

CAREER SOLUTIONS WORKFORCE DEVELOPMENT BOARD PROGRAM COMMITTEE MEETING AGENDA

Monday, May 11, 2020 at 3:30pm

Career Solutions-Guest WiFi: Welcome2CareerSolutions!

Physical Location: CareerForce St. Cloud
1542 Northway Drive, St. Cloud, MN 56303 – Door #2
No parking permit required for this event. Please park in Lot B.

Virtual Meeting: Via Zoom during a State of Emergency with the Coronavirus (COVID-19):
Zoom details are listed within your calendar invite or contact Kari Court (320) 308-5749

1. **Call the Meeting to Order/Introductions** J. Magelssen
2. **Approve Agenda** ACTION: J. Magelssen
3. **Consent Agenda** ACTION: J. Magelssen
 - A. Minutes from 02/10/2020 (Attachment 3.A.)
4. **Committee Work** T. Biery
 - A. Coronavirus (COVID-19) Impact:
 - i. Federal Funding (Attachment 4.A.1.)
 - ii. Reopening CareerForce (Attachment 4.A.2.)
 - B. Monitoring Report & Checklist (Attachment 4.B.)
 - C. Renew the Electrolux Subcontract with Central Minnesota Jobs & Training Services, Inc. (CMJTS) (Handout) – **ACTION** ACTION: J. Magelssen
 - D. Update on Local & Regional Plans
 - E. CareerONE Update J. Magelssen
5. **Other**
 - A. From the Floor/Announcements
 - B. Next Meeting: June 8, 2020 at 3:30pm
6. **Adjourn**

REASONABLE ACCOMMODATIONS: ALL CAREER SOLUTIONS WORKFORCE DEVELOPMENT BOARD PROGRAM COMMITTEE MEETINGS ARE ACCESSIBLE TO THE HANDICAPPED. ATTEMPTS WILL BE MADE TO ACCOMMODATE ANY OTHER INDIVIDUAL NEED FOR SPECIAL SERVICES. PLEASE CONTACT ADA/AA COORDINATOR TAMMY BIERY AT (320)308-5702 AS EARLY AS POSSIBLE SO NECESSARY ARRANGEMENTS CAN BE MADE. INDIVIDUALS WITH HEARING OR SPEECH DISABILITIES MAY CONTACT US VIA THEIR PREFERRED TELECOMMUNICATIONS RELAY SERVICE.

CAREERFORCE DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, CREED, RELIGION, NATIONAL ORIGIN, GENDER, MARITAL STATUS, STATUS WITH REGARD TO PUBLIC ASSISTANCE, SEXUAL ORIENTATION, DISABILITY, OR AGE.

Note: If you are unable to attend this meeting, please contact Kari at 320.308.5749 or email at Kari.Court@CSJobs.org.
Upon request, this material can be made available in alternate formats.

CAREER SOLUTIONS LOCAL WORKFORCE DEVELOPMENT BOARD PROGRAM COMMITTEE MEETING MINUTES

Location: CareerForce St. Cloud
1542 Northway Drive, St. Cloud, MN 56303 – Door #2
Date: February 10, 2020
Attendance: Jill Magelssen, Brent Bultema, Ken Huling, Ann Kennedy, Sarah Lampert,
Karen Pundsack, & Tricia Simon.
Career Solutions Staff: Tammy Biery, Ileana Merten & Kari Court.
Absent: Teresa Bohnen, Tanya Adair, Janelle Heesch, Kathy Kirchner & Brandon
Schauer.
Guest: Jennifer Erickson, Ahmed Mohidin, Ismail Mohamed, Sahur Hussein & Ann
Meline.

Call the Meeting to Order:

- J. Magelssen called the Program Committee Meeting to order at 3:31pm when quorum was met.
- Introductions made.

Approval of the Agenda:

Motion: B. Bultema made a motion to approve the modified agenda. Seconded by: K. Pundsack.
Motion carried.

