

**LEHIGH VALLEY
WORKFORCE INVESTMENT BOARD, INC.**

Program Year 2003

MONITORING REPORT

The Lehigh Valley Workforce Investment Board, Inc. Monitor conducts regular monitoring of its subrecipients, and CareerLink sites. The monitoring/oversight process includes onsite visits to review records, documents and observe operations; desk reviews of files, reports and statistics; reviews of service providers financial and progress reports and interviews with appropriate staff and participants. All contacts and reports are recorded. Copies of all monitoring reports are maintained to document reviews. Monitoring summaries/results are made available to the Executive Director of the Lehigh Valley Workforce Investment Board.

The Lehigh Valley Workforce Investment Board Monitor conducted oversight of the following areas for Program Year 2003.

Areas covered:

- **General Contracts**
- **Training Providers/Programs**
- **On the Job Training Contracts**
- **CareerLinks**
- **Youth Programs**

GENERAL CONTRACTS

The Lehigh Valley Workforce Investment Board Monitor conducted oversight of the three Lehigh Valley Workforce Investment Area's General Contracts.

Completed Visit to administrative and/or classroom site:

- Completed General Contract Monitoring Tool
- Interviewed Program Coordinator/Contact
- Reviewed sample of participants' files if applicable
- Reviewed Time and Attendance Records if applicable
- Reviewed Eligibility Documentation if applicable
- Checked for ADA Compliance
- Reviewed for Contract Performance if applicable
- Reviewed if Contract Requirements being met

Completed Desk Review of each contract:

- Sampled invoices and their supporting documentation

LEHIGH CARBON COMMUNITY COLLEGE **SELF EMPLOYMENT ASSISTANCE PROGRAM**

Funding \$66,000.00

50 Participants

This program is comprised of 32 hours of classroom training and 15 hours of counseling/mentoring per student. The counseling portion is provided by Lehigh University's Small Business Development Center. The classroom training takes place at LCCC's Donley Center. The classes will be taught by an instructor in addition to an array of experts in the business development field that includes bankers, attorneys, and certified public accountants.

All program monitoring areas were satisfactory. No corrective actions, improvements or follow-up were needed.

PENN STATE LEHIGH VALLEY **YOUTH CONNECTIONS PROGRAM**

Funding \$243,245.00

215 Participants

This program provides at-risk youth ages 5-18 with academic fortification through a curriculum embedded in literacy and character development, progression in technology, career goal setting, strengthens family educational structures, advanced by mentorship and community service relationships. This unique model partners educational learning agencies with community organizations, representing a replicable system that can provide youth the needed guidance and

support to direct them to further education or gainful employment. Through these programs our urban youth will become educated citizens whom will in turn make valuable contributions to society.

All program monitoring areas were satisfactory. No corrective actions, improvements or follow-up were needed.

LEHIGH VALLEY ECONOMIC DEVELOPMENT CORPORATION
REGIONAL ECONOMIC & WORKFORCE DEVELOPMENT CENTER PROJECT

Funding \$70,337.00

The objectives of this project are to establish a Regional Economic and Workforce Development Center, hire a Regional Coordinator, coordinate occupational profiles of the regions workforce, assess business and industry needs, conduct a community assessment of critical workforce needs and to perform resource mapping in the five County Region.

All program monitoring areas were satisfactory. No corrective actions, improvements or follow-up were needed.

TRAINING PROVIDERS/PROGRAMS

The Lehigh Valley Workforce Investment Board Monitor conducted oversight of three Training Providers. The Lehigh Valley Workforce Investment Area utilized 37 Training Providers during Program Year 2003 (7/01/03 to 6/30/04). The dollars obligated for Program Year 2003 were \$934,792.73. Three hundred four participants were funded through Individual Training Accounts during Program Year 2003.

Reviewed Training Provider Administrative Records:

- Completed Individual Training Account Monitoring Tool
- Checked for ADA Compliance
- Sampled invoices and supporting documentation on site
- When available, interviewed participants

Completed Desk Review of each contract:

- Sampled Fiscal Agent's invoices and supporting documentation
- Reviewed sample of participants' files
- Reviewed Eligibility Documentation
- Reviewed Individual Employment Plans
- Reviewed applicable Training Effectiveness Questionnaires

Program Year 2003 Training Providers

AAA Trucking	Harrison Career Institute
Allentown Business School	Health Options
Albright College	ICSI
Albright College Computer Training	Intercentury Technology, Inc.
Allentown School of Cosmetology	Kutztown University
Allentown Career Institute	Lackawanna College
AvTech Institute	Lehigh Carbon Community College
Bethlehem Area Vo-Tech	Lehigh Career & Technical Institute
Bordentron	Lincoln Technical Institute
Carbon Co. Area Vo-Tech	Manpower
CDE	Northampton Community College
CDM	New Horizons
Cedar Crest College	New Wave
Churchman Business School	Penn State
Career Institute of Technology	Villanova University
Computeach	Warren County Community College
DAWN DiaMedical Transcription	WorldWide Educational Services
DeSales University	Welder Training and Testing Institute
Empire Beauty School	

D.A.W.N. DIAMEDICAL TRANSCRIPTION NETWORK

Funding Obligated \$18,984.00 4 Participants

Private tutorial school specializing in Medical Office Technology and Medical Transcription Employment Training and Development.

