of WIA if goals/progress cannot be obtained within a reasonable timeframe and the youth terminated from the ECSD WIA program.

FINDINGS

1. Issue: Monthly Contact

Applicable references: Workforce Escarosa Local Operating Procedure.

Workforce Escarosa's operating procedure requires that the ECSD Case Manager make monthly contact with participants. The participants are required to provide an update to the ECSD Case Manager of any status changes or change of contact information. Also, ECSD staff can verify

that the participants are attending and completing all required work hours or educational activities. All provided documentation will be copied and maintained in the case file. The ECSD Case Manager should counsel and guide youth participants on continued completion and outcome of work and educational activities and insure that program goals are being met, utilizing the ISS. The results are as follows:

- Of the 122 case files that were monitored to determine monthly contact, none of them had month to month contact with the Case Manager.

Corrective Action: Due to changes to District staff working under this contract, Escarosa staff members are in the process of contacting the youth participants; however, once the new ECSD Case Manager is trained, the ECSD will have 60 days to bring all case files up to compliance with local policy.

2. **Issue: Worksite Agreement Forms**

Applicable references: WIA section 134(d)(3)(C), 20 CFR 663.200 and Local Workforce Service Plan

Worksite agreements are designed to improve the employability of a participant in the WIA Youth program through actual work experience and training to enable an individual to move into regular employment. Worksites may only be located with public, private for profit, or private non-profit agencies. Worksite agreements must be established between the RWB and the organization providing the job prior to the participant beginning their work experience. Having a fully executed worksite agreement protects the employer and participant in case of injury to the participant and other responsibilities related to contractual requirements. All worksite agreement forms are required to be signed, dated, and must reflect the hourly wage amount prior to the participant engaging in the activity. The following lists several issues related to worksite agreement forms:

- 33 summer youth participants did not have the worksite agreement forms in the case files.
- 15 year round participants did not have the worksite agreement forms in the case files.
- 38 case files had the worksite agreement form on file; however, the required signatures, dates, and hourly wage were not recorded.
- One case file had the work experience activity recorded in the system before the youth signed the worksite agreement form.

Corrective Action: ECSD Case Managers should understand this information is necessary so as to validate the contract(s) between all applicable sources. Additionally, ECSD staff should take the proper steps to ensure that all documentation requesting a signature, date and hourly wage amount be accurately recorded and maintained in the participant's case file.

Workforce Escarosa Program Monitors are in the process of completing their routine worksite visits, and are gathering the appropriate documentation that will be maintained in the case files accordingly. In the future, ECSD must insure all worksite agreements are properly signed and completed and placed in the participants' files.

3. **Issue: Training Completion Letters**

Applicable references: Local Workforce Service Plan

Training completion letters are designed to provide a final review of the participants for the period they were engaged in a work experience activity. This documentation should be completed by the employer at the end of the work experience and a copy must be maintained in the participants' case files. Additionally, this letter should pertain to the general work performance as it relates to the achieved knowledge of valuable work employability skills (attendance, punctuality, social skills, the ability to follow written and verbal instructions, etc.), while participating in the work experience activity. The results are as follows:

- 19 case files failed to have the training completion letters documented in the case files.

Corrective Action: ECSD Case Managers should understand the importance of maintaining the training completion letter in the participant case files and must insure all work experience files have the completion letter included.

4. **Issue: Recording Work Experience**

Applicable references: WIA Resource Guide; 20 CFR 664.460; and Workforce Escarosa Local Operating Procedure.

Federal and State guidance requires that work experience activities be recorded in the State's MIS system and that documentation of the work experience be retained in the participant's hard copy file. Additionally, WIA training activities are designed to provide WIA trainees with exposure to good work habits, job skills, and the working environment. Certain assurances and conditions must be agreed upon between ECSD and the worksite. By accepting the Worksite Agreement, the trainee, the worksite, and ECSD agree to each of the assurances and conditions as shown. The following issue was noted:

- 13 case files failed to have the work experience activity accurately recorded in the State's MIS system. The errors have been corrected.

Corrective Action: ECSD Case Managers should be attentive when recording data into the state's MIS system and ensure the data entered is complete and accurate.

5. **Issue: Recording of Literacy Assessment Post-Test Results**

Applicable reference: AWI Guidance WPDG-FG02.

Federal and State guidance requires that all youth be TABE tested to establish a baseline for the Literacy and Numeracy Measure. An initial test must be given within 30 days of the date of first youth service. Federal and State guidance requires the youth be retested when the test date is beyond six months of the date of the first youth service. The test results are required to be accurately entered in the Literacy and Numeracy table in the State's MIS and the test results must be maintained in the participant's case file. Pre-tests administered up to six months prior to the date of the first youth service may be used to establish the baseline for the Literacy and Numeracy Measure. The following results were identified related to TABE testing:

- Copies of TABE results were missing from nine case files.
- Five case files failed to have the TABE results recorded in the state's MIS system.
- Two case file missed the Post TABE window.

- Several case files had the scores recorded inaccurately in the system; however, the errors have been corrected.
- One participant was tested prior to six months of the eligibility date.

Corrective Action: ECSD Case Managers must be certain the TABE documentation is maintained in the participant's case file. Also, ECSD Case Managers should remember that all test scores must be entered into EFM and that all basic skills deficient youth are required to be post tested no later than one year from their eligibility date and each year thereafter as necessary.

Workforce Escarosa understands the ECSD is currently experiencing staff changes, however, once the newly employed ECSD Case Manager has been suitably trained, the ECSD will have 60 days to bring all case files up to compliance with federal, state and local guidelines.

OBSERVATION

1. Issue: Documentation and Recording Support Services

Applicable reference: AWI Guidance, TEGL 17-05.

Federal and State guidance require that supportive services be recorded in the State's MIS and that documentation of the supportive services be retained in the participant's hard copy case file. Federal and State guidance requires that supportive services be recorded in the State's MIS and that documentation of the supportive services be retained in the participant's hard copy case file. The following observation was noted:

- One participant case file did not have their support services documentation maintained in the case file.

2. Issue: Data Entry and System Errors

Applicable reference: WIA Resource Guide, Federal Data Validation Reporting.

For its data collection and reporting system, Workforce Escarosa uses Employ Florida Marketplace (EFM). EFM captures real time information as it relates to the program applicant and includes items such as the application statistics, assessment scores, program activities and outcomes, career plans, case notes, closure facts and follow up information. This data is used and compared against source documentation to ensure compliance with state and federal guidance. To ensure participant files include acceptable source documentation comparable to the information recorded in EFM, it's imperative that staff members accurately record program participant information. The following issues were identified:

- Seven case files were unattended for an extended period of time, resulting in several activity closures. Of the seven files, two went into a follow up status after 90 days of inactivity. These errors have been corrected.
- Four case files had data entry errors; however, the errors have been corrected.
- One case file had no basic skills goal set for the younger youth. The error has been corrected.

Suggestion: ECSD staff should be mindful of the importance of accurate data entry. Also, ECSD staff should be reminded that they have 15 days to record activities, services and closures into the system. However, all follow ups must be completed and documented in EFM no later than the "Required by" date in the system.