



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

PROGRAMS COMMITTEE MEETING

Wednesday, April 3, 2019

2:30 p.m. - 4:30 p.m.

Human Services Agency (Redwood Room)
855 Partridge Drive, Ventura, CA 93003

AGENDA

- | | | |
|-----------|--|---|
| 2:30 p.m. | 1.0 Call to Order, Introductions, and Agenda Review | Tony Skinner |
| 2:32 p.m. | 2.0 Public Comments | Tony Skinner |
| | <i>Procedure: The public is welcome to comment. All comments not related to items on the agenda may be made at the beginning of the meeting only.</i> | |
| 2:35 p.m. | 3.0 Consent Item | Tony Skinner |
| | <ul style="list-style-type: none">• Approval of Minutes: February 6, 2019 | |
| 2:40 p.m. | 4.0 WIOA Youth Services Contract Evaluation | Patrick Newburn |
| | 4.1. Boys and Girls Clubs of Greater Oxnard and Port Hueneme | |
| | <ul style="list-style-type: none">a) Exhibit A – Contract PY18-19b) WIOA Performance Indicators Q2 Reports (PY)18-19c) Monitoring Report reviewd) Discussion: Renewal Recommendation to WDB | |
| | 4.2. PathPoint | |
| | <ul style="list-style-type: none">a) Exhibit A – Contract PY18-19b) WIOA Performance Indicators Q2 Reports (PY)18-19c) Monitoring Reportd) Discussion: Renewal Recommendation to WDB | |
| 4:10 p.m. | 5.0 WIOA Workforce Development Planning | Rebecca Evans,
WDB Executive
Director |
| 4:20 p.m. | 6.0 Committee Member Comments | Committee
Members |
| 4:30 p.m. | 7.0 Adjournment | Tony Skinner |

Next Meeting:

May 1, 2019 (2:30 p.m. – 4:30 p.m.)

America's Job Center of California – Affiliate

2900 N. Madera Rd., Suite 100, Simi Valley, CA 93065



WDB Programs Committee Meeting
February 6, 2019

MINUTES

Meeting Attendees

Committee Members

Tony Skinner (Chair)*
Kathy Harner*
Linda Fisher-Helton
Leslie Webster

**WDB Members*

Guests

Pierrette Authier (PathPoint)
Mariana Cazares [Boys & Girls Clubs Greater
Oxnard and Port Hueneme (BGCOP)]
Jessica Gallardo (PathPoint)
Kim Whittaker (PathPoint)
Omar Zapata (BGCOP)
Ken Barrow (Human Services Agency)
Vivian Pettit (Human Services Agency)

WDB Staff

Patrick Newburn
Ma Odezza Robite

1.0 Call to Order, Introductions, and Agenda Review

Tony Skinner called the meeting to order at 3:05 p.m.

2.0 Public Comments

None

3.0 Approval of Minutes: December 5, 2018

Motion to Approve: Linda Fisher Helton
Second: Leslie Webster
Motion approved

4.0 WIOA Youth Service Providers Presentations:

Boys and Girls Clubs of Greater Oxnard and Port Hueneme (BGCOP):

Mariana Cazares, Youth Empowerment Programs Manager presented a PowerPoint presentation to committee members. Mariana introduced Omar Zapata, Director of Program Services. Mariana explained an overview of their WIOA out of school youth services. To-date, BGCOP has enrolled 76 youth this program year within Oxnard and Port Hueneme. She provided success stories from recent individuals where the WIOA services provided through BGCOP had dramatic impact in their lives, and resulted in life changing outcomes. Members asked follow-up questions about EDD and HSA monitoring in 2018. Marianna responded with a few lessons learned and improvements implemented in service delivery. Committee members thanked her and BGCOP for their successful track record in delivering WIOA services to this population facing multiple barriers to employment.

PathPoint

Kim Whitaker, Vice President of PathPoint for Ventura County and Youth Network Services presented a PowerPoint presentation to committee members. Ms. Whitaker explained an overview of their WDB contract providing WIOA out of school youth services. Kim introduced the youth

specialists attending the committee meeting, Pierrette Authier and Jessica Gallardo. Additionally, she gave a brief overview of PathPoint's breadth of other youth programs and reach serving communities from Bakersfield, San Luis Obispo down to Long Beach since 1986. PathPoint's WIOA services have enrolled 79 youth this program year. Their array of WIOA services, focused on serving all other cities in Ventura county not serviced by BGCOP. Ms. Whitaker invited Pierrette and Jesica to present a few success stories of PathPoint's accomplishments is helping hard pressed youth find meaningful employment and training. Kim answered committee member questions about the EDD and HSA quality assurance monitoring's in 2018. Some of the issues discussed by committee members included performance reports, case notes, and supportive services. Whittaker said their team has met and begun implementing lessons learned from both monitoring's, including improving procedures for case notes, exit dates, and supportive services. Kim expressed appreciation for past technical assistance training received following the monitoring and asked that additional CalJOBS training be provided. Kim expressed improved understanding of self-monitoring as they implement WIOA programs to be a prudent steward of WIOA program funds. Committee members expressed thanks for her presentation and the work on PathPoint YNS.

5.0 Member Comments

Linda Fisher Helton reinforced the standing HSA practice that youth providers should be provided CalJOBS and other technical assistance as requested. Guest Ken Barrow, from HSA Contracts and Monitoring Department explained to committee members that both youth providers have individually complied with all requests from his department. Ken also commented that HSA has provided several technical assistance meetings as well as formal classroom training throughout 2018.

Tony Skinner and Kathy Harner individually thanked the providers for their beneficial presentations.

6.0 Adjournment

Tony Skinner adjourned the meeting at 4:34 p.m.

Next Meeting

March 6, 2019 (3:00 p.m. – 4:30 p.m.)
America's Job Center of California (AJCC)
2900 N. Madera Rd. Suite 100 (Montana Room)
Simi Valley, Ca. 93065



Workforce Development Board of Ventura County

Youth Contracts Evaluation – April 3, 2019

Program Year 2018 – 2019

WIOA PERFORMANCE INDICATORS

Quarterly Comparison

YOUTH CONTRACTED WIOA SERVICE PROVIDERS

	Employment or Education Placement Rate 2nd Quarter After Exit					Employment or Education Placement Rate 4th Quarter After Exit					Credential Attainment within 4 Quarters After Exit				
	Goal	Qtr. 1 Actual	Rolling 4 Quarters	Qtr. 2 Actual	Rolling 4 Quarters	Goal	Qtr. 1 Actual	Rolling 4 Quarters	Qtr. 2 Actual	Rolling 4 Quarters	Goal	Qtr. 1 Actual	Rolling 4 Quarters	Qtr. 2 Actual	Rolling 4 Quarters
BGCOP	65.4%	66.7%	65.8%	60%	75%	62.0%	100%	80.0%	81%	81%	53.0%	100%	100%	87%	91%
PPT	65.4%	75%	75.4%	50%	83%	62.0%	100%	66.7%	78%	73%	53.0%	0	8.3%	53%	33%

