

**Department of Workforce Development
Employment and Training Division**

Bureau of Workforce Training
P.O. Box 7972

Madison, WI 53707-7972

Telephone: (608) 266-5370

Fax: (608) 261-6968

Email: dwwdet@dwd.state.wi.us



State of Wisconsin
Department of Workforce Development
Jim Doyle, Governor
Roberta Gassman, Secretary
Ron Danowski, Division Administrator

October 14, 2008

Dr. Robert T. Borremans, Executive Director
Southwest Wisconsin Workforce Development Board
PO Box 656
Platteville, WI 53818-0656

Dear Dr. Borremans:

I would like to thank you and your staff for your cooperation and assistance to Division of Employment and Training (DET) staff during Program Year (PY) 2007 Workforce Investment Act (WIA) monitoring. Monitoring results from each Workforce Development Board (WDB) will be summarized and used to identify best practices to be shared with others in the workforce development system and to identify system wide issues requiring policy or program review and resolution.

DET's report of your monitoring results is enclosed. It consists of an Executive Summary and the PY 2007 Southwest Wisconsin Workforce Development Board Monitoring Report. No Findings or Observations were identified as a result of the review. The report reflects conditions that existed at the close of our review and may not reflect subsequent changes in your WDA. The financial and administrative monitoring report will be completed separately and sent to you in the near future. This concludes the PY2007 programmatic monitoring of the Southwest Wisconsin WDB. We hope our review has provided you with helpful information and observations to assist you in the management of your programs.

If you have any questions or comments, please contact me at (608) 266-9663 or by email:
karen.pfeildwd.state.wi.us

Sincerely,

Karen Pfeil, Local Program Liaison
Bureau of Workforce Training

Enclosure

cc: Scott Stocker, WDB Chair
Ann Greenheck, Chief Local Elected Official

EXECUTIVE SUMMARY — Southwest Wisconsin Workforce Development Board

Annual onsite monitoring is an important activity in the overall management of Wisconsin's Workforce Investment Act (WIA) program. Through this review, the Division of Employment and Training (DET) determines the grantee's and providers' compliance with relevant federal and state laws and regulations; identifies administrative or program areas that need attention; assesses the quality of services provided to trainees and employers; and notes any technical assistance needs and model programs in the Workforce Development Area (WDA). The monitoring process consists of a desk review, an on-site review of documents, interviews with staff, an exit conference and issuance of this monitoring report.

On August 11-12, 2008, DET staff conducted a review of the WIA programs operating in the Southwest Wisconsin WDA. The exit conference was conducted on August 12, 2008. The Program Year (PY) 2007 monitoring included a review of the WDB's administrative systems as well as program implementation and service delivery practices in the WDA. Issues identified during the onsite review are described in the *Workforce Development Board PY 2007 Monitoring Report*. The following terms are used depending on the nature and seriousness of the issue and the response required of the WDB:

A Finding is an identification of a specific federal or state policy or procedure with which the agency has failed to comply, and is significant enough to require action. Findings are followed by Required Actions to be taken by the WDB. A date is provided by which action or a written response by the WDB is expected.

Observations are defined as areas needing improvement in administrative or management practices that do not represent instances of non-compliance, but if not addressed, could become compliance problems in the future. Observations are followed by Recommendations which are suggested action steps for the WDB's consideration that in DET's opinion would improve the program or practice. The WDB is not required to adopt DET's specific recommendation. However, if you intend to make a change or follow DET's recommendation, please provide a response to the Observation.

Comments may be used to highlight positive aspects of programs or to identify areas needing improvement in administrative or management practices unrelated to compliance, but if corrected could improve efficiency or effectiveness. The WDB is not required to provide any response to Comments.

The following areas were monitored during this visit:

1. Financial Management, Administrative Controls Procurement — *Results will be shared in a separate report*
2. WIA Coordination of Funds — *No Findings; No Observations*
3. WIA Job Center Criteria and Service Standards — *No Findings; No Observations*
4. WIA Youth Program — *No Findings; No Observations*
5. WIA 35% High Wage Training — *No Findings; No Observations*
6. WIA Best Practices -- *Not Applicable*

Program Year 2007
Southwest Wisconsin Workforce Development Board Monitoring Report

WIA Coordination of Funds

Comment: Adult basic education (ABE) training is provided by the technical colleges in the Southwest Wisconsin Workforce Development Area (WDA). During the pre-assessment workshop, which all participants must attend, the TABE test is given. If the test results are below the technical college's acceptable entrance requirements, the participant is referred to ABE services. The technical colleges do not charge for this training. Typically, the individuals referred for ABE services are not enrolled in the WIA program until after they complete the ABE services. However, core services are provided as necessary.

Comment: The WDB has a process in place to ensure participants apply for financial aid, beginning with the pre-assessment workshop. All participants must attend the pre-assessment workshop, which includes completion of a budget. Those individuals interested in attending training must apply for financial aid. The participant must complete a local form which is also completed by the school's financial aid office. This form, along with the budget completed during the pre-assessment workshop, is used to determine the participant's unmet need for training services. All training requests are approved by WDB staff to ensure that there is no duplication in the expenditure and reimbursement of training funds.

