



Department of  
Job and Family Services

**John R. Kasich**, Governor  
**Michael B. Colbert**, Director

August 30, 2012

Bert Cene  
Mahoning and Columbiana Training Association  
9 West Front Street  
Youngstown, Ohio 44503

RE: PY 2011 Comprehensive Monitoring Report – Area 17

Dear Mr. Cene:

The Workforce Investment Act (WIA) Section 184 (a)(4) and the Code of Federal Regulations (CFR) at 20 CFR 667.410 (b)(2) require each state to conduct an annual on-site monitoring of local boards to ensure compliance with applicable administrative requirements. In accordance with this provision, Dean Wheatcraft, WIA Program Monitor, conducted a program review of Area 17, on May 7, 2012 through May 10, 2012, with an emphasis on the WIA Adult, Dislocated Worker, and Youth Programs.

The results of the review are detailed in the attached report. As noted in the report, a compliance finding regarding the Youth Council's membership was identified during the course of the monitoring review. Since the onsite review, the Area identified and obtained the required Youth Council representation, and has provided verification of such. Therefore, a corrective action plan is not required.

Enclosed with the monitoring report, as a separate attachment to the e-mail, is a brief customer survey. The survey provides an opportunity to share feedback about the monitoring process. We invite and encourage constructive input. For convenience, please complete the form electronically and email to Julie Wirt, WIA Program Supervisor at [Julie.Wirt@jfs.ohio.gov](mailto:Julie.Wirt@jfs.ohio.gov).

30 East Broad Street  
Columbus, Ohio 43215  
[jfs.ohio.gov](http://jfs.ohio.gov)

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Mr. Cene  
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If you have any questions regarding this report or the customer satisfaction survey, please contact Dean Wheatcraft at (614) 752-3226 or [Dean.Wheatcraft@jfs.ohio.gov](mailto:Dean.Wheatcraft@jfs.ohio.gov). If Dean is unavailable, please contact Julie Wirt, WIA Program Monitoring Supervisor, at (614) 752-3228 or [Julie.Wirt@jfs.ohio.gov](mailto:Julie.Wirt@jfs.ohio.gov).

Sincerely,

A handwritten signature in blue ink that reads "Diana Skinner".

Diana Skinner, Manager  
Consulting and Audit Services Section  
Bureau of Monitoring and Consulting Services  
Office of Fiscal and Monitoring Services

DS:jah

cc: WIA Distribution List

Attachments: Monitoring Report  
Customer Satisfaction Survey

# **PY 2011 Comprehensive Monitoring Report**

## **Area 17**



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***WIA Program Monitoring***

## **Purpose of the Review**

The Workforce Investment Act (WIA) and regulations require that states develop a monitoring system and monitor grant-supported activities of local workforce investment boards for compliance with applicable laws and regulations. The goal of the Ohio Department of Job and Family Services (ODJFS) monitoring effort is to:

- conduct oversight and monitoring of WIA activities to ensure that established policies, procedures, and systems of the workforce areas comply with WIA, federal regulations, and state rules, policies, and procedures;
- provide program guidance and direction to local areas in order to assist them in providing quality workforce development services to customers; and
- provide a framework for continuous improvement efforts in WIA at the local and state levels.

Dean Wheatcraft, WIA monitor at ODJFS, Office of Fiscal and Monitoring Services, Bureau of Monitoring and Consulting Services, conducted the Comprehensive Monitoring review in Area 17 from May 7, 2012 through May 10, 2012. The period under review was from July 1, 2011 until the date of the onsite visit.

An overall summary is provided for each section of the report. The summary will identify compliance findings and qualitative observations. Compliance findings are topics found not in compliance with WIA, federal regulations, and state and local policies and procedures. Qualitative observations are topics which may impede effectiveness and efficiency of services to individual and business customers. For both compliance findings and qualitative observations, suggestions are offered on how to come into compliance or make qualitative improvements. A corrective action plan is required for each compliance finding indicating the Area's remedy to ensure prompt compliance. Although it is not required, it is recommended that the Area review each qualitative observation and provide feedback on how the Area plans to make improvements.