All program monitoring areas were satisfactory except for the following issue.

Issue: Participant Time and Attendance Report was received with predated signatures. Predated Time and Attendance Reports are not acceptable documentation of a participant's time and attendance.

Corrective Action: A corrected Time and Attendance Report for the time period was provided.

HARRISON CAREER INSTITUTE

Funding Obligated \$58,542.00 13 Participants

Harrison Career Institute is a private, post-secondary technical school, offering programs in medical and technical fields.

All program monitoring areas were satisfactory except for the following issues.

Issues: Four negative Training Effectiveness Questionnaires (TEQ) were received from completing students during the month of January 2004. A monitoring site visit was scheduled to follow-up on the issues brought to our attention through the negative TEQs.

Follow-Up: HCI's director and four students were interviewed during a January 14, 2004 monitoring visit. The majority of TEQ comments (mail and interview) were from students in the Medical Office Specialist Program (MOS). Problems with the computers were issues mentioned in three of the four MOS TEQs.

HCI's director stated that the computers are being updated. She also mentioned that sometimes it is not the computers that are the problem but what the student does unknowingly.

HCI was monitored a second time during program year 2003. The training provider has addressed the computer concerns raised in January.

LINCOLN TECHNICAL INSTITUTE, INC.

Funding Obligated 53,779.00 *11 Participants*

Lincoln Technical Institute is a private, post-secondary technical school, offering programs in medical and technical fields.

All program monitoring areas were satisfactory. No corrective actions, improvements or follow-up were needed.

ON THE JOB TRAINING CONTRACTS

The Lehigh Valley Workforce Investment Board Monitor conducted oversight of ten Lehigh Valley Workforce Investment Area's employers with participants in On the Job Training contracts (OJT). The Lehigh Valley Workforce Investment Area utilized 13 OJT contract employers during Program Year 2003 (7/1/03 to 6/30/04).

The Monitor excluded three employers with participants in OJT contracts from the oversight process during Program Year 2003 because these three employers were monitored during Program Years 2001 and 2002.

Completed Visit to employer:

- Completed OJT Monitoring Tool
- Interviewed employer contact person
- Interviewed sample of participants
- Reviewed on site payroll information
- Checked for ADA Compliance

Completed Desk Review of each OJT contract:

- Reviewed sample of participants' files
- Reviewed Eligibility Documentation
- Reviewed Individual Employment Plan
- Sampled invoices and their supporting documentation

THE EMPIRE COMPANY

Distribution center for wood molding and trims

Funding Obligated \$4,647.00

Four participants

Positions: Warehouse/Forklift Operator; Truck Driver; Warehouse Manger

All program monitoring areas are satisfactory.

AMCOR PLASTUBE

Manufacturer of plastic tubes for cosmetics and lotions

Funding Obligated \$5,104.00

Two participants

Positions: Printer Operator; Production Control Supervisor

All program monitoring areas are satisfactory except for the following issue.

Issue: One participant did not have the employee's signature affirming the employee was present for the training hours billed on the invoice.

Corrective Action: The company was contacted and the participant signed the OJT invoice form.

AUSTIN'S AUTO SERVICE

Auto repair services

Funding Obligated \$3,840.00

One participant

Position: Automotive Technician

All program monitoring areas are satisfactory.

BARKER STEEL COMPANY, INC.

Engineering office supporting the fabrication of reinforcing steel bars

Funding Obligated \$4,039.20

One participant

Position: Detailer

All program monitoring areas are satisfactory.

KUSTOM CONTROL SOLUTIONS CORP.

Custom design and implementation shop of electronic and computer technology manufacturing

Funding Obligated \$4,928.00

One participant (fired after six weeks/only desk review monitoring completed)

Position: Controls Technician

All program monitoring areas are satisfactory.

LEHIGH VALLEY PLASTICS, INC.

Manufacturer of a variety of plastic products and parts

Funding Obligated \$1,320.00

One participant

Position: Computer Numeric Control Machine Operator

All program monitoring areas are satisfactory except for the following issue.

Issue: Participant's Driver's License was listed as verification for Social Security # on WIA Application Form by CareerLink staff person. According to the WIA Acceptable Eligibility Verification Listings a driver's license can be used as verification if SS# is listed on license. SS# is not listed on PA licenses. (DD 214 Military Discharge is in participant's file and is proper verification for SS#.)

Corrective Action: CareerLink staff changed the verification for the SS# on the WIA Application Form to show that the DD 214 Military Discharge was being used to verify the SS#. CareerLink staff person was informed that PA Driver's License cannot be used for SS# verification.

NESTLE WATERS NORTH AMERICA

Manufacture plastic bottles and fill with spring water

Funding Obligated \$7,886.00

Two participants

Positions: Production/Warehouse Associate

All program monitoring areas are satisfactory except for the following issue.

