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# MONITORING REPORT

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## LOCAL AREA III

**Date:** April 27, 2007  
**To:** Local Area III Internal Monitoring File  
**From:** Jeanie Guthrie, Monitoring Team Leader  
**Subject:** **Third Quarter Monitoring**  
**(January – March – 2007)**

### **SUMMARY:**

The following subjects were reviewed this quarter:

|   |                                  |
|---|----------------------------------|
| Youth Service Providers                 | Fiscal/Procurement/Program Costs |
| LEOB/LWIB Review & Youth Council Review | Grievance/EO                     |

### **ASSESSMENT:**

Monitor had the task of reviewing the Youth Service Providers recruited by Pyxis. These Service Providers provide educational, employment and supportive services for youth in Local Area III since Pyxis was awarded the contract November 1, 2005. Monitor made the determination to review 15% of the Service Providers versus 10% due to the fact that Pyxis is still a work in progress.

Those monitored were:

| <u>Worksites</u>       | <u>Participants</u> | <u>Contact/Site Supervisor</u> |
|------------------------|---------------------|--------------------------------|
| Big Lots               | Willie Bradford     | Bill Rajca                     |
| Quindaro Elementary    | Stephen Walker      | Arnold Jordan                  |
| Apple Market           | Quin Juan Marray    | Duane Gibson                   |
| Kiddle Country Daycare | Yvette Walker       | Lamont Morris                  |
| Emerson Elementary     | Dominic Jones       | Terrance Wilson                |

Monitor conducted site visits on April 4<sup>th</sup> and 5<sup>th</sup>. Monitor is pleased to report that all Supervisors interviewed at the various Worksites listed above indicated they were very happy with the youth participants that Pyxis has placed with them. As a result the Service Providers are ultimately pleased with the overall Program and their relationship with Pyxis. Monitor was advised that Pyxis Strategy Managers frequently call upon the Worksites to visit the participants and Supervisors.

## **LEOB/LWIB Review**

The scope of this review was to ensure that the Local Workforce Board is in compliance with the WIA Law and Regulations. The checklist for the review of the Workforce Partnership (Board) was completed with the assistance of the Executive Director of the Workforce Partnership. The end result is that the Workforce Partnership is now in compliance with the federal regulations.

The Board has been in the process of making some major changes as to the role and action they want to take in the future. The following changes will be implemented:

- **Board's Determination of Local Area III Plan of Service Development and Implementation**  
The Board has determined appropriate division of roles for the grant recipient and administrative entity to ensure quality of service. In addition, the Board has adjusted responsibilities in conjunction with selection of One-Stop Operator and WIA Program Operators.
- **Board Selection of Grant Recipient and Administrative Entity**  
The Board has selected Kaiser Group Inc. as the WIA Adult/Dislocated Worker grant recipient. They have selected Kaiser Group Inc. and Pyxis to carry out selected administrative entity roles and WIB staff to carry out remaining roles.
- **Board Policy and Program Guidance**  
The Board has made readjustments to the operator and administrative entity roles to improve oversight and performance. They have adopted strategic priorities and revised committee structure to ensure follow-through on priorities.

## **Youth Council Review**

The Youth Council continues to meet on a monthly basis. The Youth Council members have been informed that one of their major responsibilities is to provide oversight of the youth program which has been contracted to Pyxis. Both the new Pyxis Director and the Lead Strategy Manager have been attending the Youth Council meetings on a continuous basis.

There has been much discussion, at monthly meetings, as to the new direction to be taken by the Youth Council. One of the suggestions made by the Pyxis Director has to do with marketing the youth program. The Pyxis Director has asked the Youth Council members to share at their various youth meetings or presentations, out in the community, the menu of services that Pyxis does offer in the three (3) county area to eligible youth. Pyxis indicated that they would also welcome some help with developing some marketing tools such as brochures, posters and pamphlets.

The Youth Council were advised by Scott Anglemeyer at the April meeting that the overall changes the Board is making will reflect on how the Youth Council proceeds with their duties. Scott indicated that there would be some major fundamental changes in the culture and operation of Local Area III and that these changes will bring about productive changes to the Youth Council. One major change will be additional Board members joining the Youth Council.

**Fiscal/Procurement/Program Costs**

The scope of this review was to ensure that Local Workforce Investment Area III meets the WIA financial requirements. This review was conducted on February 20, 2007 in the Area Administrative Office. This review included the monitoring of procurement, cost/price analysis, cost limitations, limitations on the use of funds, accounting, and payments to contractors. Most of the review was directed at the Local Area Plan to ensure that financial procedures and guidelines are in place.

**Grievance/EO**

The scope of this review was to ensure that Local Area III has current procedures for processing grievances or complaints filed by applicants/participant of the WIA program. This review was conducted in the Local Area III Administrative Office. Monitor interviewed the Assistant Regional Director of Local Area III and completed the Grievance checklist at that time.

In reviewing the current procedure and brochure it appears that all requirements are being met and that the Local Area III Grievance Procedure is in compliance with the rules and regulations as set forth in the Workforce Investment Act. All Workforce Investment Act applicants receive a copy of the Complaint & Grievance Procedure pamphlet during orientation.

**RECOMMENDATION:**

**Youth Service Providers**

None

**CEO/LWIB**

None

**Youth Council Review**

None

**Fiscal/Procurement/Program Costs**

None

**Grievance/EO**

The previous EO Officer has taken another position and is no longer the EO Officer for the Local Area III. Once an Assistant Regional Director for Local Area III has been chosen that person will take on the duties of the EO Officer.

**CORRECTIVE ACTION:**

**Youth Service Providers**

None

**CEO/LWIB**

None

**Youth Council Review**

None

**Fiscal/Procurement/Program Costs**

None

**Grievance/EO**

None

**MONITOR'S COMMENTS:**

All of the individual monitory reports and checklists are filed under Internal Monitoring in the Administration Office. Anyone that has an interest in reviewing these reports can do so by making an appointment with the Team Monitor.

**REFERENCES USED:**

**Youth Service Providers**

Worksite Service/Training Provider Monitoring Checklist  
Worksite Participant Interview Checklist

**LEOB/LWIB**

LA III WIB Review Checklist

**Youth Council**

LA III Youth Council Review Checklist

**Fiscal/Procurement/Program Costs**

Department of Commerce Fiscal Policies and Procedures (No. 1-05-00)  
Local Area III WIA "Fiscal Review and Compliance" Checklist

**Grievance/EO**

Local Workforce Investment Area III Plan/Policy & Procedures  
Grievance/Procedures & Remedies Checklist