Consent Agenda:

- Minutes from 01/13/2020

Motion: A. Kennedy made a motion to approve the consent agenda. Seconded by: S. Lampert.
Motion carried.

Staff Presentation: Services Provided to the Somali Community – Career Planners: Ahmed, Mohidin, Ismail Mohamed and Sahur Hussein.

- T. Biery leads the Immigrant Employment Connection Group which started in 2015 and found that education was needed for both job seekers and employers. Now five years later, we feel the needle has moved in a positive direction but the focus seems to be more individual based effort with both job seekers and the employers. We are becoming more of a consultant to businesses and jobseekers.
- Career Solutions has three bilingual staff who have going into the Somali Community to provide services to job seekers and employers and they are here to share their great work with the Program Committee Members. T. Biery also showed a document outlining their work.

- Ahmed Mohidin stated over the past few years, they have worked with the local community at different locations such as the La Cruz, Community OutPost (COP House), Quarryview, Coleman Company, etc. Many people want to apply for jobs but they use carpooling as a means of transportation which can make it difficult to receive services as the CareerForce location so we visit them in the community instead for services such as applying for jobs, expectations of applying for jobs, explain our programs, learn about currently labor market information, etc.
- In 2018, T. Biery received a notification from Speedee Delivery that they were experiencing some communication barriers. A group of employees thought they were handling packages containing pork and alcohol and were ready to walk off the job. Mediation services were provided, explaining that this was misinformation. In working with both parties, recommendations for policies and procedures to be translated into Somali were given to Human Resources to resolve the issue going forward. They were able to retain their 30 employees.
- Another example Ahmed provided was that Cargill expanded their production facility at their Big Lake location. They were struggling to fill 40 new food handler positions. The Company's HR reached out to Career Solutions to receive help with filling up those positions with immigrant populations, and in less than three weeks, Cargill filled all 40 positions. Once the immigrant employees started working at Cargill the management has encountered issues such as communication and cultural gaps. Career Solutions bilingual staff put together cultural training for supervisors and management to make them aware of the culture of their new employees as well as provided training for employees so they also understand the company's culture, responsibilities and expectations.
- Cintas St. Cloud reached out to Career Solutions to help with retaining their employees with communication barriers. Career Solutions staff members responded to Cintas's request and resolved all matters related to cultural misunderstandings and provided suggestions to ease communication barriers.
- Sahur Hussein has a presence at the Community OutPost and La Cruz. La Cruz is an apartment and townhomes on Southside of St. Cloud that houses a large Somali population. La Cruz has a community center within the apartments and townhomes that residents are able to visit with onsite staff to provide services. The community center is for the La Cruz residents. Career Solutions staff are able to assist with completing job applications, resumes and mock interviews. Staff are dedicated to spending a couple hours a week at this location.
- Community Outpost, also known as COP House, is located in Southside as well. The St. Cloud Police Department has partnered with human services providers such as CentraCare Health and Stearns County. Some of the services offered include WIC onsite staff, public health nurses and a Registered Nurse from CentraCare Health there for triage. Our staff are able to connect with community members who are already there with job searching skills, applications and interviews. Outpost is open to all community members in the Southside neighborhood.