Issue: Participant's Driver's License was listed as verification for Social Security # on WIA Application Form by CareerLink staff person. According to the WIA Acceptable Eligibility Verification Listings a driver's license can be used as verification if SS# is listed on license. SS# is not listed on PA licenses.

Corrective Action: CareerLink staff changed the verification for the SS# on the WIA Application Form to show that Self Certification Form with SS# was being used to verify the SS#. CareerLink staff person was informed that PA Driver's License cannot be used for SS# verification.

ODENHEIMER COMPANY

Install maintain and repair water systems, wells, pumps and water conditioners

Funding Obligated \$2307.00

One participant

Position: Office and Cost Estimating

All program monitoring areas are satisfactory except for the following issues.

Issue #1: One participant did not have the employee's signature affirming the employee was present for the training hours billed on the invoice.

Corrective Action: The company was contacted and the participant signed the OJT invoice form.

Issue #2: Required Workforce Investment Act Equal Opportunity Posters were not posted at OJT site.

Corrective Action #2: CareerLink Business and Industry Relations Representative delivered EO Postings to OJT site.

PAYCHEX, INC.

Payroll service

Funding Obligated \$4,181.00

Three participants

Position: Payroll Specialist

All program monitoring areas are satisfactory except for the following issues.

Issue #1: Required Workforce Investment Act Equal Opportunity Posters were not posted at OJT site.

Corrective Action #1: CareerLink Business and Industry Relations Representative delivered EO Postings to OJT site.

Issue #2: One participant's WIA Application Form was not signed by CareerLink staff.

Corrective Action #2: CareerLink staff signed WIA Application Form.

WASHINGTON TOWNSHIP MAINTENANCE

Township maintenance department

Funding Obligated \$1,400.00

One participant

Position: Equipment Operator/Laborer

All program monitoring areas are satisfactory.

CAREERLINK MONITORING

The Lehigh Valley Workforce Investment Board Monitor conducted oversight of the four Lehigh Valley Workforce Investment Area's (LVWIA) CareerLink sites in March and April 2004.

Completed Visit to Allentown, Bethlehem and Easton CareerLinks:

- Completed CareerLink Monitoring Tool
- Interviewed CareerLink Site Manger
- Checked for ADA Compliance

Completed Desk Review of Allentown, Bethlehem, Easton and Bangor CareerLinks:

- Completed CareerLink Monitoring Tool
- Reviewed Legal Documents, EEO Requirements, Customer Satisfaction methods, Progression of Services, Provision of Technical Assistance/Continuous Improvement Strategies, and the Fiscal System

Issues:

The desk review which included oversight of legal documents, documentation of services received and a fiscal review. There were no problems or areas of concern.

The site visits, which included an ADA review, revealed some problem areas.

1. Problem Area

The Bethlehem CareerLink lavatory is furnished with a knob set faucet. It was recommended to replace this with one which does not require tight pinching, or twisting of the wrist.

2. Problem Area

The Bethlehem CareerLink lavatory side grab bar is 39 inches. A side grab bar 42 inches long terminating 54 inches from the rear wall was recommended.

3. Problem Area

The Easton CareerLink “Accessible Entrance” buzzer which alerts receptionist that an individual requires assistance entering the building is out of order.

4. Problem Area

The Easton CareerLink non-accessible restroom accessed by the south vestibule does not have a sign indicating that it is not an accessible restroom. It was recommended a sign be furnished announcing that this restroom is not an accessible restroom. *(Per John Malacsics, Facilities Manager, this recommendation was completed but the sign does not stay mounted.)*

5. Problem Area

The Easton CareerLink raised character/Braille signage for the accessible restroom is mounted on the restroom entry door. It was recommended to relocate this sign to be 60 inches centerline above the finished floor, mounted on the wall adjacent to the latch side of the door. *(Per John Malacsics, Facilities Manager, this recommendation was completed but the sign does not stay mounted.)*

In correspondence from Deputy Secretary for Workforce Development Sandi Vito, dated February 23, 2004, the local areas were informed that the Office of Vocational Rehabilitation (OVR) will assume the coordinative responsibilities for future ADA accessibility reviews.

This correspondence also recommends that local areas should recheck the recommendations from previous CareerLink Bureau ADA Site Reviews to ensure that cited items are now in compliance. The five problem areas were identified during the CareerLink site visits while rechecking the recommendations made by the CareerLink Bureau.

Corrective Action for Problem Areas:

The Lehigh Valley Workforce Investment Board notified the CareerLink Operator of these problem areas and requested a written corrective action plan be submitted to the Lehigh Valley Workforce Investment Board, Inc. within 30 days of receipt of the monitoring letter. The corrective action must be taken within 90 days of this letter.

A corrective action plan was sent by the CareerLink Operator to the Lehigh Valley Workforce Investment Board on June 10, 2004. A follow-up review of the corrective actions taken was performed on August 10, 2004 by the Lehigh Valley Workforce Investment Board Monitor. In Problem Area Three the buzzer was vandalized since being replaced and in Problem Area Five the accessible restroom sign needed to be remounted. Edward J. Murray, Operator Contact, verbally informed the Monitor on August 26, 2004 that the corrective actions were completed. A buzzer was installed again and the restroom sign was remounted.