	Median Earnings 2nd Quarter After Exit					Measurable Skills Gain				
	Goal	Qtr. 1 Actual	Rolling 4 Quarters	Qtr. 2 Actual	Rolling 4 Quarters	Goal	Qtr. 1 Actual	Rolling 4 Quarters	Qtr. 2 Actual	Rolling 4 Quarters
BGCOP	\$3,491	\$7242	\$4,305	\$5,154	\$4,305	42.70%*	70.6%	73.1%	43.5%	60%
PPT	\$3,491	\$3,616	\$3,375	\$7,504	\$3,392	42.70%*	23.8%	47.7%	18%	42%

LEGEND

PPT: PathPoint

BGC: Boys & Girls Clubs of Oxnard and Port Hueneme

Goal: LWIA Final Performance Levels for PY 2018-2019

Rolling 4 Quarters Cohort Period (view of longer term performance)

ENROLLMENTS: Boys & Girls Clubs of Greater Oxnard & Port Hueneme

Participation Summary	Enrollment Goal	Q1 Total	Q2 Total
Participants Carried In(PY17-18)	-	29	29
New Participants (PY18-19)	92	<u>31</u>	<u>82</u>
Total Participants	-	60	111

ENROLLMENTS: PathPoint

Participation Summary	Enrollment Goal	Q1 Total	Q2 Total
Participants Carried In(Py17-18)	-	26	26
New Participants (PY18-19)	80	<u>48</u>	<u>73</u>
Total Participants	-	74	99

Work Experience	Amount Required (per contract)	Year to Date (Most recent data: Jan. 2019)	Balance Remains	% of required
BGCOP	\$169,485	\$94, 693	\$74, 792	56%
PPT	\$169,485	\$108, 617	\$60, 868	64%

EXHIBIT A

CONTRACTOR/PROGRAM NAME: BOYS AND GIRLS CLUB OF GREATER OXNARD AND PORT HUENEME YOUTH EMPOWERMENT PROGRAM

CFDA#: 17.259
WIOA Youth Activities (A)

I. PROGRAM OBJECTIVE

- A. The purpose of this program is to provide comprehensive youth Workforce Innovation and Opportunity Act (WIOA) services to improve the educational and workplace competencies of WIOA-eligible out-of-school youth in Ventura County.
- B. Youth served under this contract will be ages 16-24 years old and comprise:
1. A minimum of 92 new Out-of-School Youth enrollments.
 2. Youth who reside in Oxnard, Port Hueneme and in adjacent unincorporated areas of the County.
 3. All youth enrollments in the service area from prior WIOA contracts and contractors as assigned (i.e.; carry-overs).
 4. All youth in their follow-up period of 12 months after program exit.

II. CONTRACTOR'S RESPONSIBILITIES

A. RECRUITMENT & ENROLLMENT

Contractor will recruit, provide orientation, conduct comprehensive assessments, screening and determine WIOA eligibility for the minimum number of WIOA-eligible youth to be enrolled and ensure that enrolled youth are on track to achieve program outcomes as outlined below. The program will comply with the terms and conditions of this contract and with associated guidance from the Department of Labor, State EDD Workforce Services Department and County of Ventura. Contractor will comply with the following criteria for recruitment and subsequent enrollment:

1. The expected standards for participant success begin with enrollment of WIOA-eligible out-of-school youth who are persons between the ages of 16-24 and who fall within at least one of the following barrier categories:
 - a. School dropout
 - b. Within compulsory school age, but has not attended for at least the most recent school year calendar quarter (Note that, "school year quarter" is defined by the local school district calendar)
 - c. Recipient of a secondary school diploma or its recognized equivalent who is low-income **and**
 - a. Basic skills deficient **or**
 - b. English language learner
 - d. Subject to the juvenile justice system
 - e. A Homeless individual, a runaway, an individual who is in foster care or who has aged out of foster care, a child eligible for assistance under section 477 of

- the Social Security Act, or in an out-of-home placement
- f. An individual who is pregnant or parenting
- g. An individual with a disability
- h. A low-income individual who requires additional assistance to enter or complete an educational program or secure employment

Low income for out-of-school youth may include an individual living in a high-poverty area, which is defined as a census tract with 25% or more of the population living in poverty.

Contractor must be able to provide services to:

- High school dropouts
 - Runaway youth
 - Homeless youth
 - Youth in foster care
 - Court-involved youth
 - Migrant youth
 - Indian and Native American youth
 - Youth with disabilities
 - Veterans and veterans' spouses
 - Youth with limited English
2. The emphasis is to serve those youth who have not previously been enrolled in a WIOA youth program.
 3. All youth considered for enrollment will attest in writing to their willingness to participate fully in all contemplated program activities, including cooperating with follow-up contact requests for information. While different for each youth, in general these requirements include the following:
 - a. A commitment to obtain unsubsidized employment (including the United States Armed Forces), or to enroll in post-secondary education or advanced/occupational skills training.
 - b. A commitment to cooperate with efforts to seek alternative employment or education should the initial job or educational enrollment be unsuccessful.
 - c. A commitment to remain in contact with Contractor's representatives and to provide necessary information as requested.
 - d. A commitment to attain a high school diploma, General Education Development (GED) certificate or a recognized certificate or credential.
 - e. For youth who are basic skills deficient, a commitment to be tested to show an increase in one or more educational functioning levels, within the first year of participation any subsequent years of participation (if necessary), and before exit from the program.

B. PROGRAM SERVICES

1. Contractor will provide a variety of services to enrolled youth, including, but not limited to:
 - a. Assessments.
 - b. Developing basic skills (reading, writing, math).
 - c. Academic guidance.

- d. Individual Service Strategy.
- e. Career exploration, including preparing youth for career pathways that feature non-college options.
- f. Goal setting.
- g. Agency referrals.
- h. Work experience/job shadowing.
- i. Internships and externships.
- j. On-the-job training.
- k. Job placement.
- l. Case management.
- m. Make available the 14 WIOA elements provided in 20 CFR Section 681.460

Local area youth service providers are required to provide at least one of the 14 program elements for initial enrollment / participation into the WIOA Youth services program. Local area youth service providers have the flexibility to determine what specific services a youth will receive based upon the youth's assessment and service strategy. Contractor must make available, but need not necessarily directly provide, the following fourteen WIOA program elements to each youth:

- Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies leading to completion of requirements for secondary school, renngni7eri equivalent, or for recognized post-secondary credential.
- Alternative secondary school services or dropout recovery services.
- Paid and/or unpaid work experiences including summer and year-round employment opportunities, pre-apprenticeship programs, internships, job shadowing and on-the-job training opportunities. Work experience must be linked to an Individual Service Strategy (ISS) and to activities that meet DOL WIOA Performance Indicators.
- Occupational skills training, with potential priority given to programs leading to recognized post-secondary credentials aligned with in-demand industry sectors/occupations.
- Education offered concurrently or sequentially and in the same context as workforce preparation activities and training for specific occupation or occupational cluster.
- Leadership development opportunities, which may include community service and peer-centered activities that encourage responsibility and other positive social and civic behaviors, as appropriate.
- Allowable and reasonable supportive services, including transportation, childcare, *etc.*, that are necessary to enable the youth to participate in activities. The rationale for supportive services must be included in each youth's Individual Service Strategy.
- Adult mentoring for the period of participation and a subsequent period for a total of not less than 12 months.
- Follow-up services for not less than 12 months after participant exit, as appropriate. Post-exit services may include career planning, referral to supportive services, job search assistance and counseling,
- Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.
- Financial literacy education.
- Entrepreneurial skills training.
- Services that provide labor market and employment information about in-

- demand industry sectors or occupations available in the local area.
 - Activities that help youth prepare for, and transition to, post-secondary education/training.
2. Contractor will undertake to accomplish the following tasks within the term of the contract:
- a. Recruit a sufficient number of youth to meet numbers of youth served under this contract. County retains the right to deny enrollment to any youth on the basis of program needs and objectives. Provide written notification of non-selection to applicants not chosen for the program and refer these applicants to an appropriate non-WIOA provider.
 - b. Provide required follow-up contact and post-exit services to transferred youth enrolled in previous years and in the current year.
 - c. Determine preliminary eligibility for the program for each applicant selected for enrollment, input required program data using the County of Ventura's electronic case management system (CalJOBS).
 - d. Adhere to the WDB's Policy on Supportive Services and adhere to the WDB policy on Incentives for Youth Programs and provide appropriate supportive services and incentive payments in accordance with the guidelines set forth in the appropriate exhibit of this contract.
 - e. Complete and input and upload all required documentation into the County's automated case management system (CalJOBS). Contractor will enter and maintain current information on all participants as required by the contract and State and local guidance. This includes entry of individual participant data such as eligibility determination, demographic data, activities, case notes, Individual Service Strategy (ISS), activity/service codes and participant outcomes. County will provide training to Contractor staff on these functions.
 - f. Develop the initial ISS within 10 days of enrollment for all participants and review /update it at least monthly to reflect any changes or to note no changes.
 - g. Include an exit strategy in case notes, including planned exit date and expected quarterly outcomes to be completed for WIOA performance outcomes.
 - h. Provide case management services to all youth and maintain case notes on each participant's progress toward meeting WIOA Performance Indicators.
 - i. Provide an orientation to every youth, describing the services, rules and expectations of the program.
 - j. Maintain copies of any progress reports, credentials, certificates and related documentation necessary to verify all Performance Indicators (Common Measures) attained by the participant and note that training programs leading to these credentials must be in compliance with Training and Employment Guidance Letter (TEGL) No. 10-16.
 - k. Ensure that all males enrolled in the program register for Selective Service. Males reaching 18 years of age in the contract period will sign a waiver authorizing the Contractor to register the participant as required by law, and documentation will be maintained in the participant's file.
 - l. Provide justification of need, practice prudent use of federal funds, conduct cost price analysis when necessary and maintain appropriate documentation for the

- provision of necessary supportive services.
- m. Reconcile participant data with the County on a monthly basis.
 - n. Attend all mandated and needed training coordinated by the County of Ventura.
 - o. Comply with WIOA policies and procedures.
 - p. Comply with the General Conditions, Assurances and Certifications, as applicable, included as part of this contract.
 - q. Subcontract any of the duties and responsibilities to a third party, providing that such sub-contractor is an eligible service provider and held to the same policies, procedures, conditions and mandates to which Contractor is held under this contract, including debarment and suspension. Contractor will be liable for all actions of any sub-contractor in the operation of the project and will monitor performance and compliance and report all findings and corrective actions to the County. County shall approve all subcontracts.
 - r. Understand that equipment purchased with funds paid or provided to the Contractor under this contract is the property of the County of Ventura, which retains the right to have all such property returned upon conclusion of the contract period. Any equipment over \$5,000 requires submission of a request to the WDB and is contingent upon approval by the State of California Employment Development Department.
3. Contractor will undertake to accomplish the following actions specific to this WIOA Youth program:
- a. Maintain the following service levels of total enrollments for each city and adjacent unincorporated areas:

Region 1 — Oxnard Plain	
City	% of Total Enrollments
Oxnard	91%
Port Hueneme	9%
Total	100%

- b. Provide Job Ready workshops to out-of-school youth. The workshops will provide work readiness skills training, but do not count towards the Certificate of Achievement for WIOA Performance Indicators.
- c. Supervise the planned web-based Skills Tutor literacy and numeracy sessions. Maintain attendance records for the Job Ready Workshops and/or time sheets for work experience provided by the Contractor or other job sites.
- d. Provide the Keystone Club for youth to develop leadership skills
- e. Provide a two-day workshop from the Awakening Young Minds curriculum.
- f. Provide paid work experience for thirty-seven Out of School Youth for approximately 100 hours for each youth at \$12.00 per hour.
- g. Develop professional documents for participants to include the necessary documents to complete applications for a job, school, or government agency. A copy of all the documents will be maintained in the participant's file.

- h. Spend no less than \$169,485 of WIOA funds on work experience and related training activities for out-of-school youth.
- i. Spend no less than 100% of WIOA funds on out-of-school youth.
- j. Invoice for Out of School youth, using the prescribed format. These invoices will include a list of accruals.

III. COUNTY RESPONSIBILITIES:

The County will address administrative requirements related to this contract; process all appropriate contract modifications; review and approve invoices for payments; and provide needed technical assistance through the services of HSA (AFS, CalJOBS /BTD, Contracts Unit, or WDB). For technical questions related to CalJOBS, CONTRACTOR may contact HSA-Business Technology Department. For questions related to participant eligibility, CalJOBS tracking and definitions of services, etc., CONTRACTOR may contact HSA-Adult Family Services. For questions related to fiscal and program monitoring or templates for budget modifications, CONTRACTOR may contact HSA Grants & Contracts Unit. For questions related to performance outcomes, WIOA/EDD regulations, policies and procedures, and invoicing approvals, the CONTRACTOR may contact their WDB Programmatic Liaison.

