



## PY15 South Central Sub State Monitoring Board Report April 2016

Presented by: Valarie Haring

Ozark Action, Inc. WIOA Youth Program (Douglas, Howell, Oregon, Ozark, Texas, and Wright Counties)

Reviewed a total of 25 files

6 were enrolled under WIA      5 In-school 1 out-of-school

Barriers: 5 needs additional assistance, 1 BSD, no other barriers used

19 were WIOA enrollees      19 were out-of-school

Barriers: 8 parenting, 3 basic skill deficient, 8 were drop-outs, no other barriers used

Services Provided: (Youth can be provided multiple services)

Tutoring Drop-out Prevention 13

Alternative School 11

Work Experience, including summer 8

Occupational Skills Training 5

Leadership Development 2

Supportive Services 8

Guidance 25

Transition to Post Secondary 1

Incentive Payment 8

No other services provided at this time

General observations seen in more than one file:

1. Staff are using a good mix of funding sources to assist youth. Some youth are concurrently enrolled in WIOA Adult, CSBG Family Support, and METP-Missouri Employment and Training part of SNAP.
2. All youth were eligible for services.
3. Service notes are detailed and regular.
4. Staff have opened services that were not provided and closed the service as completed, should have been closed service in error.
5. Staff are using supportive service invoices for the payment of Incentive Payments  
Staff are making notes that refer to client having a "balance" of money available-should be noted that this is an internal balance check.

## Ozark Action, Inc. WIOA Youth Performance Measures

PY15	num Youth Place	den Youth Place	Youth Placement
Ozark Action, Inc.	35	53	66.0%
ALTON	6	11	54.5%
AVA			
GAINESVILLE	7	10	70.0%
HOUSTON			
MOUNTAIN GROVE	14	19	73.7%
WEST PLAINS	8	13	61.5%

PY15	num Youth Degree	den Youth Degree	Youth Degree
Ozark Action, Inc.	38	58	65.5%
ALTON	11	15	73.3%
AVA			
GAINESVILLE	8	10	80.0%
HOUSTON			
MOUNTAIN GROVE	12	19	63.2%
WEST PLAINS	7	14	50.0%

PY15	num Lit Num	den Lit Num	Literacy Numeracy
Ozark Action, Inc.	4	7	57.1%
ALTON	1	2	50.0%
AVA			
GAINESVILLE	1	1	100.0%
HOUSTON			
MOUNTAIN GROVE	1	2	50.0%
WEST PLAINS	1	2	50.0%

## Youth Projections based on the performance trends

OAI	PY14-Q3	PY14-Q4	PY15-Q1	PY15-Q2	PY15-Q3	PY15-Q4	Current +1	Current +2
Youth Degree	100.0%	77.8%	33.3%	46.7%	81.8%	83.3%	64.7%	63.0%
Youth Placement	100.0%	42.9%	90.0%	57.1%	68.4%	50.0%	47.5%	41.6%
Literacy Numeracy	50.0%	80.0%	50.0%	100.0%				

South Central Missouri Community Action Agency WIOA Youth (Butler, Carter, Reynolds, Ripley, Shannon and Wayne Counties)

Reviewed a total of 22 files

WIA enrollments reviewed- 9 all used barrier of “needs additional assistance”

WIOA enrollment reviewed – 13 all out of school

7 were low income high school graduates with basic skills deficiency

6 were high school drop-outs

Service provided: (Youth can be provided multiple services)

Occupational Skills Training- 12

Work Experience- 11

Supportive Service- 11

Incentive Payments- 4

LMI- 8

Alternative School- 4

Guidance- 22

Drop-out Prevention- 1

No other services have been provided at this time.

General Observations:

1. Applicant Identification Numbers (APPID) not added to forms in spaces provided on form.
2. Staff are using supportive service invoices for the payment of Incentive Payments.
3. Service notes have improved from the last review.
4. All youth were eligible for services.

