

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

Program Year 2004

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 2004.

Areas covered:

- **General Contracts**
- **Training Providers/Programs**
- **On the Job Training Contracts**
- **National Emergency Grant (NEG)**
- **CareerLinks**
- **Fiscal Agent**
- **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 \$99,000.00

45 Participants

The purpose of the Self-Employment Assistance Program is to help unemployed individuals. The program is designed to assist these individuals who have a feasible idea for a business in putting together a business plan, implementing the plan, and starting a business. Individuals who are admitted into the program receive 33 hours of classroom training, 8 hours of QuickBooks training (optional) and 15 hours of individual business counseling.

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

Issue: QuickBooks instructor's signature and dates were missing from several Donley Center classroom Time and Attendance Reports.

Corrective Action: LCCC program coordinator informed the QuickBooks instructor to sign and date Time and Attendance Reports.

Issue: Quarterly meetings for program completers have not been held since April 19, 2004.

Corrective Action: Per LCCC program coordinator, "LCCC will be holding a quarterly meeting for all SEA Program clients on March 29, 2005."

Issue: LCCC is responsible for providing monthly and quarterly report information. The information provided is often not accurate and up to date by the required reporting dates.

Corrective Action: Per LCCC program coordinator, "This area is being addressed in two ways. 1) We have set up weekly phone conference calls with Lehigh's SBDC to make sure we are most up to date with all information on our report. 2) We have scheduled final monthly spreadsheet updates on the last days of the month to be sure that everything is complete prior to the 5th of the next month."

OUTCOMES:

- Forty five clients have been admitted into the program during Program Year 2004
 - Twenty clients completed the program to date.
 - Another sixteen are still working toward completion.
 - Thirty-one businesses have been started as of June 30, 2005.

PENN STATE LEHIGH VALLEY **YOUTH CONNECTIONS PROGRAM**

Funding \$239,675.00

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 except for the following issue(s).

Issue: One participant's file did not contain required eligibility documentation. The file did not contain proof of citizenship.

Corrective Action: PSU program coordinator provided proof of citizenship for the participant.

OUTCOMES:

Kids Connect

- Writing Assessment
 - For 2nd and 3rd graders: average gain on a 4-point rubric was 1.53 for all writing areas (n=23)
- Writing Assessment
 - For 3rd and 4th graders: 46.35% of students showed an improvement of at least 1 point on a 4-point rubric (n=14)
- Kids Connect Reading/Writing Assessment (After School Component)
 - Students showed an average 2-point gain from the pre-assessment to the post-test on a 4-point rubric scale for Focus, Content, Organization, Style, Conventions.
- PSSA-Pre Math Assessment (After School Component)
 - 47.8 % of students in 3rd-5th grades showed an improvement in PSSA-based math scores
- Technology Skills Assessment
 - Showed that students' ability level rose 39.37% and 53.97% (5th graders, 3rd and 4th graders respectively) after technology workshops and web design classes.

Keystone

- Technology Skills Assessment
 - Students increased their skill level by an average of 26.34% and increased their comfort level of using search engines by 53.75%

Capstone

- 14 of the 15 Capstone students from 2003-5 have reported that they will be attending college in the fall, and all are entering a health related field of study.

LEHIGH VALLEY ECONOMIC DEVELOPMENT CORPORATION
INDUSTRY CLUSTER ANALYSIS FOR ADVANCED MANUFACTURING

Funding \$63,810.00

This project is an extension and refinement of an initial ETA project that created a Regional Economic and Workforce Development Center. The objective is to create a region-wide assessment of needs versus resource gaps, along with an assessment of how to resolve any of the gaps where they exist.

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 two Training Providers for all of the following and 15 Training Providers for American with Disabilities Act compliance.

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

ALLENTOWN CAREER INSTITUTE

Funding Obligated \$20,000 4 Participants

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

All program monitoring areas were satisfactory, except for ADA compliance.

THE WESCOE SCHOOL OF MUHLENBERG COLLEGE

Funding Obligated \$15,000

3 Participants

The Wescoe School of Muhlenberg College provides education for adults. The school offers degree and certificate programs.

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

Training Providers Monitored for American with Disabilities Act (ADA) Compliance

The following Training Providers are ADA Compliant

Avtech Institute of Technology
CDM Technical Training Institute
Empire Beauty School
Harrison Career Institute
Health Options Institute
Lehigh University
Lehigh Valley Healing Arts Academy
St. Luke's Hospital School of Nursing
Welder Training and Testing Institute

The following Training Providers were not ADA compliant at the time of the monitoring visit.

Northampton Community College, Bethlehem Center

-Elevators, Restrooms and Drinking Fountains were not fully ADA compliant.
NCC has moved from this site to an ADA compliant site on the south-side of Bethlehem.