- I. Merten mentioned that all three bilingual staff attend the Islamic Center of St. Cloud which hosts hundreds of students and parents for education and community awareness programs. A Career Planner with Career Solutions presents youth programs to the Islamic Center including Youth at Work and CareerONE. Students are recruited to participate in the programs in the summer and fall. Career Solutions, in partnership with Islamic Center, conducts a number of summer youth programs - involving Career Exploration and work-based experiences. In 2019, there were 12 outstanding Islamic Center students that completed work experience hours at the Islamic Center to mentor another 50 students. In the fall of 2019, the Islamic Center was also a work experience site for a cohort of Temporary Assistance for Needy Families (TANF) youth who are new to the country. Ismail Mohamed also mentioned that the Islamic Center also has community events that they invite all organizations. In January, the Islamic Center as Career Solutions to present about our workforce development initiatives with the immigrant populations. This presentation was in front of House Representatives, the Mayor, etc.
- Ismail has a presence at Quarryview which offers English as a second language through Adult Basic Education (ABE). ABE helps with basic verbiage about job searching but does not help with the process on how to find a job so Ismail helps with job applications, explains the process, performs mock interviews, etc. at the Quarryview location. He said there is a huge need because after one day, he assisted 5 people with job search and he is receiving several calls that others are requesting assistance and many of them are unaware of the CareerForce location.
- Sahur mentioned that certain pockets of the Somali population live in certain areas within St. Cloud so Career Solutions staff tries to target to populations such as La Cruz and Quarryview.
- T. Biery said the majority of the work they just described is not typically funded by State or Federal funds but there is a large need within our community. Over the past four years, we have been funded by the Otto Bremer Foundation which allows our staff to bring the work we do at Career Solutions out into the community. Originally, Job Service had an Somali speaking employee that used to work in the CareerLab who has been placed on another assignment which leaves a void in the CareerLab. The community has learned that there is someone here who is bilingual who can assist but now that is no longer an option. Trying to figure out ways to back-fill as Job Service is not looking at replacing this individual. Career Solutions is looking to bring in a work study to cover some of those hours in the lab. We do appreciate the efforts to help serve the community and help with the employers. Our Annual Meeting is this Thursday where you will hear from a panel of employers and job seekers and their stories/successes. All are welcome to attend!
- Jennifer Erickson stated when she was visiting businesses recently, many of the employers concerned that they need to have a certain level of English before they hire an immigrant job seeker. Jennifer asked if the Somali population is taking advantage of the ABE classes and how the word is spread about ESL classes?

- Ismail said at Quarryview, there is 6 levels of ESL classes and all of them are full except one level. They also offer night classes but there is still a waiting list for majority of the levels offered. The community is aware but there is not enough classes offered in our community as they are full. Sahur said that the La Cruz has a limited ESL classes as well as Hands Across the World offers some ESL classes too but they are full as well. Ahmed said that some companies such as AAM and Coleman offers ESL classes as part of their training and have bilingual supervisors to assist with the language barriers.

Committee Work

- **Updates on the Dislocated Worker Projects:**
 - **Electrolux Update** – T. Biery stated Career Solutions went through our first round of Electrolux clients who enrolled in St. Cloud Technical & Community College classes. This was more of a dry run as a large quantity of clients will most likely register in the fall as the majority of the programs start in the fall versus spring semester. We also need plans approved through TAA and trying to streamline the process with the college and TAA. About 500 clients are enrolled in the Dislocated Workers Program.
 - **X-Cel Optical Update** – T. Biery stated the X-Cel employees have not been given their final warn notices yet. Originally, the plan was for the business to close June 30, 2020 but this has changed a number of times and many of the employees don't know when they will be laid off. We have around 50 clients are enrolled in the Dislocated Workers Program from X-Cel Optical. More will enroll once they have a confirmed layoff date. We are still offering computer classes at X-Cel using the libraries mobile lab.
- **State of the Workforce Event: June 9th from 7:30-3:30pm** – T. Biery stated we have the State of the Workforce Event scheduled June 9, 2020 from 7:30-3:30pm at the St. Cloud Technical & Community College. Last year we offered the Untapped Workforce Series and the State of the Workforce Event is a much larger event for 2020. There will be a keynote speaker and breakout sessions that will focus on veterans, people with disabilities, etc. This will be a regional event with Central Minnesota Jobs & Training Services (CMJTS) and partnerships with SCTCC and the Chamber. More info to come.
- **CareerONE 2020** – T. Biery stated we plan to increase the CareerONE Program to 140 youth (compared to 120 in 2019) in addition by adding another track. The new track will be Business Tech along with Healthcare and Construction/Manufacturing tracks. With this new track and additional students, we need to confirm logistics.
- **Learn & Earn Program: Construction** – T. Biery stated the Learn & Earn Program was originally offered at Coleman. This program is for students who have aged out of high school but who did not obtain their diploma. Using this same model, Career Solutions plans to introduce this program to two construction companies so participants can learn how to read blueprints, be certified in OSHA 10, learning the different tools of construction, etc. while on the job site. We are also looking at recruiting YouthBuilders who are 18+ years of age to join the Learn & Earn Program. This program is being funded by the Support Services Grant. We would like to have up to 12 clients enrolled in this program.