Contact Information:

- CalJOBS/AFS Contact: Maria Lopez, Maria.Lopez@ventura.org
- AFS Contact: Alex Garcia, Alex.Garcia@ventura.org
- Contracts Unit: Diana Aguayo-Saldana, Diana.Aguayo-Saldana@ventura.org
- WDB Program: Patricia Duffy, Patricia.Duffy@ventura.org and/or Vivian Pettit, Vivian.pettit@ventura.org

III. PERFORMANCE EVALUATION

- A. The Contractor will engage youth in allowable activities in order to meet the areas of evaluation for program/contract accountability as established by the WDB and/or the WDB's Programs Committee.
- B. Applicable areas of evaluation reporting will conform to the State-approved automated system.
- C. Performance at levels below those identified may require Contractor to submit a corrective action to WDB Administrative staff. The WDB retains the right to terminate the contract should performance fall below acceptable levels.
- D. The Contractor is obligated to utilize 100% of the funds of this contract in a timely manner, indicating on each monthly, invoice both accrued and paid expenditures. The Contractor will notify the County immediately if it is anticipated that expenditures will be less than 80% of the total contract award. Such under-expenditure may be grounds for rescission of an amount of funds deemed appropriate by the County. Contractor will notify the County no later than May 30, 2019, of the estimated amount of final expenditures.

V. COMPENSATION SCHEDULE

- A. County and Contractor acknowledge and agree that this is a cost reimbursement contract and will comply with all federal, state and local rules and regulations. The total compensation of this contract will not exceed **\$604,000**. Contractor will be paid in arrears for all costs incurred and paid in support of this contract. Contractor will submit an estimated invoice monthly for all expenses incurred and paid for the previous month no later than the tenth calendar day of the subsequent month with an accurate invoice submitted no later than the fifteenth calendar day to Human Services Agency-Fiscal Division. If Contract invoices or other required documentation are not submitted within ninety (90) days of the activity occurring, the Contractor will pay to County \$50 per day as liquidated damages beginning on the 91st day following the original due date.
- B. Subcontractor invoices for services will be paid by the Contractor first with such amounts included in Contractor's regular invoice to the County for reimbursement.
- C. In accordance with the approved budget, included herein as Exhibit B, County will reimburse to the Contractor the approved expenses within 30 days of the receipt of an approved invoice.
- D. CONTRACTOR shall provide \$613,206 in in-kind leveraged funds and services as referenced in Exhibits B and C. In-kind matching funds shall be reportable and documented to original sources and in accordance with 2 CFR 200 (The Uniform Guidance). In-kind costs are funds or services contributed by CONTRACTOR without reimbursement.

VI. MONITORING

- A. At least once annually County will monitor Contractor to ensure compliance with the terms of this contract. County will notify Contractor of any deficiency or noncompliance as soon as possible.
- B. Contractor's failure to resolve a County-identified deficiency within 90 days of the monitoring and notice thereof may be sufficient cause for the County to withhold funds from the Contractor under this contract until such time as the Contractor cures the deficiency to the satisfaction of the County.



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

PROGRAMS COMMITTEE

WIOA YOUTH CONTRACTS EVALUATION PY18-19

Contractor: Boys and Girls Clubs of Greater Oxnard and Port Hueneme

Reviewer Name: _____ **Date:** _____

	EVALUATION (If "No" please explain below.)	NO	YES
1.	Has met or on target to fulfill <u>New Enrollments</u> per contract?		
2.	Is on target to fulfill <u>Work Experience</u> Amounts per contract?		
3.	Has provided in-person presentation of WIOA Youth services performed in PY18/19 and available for WDB Programs Committee oversight & questions?		
4.	Has met or exceeded <u>WIOA Performance Indicators</u> goals as listed in Quarterly Reports?		
5.	In compliance or has resolved any identified deficiency from <u>EDD and H.S.A. monitoring</u> ?		
6.	Is Recommended for Contract Renewal? (Please explain below)		

COMMENTS: (Use reverse side if necessary)

EXHIBIT A

CONTRACTOR/PROGRAM NAME: PATHPOINT/NETWORKED SERVICES FOR YOUTH

CFDA#: 17.259
WIOA Youth Activities (A)

I. PROGRAM OBJECTIVE

- A. The purpose of this program is to provide a comprehensive youth Workforce Innovation and Opportunity Act (WIOA) program to improve the educational and workplace competencies of WIOA-eligible Out-of-School youth in Ventura County.
- B. Youth served under this contract will be ages 16-24 years old and comprise:
 - 1. A minimum of 80 new Out-of-School Youth enrollments.
 - 2. All youth enrollments from prior WIOA contracts and contractors as assigned (i.e., carry-overs).
 - 3. All youth in their follow-up period of 12 months after program exit.

II. CONTRACTOR'S RESPONSIBILITIES

A. RECRUITMENT & ENROLLMENT

Contractor will recruit, provide orientation, conduct comprehensive assessments, screening and determine WIOA eligibility for a minimum number of eligible youth to be enrolled and ensure that enrolled youth are on track to achieve program outcomes as outlined below. Program activities must comply with this contract and with associated guidance from the Department of Labor, State EDD Workforce Services Department and County of Ventura. Contractor will use the following criteria for recruitment and subsequent enrollment:

- 1. The expected standards for participant success begin with enrollment of WIOA-eligible youth, who are persons age 16-24 and who fall within at least one of the following barrier categories:
 - a. A school dropout
 - b. A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter. (Note that, "school year quarter" is defined by the local school district calendar)
 - c. A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual **and**
 - a. Basic skills deficient **or**
 - b. English language learner
 - d. An individual who is subject to the juvenile or adult justice system
 - e. A homeless individual, a runaway, an individual who is in foster care or has

aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act, or an individual who is in an out-of-home placement

- f. An individual who is pregnant or parenting
- g. An individual with a disability
- h. A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment

Low income for out-of-school youth may include an individual living in a high-poverty area, which is defined as a census tract with 25% or more of the population living in poverty.

Contractor must be able to provide services to:

- High school dropouts
 - Runaway youth
 - Homeless youth
 - Youth in foster care
 - Court-involved youth
 - Migrant youth
 - Indian and Native American youth
 - Youth with disabilities
 - Veterans and veterans' spouses
 - Youth with limited English or English language learners
2. The emphasis is to serve those youth who have not previously been enrolled in a WIA/WIOA youth program.
 3. All youth considered for enrollment will attest in writing to their willingness to participate fully in all contemplated program activities, including cooperating with follow-up contact requests for information. Participants will commit in writing their agreement to these requirements. While different for each youth, in general these requirements include the following:
 - a. A commitment to obtain unsubsidized employment (including the United States Armed Forces), or to enroll in post-secondary education or advanced/occupational skills training.
 - b. A commitment to cooperate with efforts to seek alternative employment or education should the initial job or educational enrollment be unsuccessful.
 - c. A commitment to remain in contact with Contractor's representatives and to provide necessary information as requested.
 - d. A commitment to attain a high school diploma, General Education Development (GED) certificate, or a recognized certificate or credential.
 - e. For youth who are basic skills deficient, a commitment to be tested to show an increase in one or more educational functioning levels within the first year of participation and before exit from the program.

B. PROGRAM SERVICES

1. Contractor will provide a variety of services to enrolled youth, including, but not limited to:
 - a. Emphasis on developing basic skills (reading, writing, math) and preparing youth for careers/career pathways, including non-college options. Creation and maintenance of partnerships with business, education and

community-based organizations.