Allentown Career Institute

-Restrooms and Accessible Entrance was not fully ADA compliant.
This training provider corrected the deficiencies.

D.A.W.N. DiaMedical Transcription Network

-Restrooms, Accessible Entrance and Access to Goods and Services were not fully ADA compliant.
This training provider removed themselves from the Statewide Eligible Training Provider List.

Worldwide Educational Services

-This training provider was not fully ADA compliant.
The training provider requested to have their programs withdrawn from the Statewide Eligible Training Provider List.

Lincoln Technical Institute, Union NJ

-Restrooms, Accessible Entrance and Access to Goods and Services were not fully ADA compliant.

This training providers programs were removed from the Statewide Eligible Training Provider List. They provided the LVWIB with a Letter of Intent but never followed through with the required actions.

Allentown School of Cosmetology

-Restrooms were not fully ADA compliant.

This training providers programs were removed from the Statewide Eligible Training Provider List. They provided the LVWIB with a Letter of Intent but never followed through with the required actions.

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 thirteen OJT contract employers during Program Year 2004 (7/1/04 to 6/30/05).

The Monitor excluded three employers with participants in OJT contracts from the oversight process during Program Year 2004 because the employers were monitored during Program Year 2003.

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

COMPLETE BUILDING SERVICES

Janitorial supplies

Funding Obligated \$1,680.00

One participant

Position: Receptionist

All program monitoring areas are satisfactory.

HISPANIC AMERICAN ORGANIZATION

Community Based Organization

Funding Obligated \$2,400.00

One participant

Position: Case Manager

All program monitoring areas are satisfactory.

SEEDWAY, INC.

Seed distribution/warehouse

Funding Obligated \$3,000.00

One participant

Position: Driver

All program monitoring areas are satisfactory.

OLYMPUS AMERICA, INC.

Corporate offices with finance, personnel, information technology and marketing areas, plus call center and technical services center and distribution center

Funding Obligated (Ranges from \$2,422.20 to \$6,343.23 per participant)

(some participants' funding crosses over to program year 2005)

40 participants (includes two py 05 participants)

Positions: Technical Support Engineer, Customer Service Representative, Technical Support Specialist, Senior Digital Technical Support Specialist, Digital Technical Support Representative, Product Manager, Financial Analyst, Technical Support Engineer I and II, Inventory Planning and Purchasing Manager, Senior Customer Service Representative, Customer Service Representative, Financial Systems Documentation and Reporting Manager, Credit Administrator-National Accounts, Credit Administrator-OIMA, Technical Assistance Center Manager, Senior Business Analyst, Retail Credit Administrator, Major Account Program Administrator, Logistics/Design Engineer, Payroll Specialist, Credit Administrator, Cash Management Associate Manager, Senior Corporate Accountant, Staff Auditor, Cash Applications Administrator, Service Product Manager, Senior Inventory Analyst, Loaner-Retrieval Representative, Cash Applications Clerk, Inventory Analyst, Sales Support Specialist

All program monitoring areas are satisfactory.

TOTAL LOGISTICS CONTROL

Beverage product manufacturing

Funding Obligated \$1,717.50

One participant

Position: Production Associate

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

Issue:

Equal Opportunity Posters were not posted.

Corrective Action:

CareerLink Business & Industry Representative delivered postings.

RAMSAY MACHINE DEVELOPMENT, INC.

Custom machining

Funding Obligated \$2,625.00

One participant

Position: Machinist

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

Issue: Equal Opportunity Posters were not posted.

Corrective Action: CareerLink Business & Industry Representative delivered the postings.

Issue: Employer could not locate OJT Master Agreement.

Corrective Action: CareerLink Business & Industry Representative delivered copy of Master Agreement.

Issue: The OJT Addendum on file at Ramsay Machine Development, Inc. was not signed by the employer John Ramsay. The OJT Addendum on file at the Private Industry Council of Lehigh Valley, Inc. did not have an original signature, but it was signed by the administrative assistant on behalf of John Ramsay.

Corrective Action: Ramsay Machine Development, Inc. provided a letter giving the authority to their administrative assistant to sign all OJT related documents on behalf of John Ramsay. Business & Industry Representatives must get approval in writing for someone else to sign OJT documents.

KUSTOM CONTROL SOLUTIONS CORP.

Industrial automation equipment repair/installation

Funding Obligated \$7,780.00

Two participants

Positions: Control Technicians

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

Issue: Two participants OJT Addendums were not available at the OJT employer.

Corrective Action: CareerLink representative replaced one participant's addendum. The employer located the other participant's addendum after the monitoring visit.

Issue: The OJT Master Agreement was not available.

Corrective Action: The OJT Master Agreement was misfiled. The employer located the agreement after the monitoring visit.

Issue: Required Equal Opportunity Posters were not posted.

Corrective Action: CareerLink representative delivered the postings.