- **Childcare Solutions & Materials** – As Career Solutions and other organizations look at barriers to employment, one of those barriers is the shortage on childcare. There was a meeting recently to help educate employers on the shortages of childcare and how it is impacting/hindering the workforce. There was a call-to-action document included within your packet with a number of potential/creative solutions and we wanted to share with you.
- **Program Committee Application for Jennifer Erickson (in replacement of Tricia Simon)** – T. Biery stated Jennifer Erickson has joined SCTCC as the Director of Customized Training. She will be replacing Tricia Simon on the Program Committee and Jennifer's application was printed as a handout for review.

Motion: B. Bultema made a motion to approve the Program Committee Application from Jennifer Erickson who replaces the Cloud Technical & Community College, Tricia Simon. Seconded by: K. Punsack. Motion carried.

Please note: Jennifer is now a voting member instead of Tricia Simon.

Thanked Tricia for her time on the committee and welcome aboard Jennifer!

Other/From the Floor: T. Biery mentioned a few events:

- Construct Tomorrow is happening tomorrow. K. Huling mentioned this is located at St. Cloud State University Field House where 9th-12th graders will be learning hands-on experiences within the different union trades such as the carpenters, brick layers, operators, etc.
- Temporary Assistance for Needy Families (TANF) Work Experience – Ahmed mentioned that families who are on cash assistance, MFIP or TANF; the youth could participate in a work experience program to provide employability skills with a work site to learn the work environment to enter into the workforce. Once their work experience was completed, Career Solutions provided them with certificates.
- Community Meeting with Local Officials – a number of legislatures came to St. Cloud to discuss issues facing the immigrant population. Two of the Career Solutions staff attended and discussed our initiatives in workforce development within the Somali Communities.

Any presenter the Program Committee Members would like to hear from? K. Pundsack recommended Ben Winchester to speak at a future event. She believes he is from the UMN Extension Office and talks about aging workforce.

Next meeting is scheduled for March 9, 2020 at 3:30pm

J. Magelssen adjourned the Program Committee meeting at 4:13pm.

"Relaunching America's Workforce Act" Proposes \$15 Billion in Workforce Funding

Legislation to Fund Workforce Introduced

The "[Relaunching America's Workforce Act](#)" (RAWA), [was introduced this afternoon](#), by Chairman of the Education and Labor Committee Bobby Scott along with Representatives Andy Levin, Susan Davis, Suzanne Bonamici, Joaquin Castro, Marcy Fudge, Lucy McBath, Susie Lee, Haley Stevens, Joe Courtney, Steven Horsford, and Angie Craig and co-led in the Senate by Tim Kaine, Tammy Baldwin and Tina Smith. RAWA intends to provide both immediate and long term supports to the U.S. workforce. The proposed funding structure in the legislation mirrors The American Recovery and Reinvestment Act, the stimulus bill passed in 2009 to address The Great Recession. Funding for the workforce system will be funneled through existing channels, to get resources to the local level as quickly as possible. RAWA aims to keep people on the job now, while also putting people back to work when necessary. RAWA focuses on maintaining core elements of WIOA and CTE by focusing on the most vulnerable populations and, while recognizing the definition of this will change due to the COVID-19 crisis, ensuring supports will be provided to those most effected. This Act increases flexibility so more funding can be used for training, supportive services, and career services.

