

LEHIGH VALLEY WORKFORCE INVESTMENT BOARD, INC.

PROGRAM YEAR

2005

YOUTH PROGRAM

MONITORING REPORT

The Lehigh Valley Workforce Investment Board, Inc. (LVWIB) Monitor conducted oversight of the summer, school year, and follow-up components of the Lehigh Valley Workforce Investment Area Youth Programs.

Three areas were covered:

- **Work Experience Sites**
- **Subcontracted Programs**
- **Administrative Functions**

WORK EXPERIENCE SITES

The LVWIB Monitor conducted an on-site visit of 28 out of 55 Private Industry Council of Lehigh Valley, Inc. Work Experience Sites (51 percent) during the summer months.

- Completed Youth Compliance Monitoring Tool at each worksite
- Interviewed worksite supervisor using Supervisor/Instructor Interview Tool
- Interviewed youth participants using Participant Interview Tool

General Comments:

- Medical Release Forms not available at two worksites.
- Sign-in/Sign-out Sheets not being completed in correct manner at one worksite.
- Child Labor Laws were not in compliance at one worksite. A 14 year old was on a chair painting. Youth under sixteen are not allowed on ladders. A youth of any age should not be on a chair. This is a safety hazard.

All Monitor Review Forms were returned and deficiencies were corrected within ten days of initial summer component monitoring visit. Monitor Review Forms with complete corrective actions taken are on file with the LVWIB Monitor.

SUBCONTRACTED PROGRAMS

The LVWIB Monitor visited seven out of seven Youth Program Subcontracted Sites (100% of those in operation) during the summer component. Two programs have not been put in operation as of December 1, 2005. The monitor also visited four out of four subcontractors that perform follow-up or school year activities.

- Interviewed subcontractor program coordinator
- Interviewed instructors using Instructor Questionnaire
- Completed Youth Programs Contracts Monitoring Guide
- Completed Contract Compliance Checklist
- Completed Observation of Classroom Interaction Tool
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Completed ongoing Desk Review/Contract Overview on the summer and follow-up or school year component (if applicable) of each subcontractor.

- Reviewed Contract Performance Summary
- Reviewed invoices
- Reviewed Time and Attendance Reports
- Reviewed Equal Opportunity Requirements
- Required Ten Program Elements

- **Northampton Community College, Summer Learning Center**

Funding \$38,139 (modified to \$16,102)

50 Planned Participants/54 Actual Participants

48 Participants completed the Summer Component

This summer only program provided youth, 30 in Bethlehem and 20 in Easton, the opportunity to explore the importance of the school-to-work connection for the 21st Century. Participants also received basic reading, writing and math skills enhancement appropriate to the diagnosed skill levels.

- Visited Classroom site, NCC Southside Center
 - Visited Classroom site, PIC Easton Building
- All program monitoring areas were satisfactory.

▪ **Penn State Lehigh Valley, Academic Enrichment Program**

Funding \$100,564.00

48Planned Participants/46 Actual Participants

45 Participants completed the Summer Component

This program provides a range of summer and school year educational and career experiences to enhance the educational and vocational development of youth who are at risk of dropping out of high school and to prepare participants for post-secondary education opportunities.

-Visited Classroom site, Fogelsville Campus

All program monitoring areas were satisfactory for the summer and the school year components.

▪ **Bethlehem Area School District, Basic Skills and Vocational Preparation/Continuation Program**

Funding \$60,035.00

43 Planned Participants/40 Actual Participants

40 Participants completed the Summer Component

This program provides unsubsidized employment, meaningful vocational experiences, remedial education and work and community service experiences for participants with moderate physical and/or mental disabilities. Instruction is aimed at increasing efficiency and accuracy of tasks as well as teaching new skills necessary for employment and advancement.

-Visited Classroom site, East Hills Middle School

-Visited two worksite projects

-BASD Food Service

-BASD Clerical Service

All program monitoring areas were satisfactory for the summer and school year components.

