

2021-2022 Board Review

WELFARE TRANSITION (WT)

Finding

Transitional Services Eligibility

- Unable to determine the participant's continued eligible to receive transitional services

Finding

Pre-penalty and Sanction Process

- No attempt to contact the participant both verbally and in writing during the 10-day counseling period occurred for the 6/21/21 failure.

ONI

Outdated Grievance and Complaint Form

- Outdated Grievance/Complaint and EEO/Discrimination form

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM - EMPLOYMENT AND TRAINING (SNAP E&T)

Observation

599 Activity left open

- Career Seeker was exempted by DCF; however, the 599 activity was not closed timely, remained open in OSST for 120 days.

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) - Youth

Finding

Work Experience

The following items were cited in this category:

- Reviewer couldn't determine if the work experience included academic and occupational education as required
- WE placement does not appear to directly lead into a pharmaceutical occupation as a career pathway progression.

Finding

Individual Service Strategy

The following items were cited in this category:

- Reviewer could not determine if the Individual Service Strategy (ISS) was created jointly by the participant and the career manager as the ISS is missing the participant's signature.
- ISS not updated as activities were changed/updated
- ISS does not include all services/activities

ONI

Grievance/Complaint and EEO/Discrimination Form

The following items were cited in this category:

- Outdated Grievance/Complaint and EEO/Discrimination Form

ONI

Measurable Skills Gains

The following items were cited in this category:

- No Measurable Skill Gains recorded in the MIS during the Program Year.

Observation

Eligibility Documentation Missing

The following items were cited in this category:

- WIOA application does not include Disability as a barrier; however, the **Public Assistance Information** section of the application indicated the participant receives SSDI and is determined eligible as a family of 1 due to his disability.
- Birth certificate listed as verification for a family of 1 (not acceptable verification)

Observation

Case Management

The following items were cited in this category:

- Reviewer questions if this case was being managed appropriately as case was system closed 5/22/21

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) - Adult & Dislocated Worker

Finding

Program Eligibility Findings

- Income verification documentation doesn't include dates prior to 11/3/2017 (to include 10/3/17 forward, as she was employed per resume);
- App date on income verification documentation incorrectly stated as 4/10/18, but should be 4/3/18;
- Family income listed on WIOA application incorrect and does not match documentation;
- No school records on file to verify DOB;
- No work-eligible Social Security Card to verify citizenship (Missing Citizenship)

- No documentation on file showing receipt of public assistance;
- No Driver's License on file to verify DOB;

Eligibility Observations

- Address verified using an ID card;
- Mailing address incomplete;
- Public assistance- Participant also received SSI per documentation on file
- Career Seeker phone numbers do not appear to have been verified prior to or at time of enrollment; Per case note entries dated 7/30/21 and 8/24/21, staff attempted to call but phone numbers belonged to someone else; Staff has not actively engaged with the participant since enrollment/approval of ITA. Per case note entries, only emails were sent to the participant on a monthly basis, with no response
- WIOA Initial Case note does not include information regarding the participant's Associate degree;
- Initial Assessment form filed, but lacks any dates- Unable to determine when it was created;
- Income information not accurate based on self-attestation (amount rounded)
- Updated contact sheet not signed by staff
- Income documentation includes an extra check amount erroneously;
- Family income differs from documentation;

WIOA Application Observations

- Residential Address, Address on Date of Application & Mailing Address differs from address on documentation on file
- Verification for Highest Education Achieved level completed is school records- No school records showing diploma attainment on file.
- County of Residential Address incorrect
- Family size- Birth Certificate cannot be used to verify a family size of 1
- States a barrier as homeless, but participant was living with his mother per the self-attestation on file
- SS card not signed
- Address verification documentation not postmarked within 60 days of application as required
- No self-attestation regarding ex-offender status;
- Selective Service verification source needs to be updated
- Family size is not correct based on documentation on file (should be 3);
- Verification source for residential address should be public assistance records per documentation on file;
- Ex Offender verification source should have been police records;
- Incorrect verification source listed on application

Finding

Basic Career Services

- 125 Service Code – Missing the case note documenting placement assistance provided as part of PREP Placement services

Finding
Individualized Career Services
<ul style="list-style-type: none"> No IEP developed/on file
Engagement
<ul style="list-style-type: none"> Observations - INDIVIDUALIZED CAREER SERVICES: Signed IEP not in file; Observation - Training attendance not reviewed/verified as required- No training attendance documentation on file; No attempted engagement for the months of June-July 2021; Participant has been disengaged for all of 2021 Case note dated 1/19/21 indicates that participant completed training program, but there doesn't appear to be any attempts to attain credential from participant or training provider
System Closure
<ul style="list-style-type: none"> Case appears to have closed due to no engagement with the participant; Both 205 and 300 activities system closed; Participant provided 3 OST activities and 2 were allowed to System Close (case notes do indicate staff was aware they were going to close

Finding
Duplicate Funding Sources
<ul style="list-style-type: none"> No documentation to show that services were coordinated. Staff will need to complete a separate Funding Award Notice for youth funding obligated/expended.