- b. Development of self-sufficiency, motivation, altruism, personal accountability, investment in the future, vision, confidence.
- c. Individual evaluation.
- d. Academic guidance.
- e. Development of an Individual Service Strategy (ISS).
- f. Career exploration.
- g. Goal setting.
- h. Agency referrals.
- i. Work experience/Job shadowing.
- j. Internships and externships.
- k. On-the-Job training.
- l. Job placement.
- m. Case management.
- n. Making available the 14 WIOA elements provided in 20 C.F.R section 681.460.

Local area youth service providers are required to provide at least one of the 14 program elements for initial enrollment / participation into the WIOA Youth services program. Local area youth service providers have the flexibility to determine what specific services a youth will receive based upon the youth's assessment and service strategy. Contractor must make available, but need not necessarily directly provide, the following fourteen WIOA program elements to each youth:

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- Paid and/or unpaid work experiences including summer and year-round employment opportunities, pre-apprenticeship programs, internships, job shadowing and on-the-job training opportunities. Work experience must be linked to an Individual Service Strategy (ISS) and to activities that meet DOL WIOA Performance Indicators.
- Occupational skills training, with potential priority given to programs leading to recognized post-secondary credentials aligned with in-demand industry sectors/occupations
- Education offered concurrently or sequentially and in the same context as workforce preparation activities and training for specific occupation or occupational cluster.
- Leadership development opportunities, which may include community service and peer-centered activities that encourage responsibility and other positive social and civic behaviors, as appropriate.
- Allowable and reasonable supportive services, including transportation, childcare, *etc.*, that are necessary to enable the youth to participate in activities. The rationale for supportive services must be included in each youth's Individual Service Strategy.
- Adult mentoring for the period of participation and a subsequent period for a total

of not less than 12 months.

- Follow-up services for not less than 12 months after participant exit, as appropriate. Post-exit services may include career planning, referral to supportive services, job search assistance and counseling,
- Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.
- Financial literacy education.
- Entrepreneurial skills training.
- Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area.
- Activities that help youth prepare for, and transition to, post-secondary education/training.

Such services may be provided directly by the Contractor or through one of its subcontractors or partners.

2. Contractor will undertake to accomplish the following tasks within the term of the contract:

- a. Recruit a sufficient number of youth to meet numbers of youth served under this contract. County retains the right to deny enrollment to any youth on the basis of program needs and objectives. Provide written notification of non-selection to those applicants not chosen for the program and refer these applicants to an appropriate non-WIOA provider.
- b. Provide required follow-up contact and post-exit services to transferred youth enrolled in previous years and in the current year.
- c. Determine preliminary eligibility for the program for each applicant selected for enrollment, input required program data using the County of Ventura's electronic case management system (CalJOBS).
- d. Adhere to the WDB Policy on Supportive Services and adhere to the WDB policy on Incentives for Youth Programs and provide appropriate supportive services and incentive payments in accordance with the guidelines set forth in the appropriate exhibit of this contract.
- e. Complete and input and upload all required documentation into the County's electronic case management system (CalJOBS). Contractor will enter and maintain current information on all participants as required by the contract and State and local guidance. This includes entry of individual participant data such as eligibility determination, demographic data, activities, case notes, Individual Service Strategy (ISS), activity/service codes, and participant outcomes. County will provide training to Contractor staff on these functions.
- f. Develop the ISS within 10 days of enrollment for all participants and review / update it at least monthly to reflect any changes or to note no changes.
- g. Include an exit strategy in case notes, including planned exit date and expected quarterly outcomes to be completed for WIOA performance outcomes.
- h. Provide case management services to all youth and maintain case notes on each participant's progress toward meeting WIOA Performance Indicators.
- i. Provide an orientation to every youth, describing the services, rules and expectations of the program.
- j. Maintain copies of any progress reports, credentials, certificates and related documentation necessary to verify all Performance Indicators (WIOA Performance Indicators) attained by the participant and note that training

programs leading to these credentials must be in compliance with Training and Employment Guidance Letter (TEGL) No. 10-16.

- k. Ensure that all males enrolled in the program register for Selective Service. Males reaching 18 years of age in the contract period will sign a waiver authorizing the Contractor to register the participant as required by law, and documentation will be maintained in the participant's file.
 - l. Provide justification of need, practice prudent use of federal funds, conduct cost price analysis when necessary and maintain appropriate documentation for the provision of necessary supportive services.
 - m. Reconcile participant data with the County on a monthly basis.
 - n. Attend all mandated and needed training coordinated by the County of Ventura.
 - o. Comply with WIOA policies and procedures.
 - p. Comply with the General Conditions, Assurances and Certifications, as applicable, included as part of this contract.
 - q. Subcontract any of the duties and responsibilities to a third party, provided that such sub-contractor is an eligible service provider and held to the same policies, procedures, conditions and mandates to which Contractor is held under this contract, including debarment and suspension. Contractor will be liable for all actions of any sub-contractor in the operation of the project and will monitor performance and report all findings and corrective actions to the County. County shall approve all subcontracts.
 - r. Understand that equipment purchased with funds paid or provided to the Contractor under this contract is the property of the County of Ventura, which retains the right to have all such property returned upon conclusion of the contract period. Any equipment over \$5,000 requires submission of a request to the WDB and is contingent upon approval by the State of California Employment Development Department.
3. Contractor will undertake to accomplish the following actions specific to this WIOA Youth program:
- a. Provide career-based activities supported by, but not limited to, the following partners: 310 Inc., Action Foundation, All State Insurance, American Trophies and Awards, Arboles Animal Clinic, Aspiranet, Camarillo Hospice, Cats Clinic, Clinicas Del Camino Real, Educational Agencies (Adult Eds, Community Colleges, Universities and Regional Occupational Program), Crowne Plaza, Dollar Tree, Fillmore Animal Hospital, Heredia's Custom Cabinets, PDAP of Ventura County, Rhino Recycling, Senior Concerns, Green Thumb, BrightWise, City of Thousand Oaks, Community Access Partners of San Buenaventura, Excel Learning, Edit U, Logical Approach Engineering, Meggitt Safety Systems, State Farm Insurance and Westlake Learning. Provide subsidized work experience opportunities for a minimum of 35 youth, monitor worksites and ensure that youth will receive an average of 160 hours of work at minimum wage.
 - b. Maintain the following service levels of total enrollments, insofar as is appropriate and reasonable, for each city and adjacent unincorporated area:

REGION 2- WEST	% of Total Enrollments
Ventura, Ojai, Oak View Santa Paula, Fillmore, Piru	70%

REGION 3 – EAST	
Simi Valley, Thousand Oaks/Newbury Park, Westlake Village, Oak Park, Moorpark, Camarillo, Somis	30%
Total	100%

- c. Provide a Work Readiness Certificate for out-of-school youth through a workshop as defined in Contractor's proposal, as referenced herein. The workshop will provide work readiness skills training, but does not count towards the Certificate of Achievement for Performance Indicators (WIOA Performance Indicators).
- d. Include the Secretary's Commission on Achieving Necessary Skills (SCAN) during the Work Readiness Workshop.
- e. Maintain attendance records for the Career Activities, Career Planning Workshops and/or time sheets for work experience provided by the Contractor or other job sites.
- f. Develop professional documents for participants to include the necessary documents to complete applications for a job, school, or government agency. A copy of all the documents will be maintained in the participant's file.
- g. Spend no less than \$169,485 of WIOA funds on work experience and related training activities for Out of School youth.
- h. Spend no less than 100% of WIOA funds on Out of School youth.
- i. Invoice for Out of School youth, using the prescribed format. These invoices will include a list of accruals.

