

August 15, 2017

Ms. Deb Trygstad
Employment and Training Coordinator Lead
Experience Works, Inc.
P.O. Box 166
Sauk Centre, MN 56378

Dear Ms. Trygstad:

Enclosed please find the on-site monitoring report for Title V of the Older Americans Act (OAA), Senior Community Service Employment Program (SCSEP), Grant #7315100. This report is a result of a monitoring review that took place on April 27, 2017.

The monitoring report contains sections on General Description of Monitoring Activities, Significant Findings (including any corrective action), Comments/Recommendations, and Requests for Technical Assistance. The significant findings state that there will be no corrective action required at this time.

Thank you for your assistance with this process.

Sincerely,



Maria Cantu
State Field Representative
Workforce Development Division

Attachment

cc: Shelley Landgraf
Nola Speiser
Taryn Galehdari
Nancy Hoffman
Sharon Haakinson

TITLE V SCSEP GRANT #7315100
ON-SITE MONITORING REPORT

GRANTEE: Experience Works, Inc.

FIELD REPRESENTATIVE: Maria Cantu

DATE OF REVIEW: April 27th, 2017

PERSONS INTERVIEWED: Deb Trygstad- Employment and Training Coordinator Lead
Nancy Hoffman-Employment and Training Coordinator
Sharon Haakinson-Office Administrator

I. GENERAL DESCRIPTION OF MONITORING ACTIVITIES

The purpose of the review of the SCSEP Grant #7315100 was to ensure compliance with the Title V of the Older Americans Act, Workforce Innovation and Opportunity Act (WIOA), Federal Regulations, Minnesota Department of Employment and Economic Development (DEED) policies, and State Statutes. The Title V Review Guide was used as the basis for the discussion.

Specific items reviewed:

Administrative Review
Coordination
Services to Participants
Performance Measures and Standard

Prior to the on-site visit, a desk review was completed. Items reviewed included:

Annual Assessment
Previous Program Monitoring Reports
Quarterly Narratives
Financial Status Reports (FSR)
SPARQ Quarterly Progress Reports

All documentation, notes and review guide are on file at DEED's Employment and Training Programs Division in St. Paul.

II. SIGNIFICANT FINDINGS

A. Corrective Action

There is no corrective action at this time as a result of this review.

B. On-Site Review Summary

1. Administrative Review

Experience Works, Inc. was initially awarded \$559,161 to implement the program for the period of July 1, 2016 through June 30, 2017. The Grantee has a total of 60 slots and provides program services in 54 counties in Minnesota. The Grantee received an additional \$8,300 in grant funds that became available from another SCSEP service provider on June 29th, 2017 for a new total of \$567,461.00.

The Grantee identified a change in program staffing; two employee positions were eliminated and Nancy Hoffman is now the case manager for all the state grant positions in Minnesota.

Timesheets are signed by the participant and their site supervisor. Participants assigned to the Grantee's worksite submit a timesheet on a bi-weekly schedule. The training site supervisor is responsible for reviewing the timesheets for accuracy, totaling and verifying the hours, signing the timesheet, and faxing the timesheet to the Grantee on the last day of the pay period. Options for method of payment are: direct deposit, Global Cash cards or check sent via U.S. mail. The Grantee provided a sample of time sheets for review.

The Grantee provided a copy of their most recent Consolidated Financial report. The report completed by RMS US, LLP, dated June 30, 2015 did not identify any findings related to SCSEP. There was a Significant Deficiency and Noncompliance finding. The Grantee did not submit timely payroll taxes for the quarter ended June 30, 2015 and quarter ending September 30, 2015 as required by laws and regulations. The Grantee's response: subsequent to the finding and other related acts of mismanagement, the CEO and CFO were terminated.

Prohibitions regarding the use of program funds for political lobbying, patronage and other political activities, union organizing, nepotism, and maintenance of effort are addressed verbally during orientations with new Host agency supervisors and with employers who participate in On-the-Job Experience (OJE). The information is also included in the host agency work-site agreement, OJE agreement, the Grantee's calendar handbook, and the host agency's orientation record. The Grantee stated there has been no indication of a violation of one or more of these prohibitions.

There has been no change in the Complaints/Equal Employment Officer position. The Grantee provided information on complaint procedures for staff. Participants are provided a copy of the Complaint Procedure and the "How We Use Your Personal Information/Equal Opportunity is the Law" form and sign and date both forms. The Grantee maintains a copy of both forms in the participant's file. The Grantee stated they have not received any informal or formal program or discrimination complaints

since the last program review.

The Grantee's staff builds relationships with the WorkForce Centers' career counselors to ensure referral of applicants as appropriate. Participants are directed to register at the WorkForce Centers (WFC) and referrals are made to other WFC partner service providers as appropriate. The local Workforce Development Board has determined SCSEP participants to be eligible for co-enrollment in the WIOA Adult formula program. Referrals are made if, during the assessment and re-assessment process, it is determined that an individual could benefit from co-enrollment.

The Grantee currently has Memorandum of Understandings (MOU) with Washington (dated 1/12/16) and Stearns-Benton County (10/2015) WFCs. No other MOUS were identified as current.

Eligibility for the program is determined at time of application and once every 12 months after enrollment. Eligibility may also be reviewed as circumstances change.

Participants determined ineligible due to changes in income or false information provided at time of enrollment are sent a termination letter 30 days prior to the actual date of exit. The Grantee, in accordance with SCSEP policy allows for other exits such as: unsubsidized employment, moved from area, for cause, voluntary, durational limit, non-income eligible, deceased, health/medical, family care or institutionalized. The written notice of exit informs the participant of the date of exit, the reason for exit and information on their right to appeal. The grievance policy is attached to all exit letters. When appropriate, referrals to the WFCs and social service agencies are made.