A section by section summary can be found [here](#).

Top Level Funding:

- **\$500 million** for National Dislocated Worker Grants
- **\$2.5 billion** for State Dislocated Worker Grants
- **\$2.5 billion** for Youth Workforce Investment Activities
- **\$2.5 billion** for Adult Education and Training Activities
- **\$1 billion** for Wagner- Peyser/Employment Services
- **\$500 million** for JobCorps
- **\$150 million** for Native American Programs
- **\$150 million** for Migrant and Seasonal Farmworkers
- **\$250 million** for YouthBuild
- **\$350 million** for Reentry Employment Opportunities
- **\$500 million** for Registered Apprenticeships
- **\$1 billion** for Adult Education and Literacy
- **\$2 billion** for Community College and Industry Partnership Grants (TAACCCT Grants)

Flexibilities and Legislative Takeaways:

- Provides eligibility flexibility and maintaining eligibility for use. This legislation expands on increased eligibility offered in the CARES Act, ensuring that all individuals in need of WIOA services are able to access them.
- Expands eligibility so anyone can access individualized career services
- This eligibility extends to all in the labor force, including the "gig" or independent contract worker.
- Expands the allowable amount of funds used on incumbent workers to 40%.
- Makes allowable 40% of funds for transitional jobs, including public sector jobs.
- Allows 75% of employee wages eligible to be reimbursed for on the job training.

- Allows for an additional 10% of allocated funds for governor's reserve to be used for COVID-19 response.
- Requires states to deliver a COVID-19 recovery plan within 60 days of funds being distributed.
- Requires that at least 50% of dislocated worker grants to be distributed in 60 days.
- Makes allowable 1/3 of adult education funds to be used on incumbent worker training and employer supports.
- Native American Grants expanded eligibility to individuals at up to 150% of poverty line.
- No funds for this act may be used for IRAPs or SREs.

NAWB is thrilled to support his legislation, which is in line with the funding [requests](#) we have made to Congress. NAWB has collaborated with National League of Cities, National Association of Counties and, the United States Conference of Mayors to [present a unified voice of support](#) for this legislation.

For questions, comments, or concerns please reach out to Matt Bandstra at bandstram@nawb.org.

Email from Mike Lang regarding the CareerForce Locations Reopening.

From: Lang, Mike (DEED) [<mailto:mike.lang@state.mn.us>]

Sent: Wednesday, April 22, 2020 8:28 AM

Subject: Re-Opening CareerForce Locations

Hello Job Service Managers and MAWB Directors,

Over the last 2-3 weeks, there have been many discussions regarding re-opening to the public. We appreciate all the efforts and energy focused towards preparing our staff and locations. This update is intended to provide an update from Director Janatopoulos and me as we begin considering re-opening CareerForce to the public. We have had conversations internally with our safety teams, our partners in MAWB, as well as other division directors and managers.

With regard to re-opening, our intent is that locations will not re-open to the public until the appropriate mitigation and safety measures are in place. We aren't yet sure what all those measures are, which is why we are going through all these efforts to get the best estimates we can on what might be needed. In the meantime, please continue working together to determine the needs necessary to re-open.

Second, we intend the re-opening of our locations to the public be carefully coordinated as we consider all the variables. We have had a lot of conversations on this with different groups and stakeholders and everyone we've spoken with agrees that we want re-opening to go smoothly. There is also acknowledgment that re-opening these offices is not as simple as flipping a switch.

Third, we also intend to continue to offer and focus on our remote and online services as we get closer to re-opening. Online workshops, job fairs, hiring events and job clubs will continue to be available to the public. All of these offerings will heavily promote connecting remotely with all of our teams in CareerForce locations statewide.

Thank you all for your patience as we work to address these difficulties and continue to work together to determine how best to prepare for how we will resume offering our services to our seekers and employers. As a reminder, our intent is not to open locations until the appropriate measures are in place.