III. COUNTY RESPONSIBILITIES:

The County will address administrative requirements related to this contract; process all appropriate contract modifications; review and approve invoices for payments; and provide needed technical assistance through the services of HSA (Adult and Family Services, CalJOBS/Business Technology Department, Contracts Unit, or WDB). For technical questions related to CalJOBS, CONTRACTOR may contact HSA-BTD. For questions related to participant eligibility, and CalJOBS tracking and definitions of services, etc., CONTRACTOR may contact HSA- AFS. For questions related to fiscal and program monitoring or templates for budget modifications, CONTRACTOR may contact HSA Grants & Contracts Unit. For questions related to performance outcomes, WIOA/EDD regulations, policies and procedures, and invoicing approvals, the CONTRACTOR may contact their WDB Programmatic Liaison.

Contact Information:

- CalJOBS/AFS Contact: Maria Lopez, Maria.lopez@ventura.org
- AFS Contact: Alex Garcia, Alex.Garcia@ventura.org
- Contracts Unit: Diana Aguayo-Saldana, Diana.Aguayo-Saldana@ventura.org
- WDB Program: Patrick Newburn, Patrick.Newburn@ventura.org and/or Vivian Pettit, Vivian.pettit@ventura.org

IV. PERFORMANCE EVALUATION

- A. The Contractor will engage youth in allowable activities in order to meet the areas of evaluation for program/contract accountability as established by the WDB and/or the WDB's Programs Committee.
- B. Applicable areas of evaluation reporting will conform to the State-approved automation system.
- C. Performance at levels below those identified may require Contractor to submit a corrective action to WDB Administrative staff. The WDB retains the right to terminate the contract should performance fall below acceptable levels.
- D. CONTRACTOR is obligated to utilize 100% of the funds of this contract in a timely manner, indicating on each monthly invoice both accrued and paid expenditures. The Contractor will notify the County immediately if it is anticipated that expenditures will be less than 80% of the total contract award. Such under-expenditure may be grounds for rescission of an amount of funds deemed appropriate by the County. Contractor will notify the County no later than May 30, 2019, of the estimated amount of final expenditures.

V. COMPENSATION SCHEDULE

- A. County and Contractor acknowledge and agree that this is a cost reimbursement contract and will comply with all federal, state and local rules and regulations. The total compensation amount of this contract will not exceed **\$604,000**. Contractor will be paid in arrears for all costs incurred and paid in support of this contract. Contractor will submit an estimated invoice monthly for all expenses incurred and paid for the previous month no later than the tenth calendar day of the subsequent month with an accurate invoice submitted no later than the fifteenth calendar day to Human Services Agency-Fiscal Division. If Contract invoices or other required documentation are not submitted within ninety (90) days of the activity occurring, the Contractor will pay to County \$50 per day as liquidated damages beginning on the 91st day following the original due date.
- B. Subcontractor invoices for services will be paid by the Contractor first with such amounts included in Contractor's regular invoice to the County for reimbursement.
- C. In accordance with the approved budget, included herein as Exhibit B, County will reimburse to the Contractor the approved expenses within 30 days of the receipt of an approved invoice.
- D. CONTRACTOR shall provide \$103,251 in in-kind leveraged funds and services as referenced in Exhibits B and C. In-kind matching funds will be reportable and documented to original sources and in accordance with the 2 CFR section 200 (The Uniform Guidance). In-kind costs are funds or services contributed by CONTRACTOR without reimbursement.

VI. MONITORING

- A. At least once annually County will monitor Contractor to ensure compliance with

the terms of this contract. County shall notify Contractor of any deficiency or noncompliance issues as soon as practicable.

- B. Contractor's failure to resolve a County-identified deficiency within 90 days of the monitoring and notice thereof may be sufficient cause for the County to withhold funds from the Contractor under this contract until such time as the Contractor cures the deficiency to the satisfaction of the County.



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

PROGRAMS COMMITTEE

WIOA Youth Services Providers Monitoring & Technical Assistance Report PY 18-19

INTRODUCTION:

This *Monitoring & Technical Assistance Report* is used by the Workforce Development Board of Ventura County (WDB) to conduct oversight of both providers, Boys and Girls Clubs of Greater Oxnard and Port Hueneme (BGCOP), and PathPoint (PP). This report is intended to provide an overview of highlights from formal monitoring of the two contracted providers during program year 2018-19, as well as technical assistance provided by the Human Services Agency/ Adult and Family Services Department/WIOA Programs (AFS). The Employment Development Department (EDD) conducted a standard monitoring audit in January 2018. Additionally, the Human Services Agency/ Contracts-Monitoring Department (HSA) conducted their annual standard monitoring and reported their results in December 2018. In effort to provide for continuous improvement and answer the EDD with a corrective action plan, WDB & AFS conducted quarterly case file reviews in Py18-19.

Report is structured in three sections:

- Section One: EDD Monitoring Summary (Observation, Corrective Action Plan, Result)
 - Subsection: WDB & AFS-WIOA Case Reviews
- Section Two: HSA Annual Monitoring Summary (Observation, Corrective Action Plan, Result)
- Section Three: Technical Assistance & Training Summary

SECTION ONE

EDD MONITORING SUMMARY: Boys and Girls Clubs of Greater Oxnard and Port Hueneme; and PathPoint

Observations/Findings:

- A. Of the 30 case files reviewed from the subrecipient youth providers Path Point, Boys and Girls Club and Ventura Adult and Continuing Education (VACE), we observed that nine \$50 gas cards were issued to participants. The participants signed a document confirming receipt of the gas cards. However, the participant case files did not contain receipts for purchases made with the gas cards, therefore we were unable to verify that gas was the only purchase made with the card. In addition, the case files contained a photocopy of a gas card with the following notation, This gas card is redeemable only for fuel and authorized goods and services. We recommend that the WDBVC provide the Compliance Review Office with receipts or other documentation to substantiate the gas purchases
- B. We observed that four youth case files lacked justification demonstrating that supportive services were necessary, reasonable and how the expenditures benefited the participant. Specifically, we found the following:
 1. A purchase made for a participant included a pair of leggings for \$105.35. There was no justification in the case file demonstrating this item was necessary and reasonable to perform WIOA program activities.
 2. One participant was given \$102.01 for work clothes; \$75.24 for work shoes; and \$51.00 for a backpack. There was no justification in the case file demonstrating that these items were necessary and reasonable to perform WIOA program activities.
 3. One participant was given \$69.69 for two pairs of shoes; \$129.82 for interview clothes; \$103.82 for a backpack and supplies and \$64.33 for boat shoes and sneakers. There was

no justification in the case file demonstrating that these items were necessary and reasonable to perform WIOA program activities.