## South Central Missouri Community Actions Agency WIOA Youth Performance Measures

PY15	num Youth Place	den Youth Place	Youth Placement
SCMCAA	12	14	85.7%
DONIPHAN	5	6	83.3%
ELLINGTON			
PIEDMONT	1	2	50.0%
POPLAR BLUFF			
VAN BUREN	1	1	100.0%
WINONA	5	5	100.0%

PY15	num Youth Degree	den Youth Degree	Youth Degree
SCMCAA	13	16	81.3%
DONIPHAN	4	5	80.0%
ELLINGTON	1	1	100.0%
PIEDMONT	1	2	50.0%
POPLAR BLUFF	3	3	100.0%
VAN BUREN	2	2	100.0%
WINONA	2	3	66.7%

PY15	num Lit Num	den Lit Num	Literacy Numeracy
SCMCAA	1	3	33.3%
DONIPHAN	1	1	100.0%
ELLINGTON		1	
PIEDMONT		1	
POPLAR BLUFF			
VAN BUREN			
WINONA			

## Youth Projections based on the performance trends

SCMCAA	PY14-Q3	PY14-Q4	PY15-Q1	PY15-Q2	PY15-Q3	PY15-Q4	Current +1	Current +2
Youth Degree	66.7%	66.7%	100.0%	100.0%		100.0%	68.9%	67.9%
Youth Placement	75.0%	85.7%	66.7%	100.0%	100.0%	100.0%	108.0%	113.8%
Literacy Numeracy	100.0%	83.3%	50.0%					

## Ozark Action, Inc. West Plains Job Center Adult and Dislocated Worker File Review

Reviewed 52 files- 100% of files, all determined eligible for services after 10/1/2016

Adult- 32

Dislocated Worker- 19

Both- 0

### Services Provided:

Occupational Skills Training: 28

On-the-Job Training: 12

Work Experience/WRM: 11 (individuals may have also participated in a training activity)

Supportive Service: 8 (individuals may have also participated in a training activity)

### Overall Observations:

1. All participants were eligible for services.
2. Good use of METP funds to provide transportation for participants.
3. Assessment is being provided prior to eligibility determination but not added to employment plan until eligibility. Once membership is complete, participant is in performance measures. Assessment is an activity that does not require a full eligibility determination.
4. Most Employment Plan goals are short term-“complete training” long term-“get a job” with no career pathway identified. This item will require staff training.
5. Number in family not added to Eligibility tab for Dislocated Workers-unable to access Check Verification- will need to provide this information to DWD to be added.
6. MERIC demand information is not in participant files.
7. Several participants did not have an initial service note in accordance with DWD Issuance 09-2015 Service notes.

## Adult Performance Measures

PY15 as of 4/19/15	num Adult Entered Employment	den Adult Entered Employment	Adult Entered Employment
WEST PLAINS JOB CENTER	857	1,680	51.0%
ALTON	1	1	100.0%
AVA			
GAINESVILLE			
HOUSTON			
MOUNTAIN GROVE	1	1	100.0%
WEST PLAINS	855	1,678	51.0%

PY15 as of 4/19/16	den Adult Retention	num Adult Retention	Adult Retention
WEST PLAINS JOB CENTER	1,340	1,026	76.6%
ALTON			
AVA			
GAINESVILLE			
HOUSTON	1	1	100.0%
MOUNTAIN GROVE	1	1	100.0%
WEST PLAINS	1,338	1,024	76.5%

PY15 as of 4/19/16	num Adult Avg Earnings	den Adult Avg Earnings	Adult Avg Earnings
WEST PLAINS JOB CENTER	\$10,250,245	1,026	\$9,990
ALTON			
AVA			
GAINESVILLE			
HOUSTON	\$9,334	1	\$9,334
MOUNTAIN GROVE	\$1,162	1	\$1,162
WEST PLAINS	\$10,239,749	1,024	\$10,000

## Dislocated Worker Performance Measures

PY15 as of 4/19/16	num DW Entered Employment	den DW Entered Employment	DW Entered Employment
WEST PLAINS JOB CENTER	423	791	53.5%
ALTON			
AVA			
GAINESVILLE			
HOUSTON			
MOUNTAIN GROVE			
WEST PLAINS	423	791	53.5%

PY15 as of 4/19/16	num DW Retention	den DW Retention	DW Retention
WEST PLAINS JOB CENTER	467	586	79.7%
ALTON			
AVA			
GAINESVILLE			
HOUSTON			
MOUNTAIN GROVE			
WEST PLAINS	467	586	79.7%

PY15 as of 4/19/16	num DW Avg Earnings	den DW Avg Earnings	DW Avg Earnings
WEST PLAINS JOB CENTER	\$5,043,166	467	\$10,799
ALTON			
AVA			
GAINESVILLE			
HOUSTON			
MOUNTAIN GROVE			
WEST PLAINS	\$5,043,166	467	\$10,799