## **Administrative Review**

Workforce Investment Board(s) (WIB) are established and funded by the Workforce Investment Act (WIA), which was enacted in 1998. WIA defines the overarching policy framework for the workforce system, WIB membership, and WIB responsibilities. Accordingly, local WIB membership is prescribed in Section 117(b)(2) of the Act and requires representation from business, local educational entities, labor organizations, community-based organizations, economic development, and One-Stop partners. The Act further requires that a majority of the local board members be representatives of business. The main objective is to create strong, local partnerships between business and the community necessary to enhance each community's economic and workforce development.

As part of the WIA monitoring review, in accordance with the Act, ODJFS conducted a compliance review of Area 17 Workforce Investment Board's membership composition and meeting attendance for the past year since the last monitoring review. The review was conducted using Area 17's WIB roster, WIB meeting minutes, and the WIB by-laws/policies.

The WIB consists of 39 members with 21 members, or 53%, representing business as required by Section 117 (b)(4) of the Act and 20 CFR 661.315(d) of the Regulations. Additionally, the WIB had representation from all required entities and One-Stop partners. During Program Year (PY) 2011, the WIB met on July 19, 2011, October 18, 2011, January 17, 2012, and April 17, 2012. For these meetings, Area 17 averaged an attendance rate of 68% for business members, 100% for economic development members, and 75% for One-Stop Partners. A quorum was present at all four board meetings.

Also as part of the WIA monitoring review, ODJFS conducted a review of the Area 17's Youth Council membership composition and the Youth Council meetings during PY 2011. The Youth Council consists of three assigned WIB members plus 14 additional members representing the required membership outlined in Section 117(h)(2) of the Act and 20 CFR 661.335(b) of the Regulations, with the exception of a representative from the local housing authority.

## **Compliance Finding**

### Youth Council Membership Composition

Area 17's Youth Council membership currently does not include a representative of the area Metropolitan Housing Authority as required by Section 117(h)(2) of WIA and 20 CFR 661.335(b)(1-6) of the Regulations. It should be noted that Youngstown Metropolitan Housing Authority (YMHA) is represented on Area 17's WIB. YMHA had a representative from Youth Build on the Youth Council until funding was eliminated. They are currently in the process of applying for a new round of Youth Build funding. Upon re-funding of the Youth Build program, Area 17 anticipates compliance with the WIA Act and Regulations.

Since the date of the onsite visit, Area 17 has obtained a representative from the YMHA to serve on the Area's Youth Council. On June 29, 2012, the Area provided ODJFS, Bureau of Monitoring and Consulting Services, verification from YMHA with the name and title of the representative.

### Recommendation

Area 17 must recruit and appoint a representative of the local public housing authority to the Youth Council. As stated previously, Area 17 is currently awaiting funding of the Youth Build program that previously had staff represented on the Youth Council.

As noted above, Area 17 has already obtained a representative from the YMHA to serve on its Youth Council and provided ODJFS verification of such. Therefore, a corrective action plan addressing this compliance finding is not required.

## **Qualitative Observation**

There were no areas of qualitative observation identified within the scope of this review.

## **Programmatic Review**

As part of this monitoring effort, 20 Adult participant files were reviewed as follows: 15 files in Mahoning County and five files in Columbiana County. Twenty Dislocated Worker participant files were reviewed as follows: 16 files in Mahoning County and four files in Columbiana County. Of the 20 Dislocated Worker participant files reviewed, three files (one file in Columbiana County and two files in Mahoning County) were participants who were also eligible for Training Adjustment Assistance (TAA).

Additionally, nine Younger Youth participant files were reviewed as follows: six files in Mahoning County and three files in Columbiana County. Nine Older Youth participant files were reviewed as follows: five files in Mahoning County and four files in Columbiana County.

Files were well organized and contained all of the following: completed applications; signed employment opportunity (EEO)/complaint procedure forms; case notes; documentation of the progression of service levels; individual employment plans (IEP); and follow-up services. In addition to the documentation, listed previously, the youth files also contained evidence of completed objective assessments; individual service strategies (ISS)/ individual education plans (IEP) with age appropriate goals; and signed parental consent forms. Participant information was entered into the state's mandated reporting system, Ohio's Workforce System (formerly known as SCOTI), as required in Workforce Investment Act Transmittal Letter No. 10.

There were no substantial areas of non-compliance or any areas of qualitative observation identified within the scope of this review.