4. One participant was given \$263.97 for three pairs of shoes; \$120.36 for two shirts, three pairs of trousers, and \$114.70 for a backpack and school supplies. There was no justification in the case file demonstrating that these items were necessary and reasonable to perform WIOA program activities.

We recommend WDBVC provide the Compliance Review Office with justification demonstrating that the supportive services expenditures were necessary and reasonable to perform WIOA program activities.

- C. We observed 25 participant case files all contained an Individual Services Strategy (ISS) standard form ISS-01 reflecting the same pre-printed educational and employment goals, activities and objectives, supportive services, employment and ISS updates which were minimal. In addition, the participant case files did not contain participant goals nor service strategies to meet the participant requested outcome. The pre-printed goals were all observed with the same date of accomplishment and program exit which was June 30, 2016. We also observed the subrecipients did not develop nor update the participants' ISS forms to reflect individual needs. Lastly, we observed the subrecipient contracts contained hand written notes stating, Case Note Template? And "Need to change PY18/19 no longer end of quarter. We recommend WDBVC provide the Compliance Review Office with a corrective action plan demonstrating how it will develop an ISS for each participant that aligns with their requested outcome with performance measurement and an adequate time frame.
- D. We observed that four participant case files noted that incentives were paid for first, second, third, and fourth quarter follow-up activity. Follow-up activity is not an incentive goal listed on either the WDBVC's incentive policy or the Job Ready Incentive contract. We recommend WDBVC provide the Compliance Review Office justification for the incentives paid. In addition, we recommend that WDBVC provide the Compliance Review office a corrective action plan demonstrating how in the future it will ensure that only those incentive goals listed on their policy are paid to the participants upon completion of their goals achieved.

Corrective Action Plan:

- A. PathPoint made attempts to contact each of the customers that received gas cards in order to obtain copies of receipts showing the itemized purchases for gas. PathPoint provided updated case notes to document the attempts they made to obtain receipts. For future gas card distribution, PathPoint will obtain receipts showing appropriate purchases utilizing gas cards.
- B. PathPoint reviewed eligibility and justification for providing supportive services to above Youth customers. It was believed by the contractor that such purchases were reasonable and necessary for the youth as they were low-income eligible, and some of the youth did not have appropriate clothing for school, work or interviews. Access to laundry facilities was not convenient to some of the youth and required long trips to and from home / school / work / in order to launder their clothing. Case Notes reflect established eligibility and justification for providing supportive services for Youth customer. Eligibility and justification for providing supportive services to Youth participants will be noted in case notes or through an income/expense budget.
- C. The Youth contractors updated Individual Services Strategy for each participant. Each ISS was updated to reflect the individual services being provided, planned services, expected program goals to be met by the youth. For all new enrollments during PY 18/19, all Individual Service Strategies for youth will be entered and uploaded into the CalJOBS system, using an updated Individual Services Strategy format.
- D. The Boys and Girls Club identified and updated case notes to reflect the justification for the incentives provided to the youth. Case notes were updated to describe the justification for

incentives provided during follow-up. Both contractors updated their incentive schedules which is in the process of being incorporated into their contract as a modification.

>>> RESULT:

- EDD has not closed this file, However WDB provided CAP in August 2018.

WDB & AFS-WIOA QUARTERLY MONITORING: As result of specific EDD observations described above, listed below are WDB & HSA activities conducted to insure Corrective Action Plan and Technical Assistance is implemented to resolve all youth contractor issues.

- A. The WDB conducted supportive service training on March 19, 2018 which included providing appropriate documentation such as receipts to justify supportive services. The WDBVC has scheduled monthly training and follow-up meetings for both youth contractors throughout the 1st half of PY18/19. A team of WDB, AFS/WIOA, and H.S.A. Contracts Department will conduct at least quarterly case file review of Youth cases.

CAP Review Procedures

- Five case files were reviewed for each quarter of Program Year 2018-2019.
- Completing a desk review of physical case files and CalJOBS when necessary.
- Written justification was reviewed in case notes or the case file for each distinct and separate supportive service provided to each youth.
- When gas cards were issued to the youth, attention was paid to gas cards issued to the youth also included receipts, the sum of which would equal the total amount of the gas card purchased.
- The ISS was reviewed for content; individualization to each youth, goals and objectives any supportive service needs identified during the objective assessment, and which/ how many of the 14 elements were being provided. The reviewer looked in CalJOBS for the ISS. If the ISS was not observed in CalJOBS, the reviewer searched for the ISS in the case file.
- When provided to the youth, incentives were reviewed for direct relation to activities, and subsequently, youth performance outcomes.
- During most youth contractor technical assistance meetings, the services providers were reminded of quarterly case reviews.
- A formal meeting is now being conducted to review observations of the quarterly case reviews.

CAP Quarterly Case File Review

- The report is categorized by three areas: Supportive Services, Individual Services Strategy, and Incentives. An explanation of the observation, name and identifier of the WIOA youth participant and required corrective action is then identified.

Boys and Girls Clubs of Greater Oxnard and Port Hueneme

Observations/Findings:

- Quarter 1: There were no corrections required in the above areas for supportive services, individual services strategy, gas cards or incentives. There was one CalJOBS and one case note issue.
- Quarter 2: There were 3 supportive service, one incentive, 3 ISS, and one exit issue.

Corrective Action Plan:

- The contractor and HSA/AFS-WIOA have met to clarify and review required corrections. Most issues were clarified and corrections will be accepted.

>>> RESULT:

- Two ISS issues are still being reviewed as of the date of this report.

PathPoint

Observations/Findings:

- Quarter 1: There were four supportive service issues identified that required correction. There were four individual Service Strategy issues identified.
- Additionally, there was one confidentiality issue, and two CalJOBS activity code reporting issues.
- Quarter 2: There were 2 supportive service, and 1 ISS issue requiring correction or clarification.
- Additionally, there were 3 areas of confidentiality and one CalJOBS activity code issues.

Corrective Action Plan:

- The contractor and HSA/AFS met over the telephone to clarify and review required corrections.

>>> RESULT:

- Corrections are still being reviewed as of the date of this report.
- Important note: four supportive service issues identified during quarter 1, were previously corrected and accepted by the WDB as they were identified during a previous annual monitoring by HSA contracts unit.