ONI
Grievance/Complaint Form
<ul style="list-style-type: none"> Grievance and Complaint form in the participant file is not the most up-to-date version available.

ONI
Recording of Measurable Skill Gains (MSG)
<ul style="list-style-type: none"> Missing MSG for participants who have entered training.

ONI
Work Experience Training Plan
<ul style="list-style-type: none"> No WE mid-point or final training plan on file Observation – Missing WE paystub Observation - No WE Activity closure case note Observation - Mid/post training plan indicates a regression in skills learned, based on pre-training evaluation created by staff. May be an indication that employer needs to complete all evaluations. Observation - Unable to determine how/why career seeker was enrolled in WE with a career goal of office management, per case note entry and then enrolled in OST for Massage Therapy.
Transitional Employment
<ul style="list-style-type: none"> Observation - Transitional Employment- No proof of barrier to employment; Observation - Transitional Employment- Hours exceeded maximum allowed; Training plans not signed by participant

ONI
Credential Attainment

- Credential attainment date was 6/11/2020 - prior to enrollment in OST per documentation on file

Observation

Invoice Documentation

- Observation - WE Activity closed 7/27/21, not submitted as part of Monthly Invoice Documentation in July 2021 for WE;
- Not included as part of the monthly invoice documentation for closures in August (closed 8/24/21); No closure case note;

Observation

Closure

- Employment information- Start date entered differs from start date in case note;
- Closure case note incomplete, does not include a closure reason
- Closure case note indicates that participant was unresponsive/disengaged for 4 years, but was only enrolled for less than 2 years
- As of 2/13/2020, staff was aware that participant had moved out of the area (St. Petersburg) and was attending school there- No attempts to possibly transfer file. Closure requested 9/8/2020 but was denied

Observation

Follow-ups

- Observations: Case notes for 1st Q follow-up- Both the case notes dated 9/27/21 and 9/20/21 indicate 3rd Quarter follow-up 2nd attempt, rather than 1st Q
- 1st Q follow-up- Career seeker desired employment assistance and FU Specialist indicated that a Navigator would be in touch- to date, no case note entries documenting that a Navigator followed-up with the career seeker to provide assistance.

WAGNER-PEYSER (WP) PROGRAM

Finding

Referrals and Permission

- No resume in EF, background wizard incomplete
- Case note does not indicate permission was granted for referral

ONI Referrals

- Job Seekers qualifications do not match the minimum requirements of the job order
 1. Per background wizard, career seeker lacks a Class E Driver's License
 2. Career seeker did not meet min requirements of the JO (Bachelor's degree in Accounting or Finance, 3 years Accounting experience)
 3. Lacks 6 months relevant work experience (5 months per resume)
- Lacks 3 years work relevant experience/working knowledge

Finding

Assessments and Employment Plans

- IEP not documented using plan wizard- no paper copy available. Created as a case note. Unable to determine if IEP created in conjunction with, and agreed to, by career seeker.
- Objective Assessment summary case note but no OA plan (activity code recorded should have been 203)
- Case note lacks the services needed to assist the career seeker to reach their goals;

Finding

Obtained Employment

No reportable services entered prior to entry of activity code 880

ONI

Obtained employment

- No reliable source of verification on file- No case note entry as required; No EV form on file as required; actual service date/scheduled date prior to start date
- No reliable source of verification on file- No case note entry as required; No EV form on file as required
- No case note entry as required; EV form not signed by staff

Observation

Activity Service Plan

- No case note entries for service code 106 entered on 5/6/21, 8/10/21 and 8/23/21- Unable to determine if service provided
- Case note entries for use of activity code 120 should be individualized, based on the actual resources utilized by the career seeker vs. the use of general template
- No case note for activity code 106 entered 8/19/21
- No case note entries for activity code 106 entered 1/6/21 and 8/23/21
- No case note entry for activity code 106 entered 4/29/21;
- Staff recorded activity code 113 (Job search Plan) but should have recorded 114 (Staff assisted Job Search) per case note entry.
- Staff recorded activity code 114 (Staff assisted Job Search) on 8/17/21- Not a staff assisted JS per case note entry
- Case note entry for Initial Assessment entered more than 15 days (9/16/21) after activity was recorded 8/24/21
- Case note entries for use of activity code 120 should be individualized, based on the actual resources utilized by the career seeker vs. the use of general template;
- No case note entries for activity code 106 entered 2/25/21, 6/10/21, 6/25/21, 7/8/21
- Staff recorded activity code 136 on 6/18/21, 6/21/21 & 6/23/21- Not follow-up contacts
- Activity code 205 entered 4/27/21 but the case note lacks details of updates made;
- Activity code 203 entered 7/26/21, but unable to determine based on case note entry, what updates were made
- Staff referred career seeker to job order - No case note documenting permission to refer
- Activity code 127 entered 2/22/21- No case note entry

Finding**MSFW Incorrectly Coded**

- Two (2) career seekers were incorrectly coded in Employ Florida as an MSFW based upon any significant history of prior farm work experience listed in the system.