

BRIEFLY...

Highlights of Report Number 03-13-002-03-390 issued to the Acting Assistant Secretary for Employment and Training.

WHY READ THE REPORT

The Department of Labor (DOL), Office of Inspector General (OIG) initiated a performance audit of the Workforce Investment Act (WIA) Title IB programs operated by the Northwest Pennsylvania Workforce Investment Board (Board) and its fiscal agent, the Regional Center for Workforce Excellence. This audit was in response to a request from Pennsylvania Senator Patrick Toomey and Congressman Michael Kelly for a fiscal and programmatic review of the Board. The Pennsylvania Bureau of Audits (Bureau) had initiated a performance audit of fiscal issues at the Board based on a request the Bureau received from the Pennsylvania Department of Labor and Industry. The Bureau issued its report on July 30, 2013. Our audit focused on programmatic issues and how well the Board met its performance goals.

WHY OIG CONDUCTED THE AUDIT

Our audit objective was to answer the following question:

Did the Northwest Pennsylvania Workforce Investment Board meet its performance goals to provide WIA-funded services to participants to meet the workforce development needs of the local area?

To answer our objective, we reviewed documentation in the Board's case files, and evaluated the WIA-funded services participants received to determine whether these services benefited the participants after their exit from the program. Our audit encompassed the Board's Program Year (PY) 2011 WIA performance results and analysis of services and outcomes for all 1,161 participants who exited between April 1, 2010, and March 31, 2011.

READ THE FULL REPORT

To view the report, including the scope, methodology, and full agency response, go to: <http://www.oig.dol.gov/public/reports/oa/2013/03-13-002-03-390.pdf>.

September 2013

IMPROVEMENTS ARE NEEDED BY THE NORTHWEST PENNSYLVANIA WORKFORCE INVESTMENT BOARD TO ENSURE SERVICES ARE DOCUMENTED AND PARTICIPANTS FIND JOBS RELATED TO THE TRAINING RECEIVED

WHAT OIG FOUND

The OIG found the Board met its performance goals to provide WIA-funded services to participants to meet the workforce development needs of the local area. However, our review of case files for a random sample of 288 participants found that 14 (5 percent) had inaccurate exit dates. These exit date errors occurred because the Board did not have adequate policies and procedures in place to ensure case workers documented in participant case files the services they provided. While sample results showed these errors did not materially impact the Board's performance results for PY 2011, there is a risk in future program years that the effect could be significant.

Additionally, our analysis of all 316 participants who received training and exited the program between April 1, 2010, and March 31, 2011, found that 131 either did not obtain employment (40), or their employment was unrelated to the training they received (91).

WHAT OIG RECOMMENDED

The OIG recommended that the Acting Assistant Secretary for Employment and Training require the Board to develop and implement policies and procedures requiring caseworkers to document in participant case files the services that were provided and improve its monitoring of contractors who provide WIA services to ensure their caseworkers comply with these requirements. Finally, we recommended that the Board conduct a study or perform an analysis to determine why participants did not obtain employment related to the training they received and use the results to develop strategies to increase the percentage of participants who receive training services to find related employment.

ETA did not agree with our finding and recommendation related to the percentage of participants who received training services and did not find employment, or employment related to the training they received after exiting the program.

L&I and the Board generally agreed with the findings and recommendations.