- **Communities in Schools of the Lehigh Valley, Summer Learning Center**

Funding \$11,763.99

16 Planned Participants/17 Actual Participants

10 Participants completed the Summer Component

This program offered academic remediation and acceleration in mathematics and reading using CIS's Success Academy as a model. The program also offered job readiness training, career exploration training, employer expectations, and other career education components based upon the CIS School-to-Career program.

-Visited Classroom site.

All program monitoring areas were satisfactory except for two issues.

1. Eighty five percent of youth are expected to achieve 85 percent or better attendance rate. Only 71 percent of youth achieved this standard. Correspondence to CIS stated if the program is funded again CIS will need to ensure higher attendance by whatever means possible.
2. One hundred percent of youth are to be fully enrolled on PA CareerLink. Only 71 percent of youth were fully enrolled. Correspondence to CIS stated if the program is funded again CIS will need to ensure 100 percent of youth are fully enrolled in PA CareerLink.

- **Lehigh Carbon Community College, Summer Learning Center**

Funding \$46,540.96

80Planned Participants/80 Actual Participants

68Participants completed the Summer Component

This program provided summer activities for Lehigh County participants. The program highlighted multiple activities, field trips, academic and career awareness projects, guest speakers, hands-on activities with educational technology, and team work.

-Visited Classroom site.

All program monitoring areas were satisfactory.

- **Lehigh Carbon Community College, Next Step Program**

Funding \$28,516.18

12 Planned Participants/12 Actual Participants

10 Participants completed the Summer Component

This program provides summer and school year activities for at-risk Lehigh County participants. One of the main components of this program is the Discovering the Lehigh Valley Project. Participants will research, visit and discover the many aspects of the Lehigh Valley such as its history, post-secondary educational entities, arts and museums, attractions, fairs and festivals, business and industry, and health care facilities.

-Visited Classroom site.

-All program monitoring areas for the summer and school year components were satisfactory except for one area of concern.

1. Eighty five percent of youth are expected to achieve 85 percent or better attendance rate. Only 83 percent of youth achieved this standard during the summer component. Correspondence to LCCC stated if the program is funded again the subcontractor will need to ensure higher attendance by whatever means possible.

- **St. Luke's Hospital & Health Network, Health-Related Career Exploration**

Funding \$37,957.87

15 Planned Participants/14 Actual Participants

14 Participants completed the Summer Component

This program exposes youth to potential career options by assisting them in making post-secondary education decisions that are based on direct observations. Work experiences in the healthcare environment along with an academic program that is focused on the participant's work experiences will reinforce the learning in a less traditional class-based manner.

-Visited Classroom site.

-Visited ten St. Luke's worksites

-All program monitoring areas were satisfactory for the summer and school-year components except for two issues.

1. Four participants' Medical Release Forms were not available at the worksites.

Corrective Action: Per program coordinator, "Medical Release Forms were given to worksite supervisors by the end of the day."

2. One hundred percent of youth are to be fully enrolled on PA CareerLink. Youth were not enrolled during the summer component of the program.

Corrective Action: Per program coordinator, "Miscommunication resulted in our youth never 'enrolling' into the web-based program. Completion of this important process will be completed on Saturday, October 8, 2005 when the youth are back in class."

THE FOLLOWING TWO PROGRAMS HAVE NOT BEEN PUT IN OPERATION AS OF DECEMBER 1, 2005. MONITORING WILL BE COMPLETED WHEN THE PROGRAMS ARE IN PROGRESS.

- **Lehigh Career & Technical Institute, Health Care Training-CNA**

Funding \$35,647

10 Planned Participants

This program for out-of-school youth who have a high school diploma or GED provides health care training for Certified Nurse Aide. Participants will receive a total of 343 training hours in the following areas: 35 hours of testing and assessment, a minimum of 63 hours of academic and work readiness skills, 189 hours of CAN technical training and 56 hours of CNA clinical training at a local health care facility. Participants will be prepared to take the Certified Nurse Aide exam and will be eligible for certification and employment in this high demand career area.

