



# City of Greensboro

Date: December 3, 2009  
To: Lillian Plummer, Training and Employment Services Director  
From: Internal Audit Division  
Subject: Workforce Investment Act Program Review for FY 2008-2009

The Internal Audit Division has conducted a review of the Workforce Invest Act Program (WIA) administered by Training & Employment Services (TES) for fiscal year 2008-2009. The objectives of our review were to:

- Verify that the financial summary report is complete and accurate.
- Verify that expenditures were correctly documented and substantiated.
- Verify that participants were eligible for the programs that they were enrolled in and that the files documented their eligibility.
- Verify that participants were eligible for the level of service that they received.

Funding for WIA comes from the United States Department of Labor through the North Carolina Department of Commerce. The budget for program year 2008-2009 was \$7,468,601, including \$2,212,601 from the American Recovery and Reinvestment Act (ARRA), with total expenditures of \$3,234,987, which included \$81,658 in ARRA expenditures. There were a total of 763 participants served including 272 Adults, 270 Dislocated Workers, and 221 Youth. This did not include the 389 youth served as a part of the Summer Program funded by ARRA.

### **Financial Summary Report**

We received the final financial summary report from Steve Jones, Supervisor of WIA Administrative Services, and compared the category totals to the 14<sup>th</sup> month budget and cost of operations statement. The totals included program, staff, center, High Point JobLink, training, support, contract, and other categories for the Adult, Dislocated Worker, Youth, Incentive, Incumbent, Rapid Response, Options, Wired, Governor's Crime Commission, and Administration groups. The following differences were noted: an error in the formula for unspent funds for dislocated workers and an overage in the available program expenses in the amount of \$20,275, which was made up of an overage in incumbent workers and an underage in wired funds. This caused an overage in total funds available, when compared with current year expenditures and unencumbered funds from the 14th month budget and cost of operations statement, produced in our Lawson system.

Per Steve Jones, TES only reports expenditures on the state website; the budget is already computed based on state awards. Therefore, when the spreadsheet was created, they used what the state had listed for the budget. This total included an award that the City did not receive until July of 2009. This caused the discrepancy between the 14th budget and cost of operations worksheets ending June 30, 2009 and their program year 2008 expense analysis worksheet. TES corrected this worksheet to reflect the City budget as of June 30, 2009.

### **Expenditures**

We sampled 10% of the total expenditures for program year 2008-2009; these expenditures included training and support expenses. We examined the specific training and support expense accounts: pre vocational training, individual training, supportive services, gas vouchers, dependent care, and bus fares. We picked a sample from each expense account and obtained a copy of the check and invoice for each expense. Examples included NC A&T, UNCG, GTCC, Kyle's Friendly BP, GTA and Guilford County Department of Social Services. All expenditures that were chosen had sufficient documentation.

### **Participant Eligibility**

We chose participants from each of the three categories and reviewed the case files and progress notes from the Workforce Plus System (software tracking of participants). Each file had a case profile that included age, contact information, trainings, recent programs, and recent activities. In addition, the file included an eligibility verification form that included questions for all aspects of the verification process. These questions include: citizenship and verification, county of residence and verification, date of birth and verification, selective service and verification, dislocated worker verification, youth barrier verification, social security card status, and final disposition. All forms were filled out and indicated that each participant was eligible for the program in which they were enrolled.

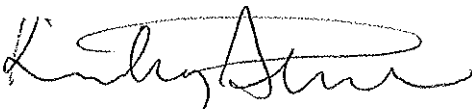
All fifteen participants tested were enrolled in the Workforce Plus system; twelve of the fifteen were still in the system whereas three had completed their programs and had been determined by their case managers to exit the program. After ninety days of inactivity a participant is automatically exited from the system. There was one participant who was still active in the system although the participant had withdrawn from the program in which the participant was enrolled. This particular participant is still active in the system because the case manager continued to follow-up with the participant and noted that contact in the participant's file.

### **Service Eligibility**

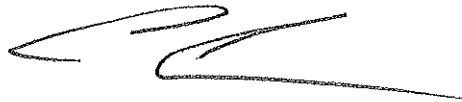
Level of services available to participants starts at the core services level. Some of the services at the core services level include: determination to receive assistance, outreach, intake, orientation and initial assessment of skill levels. There is a State mandate for Adult and Dislocated Workers to receive core services, intensive services, and then training services. Youth workers do not fall under the same specific requirements and do not have to follow the progression of services.

Case managers give a "passport" (the checklist of services received) to participants to track the progression of their services. It is not required in the file checklist that this passport be maintained; however, the passport would be an excellent go to guide other than the case notes for determining eligibility for services. We recommend that the passport be completed after each level of service is reached and that the passport be kept in each participant file. This would not only be helpful for those reviewing the case files, but it would serve as a record for compliance purposes. An additional resource is the State JobLink MIS system which indicates that the participants have received core services before progressing to intensive services. Steve Jones provided printouts from the State MIS system for the Adult and Dislocated Worker participants that were selected. Each participant was eligible for the level of service that they received.

We would like to thank the staff of Training & Employment Services for their assistance and cooperation during this review. If there are any questions concerning the details of this review, please call us at 373-2230.



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