ADVANCE AUTO PARTS

Auto parts distribution center

Funding Obligated \$3,552.00

Two participants

Position: Stock Clerk (Material Handler)

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

Issue #1: OJT payments were not current. Participant started in January 24, 2005 and as of April 28, 2005 no OJT payments had been made to the employer.

Corrective Action: The general manager of Advance Auto Parts was out for surgery. The CareerLink staff continued to work with the employer's staff to have the invoices submitted. Invoices were received on June 16, 2005. These invoices had to be returned to the employer because they were completed incorrectly. Corrected invoices were received by PIC on July 8, 2005.

THE HARTFORD CUSTOMER SERVICES GROUP

Customer service for insurance industry

Funding Obligated \$2,307.84

One participant

Position: Acquisition Representative

All program monitoring areas are satisfactory. Completed desk review only. Monitor received OJT contract after the contract period.

ASSOCIATION FOR THE BLIND AND VISUALLY IMPAIRED, INC.

Services for the blind and visually impaired

Funding Obligated \$2,908.64

One participant

Position: Caseworker

All program monitoring areas are satisfactory. Completed desk review only. Monitor received OJT contract after the contract period.

NATIONAL EMERGENCY GRANT

The Lehigh Valley Workforce Investment Board Monitor conducted oversight of the Lehigh Valley Workforce Investment Area's National Emergency Grant May through August 2005.

The Monitor visited three of the four NEG worksites and monitored the administrative functions provided by Private Industry Council of Lehigh Valley, Inc.

Completed Visit to three NEG worksites, Hellertown, Freemansburg and Easton:

- Completed NEG Monitoring Tool
- Interviewed worksite contact person
- Interviewed sample of participants

Completed Administrative Monitoring of four NEG worksites:

- Completed NEG Monitoring Tool
- Interviewed program administrator
- Reviewed eligibility
- Reviewed participants' files
- Reviewed invoices

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

Issue #1: One NEG participant had information in his file with two different last names. No social security card or birth certificate was in participant's file.

Corrective Action: Per program administrator, "NEG participant has provided his baptismal certificate which is able to link his two names as the same individual. We will continue to monitor to ensure he provides birth certificate on arrival and that he updates his social security card to include both names."

Issue #2: One NEG participant's WIA application did not contain the participant's signature.

Corrective Action: Per program administrator, "NEG participant signed WIA application."

CAREERLINK MONITORING

The Lehigh Valley Workforce Investment Board Monitor conducted oversight of the four Lehigh Valley Workforce Investment Area's (LVWIA) CareerLink sites in May and June 2005.

Completed Visit to Allentown, and Easton CareerLinks:

-Bethlehem CareerLink closed in June 2005

- 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

Desk Review: There were no problems or areas of concern.

Issues:

The site visits to the Allentown and Easton CareerLinks included an ADA review completed in conjunction with the Office of Vocational Rehabilitation (OVR). Both sites had ADA compliance issues.

Allentown-

1. The concrete ramp in front of the building is slightly off measurement according to Lee Reynolds of OVR. (Rise of ramp is 31 inches. It should be no more than 30 inches between landings.)
2. First floor elevator call buttons are at 43 inches. OVR states they should measure no higher than 42 inches from the floor.
3. Access to some materials in the Career Resource Room is blocked. (Staff is available to move tables or chairs or to retrieve materials.)

Easton-

1. Door to accessible entrance opens with 15 lbs. of pressure; there is a buzzer available to ring for assistance.
2. Two counters in public area are not cane-detectable.

3. There are no accessible parking spaces because there is no public parking provided.
4. Restroom door opens with eight lbs. of pressure. (Exterior doors reserved; maximum is 5 lbs. of pressure for interior doors.)

Corrective Action:

The State Office of Vocational Rehabilitation will contact the Allentown and Easton CareerLinks to arrange corrective actions for the ADA compliance issues.

FISCAL AGENT MONITORING

The Lehigh Valley Workforce Investment Board Monitor conducted oversight of the Private Industry Council of Lehigh Valley, Inc. February 28, 2005 through March 3, 2005. The Fiscal Agent monitoring was completed in conjunction with the State Fiscal and Procurement Monitoring of the Fiscal Agent.

- Completed Fiscal Agent Monitoring Tool
- Reviewed Procurement Procedures
- Reviewed Financial Requirements
 - Fiscal Management (accounting system, audit, travel documentation, etc.)
 - Internal Controls (Separation of Duties)
 - Obligations and Expenditures
- Reviewed Insurance Worksheet
- Reviewed Check Review Worksheets
- Reviewed Subcontract Worksheets

There were no concerns or deficiencies.

YOUTH PROGRAM MONITORING

The Youth Program Comprehensive Monitoring Report for Program Year 2004 was presented to the Youth Council at the December 2004 meeting.