Mike Lang | Director of Employment Services

he/him/his

CareerForce Systems

Minnesota Department of Employment and Economic Development

1st National Bank Building, 332 Minnesota St., Suite E200, St. Paul, MN 55101

Direct: 952-452-4633

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Monitoring Checklist for Subgrantee's

Client Name _____ WF1 # _____

Service Provider _____ Project _____

Monitor's Name _____ Date _____

Eligibility / Determination / Documentation – Section 4 of file
Check yes if appropriate documentation is found in the file.

Age/Birth date	yes	no
Social Security Number / copy in file	yes	no
Selective Service NA _____	yes	no
Citizenship / Right to Work / I9	yes	no
Residency	yes	no
Veteran DD214 NA _____	yes	no
Veteran spouse	yes	no

For Dislocated Worker ONLY:

Long term attachment to labor force? (20 hour/week for 6 of the last 36 months)	Yes	No
Notice of layoff / lay off letter / lay off list?	Yes	No
Unemployment Eligibility	Yes	No
Warn Notice	Yes	No
Unlike to return?	Yes	No
Displaced homemaker?	Yes	No
Separated from military? DD214	Yes	No
Armed forces spouse verification	Yes	No

Signatures

MIS/intake signed by staff/client? Section 4	Yes	no
Wage Detail? Section 6	Yes	No
Wage detail checked in WF1?	Yes	No
Data privacy & compliant procedures	Yes	No

Assessment – section 1 of file

Was initial assessment done with client?

Reading / math?	Yes	no
Computer?	Yes	No
Budget? Support services need?	Yes	No
Skills?	Yes	No
Barriers?	Yes	No

Was assessment completed for training?

Interest	Yes	No
Abilities	Yes	No
LMI – section 2	Yes	No
Resume / work history / education	Yes	No
Basic Criteria – section 6	Yes	No
Barriers to employment	Yes	No
Support services	Yes	No

Individual Employment Plan (IEP) – section 2 of file

Check requirements of each plan.

- | | | |
|--|---|---|
| <input type="checkbox"/> Full name of client | <input type="checkbox"/> Assessment results | <input type="checkbox"/> Employment goal (specific) |
| <input type="checkbox"/> LMI information* | <input type="checkbox"/> Skills gap / barriers* | <input type="checkbox"/> Start/end dates |
| <input type="checkbox"/> Support Services | <input type="checkbox"/> ETPL* | <input type="checkbox"/> Sign/dated by client |
| <input type="checkbox"/> Other (specify below) | <input type="checkbox"/> Releases/consent to share* | <input type="checkbox"/> Sign/dated by DW counselor |

Other_____

Other_____

Comments_____

*required for approved training

Workforce One (WF1)**Activities**

- | | |
|---|--|
| <input type="checkbox"/> Apprenticeship
<input type="checkbox"/> CLIMB consulting <input type="checkbox"/> CLIMB training
<input type="checkbox"/> Credential attained without training
<input type="checkbox"/> Customized training
<input type="checkbox"/> Employed, pending exit
<input type="checkbox"/> ESL training
<input type="checkbox"/> Financial literacy training
<input type="checkbox"/> GED training
<input type="checkbox"/> Holding
<input type="checkbox"/> Incumbent Worker training
<input type="checkbox"/> Non-credential training
<input type="checkbox"/> Occupation skills training
<input type="checkbox"/> OJT public or private
<input type="checkbox"/> Training / Classroom training <ul style="list-style-type: none"> <input type="checkbox"/> Licensed School / ETPL list and MN Office of Higher Education (OHE)
 Program:_____ School:_____ <input type="checkbox"/> Credential entered <input type="checkbox"/> Dates match on certificate/license/credential <input type="checkbox"/> Measureable skills gains entered <input type="checkbox"/> documentation in file / grades <input type="checkbox"/> Current release / consent to share on file <input type="checkbox"/> WIOA certified <input type="checkbox"/> Financial aid | <u>Core Activities*</u>
<input type="checkbox"/> Career counseling
<input type="checkbox"/> Individual Plan Development
<input type="checkbox"/> Staff assisted assessment
<input type="checkbox"/> Staff assisted job search in area
<input type="checkbox"/> Staff assisted job search out area
<input type="checkbox"/> Staff assisted job placement |
|---|--|