The Grantee is notified of job fairs at the WFC's throughout the state. In Southeast Minnesota, Grantee's staff are provided a booth at events to recruit and network with employers. Grantee's policy requires to list community service assignment vacancies with the local WFCs. Outreach materials are available at WFCs where the Grantee provides program services.

The Grantee provides orientation of program services to participants. Orientation includes the Participant and Host Agency Handbook outlining the services and policies. Participants sign an Orientation Checklist once all relevant services and policies are reviewed. A copy is provided to the participant. A medical exam is offered upon enrollment and at recertification of the program. The response is documented on the Offer of Medical Exam form.

Orientation also includes information on wage exclusion. Upon request,

participants will receive a copy of the Training and Employment Guidance Letter (TEGL) No. 11-06 identifying the exclusion of SCSEP wages for calculating eligibility. Participants are informed of the requirement to notify the Grantee when unsubsidized employment is obtained. It is the responsibility of the Grantee to notify the worksite supervisor that the participant has obtained unsubsidized employment.

Orientation with the Host agency includes a review of the Orientation Record which is signed by both the worksite supervisor and the SCSEP Coordinator. The Host Agency receives a Handbook and the Worksite Agreement is reviewed and signed. All non-governmental host agencies are required to provide a copy of their 501(c)(3) designation letter.

The Grantee uses JobReady, an online system that was developed specifically for the SCSEP to enhance participant focused services and to help staff provide effective case management for each participant. JobReady is used to conduct and complete the participant's initial assessment/reassessment, training plan, Individual Employment Plan, and case management. JobReady provides the participant with informed choices regarding employment interests, and enables participants to objectively assess if they have the required knowledge and skill level for their job choices.

The Individual Employment Plan (IEP) identifies the participant's goals and objectives. The IEP is updated at a minimum, twice in a twelve month period. IEPs are updated more frequently when participants are transferred to a new host agency.

Participants are provided 20 hours of part-time community service within a work week. There is a worksite agreement in place for each participant. Worksite supervisors are on-site at all times. Worksites are evaluated and monitored.

The Grantee utilizes training activities that include: community service job training, skills training, classroom instruction, lectures, seminars, individual instruction, training through other employment and training programs, and self-development training. OJE is utilized when the participant's IEP contains a goal of obtaining unsubsidized employment with a public or private employer that requires skills not attainable through the community service worksite. OJE's were not utilized in this past year.

Support services are provided as needed. The IEP contains documentation of support services provided. When appropriate, participants are referred to community resources for assistance with support services. Gas cards and bus fare were provided for travel to attend job club, English as a Second Language classes and computer training provided by the Grantee.

The Grantee utilizes the resources available at the WFCs in preparing participants for unsubsidized employment. Job clubs are an intricate part of the employment and training process and provide individuals the necessary tools for seeking, securing, and keeping employment. Job club sessions include: orientation, self-assessment, goal setting, networking, applications, online and kiosk applications, resume preparations and cover letters, how to answer difficult interview questions, closing an interview, writing appropriate thank you notes, negotiating higher salaries, keeping the job, and continuing the search. The Grantee's Coordinators contact employers directly to develop suitable job placements. Participants are encouraged to attend job fairs.

The Grantee's approved Budget Information Summary and the Final June 2017 RPR showed the following:

	Approved Budget (6/30/17)	Actual Expenditures (6/30/17)	% Achieved
Administration	\$53,341.00	\$53,059.42	99.5%
Participant Wage & Fringe	\$435,233.00	\$434,756.32	99.9%
Career Services	\$76,987.00	\$75,645.85	98.3%
Support Services	\$1,900.00	\$1,019.00	53.6%
Total	\$567,461.00	\$564,480.59	99.5%

The Grantee did not fully expend all grant funds; a total of \$2,980.41 remained unexpended. **Note:** See Comments/Recommendations Section of this monitoring report.

Core Performance Measures

Measure	Goal	Year to date
Community Service	77.8%	N/A
Common Measures Entered Employment	57.0%	47.1%
Common Measures Employment Retention	78.0%	66.7%
Common Measures Average Earnings	\$7,407	\$8,701
Service Level	163.0%	N/A
Service to Most in Need	2.79	3.16

There was no Year-to-date data reported on the Community Service or Service Level performance measures. As shown above, the Grantee exceeded the Average Earnings and Service to Most in Need performance measures.

Financial Reconciliation

A financial reconciliation was conducted utilizing the total monthly expenditures of \$37,424.26 shown on the February 16-28, 2017 Reimbursement Payment Request (RPR). The Grantee provided documentation to support the total expenditures. Sample expenditures from the Administration, Participant Wage and Fringe, Career Services and Support Services cost categories were selected and traced back to the initial invoices. No concerns were noted.

Participant File Review

Data validation was conducted in place of the participant file review. No significant findings were identified.

III. COMMENTS/RECOMMENDATIONS

As stated above, the Grantee did not fully expend the additional grant funds allocated to them. This was due to the timing of receiving the funds. Grantees are contacted by the DEED Program Coordinator during the beginning of the third quarter of the grant period and asked if all funds will be expended. Unfortunately notification of the availability of additional funds was not communicated until late in the fourth quarter. DEED's Program Coordinator appreciates the Grantee's willingness and the concerted effort in expending the additional program funds.

IV. TECHNICAL ASSISTANCE

A request for technical assistance was not made nor recommended at this time.