Comment: WIA Title 'I' funds are provided to educational loan recipients per the same local training and supportive services policy as applied to educational grant recipients (i.e., student loans are not considered when calculating a participant's unmet needs).

Comment: A General Information Form (GIF) is completed by all individuals entering the Job Center. This form requests the individual's veteran status so that appropriate referrals can be made. Benefits available to veterans are also mentioned during orientation sessions. The local technical colleges also identify federal and state assistance, including the GI Bill, on their Financial Aid Award letter.

Comment: Case managers ensure that referrals are made to other programs such as Food Shares, Veteran Services, W-2 agencies, Division of Vocational Rehabilitation and community based organizations (Community Action Program (CAP) and county social services) as necessary. Meetings are held for Job Center staff and case managers to educate them on new grants and programs, various partner programs and how to refer people to these programs.

Comment: The local Priority of Services policy has not been applied yet because the WDB usually holds back some funds until the last few months of the Program Year to ensure priority of service participants would continue to receive services. In addition, the funds reserved for non-high wage training would also be available to address funding shortfalls.

Job Center Criteria and Service Standards

Comment: The following items from Program Year 2006 monitoring were discussed:

- The Rock County Job Center has the same exterior signage as they did during Program Year 2006 monitoring.
- Other than the pre-assessment workshops held at the Rock County Job Center on alternate Tuesdays from 4:00 — 6:00 p.m., the Job Center is not open non-traditional

hours. While attending the pre-assessment workshop, customers do have access to the Resource Room. In addition, the virtual job center is available to customers 24 hours per day, 7 days per week.

Comment: The WDB reported the following changes in their one stop system over this last Program Year: The Platteville Job Center closed. However, former customers can go to other sites (Lancaster, Darlington, Fennimore or Dodgeville), all of which are within 40 miles of Platteville. The Darlington, Richland Center, Monroe and Dodgeville offices are now itinerant sites, operated by partner agency staff, with no WIA staff available. Thus, these sites are not recognized by the WDB as Job Centers.

WIA Youth Program

Comment: Recruitment of in-school youth has primarily been through contact with local high school staff such as guidance counselors and teachers. Referrals of in-school youth also come from the Community Action Program, the Boys & Girls Club and YMCA. Out-of-school youth referrals tend to come from partner programs, the Community Action Program, and technical colleges. Enrollment decisions for in-school youth are based on who can benefit most from the program and those who have the aptitude for the training programs available to youth. Enrollment of out-of-school youth is based partially on the ability to co-enroll the youth in the adult program.

Comment: In-school youth are provided basic skills testing and training at their school. Out-of-school youth are referred to the Adult Basic Education (ABE) training at the local technical colleges.

Comment: The in-school youth program has been updated to focus on and enroll those youth who can benefit the most and those youth who have the aptitude for the training programs which are offered. WIA funds are not used to provide work experience for youth. The youth participate in educational activities during the school year and then work on their own during the summer months utilizing the skills they learned during the school year.

Comment: The WDB believes that the youth program has a significant impact on the local schools. The rural school districts do not have alternative services available for youth. Even in the larger school districts, the WIA program is another option to provide students with employment and training services. The youth program can help prevent students dropping out of school and help create hope for the future for many students.

35% High Wage Training

Comment: At the time of monitoring, the WDB had expended about 31% of their WIA adult, dislocated worker, and special response program allocation on the high wage training requirement.

Comment: Case managers conduct an in-depth assessment and evaluation of all participants to determine their training needs. This process also provides in-depth "career ladder" guidance to participants so almost all participants are enrolled in high-wage training. If the training is not "high-wage", WIA funding will not be utilized to fund training costs. However, a small amount of funding is set aside for non-high wage training. Participants co-enrolled in the Trade Adjustment Assistance program must also be enrolled in high-wage training to receive WIA Title 1 supportive services.

Comment: WDB staff identified training programs that meet the median wage and developed a list of Approved Trainings by Driver Industry for case managers to use in verifying that the training meets the WDA's median wage. Thus, case managers do not need to spend time researching training programs to determine if the training meets the median wage requirements.

WIA Best Practices

Comment: The Southwest Wisconsin WDB cited the following as best practices/success stories:

- The Hedberg Public Library in Janesville received a grant to assist library staff in learning about the Virtual Job Center. WDB staff trained **the** library staff on how to use the virtual job center and the library offers free classes every 2 weeks for the general public on how to use the virtual job center.
- All adult and dislocated worker participants are required to attend at pre-assessment workshop, known as "FutureTrac." This workshop covers topics such as assessment, career exploration, education, budgeting, and financial planning. Other subjects covered are aptitudes, interests, basic skills testing and employability skills. All participants also complete the JobFit assessment.