## Adult and Dislocated Worker Projections based on the performance trends

WPJC	PY14-Q3	PY14-Q4	PY15-Q1	PY15-Q2	PY15-Q3	PY15-Q4	Current +1	Current +2
Adult Entered Employment	56.7%	47.1%	49.2%	56.7%	50.9%	47.4%	48.6%	47.8%
DW Entered Employment	56.0%	46.9%	52.3%	60.9%	51.0%	47.8%	50.5%	49.9%
Adult Avg Earnings	\$10,000	\$10,745	\$9,494	\$9,431	\$11,196	\$9,978	\$10,258	\$10,292
DW Avg Earnings	\$11,367	\$11,430	\$10,474	\$9,779	\$12,518	\$10,515	\$10,845	\$10,796
Adult Retention	79.2%	81.2%	80.4%	74.3%	78.8%	72.2%	72.8%	71.4%
DW Retention	78.9%	87.0%	80.7%	75.4%	81.5%	80.7%	79.5%	79.1%

## Rescare- Poplar Bluff Job Center Adult and Dislocated Worker File Review

Reviewed 15 100% of files, all determined eligible for service after 10/1/2015

Adults: 9

Dislocated Workers: 5

Both Programs: 1

Services Provided:

Occupational Skills Training: 9

On-the-Job Training: 2

Supportive Services: 7 (may also be participating in a training activity)

No Work Experience/WRM2014 services were provided

Overall Observations:

1. All participants were eligible for services, one individual needs to have a witness signature on his applicant statement or his eligibility could be questioned.
2. Staff need to use spell check when writing service notes
3. Would recommend the use of pronged files. The documents are more secure and organized.
4. Multiple copies of the same document in files- duplicates should be removed when original is placed in file.
5. Assessment is being provided prior to eligibility determination but not added to employment plan until eligibility. Once membership is complete, participant is in performance measures. Assessment is an activity that does not require a full eligibility determination.
6. Most Employment Plan goals are short term-“complete training” long term-“get a job” with no career pathway identified. This item will require staff training
7. Most participants do not have an initial service note in accordance with DWD Issuance 09-2015 Service notes.



## Adult Performance Measures

PY15 as of 4/19/16	num Adult Entered Employment	den Adult Entered Employment	Adult Entered Employment
POPLAR BLUFF JOB CENTER	1,538	2,582	59.6%

PY15 as of 4/19/16	den Adult Retention	num Adult Retention	Adult Retention
POPLAR BLUFF JOB CENTER	2,344	1,781	76.0%

PY15 as of 4/19/16	num Adult Avg Earnings	den Adult Avg Earnings	Adult Avg Earnings
POPLAR BLUFF JOB CENTER	\$18,009,403	1,781	\$10,112

## Dislocated Worker Performance Measures

PY15 as of 4/19/16	num DW Entered Employment	den DW Entered Employment	DW Entered Employment
POPLAR BLUFF JOB CENTER	648	1,028	63.0%

PY15 as of 4/19/16	num DW Retention	den DW Retention	DW Retention
POPLAR BLUFF JOB CENTER	782	946	82.7%

PY15 as of 4/19/16	num DW Avg Earnings	den DW Avg Earnings	DW Avg Earnings
POPLAR BLUFF JOB CENTER	\$8,618,075	782	\$11,021

## Adult and Dislocated Worker Projections based on the performance trends

PBJC	PY14-Q3	PY14-Q4	PY15-Q1	PY15-Q2	PY15-Q3	PY15-Q4	Current +1	Current +2
Adult Entered Employment	56.1%	56.7%	53.5%	62.5%	63.8%	57.9%	62.4%	63.5%
DW Entered Employment	59.2%	63.0%	53.0%	69.6%	66.7%	63.8%	67.6%	69.0%
Adult Avg Earnings	\$9,973	\$11,323	\$9,206	\$9,257	\$10,916	\$11,447	\$10,973	\$11,151
DW Avg Earnings	\$10,611	\$12,467	\$10,348	\$9,250	\$12,401	\$12,524	\$12,094	\$12,330
Adult Retention	79.4%	76.2%	75.3%	78.5%	77.2%	72.6%	73.8%	73.0%
DW Retention	83.0%	81.6%	81.2%	85.5%	85.6%	78.6%	82.0%	81.8%