- B.** The WDBVC conducted training on the Individual Service Strategy including how to create and enter the ISS into CalJOBS Individual Employment Plan/ISS module. Youth contractors were provided training on Performance Outcomes and exit strategies presented by Mr. Rick Record. The Individual Services Strategy was updated to reflect the individual needs and career path planning of Youth. This word document is to be uploaded into the CalJOBS system and can be updated as needed. The WDBVC will update an exit strategy template and train the Youth contractors on exit strategies and follow-up specifically for youth. A case record review will be conducted at least quarterly to insure the ISS is created and uploaded into CalJOBS.

- C. The WDBVC held training on Supportive Services and Incentives. Local Incentive policy was updated, presented to and approved by the Board on August 23, 2018. Incentive payments are to be reviewed at future contractor meetings as a sample review.

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SECTION 2

HSA ANNUAL MONITORING SUMMARY

I. Boys and Girls Clubs of Greater Oxnard and Port Hueneme

Observations/Findings:

- County and Contractor acknowledge and agree that this is a cost reimbursement contract and will comply with all federal, state and local rules and regulations. Contractor invoiced the County for \$4,000 for bus passes. However, as of October 31, 2018, the Contractor had not purchased the bus passes for which the County was invoiced. Costs not incurred in support of the program are not eligible expenditures and are therefore disallowed.

Corrective Action Plan:

- Contractor invoiced the County for \$4,000 for bus passes. However, as of October 31, 2018, the Contractor had not purchased the bus passes for which the County was invoiced. Costs not incurred in support of the program are not eligible expenditures and are therefore disallowed. **Contractors Response:** Actions already implemented by Boys & Girls Club: Contractor submitted a receipt for the bus pass purchase of \$4,000 dated October 31, 2018. Contractor's corrective action is to only invoice for expenses incurred and paid during the invoice period.

>>> RESULT:

- Contractor's corrective action plan is to ensure that they only invoice for costs incurred and paid during the invoice period adequately resolves the issue. The Contractor has also provided documentation that the bus passes were purchased on 10/31/2018 and therefore shall not be required to refund the prior payment. However, contractor should ensure that the expense is not double-billed on the October invoice.

II. PathPoint

Observations/Findings:

- Contractor program files contain a question regarding medical information and history in the youth's initial assessment. HIPPA regulations establish national standards for the protection, privacy, and security of certain health information. Contractor was notified of this during the prior year's Employment Development Department monitoring of youth program case files and advised to remove HIPPA protected information from accessible case files and store separately
- Development of an Individual Service Strategy: Over 90% of files reviewed stated the same estimated date of completion as 6/30/18 or 6/30/19.

Corrective Action Plan:

- Contractor will submit to the County a corrective action plan outlining its plan for ensuring the removal of medical or health information from youth files and

plan for proper storage in accordance with HIPPA regulations. **Contractor's Response:** PathPoint will make a copy of any/all forms containing medical information and place the confidential pages in a separate folder kept in a locked file cabinet. All the medical information in the youth's personal file will be blacked out. This will allow the needed documents to remain in order while preserving the youth's confidential medical information.

- B.** Contractor shall adhere to creating an Individual Service Strategy (ISS) for each youth with individual estimated completion dates based on that youth's ISS and service plan. **Contractor's Response:** PathPoint will create an Individual Service Strategy (ISS) for each youth with individual estimated completion dates based on that youth's ISS and service plan rather than have all plans end on 6/30.

>>> RESULT:

- Contractor's response and actions taken have adequately resolved all issues. HSA considers this issue resolved.

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SECTION 3

TECHNICAL ASSISTANCE & TRAINING SUMMARY (conducted by AFS as per contract):

May 23, 2017:

CalJOBS Technical Assistance; WIOA Policy Resources; Eligibility/Enrollment/Follow-up Outcomes

May 25, 2017:

CalJOBS Open Lab webinar

July 19, 2017:

CalJOBS: Activity Codes (Understanding and using); Setting Alerts and Avoiding "Soft Exits"; Data Entry: Performance elements, certificate attainment, etc.

Best Practices: Application – Eligibility –Enrollment; Obtaining Evidence, Sworn Statements, etc.; Exit & Follow-up; Communications (Client File Transfers and Response Times); 'Going Paperless': (Introduction to scanning documents into Case notes, naming conventions, workflow)

July 25, 2017:

DOL Webinar: Supplemental Wage Information

September 26, 2017:

Supportive Services; Incentives; VACE Carry-Ins; HSA Invoicing

October 24, 2017:

CalJOBS Activity Codes; DOL Webinar: WIOA Youth Eligibility Live Question and Answer Session

December 13, 2017:

CalJOBS Webinar – Version 18

December 18, 2017:

Measurable Skills Gain; Individual Employment Plan

January 9-11, 2018:

YOUTH@WORK 2018 CONFERENCE (Sacramento, California)

January 9, 2018:

DOL Webinar: The Power of Relationships: Workplace Mentoring with Youth; CWA Webinar: A Deep Dive into WIOA Youth Performance

January 29, 2018:

EDD Youth Programs Monitoring (weeklong evaluation by EDD)

March 1, 2018: EDD Youth Performance Monitoring (Review oral comments from Monitor)

Individual Services Strategy (ISS); Case Notes; GED then Exit; Placement and Career Pathways; Exits on 6/30/2016; Supportive Services; Personal Identity & HIPAA; Equal Opportunity and Non-Discrimination

March 5, 2018:

Individual Service Strategies (ISS) and Case Notes

March 13, 2018:

EO/Non-Discrimination HIPAA Training for Youth Contractors

March 19, 2018:

WIOA Supportive Services

April 11, 2018:

DOL Webinar: Lowering the Cost of Course Materials with Free and Open Educational Resources

April 24, 2018:

Exits, exit strategies, Follow-up Services post exit, and review of previous training sessions

May 2, 2018:

DOL Webinar: Our Journey Together: A Trauma-Informed Approach for Youth and the Workforce System

May 24-25, 2018:

CWA -Training: One System for All and All for One: Serving People with Disabilities

July 25, 2018

Monthly WIOA Youth Technical Assistance Contractor meeting

August 6, 2018

Training: Performance Indicators and Reporting – Rick Record, Meeting Performance – Focus on Youth Training.

October 21, 2018

Monthly WIOA Youth Technical Assistance Contractor meeting

November 27, 2018

Training: Effective Communication Skills Training

November 28, 2018

Monthly WIOA Youth Technical Assistance Contractor meeting

January 23, 2019

Monthly WIOA Youth Technical Assistance Contractor meeting

February 7, 2019

Q1/Q2 Case Note Review Meeting with BGC; Case Notes Review Meeting with BGC

February 13, 2019

Training: One System for All and All for One: Serving People with Disabilities

February 19, 2019

Q1/Q2 Case Note Review Meeting with PathPoint; Case Notes Review Meeting with PathPoint

February 26, 2019

Training: Performance Issues to Consider During the Life Cycle of the WIOA Youth SPRA

March 2019

EDD: WIOA version 10.0 Webinar Training

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