Due to a low number of eligible referrals the actual scheduled start date changed. PIC monitored the applicant pool to mutually agree with LC&TI on another schedule of dates. A November 29, 2005 start date was agreed upon, but LC&TI was not able to hire a CNA instructor.

- **Northampton Community College, Home Health Aide Occupational Training Program**

Funding \$45,927

15 Planned Participants

This program offers out-of-school participants five health care certifications: Northampton Community College Certificate of Completion, Certified Home Health Aide, American Heart Association First Aide, and American Heart Association Basic Life Support for Healthcare Providers, and Community Emergency Response Team Training. Each of these certified programs will provide an opportunity for participants to experience a realm of healthcare.

Due to a lack of eligible referrals the actual scheduled start date is unknown. PIC is monitoring the applicant pool to mutually agree with NCC on another schedule of dates.

All Monitor Review Forms were returned and deficiencies corrected within ten days of component SITE VISIT monitoring. Monitor Review Forms with complete corrective actions taken are on file in the LVWIB Monitor's office.

ADMINISTRATIVE FUNCTIONS

The LVWIB Monitor conducted oversight of the Administrative Functions associated with the Youth Programs.

1. Attended participants' orientation sessions to determine if necessary information regarding policies and procedures, child labor laws and the purpose of the program was addressed.

Findings: All necessary program information was covered.

2. Reviewed Worksite Agreements (sample size five agreements) to assure worksites are in compliance with child labor laws, and for CEO signatures, as well as union concurrence if applicable.

Findings: All Worksite Agreements reviewed are in compliance with child labor laws, have CEO signatures and have union concurrence when necessary.

3. Reviewed accident reports

Findings: Four accident reports filed during the summer component.

Insect bite-1

Pinched finger-1

Cleaning fluid splashed in eye-1

Back pain from moving furniture-1

None sought medical treatment.

4. Reviewed Time and Attendance Records (sample size of 21 records [three from each subcontracted program]) to assure they are being completed correctly, and contain both participant and supervisor signatures. Checked calculation of hours.

Findings: Three Time and Attendance Records were not dated by supervisors, and two Time and Attendance Records were not dated by the participants.

Corrective Action:

Per Marie J. Beacher, PIC Fiscal Director, "Fiscal Tech will return any timesheet that is not dated by both the participant and the supervisor to the responsible department staff.

Per Helen Garvey, PIC Deputy Director of Operations, "Will continue to stress the importance of this at youth and supervisor orientations. Will return undated timesheets to site, thereby causing two week delay of participant check."

5. Reviewed participant files (sample size of 21 records [three from each subcontracted program]) for grievance procedure, civil rights receipt, W-4, I-9, working papers and medical release form. Reviewed the information necessary to determine eligibility.

Findings: One participant's Civil Rights Receipt was not signed and dated by the CareerLink representative.

Corrective Action: Civil Rights Receipt was signed and dated by the CareerLink representative.

6. Reviewed Request for Proposal Procurement Process (RFP) and RFP Audits.

Findings: All RFP letters, individual RFP review worksheets and Audits are on file.

7. Reviewed Invoices for seven subcontractors of youth programs. (Sampled one invoice period for each subcontractor.)

Findings: All sampled invoice calculations are correct, and invoiced budget items match what is stated in the applicable contract except for one subcontractor. One subcontractor's budget amounts on the invoice summary were different than the budget amounts in the contract.

Corrective Action: Per Marie J. Beacher, PIC Fiscal Director, "Fiscal staff will contact LCCC to make sure they correct the summary sheet. This may have occurred because of change requested with negotiations."

8. Reviewed Follow-Up procedures being delivered by Private Industry Council of Lehigh Valley.

Findings: A follow-up session was held on Saturday, November 12, 2005 at the Allentown CareerLink office.

All Monitor Review Forms were returned and deficiencies corrected within ten days of component monitoring. Monitor Review Forms with complete corrective actions taken are on file with the LVWIB Monitor.