Casenotes

- ☐
- Does casenotes match WF1 activities / plan?
-
- ☐
- 30 day “live” contact
- ☐
- gaps in contact
- ☐
- over 90 days?
- ☐
- Need to exit file?

Comments:

Individual Employment Plan (IEP)

- ☐
- Entered in WF1?
- ☐
- updated plan recorded in WF1?
- ☐
- Does plan reflect activities?

Support Services

- ☐
- None provided
-
- ☐
- Provided, if so, is the following in file:
- ☐ Budget, signed/dated by client and DW counselor
 - ☐ Yes, budget show needs ☐ No, budget does not show need

Comment:

- ☐
- Entered in WF1 (done by AP/CMJTS)

Exit files

- ☐
- unsubsidized employment
- ☐
- other exit_____
- ☐ yes ☐ no Exit dates, details, and exit reason match WF1?
 - ☐ Was follow-up services mentioned in last contact and term letter?

Comment:



Monitoring Report for Subgrantee

CMJTS - March 2020

10 files – 7 open files, 3 closed files

Training – 3 clients

RTAA – 1 client

GED – 1 client

OJT – 1 client

Job Search – 1 file

ASSESSMENT / DETERMINATION / DOCUMENTATION

- All documentation was in the file to determine eligible.
- One file – residency: driver's license did not match the address reported in the intake packet.

ASSESSMENT

- Reading / Math test given
- Training plans had appropriate assessment: Career Trek
- Majoring of clients 6/10 were given basic computer assessment (there was a short period of time with this assessment was not given at intake). The 6 assessments were not scored by staff.
- One client received support services, no budget in the file.
- Many files did not have budgets, and no services were provided. A few budgets that were in the files, were not signed by staff.
- The 3 clients who are in training have the needed assessment to support plans.

INDIVIDUAL EMPLOYMENT PLANS (IEP)

The state monitoring reports shows that all IEPs need to have a clients' full legal name on them, including their middle name. Only a few of the plans had the middle names. New IEP's were not written with clients after jobs ended, and new activities started. TAA training applications were completed but the IEPs do not have the needed documentation required by the state. Most of the IEPs were resigned initial plans done with clients at the initial meetings. Releases/consent to share information were not signed with training providers. No documentation of ETPL was found.

WORKFORCE ONE (WF1)

All clients were enrolled in these core activities: career counseling, individual plan development, and staff assisted assessment. Activities matched casenotes/plans except 1 should be GED activity and 1 non-credential training was not noted, client received training from Avivo.

CASENOTES – casenoting was completed in each file. There were some gaps noted between the live 30 day contact, for example contacts were made on 11/7, 12/12 and 1/29, where it was more than 30 days when contact was made or attempted with client.

INDIVIDUAL EMPLOYMENT PLAN (IEP) – Plans were entered into WF1. As stated in the IEP section, not all plans reflect current activity and these have not been updated in WF1. State mandates plans to be updated yearly, including entering them into WF1. One plan in WF1 is dated 08/28/2018.

SUPPORT SERVICES – Almost all files did not have budgets and no support services were paid out. There were 2 clients who received support and no budgets were found in the file.

EXIT FILES – 3 files were termed. No document in casenotes stating client is eligible for one year of services after closing of file. There were no term letters also documenting this information.

Monitoring comment: The majoring of the determining documents were in section 6, and plans were in section 5. It was hard to find documents because documents were filed in different sections of the file.